

Leading Greek Courier ACS Deploys Mobile Printers for Proof of Delivery Application



Founded in 1981, ACS Postal Services is the leading Greek courier company with more than 750 service points across Greece, Cyprus, Albania and Bulgaria. It owns 2000 delivery vehicles and 10 fully automated sorting centres (hubs). ACS handles over 50,000.000 shipments annually and has a workforce consisting of 3700 skilled employees.

Challenge

In 2015, ACS saw a surge in daily shipments. To maintain efficiency for all its logistics services, ACS required a mobile IT system to enhance their courier's connectivity with the company's central system, while maintaining customer service.

They looked to establish a comprehensive proof of delivery application that all couriers could use, where the host system could be updated in real time when all deliveries had been completed. They also required the application to enable its couriers to print vouchers on the spot when they receive parcels, plus print receipts for customers who pay with cash on delivery.

SUMMARY

Customer : ACS

Integration Partner : Mobile Technology

Industry : Transportation and Logistics

Challenge

ACS looked for a mobile printing solution which could easily be integrated into their proof of delivery application to streamline business efficiency.

Solution

- BIXOLON SPP-R310 3-inch (80mm) mobile receipt and label printer.
- Comprehensive proof of delivery mobile application developed in-house by ACS.

Results

- The company's upgraded IT infrastructure streamlined the delivery of modern automated services, like Track & Trace, Cash on Delivery, Shipments Redirect etc.
- Provided business visibility throughout delivery chain.
- Maintaining staff efficiency while delivering on the customer experience.

Solution

Built in-house, ACS developed a comprehensive proof of delivery application which would respond to both its current and future goals. The courier company then collaborated with Mobile Technology, a close partner for their hardware and technical support issues.

After examining various mobile printers on the market, ACS decided on BIXOLON's SPP-R310 3-inch (80mm) Direct Thermal Mobile Receipt and Label printer due to its ergonomic, rugged and compact size, long-lasting battery and ability to print 75mm x 150mm media. All while supporting Bluetooth V4.1 (Classic + LE) to ensure the secure and seamless connectivity of couriers with the ACS host system, while enabling fast voucher and receipt printing.

Results

With the gradual installation of 2057 mobile printers throughout Greece, ACS established a comprehensive proof of delivery application that all its couriers could use. The host system now has complete visibility of the logistics chain by being updated in real time when shipments are completed. The application also enables its couriers to print vouchers on the spot when they receive parcels and receipts for the customers who pay with cash on delivery thereby maintaining customer satisfaction.

Even eight years after the initial installation of BIXOLON's SPP-R310 printers, ACS couriers' workload has increased radically, especially after the pandemic. Nevertheless, they remain productive and fully supported with additional new applications which have been rolled out in recent years.



Choosing the right hardware for our couriers was crucial, this is why we set specific requirements straight from the start. The BIXOLON SPP-R310 mobile printer proved to be an ideal fit for ACS, as it offered our staff the required comfort of design and speed in order to be productive. In time the product also validated its ruggedness and as a result, we keep using it till this day."
Mr. Ioannis Vratosos,
IT Director of ACS.

