

## ConnXion Streamlines Credit Collections for Global Logistics Giant Schenker

### International logistics leader chooses ConnXion

Schenker is one of the world's leading integrated logistics providers, with 39,000 employees, 1,100 offices and annual sales in excess of eight billion euros globally.

Established in 1962, Schenker Australia delivers freight, logistics and supply chain management solutions to 4,000 local customers from six offices nationally.

In a move to streamline its credit control function, Schenker deployed ConnXion's automated multi-channel document delivery system to produce and distribute debtor statements to its customers.

Since then, Schenker has migrated 70 percent of its customers from hard copy to electronic statements, driving down costs and significantly improving cash flow.

### The challenge: Streamlining Schenker's manual processes

Gregory Goh, Finance Director of Schenker Australia and New Zealand, explains, "We were generating approximately 2,000 bill statements per month through our in-house proprietary technology - a legacy system that we rolled out years ago."

"At the end of each month our receivables department in every state branch spent a fair amount of time printing, checking, folding and putting debtor statements in envelopes before mailing them out to customers."

### Cost efficiency analysis points to ConnXion

Greg explains, "We weren't actively looking at alternatives to our in-house billing system until ConnXion called. They conducted a detailed analysis of our existing system and outlined compelling potential productivity gains, cost savings and cash-flow efficiencies we could achieve, by moving customers to receiving statements online."

"We were apprehensive about outsourcing our debtor statements. Like any new process, we needed time to gain confidence in it," Greg comments.

Before adopting ConnXion nationally, Greg and his credit controller colleagues opted for a three month trial in New South Wales.

*"Once we implemented ConnXion we could clearly see its benefits. After the trial, we were convinced that the technology promised to quicken our collection processes."*

Once the trial was complete, Schenker committed to adopting ConnXion's technology for production and delivery of its statements across Australia.

### Benefits to Schenker

- Improved productivity
- Reduced reliance on manual processes
- Time savings in excess of four hours per person, per month
- Optimised staff resources within credit collections departments
- Accelerated delivery of statements and reduced distribution costs
- Better cashflow
- Reduced paper consumption



### Schenker customers now have flexibility and choice

Today, Schenker customers choose whether to receive their bills by post, fax or digitally via email with a PDF attachment.

Greg elaborates, "Previously, we delivered printed statements through the post, even though customers were showing interest in receiving them electronically."

*"Now, we deliver statements according to our customer's preference. If they want paper or electronic, they can have it. It's a strong aspect of our customer service, being able to offer that kind of flexibility."*

### ConnXion converted 70% of Schenker customers to electronic delivery

"The majority of Schenker customers now receive their statements by email. Within two days of the end of month, they receive their statements and can immediately pay it online. Once the electronic funds transfer is complete, they email us the receipt," Greg comments.

*"In the past year 70 percent of our customers have moved to online delivery, saving us a huge amount of money as well as achieving timeliness in our billing. The sooner our customers get their statements, the sooner we get paid."*

"Instead of our collections team spending half a day each month manually producing, distributing and processing statements, they can now spend that time collecting monies over the phone or via written correspondence. ConnXion is much more productive," finishes Greg.

### Automating the future

Greg is confident that Schenker's partnership with ConnXion will continue to grow over time.

"We've discussed the possibility of automating other processes including the distribution of freight and customs documents. Perhaps ConnXion's service might also benefit the rest of our offices in the Asia Pacific region?"

*"We'll be working together in the months and years ahead to see where ConnXion can further automate our processes and deliver Schenker and our customers, real benefits."*

### The ConnXion process

- ConnXion created a unique PDF statement template for Schenker
- Schenker provides ConnXion with raw data files monthly of which customers to bill
- ConnXion converts the data files in to statements
- Then distributes the statements via email, fax and post
- Validating receipt of electronic statements and automatically redirecting delivery via post, where delivery has failed
- Returning to Schenker a log of those delivered via each channel and on which date
- As well as delivering statement copies on CD, allowing Schenker staff to retrieve billing records as needed

### About ConnXion

ConnXion Limited is Australia's leading provider of document production and multi-channel delivery solutions. We deliver your critical business documents such as invoices, statements and reports to your customers, shareholders, employees and suppliers across multiple delivery channels including email, fax, SMS and the postal system.