



MAGAYA IMPLEMENTS

Warehouse Improvements Benefit Destination Processes

Magaya Supply Chain Solution

To save time in the warehouse and at the destination, international freight forwarder and NVOCC FaxCargo implemented the Magaya Supply Chain solution, Magaya WMS Mobile, and Magaya LiveTrack. Now all their shipment documentation is instantly sent from their Miami office to their Chile office and back, and the inventory information is updated and available for all departments to see and use.

“The Magaya system is tailored for freight forwarders. It has all the documentation we need to transmit to our agent in Santiago, Chile. It’s very complete and makes our work easier.”

Yudy Perez, FaxCargo, Operations Manager



AT A GLANCE

FaxCargo
www.faxcargo.com
INDUSTRY
 International Logistics
 Provider
SOLUTION
 Magaya Supply Chain

An international freight forwarder and NVOCC, FaxCargo has been in Miami for seven years with an office in Chile. Their customers in Chile have come to rely on FaxCargo's efficient daily shipments to Chile. FaxCargo optimized their communication between their offices in Chile, Las Vegas, and Houston and with their destination agents by using the Magaya Communication Center to ensure all import and export documentation requirements are met quickly. They also provide some of their customers the ability to see the status of their cargo by using Magaya LiveTrack, keeping their customers well informed.

CHALLENGE

FaxCargo first started using the Magaya Cargo System seven years ago. When they needed to keep track of inventory by serial number for a new customer last year, they decided to upgrade to the Magaya Supply Chain solution. Other benefits they gained from the upgrade include improved warehouse procedures and time savings at their destinations. They made their destination processes for their frequent shipments to Chile and other places more efficient, enabling the destination agent to quickly locate a given customer's merchandise without having to open a container.

SOLUTION

Along with the Magaya Supply Chain solution, FaxCargo is taking advantage of a Magaya WMS Mobile handheld scanner in their warehouse. This has improved operations from the warehouse floor to the offices in Miami.

When the receiving process begins in FaxCargo's warehouse, the staff unloads and weighs the cargo. Using Magaya Supply Chain solution speeds up the process of entering the information from the packing slip and commercial invoice to create a Warehouse Receipt. The Magaya solution calculates the volume of the inventory based on the weight entered, simplifying the process and eliminating errors. The warehouse location is entered, and Magaya software automatically updates this information for the front office to see.

FaxCargo uses the Magaya Supply Chain solution to print a label for the box or package. But they have added an innovation – they use colored labels. For example, they use Magaya to print red colored labels for all merchandise that entered the warehouse since January 1, 2009. In 2008 they used yellow labels. All outgoing cargo is marked with a green sticker. The colored labels provide the staff and Assistant General Manager Miguel Gonzalez with a quick visual assessment of inventory status just by glancing around the warehouse.

Tracking Part Numbers with Magaya WMS Mobile Solution

FaxCargo also uses the Magaya WMS Mobile handheld scanner to scan each item to a warehouse location as it comes in, including boxes with more than one serial number inside. The scanner sends the information to the Magaya Supply Chain solution over a wireless signal. An antenna boosts the signal so the handheld scanner can be used in the farthest corner of their warehouse, even out in their parking lot. They also use the scanners for Pick and Load Orders.

FaxCargo keeps track of inventory by part numbers and serial numbers for one of their customers who sends Apple products, iPods, and iPhones, each with a serial number.

"A customer may order four iPods, but a box may have five," Mr. Gonzalez explained. "So we separate the inventory and scan those serial numbers. Then we know what we have shipped and what we have left in the warehouse."

After they scan those serial numbers, they repack the items for the outgoing order and scan each item to a pallet ID number with the handheld scanner. The pallet is labeled with a green sticker with a barcode printed from the Magaya system. Then the pallet is loaded into an air cargo container such as an LD7 or LD8. The shipment is created in the Magaya system by adding the container number to the shipment paperwork. The container number tells the destination agent what is in each container. Destination agents can also use the chat feature in the Magaya Communication Center to talk to the people in the Miami office or place orders at any time.

"Previously, the agent had to open the containers to find a specific customer's merchandise," Mr. Gonzalez explained. "Now, with the documentation in the Magaya system, the agent knows what is inside without having to open the containers."



SOLUTION (cont.)

Taking Advantage of Features in the Magaya Supply Chain Solution

Another feature in Magaya software that FaxCargo is taking advantage is the option to attach photographs of all the merchandise to their Warehouse Receipts. They can record if any damage has occurred in shipping and give their customer the information, avoiding any confusion or mistakes about who is liable.

FaxCargo photographs the merchandise with a digital camera that sends the images over the same wireless connection used for the handheld scanner and saves the images on FaxCargo's server computer. The photographs are instantly available to attach to the Warehouse Receipt. They click on the Attachments tab of the Warehouse Receipt dialog box and click the Add button to attach the photographs.

RESULTS

FaxCargo has experienced many advantages by using Magaya software:

- *Visibility into their inventory status:* The Magaya system updates the inventory automatically when items are scanned and packed into outgoing shipments resulting in accurate records that are easy to access
- *Visibility into their warehouse:* Packages marked with colored labels printed from Magaya provides quick assessment of stock
- *Improved destination processes:* Knowing what container holds each customer's merchandise, improving customer satisfaction
- *Improved communications:* Agents and customers get status updates on their cargo in real time by using Magaya LiveTrack

IN CLOSING

"The ability to scan the packages and have all the information in the Magaya database saves us a lot of time and organizes both the warehouse and office much better," Mr. Gonzalez said. "We can find items in the warehouse very quickly now."

"The Magaya system is tailored for freight forwarders," Operations Manager Yudy Perez said. "It has all the documentation we need to transmit to our agent in Santiago, Chile. It's very complete and makes our work easier."

***For more information please visit us at:
www.magaya.com***