


Cold stores – Advance warning of en-route product - Case Study

Imperial Operating Company / Partner		
Customer Name	<i>South African cold stores specializing in export fruit</i>	
Industry	<i>Agriculture – Fruit Exports – Cold Storage</i>	
Project Summary	Cold stores require visibility of product en-route for planning purposes and also to prevent bottle necks during the receiving process. Integration Master (IM) was created to facilitate the information exchange between the various stakeholders, in near real time, to address this requirement.	
Reference Framework	Technology Enablement	
Business Context	There are continued movement of product between producers, pack houses, warehouses and ports in the fruit logistical chain. The receiver requires advance warning as to be able to handle the product as efficiently as possible. EDI and coding standards have to exist and be maintained to allow for the seamless information exchange between these parties. A monitored central message switching mechanism (IM) aids the timely exchange of relevant information.	
Objectives / Purpose of Project	To make relevant information available to the receivers of product, within the timelines they require, for efficient execution.	
Project Detail	<p>The requirement is for the receiver of product to have exact details of what is en-route as soon as possible after the dispatch of the load from source.</p> <p style="text-align: center;">In support to the above:</p> <ul style="list-style-type: none"> • Paltrack maintains the EDI layouts that have been widely adopted as the standard for information exchange within the fruit industry. • Paltrack provides a central code registration service to the bulk of the fruit exporters and in this way contributes to code standardisation and timely visibility of code changes to all affected parties. • Due to the bandwidth constraints in South Africa, messages from source (e.g. a pack house) only has to be sent to IM once and from there it is distributed to all stakeholders that require visibility of that specific transaction. • Paltrack developed software solutions for the source and destination of the product that is able to generate and make optimal use of these messages via IM. 	
Project Achievements	<p>The main achievements can be summarised as follows:</p> <ul style="list-style-type: none"> • Receivers know, well in advance, exactly what is en-route to them. • The transaction time of receiving processes have been reduced greatly. • Contractual relationships between the exporters and cold stores have changed 	

	<p>in certain instances as a result of the greater flexibility provided. As an example, receivers no longer have to validate and take responsibility for the exact specification of product on receipt as the source dictates that.</p> <ul style="list-style-type: none"> • Code sets are standard and validated against at the transaction point and therefore contributes to “cleaner” i.e. more useable data. These code sets and updates are distributed via IM. • As fewer personnel are required to perform the receiving function with superior information output, this has lead to cost reduction.
Customer References	<p>FPT (Andre' Uys, General Manager: Information Systems and Technology) ”It is imperative for the receiving process at FPT to have product information before the truck arrives at the gate. This enables us to remove any potential bottleneck and increase truck turnaround times. The IM service is vital in this respect. This delivery in conjunction with the automated output from the central registration service is invaluable.”</p> <p>SAFT (Ockert Henning, Managing Director) “SAFT is an active user of the IM service provided by Paltrack. IM enhances the flow of information from and to our customers, contributing to a shorter intake process and accuracy of delivered information. Through contractual arrangements where electronic information interchange are integral, we are able to increase throughput through our facilities.”</p>