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Overcoming the workforce problems

Many forwarders and shipping lines are looking to overcome the issue of wages by relocating their documentation centres and customer service operations inland to lower cost areas. But splintering your business is not easy. Any relocation or outsourcing of services still needs to be managed.

The best solution is to improve the productivity of your staff to maximise the output of existing resources wherever they are located, rather than adding numbers.

Chinese freight forwarders and customs brokers are having to quickly come to terms with not only the concept of productivity but the actual implementation of tools to streamline their operations. Luckily there's a simple three-step process to a prosperous future.

Three steps to productivity

If it's worth doing three times, it's worth not doing it at all. More precisely, if you're willing to invest time, money, and effort over and over again in repeating a task or an entire process, then consider investing time, money, and effort just once in not having to do it at all. There are three steps to productivity:

- Eliminate unproductive, manual, and repetitive tasks
- Automate processes and workflows
- Accelerate throughput with the right tools.

If eliminating, automating, and accelerating works elsewhere, they can work just as well in China.

The automation and integration effect

A single platform automates the supply chain and integrates the flow of data to manage all logistics transactions from one database across multiple users, functions, offices, and even countries and languages. This data integration means information is only entered once, cleanly and accurately, and never re-entered again. As it passes among modules, departments, and organisations, all within a single platform, the data grows, allowing more operators to do more work with much less effort. Handling costly credit notes can be eliminated, for example, once the correct invoicing is entered.

With automated notifications, such as arrival notices and delay alerts to clients, and communications to customs, your processes are fast and high quality. Job data between two forwarders, to external brokers, or transport job data to external transport companies is automatically transmitted. And again, you gain all these benefits with no delay in communication or re-entry of data, and no mis-use of staff skills or resources being spent checking and correcting.

And even if staff do intervene in parts of a process, they can now see the obstacle right away and address it in a fraction of the time.

Driving a profitable future

Chinese logistics organisations now have the potential to evolve into more international companies and to truly compete in the global market. The unique questions that forwarders and brokers face, of staff wages, staff motivation, and technology tools, can all be answered by implementing a productivity solution that saves costs, provides simplicity, and eliminates, automates, and accelerates the repetitive tasks that slow business.

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ISO 9001:2008 Certified

Goscor Lift Truck Company (GLTC) has been ISO 9001:2008 certified and according to GLTC MD, Darryl Shafto, this is an important confirmation of the company's high levels of service, efficiency and product quality.

"It's all very well believing that the way you run your business is excellent, but the fact is that until this has been objectively tested against global best practice, you cannot be sure that there are not things missing from your strategy and implementation," says Darryl.

"Having been certified after being audited and evaluated by a renowned, international certification authority according to the prestigious ISO



Darryl Shafto, GLTC MD with Heather Morgan, ISO co-ordinator

Logistics in Russia

Gefco, a member of RZD Russian Railways has signed a cooperation agreement with the Russian Export Centre (REC) company to provide Russian and international exporting companies with global logistics solutions.

This strategic partnership aims at enhancing Russian export capacities, starting from the automotive field to other strategic manufacturing sectors. With this agreement, REC and Gefco have committed themselves to a three-year cooperation to support Russian

and Russian-based exporters from the manufacturing sectors. The two parties will use the potential and expertise of each other to implement practical measures in order to support exporters and facilitate long-term access to foreign markets.

As a global logistics integrator with 65-years experience in managing complex supply chains, Gefco will bring door-to-door logistics and transport solutions and access to its global network. Due to the support of Russian

Railways, its main shareholder, and its presence in the Russian market since 2003, Gefco will act as the logistics bridge for exporting companies.

Together, the companies will provide their customers and partners with access to a global network of agents and carriers in more than 150 countries and door-to-door solutions, including customs and tax clearance services, including financing capabilities

Gefco, www.gefco.net
Russian export center, exportcenter.ru

Partnership Strengthened

Envirotainer, a world leader in secure cold chain solutions, and Chep Aerospace Solutions, a global provider of Unit Load Device (ULD) management and repair services, have extended their successful partnership for a further three years.

Chep provides repair, handling, transportation and storage services for Envirotainer's fleet of containers across 21 global service centres, just part of the world's largest repair network. These service centres are approved to issue certificates of release to ser-

vice both under the Federal Aviation Administration (FAA) and the European

Aviation Safety Agency (EASA).

It is a dual certification that has been made possible by the strong working partnership between Chep and Envirotainer, which will be further expanded in the future to support Envirotainer's growing fleet, and enable them to serve even more customers at key airports.



Envirotainer,
www.envirotainer.com.
CHEP Aerospace Solutions,
www.chep.com

9001:2008 standard, we now know that our belief in our own quality is more than justified."

He adds that one of the important aspects of ISO 9001:2008 is that it is externally assessed on an ongoing basis. "This leaves no room for complacency. Our all-round quality levels are excellent now and we must ensure that we not only maintain these levels but that we improve on them on a continuous basis."

Darryl says that the entire company nationwide pulled together to make the certification happen. "The fact, though, is that this company works hard as a cohesive unit all the time. It's not that we had to do things differently in order to achieve the ISO recognition,

but rather that this recognition reflects the way Goscor Lift Truck conducts its business 24/7."

He adds that ISO 9001:2008 will definitely be good for business. "Many potential customers ask for an ISO certificate to be included in the tender pack and we now will be able to give them that extra, objective security," Darryl says. "Also it is not that common for companies like ours to be ISO certified and this recognition will be another important arrow in our quiver in our objective to be the most competitive warehouse equipment supplier on the continent," he concludes.

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Packaging Waste

Have you ever received something in the post and it is in a box which is much too big and has masses of paper or bubble wrap inside to stop the goods rattling around? You are not alone.

A major packaging company recently ordered 119 items on-line and then assessed the packaging. Key findings included: 10% arrived damaged; 41% contained too much packaging resulting in disposal issues; 47% of packaging was not recyclable; and 30% were sent in packaging that was too large.

Enter the Bubl Bag, a unique innovation in protective packaging. The plastic bag has an inflatable inner core which envelopes the goods to be protected and holds them securely and safely in place. The user simply inflates the bag using the tube supplied (or using compressed air for more regular use) and a one-way valve traps the air. To deflate the bag, the user simply inserts the tube again to break the seal.

Bubl Bags are designed to replace cardboard boxes, padded envelopes and bubble wrap by providing better protection at a lower cost. They are also easy to store as they take up very little space and can be reused a number of times.



Ross Woodburn, director of Bubl Bags says, "If you need to send anything that is fragile or easily damaged, our bags offer the ultimate solution in protective packaging. The unique inflatable core means that the goods are held firmly in place during transit. It also means that a number of small items can be placed in the small bag and they will not touch each other."

*Bubl Bags, www.bublbag.co.uk,
Email enquiries@bublbag.co.uk*

CRANES FOR A PAPER-ROLL STORE



Terex MHPS is supplying two new Demag cranes to Mpack South Africa for a new paper-roll shipping store at its Felixton paper mill in KwaZulu-Natal. This represents the first-ever order for Demag technology for a paper-roll store in Africa.

Mpack South Africa has made the investment to ensure that paper rolls are stored carefully and retrieved in time. This forms part of a general upgrade to produce lighter-weight packaging papers. The production capacity of its corrugated base papers will increase to 215 000 tonnes a year.

"The automated shipping store with the two cranes accommodates the entire output of the paper mill. Investment in the state-of-the-art paper machine

technology will boost the quality of our finished goods stocks, as well as efficiency and competitiveness," Mpack Felixton paper mill manager Brian Smith explains.

The capacity of the store is 14 200 tonnes, at a fill capacity of 80%. The paper-roll store receives and despatches product on a 24/7 basis. The two identical Demag cranes supplied are equipped with vacuum lifting devices to provide for fast, gentle storage and retrieval of the unwrapped paper rolls. Material can be stacked up to a maximum height of 15.1m. The cranes are designed to transport up to 63 rolls an hour.

Up to 650 tonnes of paper has to be loaded in the new paper-roll store every day. The paper rolls, configured to meet individual customer specifications, measure 500mm to 2 500mm in width, and weigh 370kg to 3 300kg. The paper-roll store covers a total area of over 2 700m².

During periods of no loading, paper rolls are aggregated according to scheduled deliveries and staged for retrieval. Thanks to the accuracy of the cranes and the 'smart' Warehouse Management System (WMS), the available storage space is utilised optimally.

*Terex MHPS, Richard Roughly
Tel: (011) 898-3500
www.demagcranes.co.za*

Cloud Based Solutions

Having the ability to provide customers with cloud-based enterprise mobility solutions increases efficiency and allows for rapid deployment, reducing the need for capital expenditure on IT infrastructure. This also allows quicker time to market resulting in increased ROI on companies' mobile solutions, according to Andrew Fosbrook, Director at MakeMeMobile.

In order to respond to this demand, MakeMeMobile, specialists in mobile enterprise solutions, offers all their enterprise mobility applications on the M3 Cloud.



Andrew Fosbrook, Director at MakeMeMobile

“Our solutions can either be deployed on site or can be deployed using our M3 Cloud. All our solutions, which are developed to maximise cloud-based computing, facilitate sales’ growth, provide inventory control, reduce out-of-stocks, optimise operational efficiencies and increase speed to market of new products. With our M3 Cloud, you get the resources you need, when you need them, which significantly reduces implementation time,” says Andrew.

MakeMeMobile’s Asset Control Solution allows a business to keep track of their fast moving mobile assets on a daily basis in real-time. Assets are accurately captured into the solution and are marked with an asset tracking label.

Whether a business makes route-based deliveries, on-demand deliveries, or a combination of both, the Mobile Delivery Solution helps reduce costs while achieving greater customer satisfaction. This allows a business to accurately track and control deliveries throughout their supply chain.

MakeMeMobile’s Inventory Management Solution helps businesses to take total control of their warehouse operation and offers numerous benefits, which include increased productivity, traceability compliance, cost reduction and increased customer service.

When it comes to vehicle validation, the Yard Management Solution manages and controls inbound and outbound vehicles by validating vehicles, loads and drivers’ details.

Finally, MakeMeMobile’s Honeywell Vocollect voice solution delivers proven gains in productivity, accuracy, safety and job satisfaction to companies seeking to improve their supply chains. “Our personnel are fully accredited and experienced in the development, deployment and support of Vocollect voice solutions,” Andrew concludes.

MakeMeMobile, Andrew Fosbrook, Email: andrewf@m3mobile.co.za

Innovative Nano Technology

Goscor Cleaning Equipment (GCE) has released a new generation compact walk-behind scrubber from the well-known Tennant range of cleaning equipment products, called the T300.

According to GCE’s general manager, Greg Venter, the new T300 range is the first to include the next generation of successful, sustainable technology, known as ec-H2O NanoClean.

“Like the original ec-H2O, ec-H2O NanoClean technology electrically converts water into an innovative cleaning solution that cleans effectively, saves money and reduces environmental impact compared with daily floor cleaning chemicals. This converted water is created by an on-board e-cell that generates millions of microscopic bubbles—nanobubbles—per millilitre of solution. These nanobubbles then promote the cleaning efficacy of the solution.”



The T300 and T300e Walk-Behind Scrubbers offer a selection of multiple machine configurations to optimise cleaning performance across many hard surface conditions. Configurations include single disk, orbital, dual disk, and dual cylindrical options.

The T300 includes an integrated LCD touchscreen that provides simplified operation, as well as programmable zone settings, supervisor lock-out capabilities and on-board/on-demand videos to take the guesswork out of the cleaning process.

Goscor Cleaning Equipment, Natania Botha, Tel: (011) 230-2600, Email nbotha@goscor.co.za

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