



# MAGAYA IMPLEMENTS

## Magaya Cargo System

## Makes High-Volume Shipments Run Smoothly

As Next Day Cargo's business grew, they turned to Magaya Corporation to help them manage a high volume of shipments to Venezuela and other countries. The Magaya Cargo System keeps track of the small package freight Next Day Cargo specializes in, positioning them to offer exceptional customer service.

The automatic transaction tracking email is the best thing for us in the Magaya Cargo System. Otherwise we'd have to make 700 phone calls a day.

Andy Abreu, Next Day Cargo President

**Magaya**   
Logistics Software Solutions



## AT A GLANCE

**Next Day Cargo**  
 www.nextdaycargo.com  
**INDUSTRY**  
 International Freight Forwarders  
**SOLUTION**  
 Magaya Cargo System  
 Magaya LiveTrack

*Next Day Cargo handles hundreds of door-to-door freight shipments and ocean consolidations from the 30,000 square-foot warehouse to Venezuela with a staff of only 10 employees.* They also provide air and ocean courier services to the Caribbean and South America. Started in 1992, they ship a variety of goods, including electronics, auto parts, building supplies, furniture, medical supplies, refrigerated freight service, and more. Their website offers many conveniences for their customers such as a web form to schedule pickups, shipment tracking, and payments.

## CHALLENGE

How can a company with fewer than 10 people working in the warehouse and the office handle over 700 house Bills of Lading per shipment? Add to that workload registering about 20 new customers per day and you get a company that uses Magaya Cargo System to its fullest capabilities.

Next Day Cargo started in Miami handling shipments to Venezuela and other countries. They wrote all the package labels by hand and typed all the Bills of Lading on a typewriter. "Cargo was building up," Next Day Cargo president Andy Abreu said. As the company continued to grow, they tried another software program but then learned about Magaya. They became one of Magaya's first customers.

## SOLUTION

Today they have a 30,000 square foot warehouse in Miami, two warehouses in Caracas, Venezuela — one for ocean shipments and one for air shipments, and are IATA certified to handle dangerous goods. The Magaya Cargo System provides all the operations and accounting functions they need to manage their high volume and continued growth. "We receive over 500 packages a day, some as small as one-pound padded envelopes to big boxes containing televisions, computers, and other large items," Andy said as he sat in his office next to a new mount of a Wahoo he caught while fishing – another reward for a man who used to be tied to his desk but now the Magaya Cargo System does a lot of the work for him.

Ninety percent of Next Day Cargo's shipments go to Venezuela. Customers buy items online, mainly from Amazon.com. Next Day Cargo linked its website to the Magaya Cargo System to offer customers many convenient features, including tracking their items. Customers log in to the tracking page on Next Day Cargo's website that gathers information from the Magaya Cargo System's LiveTrack feature. They can see the status of their items at any time.

Other customer-friendly features on Next Day Cargo's website include a registration page that customers use to sign up and begin using Next Day Cargo as their shipping address. About 20 new customers register per day. Customers can also pay on the website.

When the customer's package arrives at the Next Day Cargo warehouse, the staff receives it, creates a Warehouse Receipt in the Magaya Cargo System to assign the package a location in the warehouse, and they print a label for each package. Then the Magaya Cargo System automatically sends the customer an email notifying the customer that the cargo arrived in the warehouse and the shipping choices and costs.

Next Day Cargo customized the text of the email message in the Magaya Transaction Tracking option. "This is the best thing in Magaya — the automatic transaction tracking email that sends a message to the customer about their order. Otherwise we'd have to make 700 phone calls per day to ask customers how they want their shipment sent and how they will pay for it," Andy said. "It works great for us."

Once the items arrive in Caracas at one of their two warehouses, they use motorcycles and vans for deliveries. They can deliver 100 different items in one day. They also ship to other cities outside Caracas.

## RESULTS

Next Day Cargo prides itself on its quality customer service. The proof is in their growth and the positive feedback on Amazon.com posted by customers who write about the good service they receive from Next Day Cargo. The number of customers shipping to Venezuela has increased recently due to government-set limits on credit cards and restrictions on the number of dollars a person can have. All this adds up to more customers for Next Day Cargo.

Another positive result of Next Day Cargo choosing the Magaya Cargo System is the money saved by not having to buy another software program to process their accounting needs. Magaya provides such a complete solution that Next Day Cargo can rely on the accounting features in the Magaya Cargo System to the extent that they do not use any other accounting software. Integrated accounting features in Magaya that they use include the liquidation function to generate the invoices for their customers and the reporting functions to create income statements and other reports to give to their accountant.



## RESULTS (cont.)

Next Day Cargo also uses the communications capabilities in Magaya Cargo System to chat with their office in Venezuela and to send the shipment information to them. The communications function in the Magaya Explorer will send a master shipment containing all the houses for a shipment, especially useful when many of their daily shipments often contain over 700 houses. The agent at the destination uses the Magaya Cargo System to receive the cargo in their warehouse, and then the inventory status is updated in the Magaya Explorer, also saving them time and work.

In January 2009, Next Day Cargo added refrigerated service to its offerings. Customers can order items such as frozen foods and have them shipped to Venezuela via ocean shipment in a refrigerated container. The Magaya Cargo System offers a tab for "Refrigerated" commodities. Users can enter temperature and ventilation information when they create a shipment or other transaction that requires refrigeration.

## IN CLOSING

In the future, Next Day Cargo is looking to implement the Magaya WMS solution and handheld devices. Since their warehouse staff handles so many packages per day, the ability to scan each one and have the information entered in the system automatically would improve the speed of handling such large quantities.

"During the peak shopping season, we receive about 5,000 packages a week," Andy said. "That's a lot to track." With Magaya WMS, they will be able to build a pallet by scanning the items to a pallet so they will know what items are in each pallet. "Then we can do inventory of the whole warehouse every two weeks," Andy said. "That's going to be good for us."

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