

BUSTER FETCHER

6 Steps for a Successful Negotiation with Your Shipping Carrier

This guide was meticulously crafted with insights from former carrier representatives and enriched by our in-depth analysis of millions of imported packages each month.



Welcome to the 'Buster Fetcher® Negotiation Guideline'

Welcome to your comprehensive guide on negotiating shipping rates.

This guide is packed with practical tips and strategies to help you secure better deals and optimize your shipping costs.

With the insights and tools provided here, you will be well-prepared to negotiate effectively and achieve the savings your business deserves.

If you need personalized assistance at any point, don't hesitate to reach out to Buster Fetcher® for expert support and coaching, or to be introduced to the best negotiators in the field.

Let's start this journey towards more cost-effective shipping solutions together!

Introduction to Negotiating Shipping Rates

Negotiating better shipping rates can seem like a daunting task, especially when dealing with large carriers like Canada Post, UPS, Fedex....

However, armed with the right data and strategies, you can secure significant savings for your business.

This guide is designed to help you navigate the complexities of shipping rate negotiations and empower you to achieve the best possible deals on your own.

Why Negotiate?

Shipping costs are a substantial part of any business's expenses, and even small reductions can lead to significant savings over time.

By negotiating your rates, you not only reduce costs but also improve your overall profitability.

This guide provides practical tips and strategies to help you unlock these savings and enhance your business's financial health.

Who We Are: Buster Fetcher®

At Buster Fetcher®, we help businesses Win the Shipping Game.

Our expertise lies in securing refunds for late delivered packages and discovering other cost-saving opportunities, all without requiring you to change your shipping carrier.

We have assisted nearly 3000 companies across Canada, including store chains, financial services, distributors, manufacturers, and even shipping carriers.

Our detailed analysis reports help our customers better understand their shipping profiles and identify areas for improvement.

INTRODUCTION

Our Partnership for Negotiation Services

While we specialize in optimizing your current shipping setup, we recognize the importance of negotiating better rates.

That's why we have partnered with top-tier businesses who are experts in logistics and shipping negotiations.

These partners, including former representatives from major shipping carriers, bring a wealth of experience and insider knowledge to the table.

They can either manage the negotiation process on your behalf or coach you through it, ensuring a win/win partnership.

Why Partner with Us?

Our success is directly tied to yours. We operate on a win/win philosophy, meaning we only succeed when you do.

By partnering with Buster Fetcher®, you gain access to industry insiders who know the tricks of the trade and can leverage this knowledge to your advantage.

Whether you choose our managed negotiation service through our partners or our coaching support, we are committed to helping you achieve significant savings.

Contact Us Today

Ready to start saving on your shipping costs?

Contact your Buster Fetcher® representative today to learn how we can assist you in negotiating better rates with your carriers.

Remember, everything in life is negotiable, and with Buster Fetcher® and our expert partners by your side, you can achieve the savings your business deserves.

Let's win together!



6 Steps for a Successful Negotiation with Your Shipping Carrier

1. Preparation

- ☐ **READ** all your contracts. Highlight anything you don't understand.
- ☐ **LIST** the additional charges or services your company uses.
- ☐ **IDENTIFY** which lanes (destinations) and services (Ground or Air) your company uses.
- ☐ **RESEARCH** both competitors and alternative channels used by your existing carriers.
- ☐ **ASK** for rates from the competitors and alternative channels (Shopify, eShipper, Regional Carriers, etc.).

2. Research

- ☐ **COMPILE** your shipping history from the past 12 months. Most carriers provide a CSV or Excel upload.
- ☐ **COMPARE** the data from the previous year to see if your volume is growing.
- ☐ **CONSIDER** using Buster Fetcher®'s customized reports to better understand your characteristics.
- ☐ **REMEMBER:** You won't get the best rates without doing this homework!

3. Strategy

- ☐ **DECIDE** what you want and what you will accept. Write this down.
- ☐ **INCLUDE** other negotiables like pickup times, reports, support, etc.
- ☐ **PLAN** your sequence. Usually, there are at least 2 or 3 stages.

4. Contacting the Carrier Representative

- ☐ **ASK** for an appointment via email and learn the supervisor's name ahead of the appointment.
- ☐ **ADD** a team member or co-worker to the discussion. Review your plan.
- ☐ **KEEP** emails short. Manage what you share. You want to discuss rates.
- ☐ **SET** the time frame and control the communication. Push them to reply quickly.
- ☐ **MENTION** that you have been in contact with other competitors (but don't say who).
- ☐ **DEFER** replying to any questions that don't help your cause.

5. Negotiation

- ☐ **STATE** your needs and don't talk too much. Less is more.
- ☐ **REMEMBER:** Reps want growth. They don't want to lose volume or deal with problems.
- ☐ **REJECT** the first offer. It's not good enough. Don't justify why.
- ☐ **ASK** for better. If they don't improve, you may ask to speak to the manager.

- ☐ **SHARE** your data at this stage. Only share data that helps you.
- ☐ **LEVERAGE** the last and best offer with competitors to get better rates from them.

6. Other Tips

- ☐ **DIVERSIFY** your carriers. Don't get stuck with one.
 - *Explanation: Canada Post or any other carrier might not risk losing your business if you mention considering regional carriers or alternative platforms like Shopify, Parcelz, or third-party aggregators.*
- ☐ **CONSIDER** alternative platforms like resellers and software.
 - *Explanation: Mentioning interest in other services can sometimes push your current carrier to offer better rates.*
- ☐ **COMBINE** associated companies for greater savings. Permission by email is OK.
 - *Explanation: You can pool volumes with associated companies to negotiate better rates, even if they are in different locations within the same province.*
- ☐ **READ** the new contract. Ask what has changed. Are shipments guaranteed?
 - *Explanation: During negotiations, insist on retaining guarantees for important shipments, especially for high-value or time-sensitive deliveries.*
- ☐ **REVIEW with Buster Fetcher® to confirm.**
 - Buster Fetcher® is **YOUR competitive advantage**. We have extensive data and insights to help you. **We win if you win, unlike your shipping rep.** So ALWAYS verify with Buster Fetcher® before signing an agreement.
- ☐ **NEVER** sign anything until you completely understand it.

So now... what's next ?

Let's 'Win the Shipping Game!'

Congratulations on taking the first step towards optimizing your shipping costs!

Now that you have the knowledge and tools from this guide, it's time to take action and start saving.

Do you really have the best price possible?

Many businesses are left wondering if they're getting the most out of their shipping agreements.

With our extensive data, expert partners, and insider knowledge, Buster Fetcher® can help you avoid traps designed to limit your savings.

Shipping reps aim to maximize profit for their companies, but our primary job at Buster Fetcher® is to help businesses like yours save as much as possible—because that's how we get paid.

Why Contact Us?

- **Quick Savings:** Start saving on your shipping invoices immediately.
- **Easy Setup:** Our one-time setup takes only five minutes.
- **Secure and Reliable:** Enjoy peace of mind knowing your savings are managed securely.

- **Free Analysis:** Get a complimentary analysis with our 'Save on Shipping Experts' to understand your savings potential.
- **No Savings, No Cost:** Our services cost nothing if we save you nothing.
- **Expert Connections:** We can introduce you to negotiation experts, logistics specialists, and even former shipping carrier reps to give you the edge in your negotiations.

Ready to Save?

Don't wait any longer to start reducing your shipping costs. [Book a meeting](#) with one of our 'Save on Shipping Experts' today and discover how simple and effective our process can be.

Contact us now:

- **Phone:** 1-844-311-3088
- **Website:** www.busterfetcher.com
- **[Book a Meeting: Schedule an Appointment](#)**

Take the next step towards more cost-effective shipping solutions.

We look forward to helping you win the shipping game and achieve significant savings for your business.