Confident and Quick

Ensuring TSA Compliance for Customers

Like many freight forwarders, JG International has a small staff and a busy schedule. They use the Magaya Cargo System to help them manage their exports from Los Angeles to the Philippines and other locations.

“We like to stay ahead of the game by being proactive, not reactive.”

Jon Galvez, Operations Manager for JG International
Challenges

Many small- and medium-sized freight forwarders face the daily challenge of how to get everything done today that needs to get done – today.

Jon Galvez, Operations Manager for JG International Freight Corporation (JGI), knows this well. “As a small business owner, I wear many different hats.” One of the tools he uses to manage this challenge is the Magaya Cargo System. A typical day consists of preparing shipments to export from LA to the Philippines, auditing shipment charges, talking with customers in Southeast Asia who are about 17 hours ahead, working on his marketing strategy to reach more customers, and keeping up on the latest rulings from the TSA.

JG International is named for his father, Jaime Galvez, who started the company in 1989. Jon joined the company about five years ago. His mother works in accounting, his sister coordinates the ocean shipments, and his best friend is the air shipment coordinator. The company has grown over the past two decades by adding new customers and by keeping costs down. Using Magaya software enables them to streamline accounting, process all the shipping documents needed to comply with TSA requirements, and embrace new technologies that help them stay competitive.

The Real Benefits of Integrated Accounting

What exactly does the phrase “integrated accounting” mean? Take a look at the operations at JGI to see this concept in action: The sales representatives listen to customers to find out what they need to ship where and when. They create a quote in the Magaya system that includes charges from carriers and other fees. When the customer approves the quote, JGI creates the shipment transaction in their Magaya system, adds the freight charges, and sends out the cargo. When they liquidate the shipment, all the charges from the beginning of the process are included and automatically calculated. Invoices and bills are generated automatically.

When Mr. Galvez audits shipments, he can find and compare costs quickly in his Magaya database. “I used to go through a long list of charges on paper to find the quote price and compare it with the bill,” he said. “Now it takes me much less time because the price quoted is right in the system. I don’t have to go find the sales rep and use their time and mine to dig up the original email to verify a price or find a paper in a folder.”

“Paper is not reliable. You can lose paper,” he said. “Placing a paper invoice in a folder means that folder can get misplaced. Then that invoice does not get processed. But with Magaya, all the data is in the system. I can see immediately if something has not been invoiced. As an administrator, that’s a lot of worry taken off my mind.”

The software has simplified their accounting transactions. “It helps us track vendor costs. I have been able to save my company thousands of dollars because I can easily find any discrepancy in the accounting.”

The ease of using the accounting features was one of the reasons JGI bought Magaya software. “We’re not accountants,” Mr. Galvez said. “And we’re not a large corporation with a training department. The software had to be easy to learn and use. Anyone who is familiar with using a computer will be able to use Magaya because it is similar to Windows Explorer.”

Staying Competitive

Mr. Galvez explained how the process of creating shipments in their Magaya software provides him with additional business benefits. “We can create shipments much faster,” he said. He and his staff used to spend an hour just on the air waybill. “Now we prepare shipments, add all the documents, and liquidate it in about 10 to 15 minutes. All the charges are there; all you have to do is click a button to liquidate.”
Other ways JGI stays competitive is by doing Internet marketing on Facebook and with Twitter. The Internet can work both ways – to help you gain business or to lose it. A customer can easily get a handful of freight and shipping quotes from other companies online. Mr. Galvez can be competitive on pricing for services such as air freight because he keeps his costs down by quickly processing air shipments in Magaya.

“We ensure our shipments are in full compliance,” he said. “This avoids penalties that the customer would have to pay if their shipment does not meet regulations. We make sure the export declarations are done correctly and determine if any licenses are needed.”

“That’s part of our customer service,” he said. “We like to stay ahead of the game by being proactive, not reactive.”

As a member of the regulatory committee for the Airforwarders Association (AfA), Mr. Galvez stays on top of new regulations as they are introduced because the committee is in touch with the main office in Washington D.C.  Mr. Galvez also serves on the Board of Directors of the Los Angeles Air Cargo Association (LAACA).

When he wanted to customize TSA required documents, he used the built-in Magaya Document Designer. “I created my own TSA certification letters and known shipper documents,” Mr. Galvez said. “I save the custom documents on my Magaya system and have set them up to load automatically when a shipment is created in the system. The automation ensures the right documents are completed.”

**In Conclusion**

“I am a full adopter of Magaya,” Mr. Galvez said. “I recommend it to others because I believe in it. In the beginning, I stuck to my own way of doing things, and then I gradually saw it works better to do it the Magaya way. I used to use log books and spreadsheets, but the Shipment List in Magaya trumps a log book any day. You can see every shipment and run reports by many options. One list does it all.”

“To do everything each day and get it done in a day is a challenge,” he said. “Magaya helps me get everything done. There’s no turning back.”

Other ways JGI stays competitive is by doing Internet marketing on Facebook and with Twitter. The Internet can work both ways – to help you gain business or to lose it. A customer can easily get a handful of freight and shipping quotes from other companies online. Mr. Galvez can be competitive on pricing for services such as air freight because he keeps his costs down by quickly processing air shipments in Magaya.

“We ensure our shipments are in full compliance,” he said. “This avoids penalties that the customer would have to pay if their shipment does not meet regulations. We make sure the export declarations are done correctly and determine if any licenses are needed.”

“That’s part of our customer service,” he said. “We like to stay ahead of the game by being proactive, not reactive.”

As a member of the regulatory committee for the Airforwarders Association (AfA), Mr. Galvez stays on top of new regulations as they are introduced because the committee is in touch with the main office in Washington D.C.  Mr. Galvez also serves on the Board of Directors of the Los Angeles Air Cargo Association (LAACA).

When he wanted to customize TSA required documents, he used the built-in Magaya Document Designer. “I created my own TSA certification letters and known shipper documents,” Mr. Galvez said. “I save the custom documents on my Magaya system and have set them up to load automatically when a shipment is created in the system. The automation ensures the right documents are completed.”

**In Conclusion**

“I am a full adopter of Magaya,” Mr. Galvez said. “I recommend it to others because I believe in it. In the beginning, I stuck to my own way of doing things, and then I gradually saw it works better to do it the Magaya way. I used to use log books and spreadsheets, but the Shipment List in Magaya trumps a log book any day. You can see every shipment and run reports by many options. One list does it all.”

“To do everything each day and get it done in a day is a challenge,” he said. “Magaya helps me get everything done. There’s no turning back.”