

“Barcode” web service in action

Testimonial from Suprag AG



Suprag

Suprag AG
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The “Barcode” web service has helped Suprag to achieve considerable process improvements. It enables them to obtain barcodes for parcels, VinoLog and Express items directly from their customer system and to link consignment data with their personal data.

The company

Suprag AG is a well-known, leading headset solutions company in Switzerland. Apart from being the exclusive distributor of GN Netcom and Jabra products, Suprag is a reliable partner for professional audio-conferencing telephones, conversational voice-recording equipment, VoIP/UC products and complete telephone system solutions. Suprag AG was founded in 1985 and employs 15 people.

Up to 200 parcels daily

Suprag AG dispatches up to 200 parcels daily. In order to be able to do so efficiently, the company had to automate as many steps in the process as possible. Before, they used normal Swiss Post barcode labels in addition to an address label. Both had to be individually attached to the corresponding parcel. The copy of the sender’s code was then attached to the relevant copy invoice and filed. If a customer enquired about the status of the

consignment, the file had to be laboriously combed through in order to find the consignment number, which took about 15 additional minutes per consignment.

On the road to success with the web service

In 2010, Suprag made a number of adjustments to their processes. Now all serial and product numbers are scanned. Amongst other things, this enables the tracking of equipment.

“At the suggestion of Swiss Post, we also decided to integrate the ‘Barcode’ web service. After putting together the delivery, the label is created and printed in the background using the ‘Barcode’ web service. The consignment number is stored in the ERP system as information. Both the consignment number and the order confirmation are sent to the customer via e-mail. This means that much less effort is spent on support, because customers can now monitor the progress of the delivery themselves using ‘Track & Trace’ on the Swiss Post website”, explains Ruedi Bauer, IT, Repair & Support, Suprag AG.

A potential saving of one hour per day

Dispatch handling was greatly simplified and speeded up, and it now follows a more tidy and direct sequence. Thanks to the new solution, at least one hour’s work can be saved every day.

Technical set-up was child’s play

“Swiss Post’s technical support was very good. With the API, documentation and numerous examples provided by Swiss Post, integrating the ‘Barcode’ web service was like child’s play for our IT department. Accessibility to the service is also considered to be very good. We now find more and more staff in our dispatch handling department twiddling their thumbs because they can now pack a consignment quickly on their own. We are very pleased with our solution and would not want to go back to working without the ‘Barcode’ web service”, says Ruedi Bauer, IT, Repair & Support, Suprag AG.

For further information, please visit

www.swisspost.ch/webservice

Your customer advisor will be happy to provide you with additional information.

Or, you can contact us at webservice@swisspost.ch for a non-binding consultation.