

Condor



Condor benefits from FedEx Ship Manager Server

Condor is an Airfreight Forwarder based at London Heathrow Airport. One of its main contracts is to stock and ship time sensitive audio and electronic car parts worldwide for two of the most prestigious motor vehicle manufacturers and their associated suppliers. The company also operates a return and exchange programme, receiving and sending parts off for repair and eventual return to stock.

The challenge

Condor despatches parts on a daily basis, including high-tech audio equipment from a stock range exceeding 150 items – those vital extras and enhancements that are necessities, not luxuries, for the most prestigious cars. Their owners are demanding customers, who expect to receive replacement parts as soon as possible. So Condor knows that its customer service must be top class. Indeed it is, to the extent that in the space of six months of the contract with FedEx, the daily volume of parts movements rocketed from around five to eighty.

At these levels of business, Condor realised that it needed urgently to automate the routine – in short, create a central management system to control the whole logistical exercise, from stock inventory and ordering to delivery and returns. Condor also sought greater integration, so that its dealers could order new parts online, which would then trigger the order, deduct the stock and generate a despatch order automatically within the system.

The solution

FedEx, as preferred supplier, was briefed on the requirements. FedEx took an open-minded approach and quickly came up with a solution that would benefit both parties. Powerful but simple – the solution around the FedEx Ship Manager Server was built which effectively became invisible within the customer's own system. Now, Condor enters orders into the system, which automatically produces thermal bar-coded despatch forms that are scanned in the despatch area. The system then identifies if there are any more orders for that dealer, collates them, and activates a transaction to the server that first generates a return air waybill and then an outbound air waybill.

FedEx Ship Manager Server is combined with sophisticated front-end proprietary software developed by Condor that triggers the whole process.

The two teams sat down together to map out the interface to ensure the right timing and process flow. The joint project has produced a revamped and integrated stock management and express shipping system that is proving to be more than up to the task.

The benefits were immediate and considerable. To ship 80 packages a day previously took twelve man-hours from raising the paperwork to labelling the parts for final despatch. Having shifted to an automated, bar-code based system, this now takes one person just less than one man-hour.

Mark Foard, Operations Manager at Condor, said:

“Together, FedEx and Condor have designed a high-tech, forward thinking package that gives us complete control of stock management and shipping. We’ve moved from originally being manual to automated, and then integrated. It’s very simple, proven to work, cost effective, and time saving. It’s been a very exciting project to work on”.

Find the latest information on FedEx Ship Manager Server, as well as your country's specific helpdesk telephone number, at www.fedex.com

Proven benefits of FedEx Ship Manager Server:

- Dramatic time savings by upgrading from a manual to an automated system
- Cost effective
- Complete control of the stock management and shipping process
- Plenty of scope for expansion – FedEx Ship Manager Server can process four shipments per second from multiple printers
- Flexible – a complete back-end office solution that integrates seamlessly with the customer's own front-end software