



# ABX Express

**ABX EXPRESS** started its Malaysia and Brunei operations 21 years ago in Labuan and has since grown to service the whole nation through their own Network of 63 offices/service centers.

The injection of senior management from the major players in the industry, combined with a team of more than 800 trained staff countrywide, has enabled them to deliver quality service which even their competitors talk about.

Their logistics infrastructure enhances the partnership with their Customers through greater efficiency and productivity, ensuring cost-effective quality solutions.

ABX EXPRESS provides door-to-door express delivery of documents and packages.



## THE PROBLEM

The amount of paper that staff had to retain for every client they dealt with was piling up. In fact while they have to maintain documents for their daily reference and access, the problem was made greater by the fact that legally they have to retain documents and files for up to seven years. On top of that, if there's a dispute that a package has not been delivered or received, their staff needs to be able to access files as quickly as possible to produce the proof of delivery. This task was a very tedious and complicated process by having to manually search over paper documents and track the specific Airway Bill and the acknowledgement document that was signed upon receiving the package.

## THE SOLUTION

With thousands of orders being delivered all over the country, the benefit of digital records was obvious. This project incorporated barcode to obtain indexing information where a custom module was written for this task due to the nature of the clients problem to be solved.

All the Airway Bills that are used will contain barcode strip. The custom module incorporated into the scan function will scan across the entire page finding the barcode. We have been amazed by the ability of the barcode scanning feature to pick up barcodes at different angles (even upside down) and any other distortions that can be made to them.

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With their nationwide delivery operations, an imaging solution with Barcode functionality was the key to processing so many documents on a daily basis. Now bar codes are printed on the delivery documents and the signature page is then run through a high-speed Canon scanner at the end of the day. Proof of delivery documents are automatically indexed using the barcode recognition function in FingerTips and is ready for retrieval, emailing, faxing and printing the next business day.

For retrieval purposes, all the staff has to do now is to type in the Airway Bill number and the corresponding document will be shown in the Viewer together with the location of the document stored into the database hierarchy. Now the customer service and collection process is dramatically improved with real-time response to customer issues.

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