



Moving a High Volume of Freight Easily

Interport Services Implements Technology to Stay Ahead

The hum of fork lifts moving between the high racks full of inventory is music to the ears of the team of dedicated and experienced people at Interport Services who love this business. They maximize Magaya software to handle a high volume in their warehouse and operations department.

“Magaya is creative and innovative; they keep up with the changes in the business and make sure their software meets those changing needs.”

Jorge R. de Tuya, Vice-President

Magaya[®]
Logistics Software Solutions



AT A GLANCE

Interport Services
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INDUSTRY
 Logistics Services
SOLUTION
 Magaya Supply Chain Solution,
 Magaya LiveTrack, Magaya
 WMS Mobile

CHALLENGE

“Do what you love. Love what you do”. – This is what drives the people behind the success of logistics company Interport Services.

Alberto Marino, Jorge R de Tuya and Jose De Vivero joined forces five years ago at Interport Bringing their combined years of experience to plan an efficient warehouse and distribution center. The three partners designed the layout of the racks and aisles to maximize floor space for the receiving, storage and loading processes.

Their IT manager Jorge Garcia also loves his work so much he looks forward to the new releases of Magaya software so he can play with it. With a team this dedicated, success was not far behind.

From the warehouse to their operations procedures, they continually innovate, resulting in an increase of 80% in business from their biggest customer over the past three years. Their shipments have grown by 20% since last year, Mr. de Tuya said. Not bad numbers for a man who could be sipping a pina colada from a beach house instead of traveling one to two weeks out of every month and taking phone calls around the clock.

SOLUTION

People who appreciate innovation and apply it rigorously to themselves also measure all the services they use by the same high standards.

“We like Magaya software because the developers are always innovating it and adding new features,” Mr. de Tuya said. “Magaya is creative and innovative; they keep up with the changes in the business and make sure their software meets those changing needs. The software has the flexibility built in to it that enables you to do tasks the way they need to be done in reality not just in theory. The new versions always have new features that we need. We are always looking forward to the next new release.”

Garcia and de Tuya used Magaya software at other companies before joining forces at Interport. From their first experiences with the Magaya Cargo System to their innovative use of the Magaya Supply

Interport Services of Miami, Florida offers international freight forwarding, warehousing and distribution, and custom brokerage services.

Chain Solution, Magaya API, Magaya LiveTrack, and Magaya WMS, Interport has seen Magaya software from its beginnings and like its continual improvement.

Increasing Freight Volume by Using the Magaya API

About a year ago, they decided to use the Magaya XML Application Programming Interface (API) to improve inventory handling for their largest customer, Orgill, a distributor of hardware, home improvement goods, and lumber. Orgill transmits data overnight via EDI from their warehouse in Georgia as they load the pallets and ship them to Interport in Miami. Interport receives the information from Orgill and translates it to XML for the Magaya system. When the data is received, it automatically posts in Interport’s system as pending warehouse receipts.

“When the freight arrives here, we scan it and the information appears in the tracking instantly so the customers can see what is in each pallet, and they can drill down to see details such as how many screwdrivers are in a box.”

The result of implementing the Magaya XML API has allowed Interport to handle more volume. “The Magaya XML API helps us process more of Orgill’s inventory more quickly, enabling us to give them an added level of service.”

An additional benefit of using the XML API is the increased speed of processing the documentation related to the shipments. “We created custom documents for Orgill such as custom Warehouse Receipts and custom labels,” MIT manager Jorge Garcia explained. With the customization features available in the built-in Magaya Document Designer, Interport is able to meet the customer’s requirements such as the location of the logo, the PO number, and the barcode on the labels. “Before our traffic department had to type all the information such as part numbers, but now we receive that data directly through the system and it is imported into the document automatically.”

Another process that is accomplished faster is refund of duty drawback fees from US Customs. Orgill receives their refund more quickly because all import and re-export data is already in the system.



Customized Online Cargo Tracking

When they joined forces at Interport five years ago, the owners knew the value of a good online tracking system.

“When I am meeting with a prospective customer, one of the things I emphasize is the tracking capabilities we have to offer them,” Mr. de Tuya said. “If a customer has been using an older system, they really like how Magaya’s system displays the Air Waybills and other documents in actual format.”

With customers spread out across different countries and in different time zones, access to up-to-date shipping information is crucial. The majority of Interport’s customers are in the Caribbean and Central America. They ship to islands such as Bonaire, Aruba, and Curacao, places with beautiful shorelines and hotel resorts in continual need of supplies to keep up with the tourist trade. Other locations are experiencing growth and need building supplies shipped in. Interport’s customers can see their shipment status as it is updated by the staff in Miami. Destination agents in Ecuador and other places in Latin America also use the tracking to check on the status of their cargo.

For some of their customers, Interport used the new Contacts feature in Magaya Explorer to customize the view of each employee who uses Magaya LiveTrack. Some customers do not want their suppliers or customers to see certain information, Mr. Garcia explained. “For example, they may want warehouse staff to see only warehouse receipts.” Interport set the permissions per user in the tracking.

Warehousing and Distribution

Interport’s 120,000 square-foot warehouse is full all year. Cargo includes chocolates and wine kept cool in a refrigerated section of the warehouse; lamps, lawn mowers, appliances, hardware, and military equipment fill many racks; and the bonded section holds liquor and other items.

They handle up to 120 containers per month from their Miami facility. Other freight movement tracked in Magaya software includes shipments that do not touch their warehouse.

The warehouse has 21 doors and 2 ramps, divided up for receiving, loading, and distribution. The aisles are narrow and high to save money on valuable real estate. “We tell our customers the rack height so they know how tall they can make their pallets so they can take advantage of the containers and our rack space.”

They create a loading guide and schedule what goes out of each door by setting up Tasks in Magaya Explorer. The Tasks are sent to the Magaya WMS Mobile handheld units. The warehouse staff knows what to pull from the racks and stage it to load into the containers at specific doors. They use the handheld scanners at the loading docks to scan warehouse receipts and assign cargo locations on racks. Before cargo is unloaded, each item gets weighed and a label that is printed from Magaya Explorer. The database is updated automatically as they scan; customers can log into the online tracking to see their cargo has arrived and is being processed.

IN CLOSING

Interport plans to grow and expand overseas. In their plans are opening an office and a warehouse in Los Angeles, CA. The main building is already wired to add more desks and staff. A pilot project with a new customer may result in Interport working 24 hours a day.

For the team at Interport, keeping up with the increased demand is in their nature.

Mr. Garcia enjoys downloading the latest version of Magaya software as soon as it is available and exploring the new features. To share what he learns, he will begin in-house training for the staff at Interport.

After working ever since he was a teenager for his father’s business in the 1940s in Cuba, De Tuya couldn’t stay away from an industry he’d known all his life.

“I like what I do,” he said. “If you enjoy what you do, that’s the key. Technology is very important because you cannot grow without good software, but you need to put your heart into your business. You can grow if you work for it and if you really like it.”