

WHITEPAPER

Beyond the invoice

Unlocking the strategic value of Freight
Audit and Payment (FAP) programs

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Leveraging FAP Analytics and Consulting to improve margins, strengthen networks and drive smarter decisions

Most shippers view Freight Audit and Payment (FAP) as a back-office function: validate invoices, catch carrier billing errors, manage exceptions and ensure timely payments. While these are critical spend control functions, they only scratch the surface of what a holistic FAP program can deliver.

When combined with analytics and consulting, FAP turns into a decision-enablement platform, helping shippers understand why costs are shifting, identify opportunities for improvement and take action that drives measurable savings.

This whitepaper explores how leading analytics and Transportation Solutions Consulting (TSC) programs add value individually, and how they can complement each other to create a continuous cycle of visibility, strategy and results.

ANALYTICS IN ACTION:

Furniture Retailer cuts costs and streamlines operations

Challenge: Growing transportation complexity, new regional carriers, and manual invoice reconciliation led to late payments and strained carrier relationships.

Solution: Centralized transportation cost data and visibility, automated GL coding and exception management, tailored spend analytics.

Impact:

4% annual savings in ocean freight spend

83% reduction in past-due invoices

Improved carrier relationships and contract terms

2–3 FTEs shifted to strategic, value-added work

FAP Analytics: From visibility to answers and insights

Comprehensive analytics programs turn audit data into a decision-support tool. Unlike generic BI tools, FAP analytics platforms are purpose-built for transportation, with the flexibility to drill into spend and manipulate data as needed.

Key advantages include:

- **Transportation-specific, tailored dashboards:** Ready-made views designed for logistics, with the ability to drill into details, change views as needed and catch early warning signals.
- **Ease of use:** Transportation teams can quickly answer questions without waiting for vendors to create custom reports or dashboards.
- **Dynamic analysis:** Monitor spend patterns and isolate cost changes over time, explore what-if scenarios and adjust plans proactively.

Equally important is pairing dashboard-driven visibility with dedicated account analysts who bring depth and context to the data. They interpret cost and operational trends, explain cost drivers and recommend actions. They develop a deep understanding of each customer's business and apply cross-industry knowledge, allowing shippers to learn from the experiences of peers with similar challenges.

The outcome is not just better reporting and dashboards, but clarity and actionable insights into cost drivers and forward-looking savings opportunities.



Transportation Solutions Consulting: Strategy and execution

Analytics identify opportunities, consulting helps act on them. Transportation Solutions Consulting (TSC) builds on FAP data to deliver strategies that reduce cost and improve network performance.

TSC typically focuses on three areas:

- 1. Sourcing:** The most direct way to save on transportation is through better carrier agreements. Consulting teams source carriers across all modes: parcel, LTL, truckload, ocean and air, using shipment-level data, benchmarking and market analysis to secure agreements that reflect both current needs and future requirements.
- 2. Benchmarking and strategy:** Many shippers lack context to determine whether their rates are competitive. Benchmarking compares rates against the broader market, while strategic assessments identify gaps between current practices and best-in-class operations. Projects can also include roadmaps that details opportunities, required investments and expected ROI.
- 3. Modeling and optimization:** Changes such as new facilities, new service requirements or shifts in customer demand, require modeling to understand their impact on the transportation network. Consulting teams help shippers test scenarios, assess costs and make data-driven decisions about network design, service levels, and carrier strategies.

Through these services, TSC functions as an extension of a shipper's team, providing the expertise and bandwidth to support both tactical savings and long-term network design.

TSC IN ACTION:

Premium outdoor brand strengthens network and cuts costs

Challenge: Rapid omnichannel growth outpaced carrier capacity, invoice volumes strained internal teams, while a legacy network led to poor carrier assignments and rising transportation costs.

Solution: Added TL (Truck Load) and LTL (Less Than Truckload) carriers following a sourcing project, restructured freight classes and broadened the carrier pool to lower costs and improve service.

Impact:

10% annual savings on LTL spend

9% annual savings on truckload transportation spend

Improved carrier service options

Improved delivery accuracy across channels and regions



The next level: Combining analytics and consulting

FAP Analytics and TSC each deliver significant value. Analytics gives shippers the clarity to see problems and opportunities; TSC provides the expertise to design and implement solutions. But together, they create a closed loop of insight and action.

- **Analytics identifies the issue:** For example, shipments might consistently move into higher-cost zones.
- **Consulting develops the solution:** Options might include carrier diversification, inventory reallocation, or DC alignment.
- **Analytics validates results:** Post-implementation monitoring confirms savings and highlights new opportunities.

This approach creates a closed loop – allowing organizations to shift from reactive problem-solving to proactive, continuous improvement.

Advantages of a best-in-class approach

Businesses that take a holistic view of FAP, analytics, and consulting benefit from:

- **Proactive cost control:** Issues are flagged early, allowing adjustments before costs escalate.
- **Forward-looking decision-making:** Data is not only accurate but contextualized, leading to smarter choices on service levels, modes, and network design.
- **Market competitiveness:** Benchmarking ensures agreements reflect current market realities, not just historical rates.
- **Organizational alignment:** Insights are delivered in the language of the business, helping transportation leaders communicate effectively with finance, operations and executive teams.
- **Continuous improvement:** With analytics and consulting working together, shippers receive a steady pipeline of improvement opportunities, from quick wins to structural changes.



The path forward: Turning FAP data into insights and action

Freight audit and payment is much more than invoice audit and cost control, it's the foundation for intelligent transportation spend management. With a comprehensive analytics and consulting programs, raw data becomes insight, foresight and action, enabling shippers to cut costs, strengthen networks and improve resilience.

Infios FAP Analytics and Transportation Solutions Consulting (TSC) can give you that edge by helping you manage spend proactively, adapting your network to change and improving margins.

Ready to see what's possible?

Let's talk about how your FAP program can become a competitive advantage.

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