Frequently Asked Questions

1. What does Vantage Point Logistics do?

VPL provides a tailored freight management solution resulting in a significant reduction of inbound shipping costs. Our turnkey program is designed to accommodate the unique financial and accounting requirements of the higher education market and includes everything our customers need to start realizing savings on day one; Supplier Management, Carrier Invoicing and Allocation, Reporting and Analytics, as well as Proactive Account Management to tie it all together. Our program operates seamlessly in the background and requires very little customer maintenance once implemented.

2. How will the VPL program lower our inbound shipping costs?

Every day your organization receives deliveries of product where the cost of shipping has not been previously negotiated; otherwise known as prepay-and-add freight. Your suppliers typically charge you carrier list price for these deliveries and are realizing a significant profit by marking up the shipping charges. VPL works with these suppliers to utilize your heavily discounted FedEx discounts when shipping you product. This results in a 35-40% savings to you over the suppliers’ prepay-and-add freight charges.

3. Will the VPL program change how our departments place orders?

No. VPL handles all supplier communication regarding our program and all changes occur on the supplier side. These changes will be completely transparent to your departments and they will continue to place orders in the same manner they always have.

4. Will the VPL program impact how we receive our deliveries?

No. Your suppliers will continue to deliver your product just as they always have.

5. What about the suppliers that don’t charge us for freight?

We recognize that some of your contracts include delivered pricing (i.e. the cost of shipping is included in the product price.) However, our experience shows there are still many suppliers that charge for shipping on the invoice to you. It is these suppliers that VPL will setup on our program to drive savings for your organization.

6. Why is there a lag time between when a supplier invoices us for product and VPL invoices for us for the shipping?

Suppliers attempt to generate and deliver an invoice as quickly as possible after the product ships. VPL charges are originated in the FedEx system when shipping labels are generated and are not billed until delivery is completed. VPL typically receives invoices from FedEx 5-10 days after the product ship date. Once VPL receives the FedEx data it is validated, allocated and invoiced in a timely manner.

7. Why do we sometimes see more than one VPL charge per PO?

There are two primary reasons for this:

I. Some suppliers have multiple distribution centers located in different regions of the country and they attempt to fulfill orders regionally. If items are on backorder, or not available in the primary warehouse, they will ship separately from
locations with in stock products. If all items are not in stock and ready to be shipped at the same time, they will pack and ship in the most efficient way to expedite orders.

II. Some manufacturers do not consolidate orders. They package each of their products in “ship viable” packaging and each product sent will result in a unique shipping charge.

8. Why do we sometimes see a VPL charge and a vendor assessed shipping fee for the same PO?

Traditionally shipping fees and handling fees are bundled together on supplier invoices. In this scenario you have no visibility to when a supplier is assessing a non-freight handling fee. When shipping is billed through the VPL program, the charges that remain on the supplier invoice are handling fees. Exposing these fees is an additional advantage of the VPL program.

9. Why are some of our suppliers assessing us non-freight (handling) fees?

One of the benefits of the VPL program is the visibility we provide into which vendors have been charging you miscellaneous handling fees. When shipping is billed by VPL, suppliers continue to bill the handling fees that were once concealed in the “shipping and handling” portion of invoices. VPL can provide reporting that will empower you to determine if you are contractually obligated to pay these fees and will give you the opportunity to reduce and/or eliminate them.

10. What should we do if a shipment is damaged or lost in transit?

If you have an order that ends up lost or damaged in transit you should first contact the supplier and request a replacement. In most circumstances the supplier will issue you a replacement at no additional charge. In those rare instances when a supplier pushes back on this request, VPL will gladly research and submit a damage claim on your behalf.