

**Company Profile:** Food  
Manufacturing  
**Industry:** Dairy Processing  
**Locations:** 200+



## DFA Dairy Brands LLC Case Study

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### Overview



When Postal Advocate Inc. started working with DFA Dairy Brands LLC, there was no defined mailing equipment and postage funding strategy. This was mainly due to the large number of acquisitions and inherited equipment. They have been our client since 2016. Some of the key challenges included coordinating open vendor items, such as handling billing issues, multiple postage accounts, equipment returns, and new installations. Managing postage invoices and payments, the day-to-day location needs and questions, and the equipment inventory and spearheading renewal discussions and equipment changes was also an area of difficulty.



### Approach

There was a Request for Proposal (RFP) done to define standardized pricing and terms for the future. We watch to make sure that the client is billed correctly, the contract is followed, and tracks savings. A catalog was created where Postal Advocate can work directly with the field offices to define their requirements and show options. They coordinate equipment changes directly with the mailing vendors and assure all changes have been fully implemented.

“Postal Advocate understands how the many postal equipment companies work, their accounting systems, and who to contact to get results. Doing this inhouse was very time-consuming and frustrating. Having all locations under one national account and one knowledgeable person to contact regarding any question or problem solved many issues.”

- Loretta Daughters (Sr. Manager Facilities and Office Services)

## Results that Speak Volumes



Identified over **\$35,000**  
in billing errors and  
helped obtain refunds.



Drove over  
**\$600,000** in  
savings.



Reduced their  
equipment costs by  
**68%**.

In the end, Postal Advocate built an inventory of the mailing equipment across the three vendors. Invoices were also consolidated on master accounts to eliminate tens of thousands in fees. Postal Advocate ensured that the equipment each locations gets is right-sized for their needs so they aren't oversold.

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### Conclusion

Since we started the program, we have helped drive \$600,000 in savings with an **86%** gross savings through over 100 renewals, fee savings, and vendor credits. Additional benefits include getting time back for the client to handle the needs they should be focused on and one phone number/one person to contact for all locations for help getting issues with their vendor or postage resolved.