the **Magaya***Insider*

<plain>## October 2013

Contents

From the Editor

If you ship vehicles, this month's tech tip is for you: A new feature speeds up entering EEI information for vehicles and any cargo that requires EEI filing with US Customs. It's built into Magaya software version 9.2, which is available now.

The latest version of Magaya software also includes a new way to automate charges for Sales Orders, a new way to fine tune permissions for users of your database, and a new way to enter spot rates. See the News page for details and updating information.

Wondering about the new Magaya Cloud technology offering? See this month's case study to see how Magaya customer, Phantom Logistics, uses the Cloud to access their Magaya database from their offices in the US or in Panama.

Are you attending the Air Sea Cargo Americas trade show in Miami November 6-8, 2013? We are. See you there!

Magaya Software YouTube Channel

Featured this Month
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- Creating Pickup Orders   Like

Click here to Subscribe to our channel and keep up to date with our latest training videos

November 6-8

@ **DoubleTree by Hilton & Miami Airport Convention Center**

See you there!

In the Works

October 2013: Improvements to Payment Terms

There will be some improvements to setting payment terms for customers in the software. In an upcoming release of the software, users will be able to define payment terms and use them in Quotations, POs, SOs, Invoices, and Bills. For example, you can set a discount for a customer if their bill is paid before 10 days. This feature will be available in all Magaya software products and will be very useful for commerce customers.

How it will work:

The setting will be found in the Customer profile dialog box on the Payment Terms tab. Details entered on the tab will populate into Sales Orders, Invoices, Purchase Orders and Bills.

EEI Enhancements

To speed up data entry of Electronic Export Information (EEI) when exporting cargo or vehicles, there is a new wizard in the software. All the items in your shipment transaction are listed and grouped by VIN, part number, Schedule B, or description so EEI information can be entered in batches. The total number of pieces per group is displayed in the "Pieces" column. The total weight and value is also calculated.

When shipping vehicles, each vehicle is listed individually:

Streamlining EEI Default Data for Magaya VIN Decoder:

You can save data entry time by entering default EEI information that all vehicles have in common by going to Maintenance > Configuration > US Customs. In the AES section of the screen, click the "Default EEI" button. This is a one-time entry task.

Click the "Default EEI" button. In the dialog box that opens, enter the Schedule B code for the vehicles and other data. For example, there are different codes for passenger vehicles, commercial vehicles of varying weights, diesel engine vehicles, and other types of vehicles.

Handle Containers _Continued_

Only the necessary fields are active; the others are disabled in this screen. As a result, any vehicle entered will now have the field "Include in EEI" checkmarked automatically so that it will automatically be included in the EEI filing. The vehicle must have a valid Schedule B code.

Save the information. Extra Info: If you want to perform some test shipments before sending real data to Customs, click the checkbox "Use Testing Environment." When you're done testing, be sure to uncheck this box.

Ship Vehicles and Process the EEI in Batches:

Create an export shipment. Add the commodities:

• If the vehicle was received in a WR, select the WR to add the vehicle to the shipment.

• If the vehicle was not received in a WR, scan the VIN barcode with Magaya VIN Decoder or manually enter the VIN. (If you configured default EEI data, it will populate in the Commodity dialog box.)

To send the information to US Customs, click the Customs button on the Shipment Toolbar (option "Send EEI to AES"). The wizard displays the vehicles and any other cargo in the shipment. Items are grouped. To enter or edit Schedule B information, select multiple lines of different vehicles (press the Shift key and click items) and then click the "Edit EEI" button. The EEI dialog box appears. Enter the data needed and click OK. The ability to select multiple vehicles and edit them as a group helps to speed up setting EEI data that is common to all the vehicles.

Now a checkmark appears in the column "Include EEI" for each item. Note: Selecting multiple lines can only be done with vehicles, not other cargo types. To enter batch information about another cargo type, click on the line and enter the details. All the items in that group will be updated because these items are already grouped and the quantities totaled.

Extra Info: To reverse the action, click the "Reset EEI" button to return the information back to the way it was before. To view item details, click the "Details" button.

Click "Save & Next." The next screen is a summary. Any item without a VIN, Schedule B, part number of description is displayed as "Unknown." Verify it and then send it to Customs as usual. ▫

Shipment101	Web EEI - Shipment101 ✕			

Setup EEI Information for Shipment Items
Shipment items has been grouped by VIN, Schedule B code, Part Number and Descriptio... on "Details". For your convenience; for each group the system has calculated the total a...

Include EEI	Group	Description	Pieces	Value
☑ Yes	VIN	2010 PORSCHE 911 CARRERA; CARR...	1	28,000.00
☑ Yes	VIN	2007 TOYOTA CAMRY SOLARA SE; SP...	1	17,000.00

Magaya Corporation welcomes the following 23 new members who joined the Magaya Network in September 2013:

(Roll your mouse over the names to see their location in the map)

- Air Cargo Global, Avenel, NJ
- Amerisa Logistics Merida, Merida, Mexico
- ATL Transport & Logistics LLC, Bayonne, NJ
- Baltic Worldwide, S.A., Panama City, Panama
- Bestway Ocean Express Transport, Inc.,
  Newark, NJ
- Busy Bee Logistics Ltd., Richmond, British
  Columbia, Canada
- Crossmotion Logistics, León, Mexico
- Gambit Logistics, Miami, FL
- Global Starke logistics Ltda., São Paulo, Brazil
- Ground Cargo Transportation (Argentina),
  Buenos Aires, Argentina
- Haina Bonded Warehouse, Haina, Dominican
  Republic
- Ideal Cargo, Doral, FL
- Lightyear Express, Tarzana, CA
- Magnum Freight, Miami, FL
- Reload Logistics and Trading, Ndola, Zambia
- Rulewave, Inc., Houston, TX
- Tecacell, Guatemala City, Guatemala
- Todo Logistics, Panama City, Panama
- Total Cargo Services, Miami, FL
- Webgistix Corp, Las Vegas, NV
- XCC Inc. (Miami), Miami, FL
- XCC Logistics S.A, Panama City, Panama
- Yamaneco Yacon Carga Aérea Ltda.
  São Paulo, Brazil

**Be sure to join us on our LinkedIn Group:
The Magaya Network Community!**

Click here to join now!
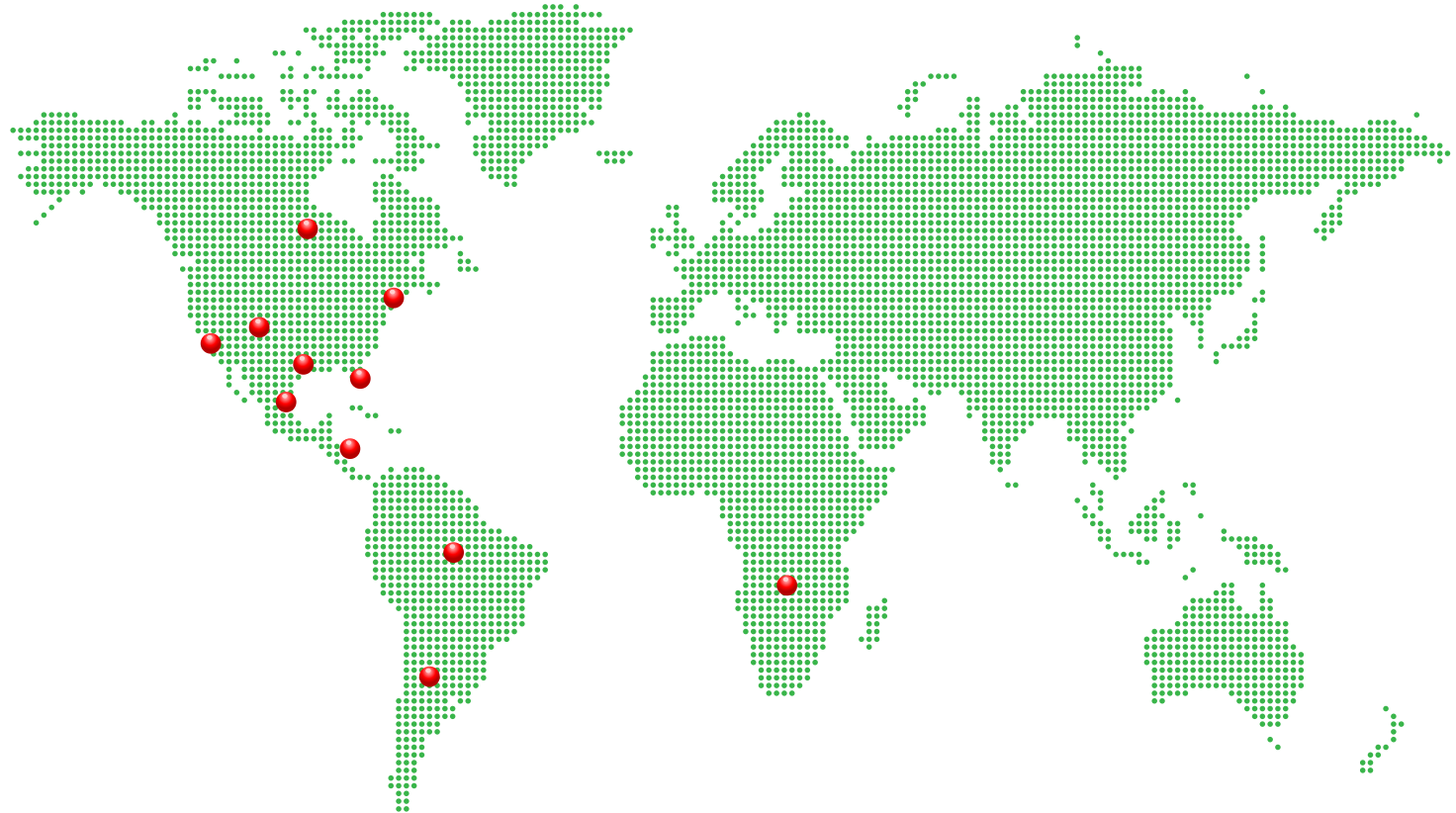
Transporting Heavy Equipment and Managing Inventory

Phantom Logistics ships construction equipment and handles inventory in their warehouse. They access their Magaya software via Cloud technology, which enables them to see their database no matter if they are in their US office or Panama office.

" *Our customers often comment on how well our team works together. Our customers see that, and the impression that we make is very important to us.* "

Alba Diaz, co-owner of Phantom Logistics

Magaya®

Logistics Software Solutions

At a Glance

Phantom Logistics
http://www.phantomlogisticsus.com

Industry
Logistics Provider, NVOCC

Solution
Magaya Supply Chain Solution, AES, Cargo Insurance

Phantom Logistics provides a full range of logistics services, including warehousing, distribution, and import/export. They have an office and warehouse in Miami, FL, and in Panama, and specialize in vehicle exporting from the US, especially heavy machinery. They have their NVOCC license and are TSA certified as an Indirect Air Carrier (IAC).

Introduction

The Panama Canal expansion project requires a variety of logistics services by air, sea and ground to complete it by 2014. Trucks and barges carry out the excavated materials of hard basalt, clay and softer sandstone from the site. New gates for the new canal locks arrived by barge from Italy in August 2013. Valves that operate the locks arrive by ship. Many people walk, drive, and fly in and out of the project site and surrounding areas such as inspectors who verify progress, archeologists collecting fossils, wildlife rescue crews relocating animals, and all the workers every day. Concrete is manufactured on site and applied to the 60-foot high walls of the locks by special pumps and booms. Cranes, loaders, and machines stabilize the excavation and then move around the area as work progresses.

One of the companies shipping equipment to the site is Phantom Logistics of Miami, Florida. From their offices in Panama City, Panama, and from their Miami office, owners Alba Diaz and Brandy Abreu use their expertise in moving heavy equipment such as trucks for a concrete company that is working on the Panama Canal.

Phantom Logistics specializes in exporting heavy machinery and vehicles from the US. The destinations that they ship to most often are Panama, Paraguay, and Chile. Most of the vehicles they ship to Panama are heavy machinery such a backhoes, loaders, and other construction equipment for the construction industry in Panama working on expanding the Panama Canal. Additional vehicles they ship include automobiles purchased at auctions in the U.S. and sent overseas.

Remote Access Made Easy

Ms. Diaz frequently works in the Panama office of Phantom Logistics (that operates under the name of SGL Panama) and has easy access to her Magaya database by using the Magaya Cloud, which was introduced in mid-2013. Cloud Technology is an Internet-based computing solution that delivers information technology (IT) as a service and enables remote access from anywhere. "I needed a fast connection on my Mac to access my system from both offices," Ms. Diaz said when explaining her choice to use the Cloud.

"When I am in the Panama office, I can see documents from cargo that arrived in the Miami warehouse in my Magaya system, which is very helpful," she said. The Miami office scans documents such as Packing Lists and Invoices that arrive with the cargo at the Miami warehouse and they attach the PDFs to the Warehouse Receipt transactions.

She and her husband travel to and work in Panama often. "We saw the growth in Panama after visiting there regularly," she said. "We saw that there weren't as many freight forwarders handling heavy equipment and vehicles, so that was the area we focused on. We opened the office and bought a place in Panama City. We actually spend more of our time there than in Miami. We have everything in Panama."

Switching to the Cloud is not the first change in the way Phantom Logistics uses Magaya software. When they first started their business in 2008, they used the Magaya Cargo System for shipping freight. Since then, they have added more warehousing and distribution services, so they changed to the Magaya Supply Chain Solution, to fulfill orders and serve more clients who sell items online by part number and keep items in the Phantom Logistics warehouse.
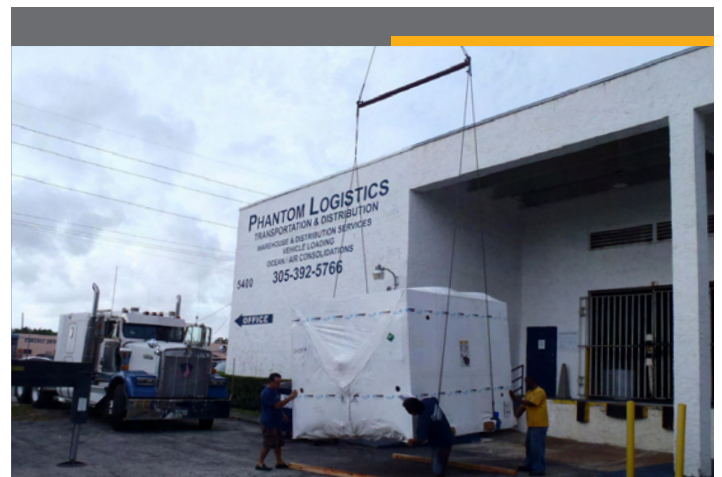
To learn the software, Ms. Diaz got started as soon as she and her husband opened Phantom Logistics. "I thought that was a good time to start learning the system, so when our company got busier, I knew how to do a lot of tasks." Her and her husband combined their experience from years at Hellman Logistics, Panalpina and UPS and applied it to their own logistics company, including learning what they wanted from software. The systems at the larger corporations were very complicated, Ms. Diaz said. Then she worked for a small freight forwarder who was using Magaya software. "And that's where I learned about it, how user friendly it is and how cost effective it is."

Ms. Diaz compared Magaya software with others she used in the past: "In Magaya, it's easy to find information about what came into the warehouse," she said. "We can find a VIN or any transaction number. The search field is user friendly, in contrast to another software I used that had character limits to enter data. Another problem I've seen in the past is not being able to change any fields in an Air Waybill such as to provide details about a letter of credit. We can customize documents in Magaya."

## Shipping Vehicles and Oversized Machinery

One area of specialty at Phantom Logistics is vehicle exporting from Miami. Types of vehicles include used cars, motorcycles, jet skis and heavy machinery. They use a service called "Central Dispatch" to arrange pick of vehicles, to load them onto a car transport, and to send an alert to the carrier.

For other vehicles such as heavy machinery and equipment that are not processed by Central Dispatch, Phantom Logistics creates Pickup Orders in their Magaya system, which they use as a Delivery Order and give to the driver.

Some equipment fits inside containers while other vehicles are too large. The heavy machinery is often moved directly to a Roll On/Roll

Off (RORO) vessel at the seaport. Only certain ports in the US handle RORO such as Baltimore, MD; Brunswick, GA; Jacksonville, FL; Houston-Galveston, TX; Miami, FL; and Long Beach, CA. Phantom Logistics arranges the transport to one of these ports and then the loading of the cargo onto the RORO vessel.

Challenges of shipping heavy equipment and vehicles include working with carriers, availability of equipment, rates, and time schedules. Phantom Logistics keeps track of which carriers are available at RORO ports and which destination ports have the capacity to receive a RORO vessel. They also must know if additional transport will be needed because it adds to the cost and time, facts that customers need to know before sending a vehicle.
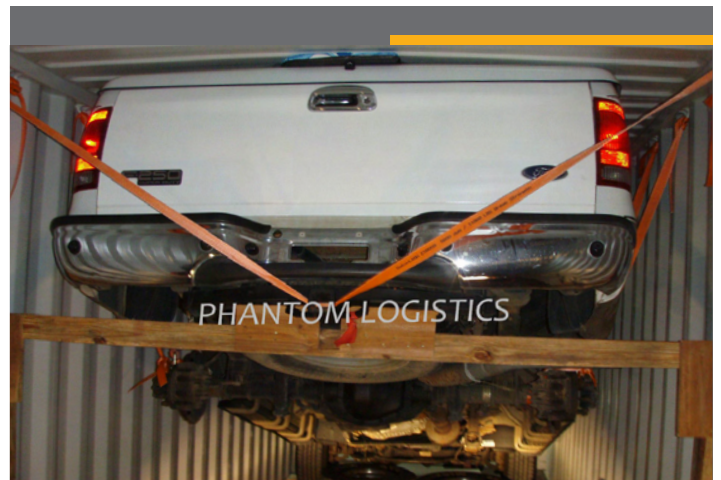
"We make sure all the paperwork is in order prior to loading a container in order to prevent delays at the port or demurrage charges. Our customers have confidence in us that we will handle the shipment and documentation correctly," Ms. Diaz said. She says she prepares the paperwork according to the strictest port she works with, which is Port Everglades in Ft. Lauderdale. "By meeting their requirements, we know that we can meet any standards at any port," she said.

Another level of service Phantom Logistics provides is the option to add cargo insurance to any shipment. "We tell our customers that the carrier's insurance is very limited," she said. "Our customers often decide to add cargo insurance after learning how small the coverage from the carrier is."

"When Magaya added cargo insurance to its services, I was a happy camper," she said. A link to the Magaya Insurance Services agency portal is integrated into Magaya Corporation's software. "It's very easy because it's right in the system. I give the customer a rate, create the certificate and that's it. It's very user friendly."

Expanding Services: From Heavy Freight to Hair Care Products

In addition to shipping vehicles, Phantom Logistics also keeps stock in their warehouse for customers who sell items on the Internet. "For example, we have a customer who resells hair care products online. We receive the containers and store items by part number. We send reports to the customer of what they have on hand."

Phantom Logistics also handles a variety of items for other customers such as restaurant equipment and plywood.

Since 95% of their business comes from referrals, Ms. Diaz says, "We are selective about the types of cargo we handle so that we can ensure quality."

"We gained experience in all areas of the industry by working in large corporations," she said. "One example of how we run our small company like a large business is our decision to have contracts with our warehouse clients."

The process of working with new customers includes meeting with them to learn their needs and what kind of service they are looking for, Ms. Diaz explained. "We put together a contract that defines the scope of services for our warehouse and distribution clients. One of the ways we decide if the client is right for us is by asking questions such as 'Will we have to hire extra people to fulfill a job?' This is how we ensure we maintain quality service and maintain our reputation."

In summing up what makes Phantom Logistics run well, she said. "Our clean and orderly warehouse is an example of how we work – organized. We also take pride in our employees, many of whom have

been here for many years. Our customers often comment on how well our team works together. Our customers see that, and the impression that we make is very important to us. We've worked hard to get where we are, and we want to keep our good reputation."

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