

Company Profile: Fortune 500

Uniform Rental/Manufacturer

Industry: Uniform Rental

Locations: 350+



## Cintas Corporation Case Study

### Overview

Cintas Corporation was struggling to manage their vendors services, billing, and leasing of postal machines. They have been our client since 2012. Cintas has a large postage meter portfolio of 250+ meters. Some of the key challenges included locations making their own decisions around mailing equipment and buying larger equipment than needed, huge variation in the rates paid for similar models with little control over pricing, and billing headaches leading to thousands of dollars in late fees and finance charges. Other challenges involved being charged for equipment that is no longer active or being invoiced at the wrong rates and difficulty in managing the locations, billing, and vendor requests.

### Approach

Our organization searched for any opportunities for savings. We review monthly vendor invoices. Postal Advocate is the first responder to the locations and management team to work with vendors to resolve issues.

“I highly recommend Postal Advocate as they have proven they are excellent advocates and truly care about their clients. They stay on top of each issue and get results. It is truly a pleasure working with them.”

- Dorthy Campbell (Consolidated Billing Specialist)

## Results that Speak Volumes



Identified over **\$127,000** in billing errors and helped obtain refunds.



Created an account plan that will reduce their mailing equipment spend from **\$900,000** to less than **\$400,000** over the next **4** years.



Reduced the lease costs of equipment by **54%**.

In the end, Postal Advocate continues to help Cintas save money when it comes to overcharges from their vendor and resolve several issues with leases and rentals with their postal machines. We help Cintas set the terms for their national vendor agreement, standardize the equipment, terminate unneeded equipment, and provided options after reaching out to locations through 1000s of emails and hundreds of phone calls and documenting requirements. By creating an account plan, we improved their return on investment. We continue to manage the account by reaching out to the locations to get control of the mail spends, manage the renewals, and answer questions. We document our notes in our enterpriseAdvocate<sup>®</sup> system. It was key that we developed standardized pricing that all offices can use going forward that are up to **77%** less than previous rates.

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### Conclusion

Since we started the program, we have helped drive over **\$1.6** million in savings with a 77% gross savings through over **450** renewals, fee savings and vendor credits. The changes Postal Advocate made allowed for enterprise-wide visibility. Additional benefits included excellent customer service/staff, high savings in dollars, and accurate information/reporting. We were able to right size their equipment fleet and control mail spends.