



## LoadProof Testimonial from a Happy User

### Rick Olson

Executive Director  
Sealed Air

### What is your Current Title?

Business Systems Analyst

### What are your Roles & Responsibilities?

- Own North America Logistics
- Lead and direct logistics in North America
- Including transportation, carrier management, dispatch, government regulation, safety, and equipment acquisition and management

### What were some challenges you faced regarding picture documentation & storage in the warehouse prior to adopting Loadproof?

- High customer complaints upon receipt resulting in credits against current invoices
- Inability to dispute credits due to lack of proof
- Shortage claims – missing pallets reported by customers required significant time in research and often resulted in cost write-offs
- Internal IT department focused solely on SAP with no resources to develop solution as stand-alone

### How did LoadProof solve these challenges?

- Customers understand we take quality very seriously when we take time to take a picture.
- Customers are forced to second guess claims before submitting them due to our tremendous success in proving our shipping accuracy
- Company sales professionals use it as additional value in the sales process to maintain margins in a tough economy
- Internal auditors and quality department are relaxed in audit processes due to our demonstrated commitment to quality
- Picture capture as it leaves the facility improve our success rate in LTL related claims and payment

### How is the situation now?

Situation is so much better, we have pictures to show now. So we don't get that many claims. We have full visibility

### Would you recommend LoadProof to other Warehouse and Distribution Center Managers?

Yes Would absolutely recommend loadproof to other customers