IFS SmartFreight® Case Study

POSTNET

IFS SmartFreight® Express, with a selection of couriers used by PostNet Silverton, is deployed in customer despatch points. This allows customers to manage their own despatch process. PostNet Silverton has full visibility of these activities from the SmartFreight® deployment in the PostNet Silverton operation. Providing pro-active collection and dispatch from customers, PostNet Silverton has full control over the courier rates and service charges affording a fully managed business operation.

"The deployment of IFS SmartFreight® made it possible for me to conduct my courier business in a far more professional and efficient manner"
Anel Seale, PostNet Silverton & PostNet Pretoria West

Client management Team: Vic & Annatjie Cellarius & Anel Seale
Client Address Shop 19 Silver Water Crossing Centre Cnr. Pretoria & Watermeyer Street **Silverton**, 0184.
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Summary

Key Objective: Standardisation of systems across all clients using couriers provided by PostNet
Key Achievement: Increased despatch efficiencies and major freight cost reductions
Industry: Handling freight requirements for multiple clients and related requirements for rapid timely delivery.
Solution: IFS SmartFreight® Express
Provider: Interactive Freight Systems - South Africa

Client Overview

PostNet is SA's largest privately owned counter network in the document and parcel industry, trading across over 270 owner-managed retail stores. PostNet serves in excess of 55,000 'walk in' customers per day, countrywide. There are five product types within PostNet; Courier, Copy & Print, Digital, Stationery and Mailboxes. PostNet Silverton is one such outlet that provides courier services to their clients.

Objectives

To streamline despatch operations to a unified single system across client locations.

- Ability for the solution to allow PostNet clients to despatch parcels using several courier services

- The need to implement automatic and seamless choice of courier based on lowest cost and/or quickest delivery

- An effective solution where a central location can monitor parcels being manifested from various client locations and can report on all freight movements and accurate freight costs

- Improved customer service response times to accurately answer client enquiries on freight movements

Solution

IFS SmartFreight® Express with a focus on consignment pricing, multi-courier ability and least cost routing.

Achievements

Significant increase in freight despatched by clients due to freight cost savings through least cost or least time routing and the accurate provision of freight charges at the time of dispatch.

- Full visibility from a central control point
- SmartFreight® Express central reporting functions
- Reporting capabilities on all freight movements from all locations at a central point