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# Returns Shipping Solution Saves Healthcare Businesses Time & Money

A large, multi-national healthcare services company needed to modernize their returns shipping processes to reduce labor, improve inbound visibility, and make it easier for their medical service clients to automate returns. They looked at various shipping and returns solutions and soon realized Transtream was exactly what they needed.

Healthcare Company's goal was to provide their clients with a returns shipping solution that would make it easy for them to automate inbound shipments of medical products, supplies and lab samples, while reducing administrative costs, errors and support calls. Transtream delivered, with self-service return "widgets" that plug directly into healthcare provider websites. From there, hospitals, pharmacies and labs can create return shipping labels, schedule pickups and track inbound shipments without any support, administrative intervention or preprinting of return labels.

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Returns Shipping Case Study

## COMPANY OVERVIEW

A multi-national healthcare services company manufactures and distributes products and supplies to a network of over 100,000 hospital and lab locations. They have built their reputation on delivering quality products and services.

## CRITICAL ISSUES

- Need to lower labor costs associated with inbound shipping system process.

- Need ability to configure and adapt system workflows to client-specific needs.

- Need to support FedEx Sameday City rate, ship and track capabilities from pharmacies.

- Need to increase traffic to website to optimize brand and reduce attrition.

Since 2004, Transtream multi-carrier shipping solutions have helped thousands of medium to large size retailers, distributors, manufacturers, and mail centers automate processing of 1 billion shipments annually. With the highest certification rating by all major carriers, Transtream cloud platform enable businesses to save money while greatly improving their customers' delivery experience.

## Transtream's Returns Widget Turns Medical Websites into a Shipping & Tracking Hub

Medical service providers frequently need to arrange to have Healthcare Company products, supplies and samples shipped to and from their clients. Rather than leaving it to their clients to use carrier websites to send and receive products, Healthcare Company provides a Transtream inbound shipping "widget" that drops right into medical service provider websites. With a click of a button, their clients can independently create FedEx Sameday City labels, arrange for pickups and track shipments.

Transtream's self-service widget takes all of the guesswork and administrative support out of the inbound shipping process. Although Healthcare Company exclusively uses FedEx for their shipping needs, Transtream also supports hundreds of other parcel, freight and local delivery services.

## Transtream Inbound Visibility Helps Medical Service Providers with Staff Resource Planning

Accessible by any PC, Mac or mobile browser, any medical service provider's clients can login to a medical service provider website and use Transtream widgets and create a return shipment. Once processed, the medical service provider can use Transtream's view app to see all inbound shipments in progress and their ETAs. This helps them plan for staffing and set expectations internally about when products will be arriving and available for patient use.

## Transtream's Configuration Tools Support Adaptation to Client Needs

Not every medical service provider's set of requirements are the same, it was important to Healthcare Company to have flexible tools that can quickly adapt workflows, website style sheets, carrier configurations and business rules to client-specific needs. Transtream provides those tools which speeds up time to benefit.

## KEY BENEFITS:

- Reduced labor costs
- Improve inbound visibility
- Fast cloud deployment
- Improved client experience
- Improved upselling opportunities

Transtream's Composer design studio were able to streamline workflows and reduce training time, limiting manual data entry. Best of all, because Transtream is cloud-based, there was nothing to install locally.

The Transtream returns shipping app was so successful, Healthcare Company is now using the same platform to automate outbound shipping for multiple national and regional parcel carriers.

From one shipping platform, medical service provides will be able to see all inbound and outbound shipping activity.

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## FOR MORE INFORMATION:

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