Plustek Scanners and Cargolink Systems Streamline Cargo Operations
Cargolink Kiosks Benefit Customers, Cargo Companies, and Freight Forwarders

Organization:
Cargolink Systems

Challenge:
Cargolink Systems wanted to introduce a self-service kiosk for the air cargo industry that would reduce client costs and improve efficiency.

Solution:
Plustek SecureScan X-Mini, SecureScan X-Cube, and VTM300 passport, ID and document readers and scanners.

Results:
Enhanced efficiency, Improved experiences, and cost savings for cargo companies and their customers as well as freight forwarders.

Overview

Cargolink Systems, a leading provider of Integrated Cargo Systems for the aviation industry, has revolutionized cargo handling with its innovative solutions. With a focus on efficiency and convenience, Cargolink sought to optimize its solutions by integrating advanced scanning technology from Plustek into its kiosk and desktop solutions. This case study shows how Cargolink Systems leveraged Plustek scanners to streamline the truck driver check-in process, enhance customer experience, and drive operational excellence.

Client Profile

Founded 17 years ago, Cargolink Systems offers comprehensive cargo management solutions to airlines, truck drivers, and ground handlers worldwide. Their clientele includes major players such as Menzies Aviation and Avianca Cargo, spanning across key locations in North and South America. Cargolink's solution, utilized in airports across various countries, facilitates automatic check-in of cargo, significantly reducing manual intervention and streamlining the shipping process.

Challenges

Before integrating Plustek scanners into kiosks and desktop solutions, Cargolink's customers relied on traditional manual processes for driver and freight check-in, which were labor-intensive and time-consuming. The absence of automated kiosk solutions meant that drivers had to visit the counter for check-in, leading to queues, delays, and inefficient use of resources. Additionally, manual document scanning and verification tasks added further complexity to the process, increasing the risk of errors and operational bottlenecks.

Plustek Solutions

Recognizing the need for a transformative solution, Cargolink partnered with Plustek and Olea Kiosks, to deploy their cutting-edge technologies. Leveraging Plustek's SecureScan X-Cube ID Card Reader, SecureScan X-Mini Passport and ID Card Reader, and VTM300 document and ID Scanner, Cargolink introduced automated driver check-in kiosks at key airport freight locations. These kiosks, manufactured by Olea Kiosk, enabled drivers to swiftly scan their driver's licenses and air bills, facilitating seamless check-in without the need for counter-staff assistance.

Implementation and Benefits

The integration of Plustek scanners marked a significant milestone for Cargolink, enabling them to offer enhanced services and streamline operations for their clients. Many benefits were realized from this solution:

1. Enhanced Efficiency: The automated driver and freight check-in process reduced wait times and improved overall operational efficiency. Drivers could quickly check-in their cargo without queuing at the counter, leading to faster turnaround times and optimized resource utilization.

2. Improved Customer Experience: By eliminating manual document scanning and verification tasks, Cargolink enhanced the customer experience for both shipping companies and freight forwarders. Drivers experienced smoother check-in procedures, while freight forwarders benefited from expedited access to loading docks while minimizing depot stay durations.

3. Cost Savings: With less staff required at the counters and streamlined processes, Cargolink customers realized significant cost savings. The reduction in manual labor and operational overheads translated into improved profitability and competitive pricing for their services.

4. Scalability and Flexibility: Plustek's robust scanning solutions provided Cargolink with scalability and flexibility to adapt to evolving business needs. Whether it was expanding to new airport locations or accommodating fluctuating cargo volumes, the integrated system proved to be versatile and resilient.

5. Reduces Human Error: Drivers using kiosk check-in and document scanning automate the driver and freight check-in process. This eliminates manual processes that can be error-prone.

Conclusion

In conclusion, the collaboration between Cargolink Systems and Plustek has yielded remarkable results, transforming cargo handling operations and setting new benchmarks for efficiency and customer service in the cargo industry. Pedro Laucerica, president of Cargolink Systems said, "By leveraging advanced scanning technology, Cargolink has not only optimized its processes but also enhanced the overall customer experience, reinforcing its position as a leader in integrated cargo solutions." With Plustek's

unwavering support and innovative solutions, Cargolink continues to drive innovation and excellence in the dynamic world of air cargo logistics. "This is a great example of how Plustek solutions are helping to make businesses more efficient. It's great to be working with a customer like the Cargolink Systems." Said Johnson Yang VP of Plustek's Americas region.

Plustek has a broad portfolio of scanners and readers that help businesses solve their ID, passport, and document problems. Plustek also provides pre-sale consultation and post-sale telephone support at no charge. For more information visit Plustek.com or contact us at infoUSA@PlustekUS.com.

About Plustek:

Plustek is a leading manufacturer of imaging solutions based in Southern California. In business since 1986, Plustek manufactures over 30 scanner models including document, ID card, passport, mobile, book, film, and photo scanners. Imaging solutions include ID card and passport reading, document capture, indexing and data extraction, and imaging tool kits for ISVs and Systems Integrators. Contact infoUSA@PlustekUS.com for more information.

About Cargolink Systems:

Cargolink is a full-featured Integrated Cargo System, as a holistic solution for the Cargo Airline industry. It has been in the market for 17 years. The System has been developed from the ground up using proven state-of-the-art technologies. Its designers and creators are software engineers, and aviation personnel with extensive experience in their trade. Cargolink uses a consistent, user-friendly front-end design, which ensures ease of use and smooth task flow through the data entry process. The application gives complete control of the cargo information to the cargo entity and customers; from booking to the final delivery destination, the data travels through the modules in a workflow style. For more information visit https://cargolink.aero/ or contact help@cargolink.aero.