Technology for Moving Industry

Improving the bottom line

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Why invest in technology?

- Meet rising customer expectations
- Automate repetitive office tasks such as documents and form filling
- Make the most out of collected information – save, analyze, make decisions
- Automate data exchange with partners and authorities

Technology choices

- There are integrated solutions built for the industry
- Smartphones are readily available from any carrier (Rogers, Telus, Bell Mobility)
- Data collection terminals are well adopted by couriers and consolidators
- Printers and label supplies are standardized and readily available

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Integration

- Ensure integration of all system components

- Pick solutions that can integrate with existing office and management software

- Consider communication with authorities (US Customs, CAED)

- Consider data exchange options with other agents

Lead management

- Automate lead data entry into the central database

- Use all the information provided, including household inventory

- Manage the status of each lead

- Analyze lead closing ratio, fine-tune your marketing efforts

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Pre-move surveys

- Improve professional image
- Meet customer expectations
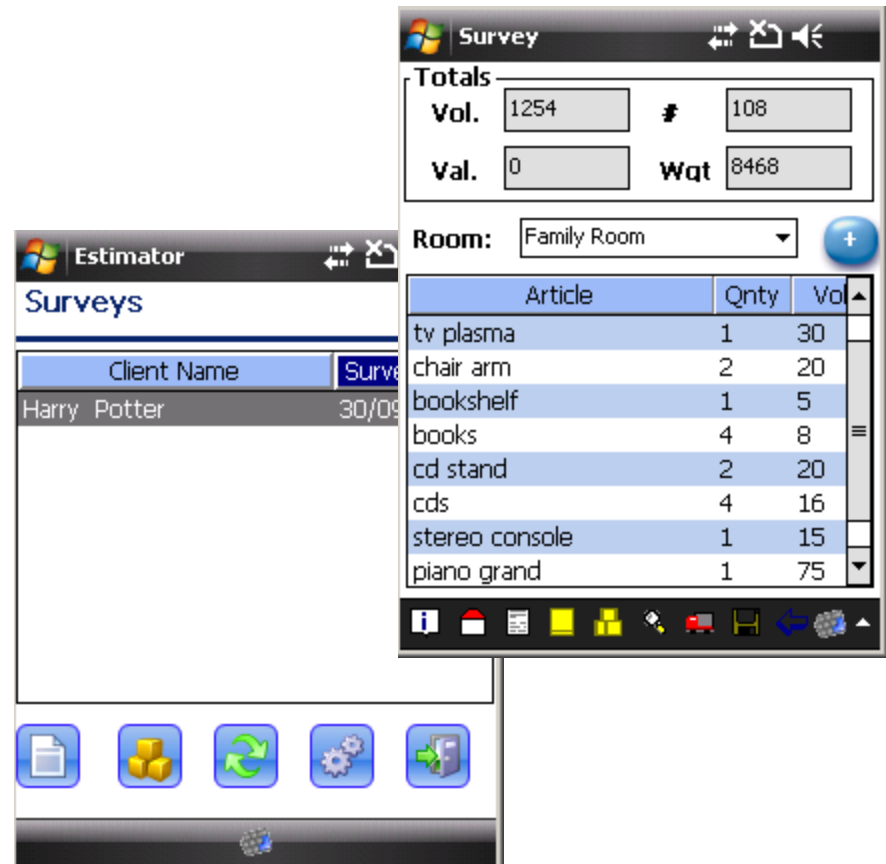- Start the "sales pitch" earlier
- Be efficient

Why smartphone?

- All-in-one device – includes phone, email, office, camera and GPS.

- Easy to keep up-to-date – the operators supply the latest devices

- Many choices are available to suite individual preferences and needs

- Tablet PCs and laptops aren't practical for mobile work force

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Survey application

- Quick and accurate data capture

- Zero time to tally up weight and volume

- Add items and residence access photos if necessary

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Sharing survey summaries

- Show survey results and collect customer's signature on screen

- Print survey summary and proposal using standard mobile printer on the spot

- Send survey results back to the office from smartphone

Using survey data

- Generate comprehensive survey [summaries](#) with photos in any language

- Generate quotation based on survey details

- Communicate survey results to the customers, relocation companies and booking agents

- Exchange survey details with agents

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Work order made easy

- Generate work order with detailed inventory by room/mode of transportation

- Include items "not going"

- Build crates based on measurements and photos

- Prepare packing materials, staff, vehicles, book container based on survey details

Labeling

- Create clearly visible, shipment specific labels
- Use standard laser printer or
- Use affordable label printers (same ones used for FedEx and UPS labels)

Packing inventory - basics

- Use rugged terminals with familiar Windows interface.

- Capture the content of each carton/package

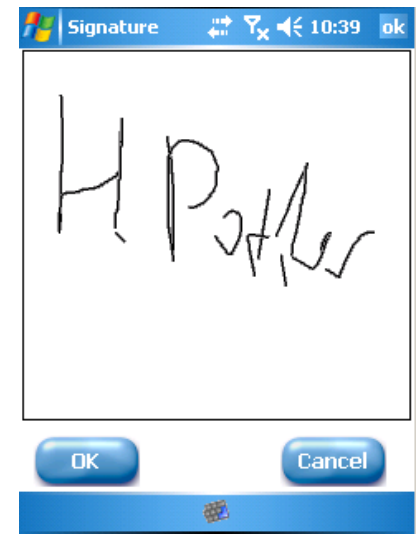- Capture package type

- Capture package location at origin

Packing inventory - details

- Capture exceptions and damages
- Capture the name of the packer for each package
- Take photos of damaged, valuable and bulky items
- Specify planned location at destination for each package

Packing inventory – print and sign

- Print detailed inventory <u>report</u> with exceptions, electronic profile in any language

- Print via Bluetooth using standard mobile printer (HP, Canon)

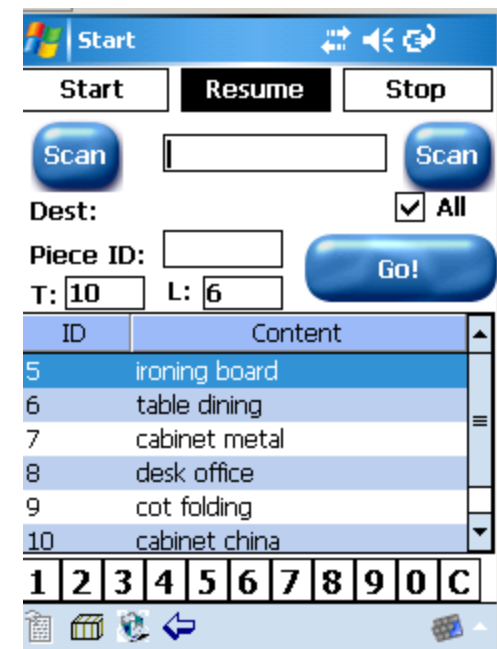- Collect customer's signature on-screen

Scan-in/Bingo

- Scan each package as it's loaded into container, liftvan, storage vault
- Capture loading/storage location of each package
- Generate bingo sheet automatically
- Create liftvan/container/storage vault inventory list automatically

Scan-out

- Scan each item out of the warehouse
- Use packing inventory for bingo checking during delivery
- See the list of scanned items and items left to scan in real time

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Shipping documentation

- Use captured packing inventory details to send packing lists clients, agents

- Capture forwarding information (containers, shipping line, vessel, voyage, destination agent)

- Produce all standard documents (house b/l, waybill, pre-advice, etc) automatically

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CAED and HHGFAA

- Generate CAED data files and use CAED Data Loading Module to fill out CAED B13A forms

- Use standard household goods items and exceptions "dictionary"

- Be ready for electronic packing inventory initiative spearheaded by HHGFAA Inc.

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Shipping info exchange

- Use the systems that can "export" the information for other system's consumption in standard formats (XML)

- Import detailed shipping information (not just documents) into your system

- Automate data exchange, avoid data entry and processing overhead and human errors

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