

Cargohaus Inc. (CHI) implemented a new Warehouse Management System in 2009. Although the initiative consisted of implementing an off-the-shelf product provided by INFOR® Global Solutions, the differentiating factor that made it unique from other global implementation, is that this is the first utilization of the software for a Customs temporary storage/transit facility in the Philippines. As a transit facility, there are certain requirements to align the business processes with the controls and regulations promulgated by the Bureau of Customs.

As one of five Customs public bonded warehouse operating in the Ninoy Aquino International Airport that are directly controlled by the Bureau of Customs, CHI is the first transit facility that is compliant to the new e2M System in that:

- The interfaces to the On-Line Release System under the new format and SOA architecture required by the Bureau of Customs' e2M System has already been built.
- The Advance Shipment Notification (ASN) is already in line with the XML format of the electronic manifest submitted by the freight forwarders to the Bureau of Customs. The same electronic manifest is submitted to Cargohaus through the IDX Interface Gateway and saved in the database as ASNs. This means that CHI and BOC are working on the same electronic manifest and could be used as cross-reference points for the generation of Overstaying and Abandoned Goods Report.

The receiving process is mostly driven in an automated fashion because of the utilization of RF terminals which can be hand-held by the personnel even on the warehouse floor. Prior to this implementation, the receiving process involved the use of pen, paper and clipboards to manually capture details of the shipments from the manifest and shipping labels. The list is then given to the data entry operator to register the receipt of the goods inside the warehouse. With the current implementation, shipping barcode labels attached to the cartons are scanned by the RF terminals and transmitted to the server in real time. The effect is a cut-down in the receiving process by as much as 30 minutes per batch of shipments. The cross-docking functionality of the software is also taken advantage of for JIT shipments that requires immediate release from the warehouse straight out of the receiving area. This has not been possible under the old warehouse management system because it required allocating the shipments first to the storage compartments and processing the picking and shipping like non-JIT shipments.

The automatic customer notification that was incorporated in the system provided the importers a means to know the status of the release of shipments from the warehouse. Prior to this implementation, Customer Service specialists call to regularly inform the clients of the shipment status. The system is capable of automatically sending out Proof of Release messages through SMS or email to the importer immediately upon release of the goods to the importer's representative.

In addition to the automatic customer notification, CHI also provides a web tracking facility through its website, www.cargohaus.com, that allows its clients to view the status of the shipments via the Internet. It is accessible to the public on a 24x7 basis and provides dynamic and real-time information on the shipment status from the time of its receipt up to its release to the consignee.

A billing estimation facility allows our clients to generate in advance the billing charges that they will incur upon release of the shipment from the warehouse. This will enable the importer to allot the corresponding funds needed to effect the release of cargoes.

To assist you in using the web tracking and online billing estimation facilities, please [click here](#) to download the User's Manual.