

## Pall-Ex in a Box

The concept of Pall-Ex in a box defines the rapid deployment and set up of the **TWINE** system at the member or customer location. For customers, it's as simple as being issued with a username and password. Within minutes you can produce consignment labels on a standard laser printer and control all of your shipping requirements from a single, easy to use system.

For members, setting up your operation to join the Pall-Ex network takes no more than 24 hours. Just like a customer install, we issue your username and password immediately and despatch your "Pall-Ex in a box" starter kit for delivery the next day. When it arrives simply plug in the printers and scanners, load up the **TWINE**: Solitaire software and you are ready to play your part as a valued member within the Pall-Ex pan-European network.



## TWINE in the "Cloud"

To ensure you have the greatest security and resilience, **TWINE** has been developed as a "Cloud" solution. This means all your data sits in a secure, off-site independent data centre and is monitored 24/7, 365 days a year. You must have the correct security rights to even get close to the server location. Because of this set up, even in the worst disaster recovery situation your organisation can be back up and running with **TWINE** in a matter of minutes.

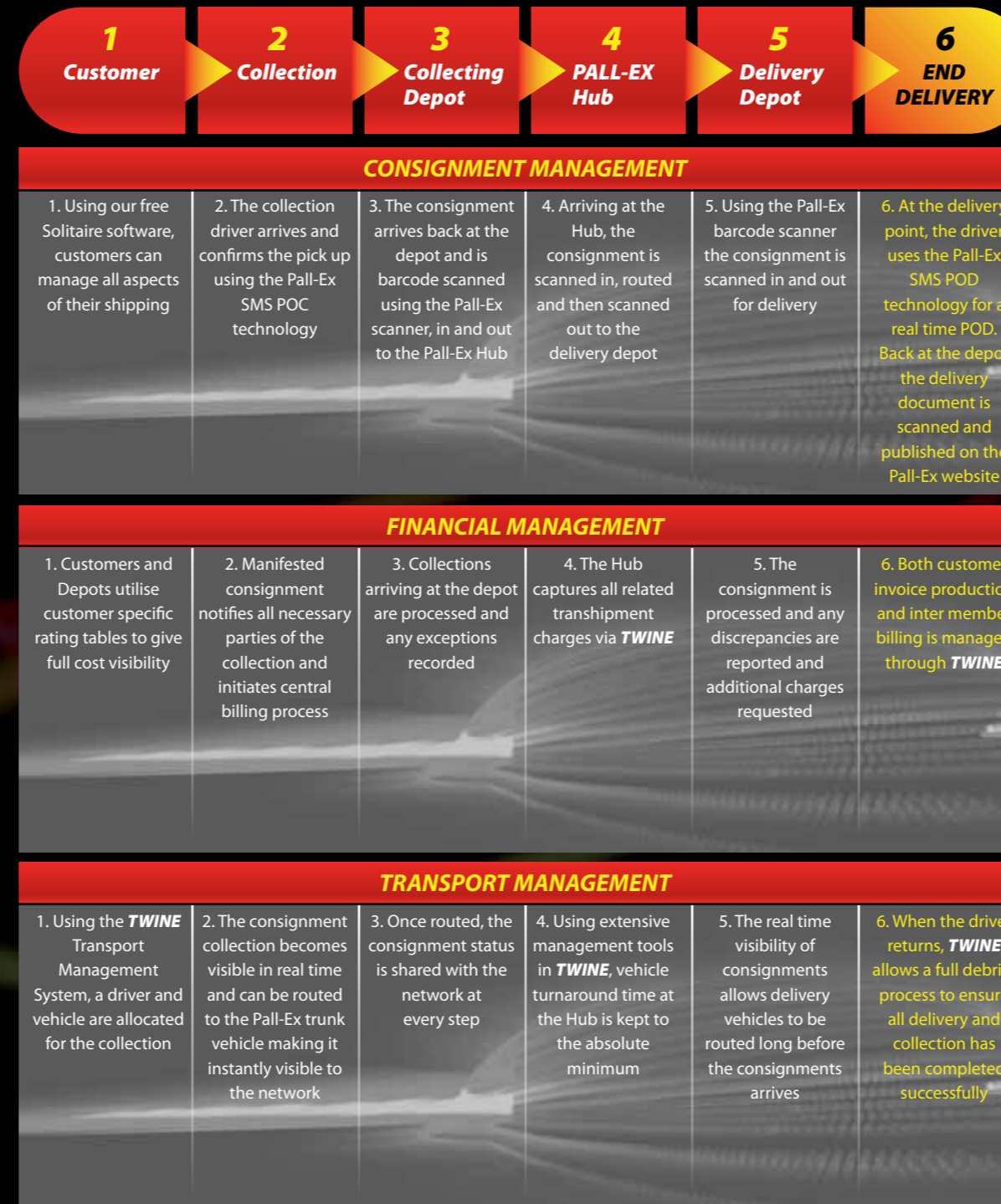
## Support for TWINE

Even though we have made every effort to ensure you don't ever have technical problems with **TWINE**, there could always be an occasion when you have a question about something on the system. That's why our professional and helpful staff are always on hand to provide the best support and advice possible. We have local first line support teams in every country where Pall-Ex operates, backed up by a centralised highly qualified team of second and third line support.

## How TWINE operates in the Pall-Ex Network

The simple diagram below demonstrates how information goods and funds are managed by users of the Pall-Ex network, throughout the delivery and collection process.

Because data is shared (with those who need to see it) in real time, **TWINE** creates efficiencies for all who use it to run their operations.



# TWINE

MEMBER BENEFITS



The No.1 Pallet Network

**TWINE**



The No.1 Pallet Network

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## Welcome to a unique experience in the world of Logistics Software

"As a valued member of the Pall-Ex pan-European network you have access to **TWINE** – the industry leading logistics solution developed especially for members and customers of Pall-Ex. But this isn't just a solution for the Pall-Ex network...**TWINE** offers a whole lot more to its users.

Members and customers alike can benefit from the extended functionality of **TWINE**, managing their own local shipments as well as Pall-Ex consignments, with the capability to run and control their fleet of vehicles. Furthermore, advanced users can bolt on a host of back office functions including finance, HR, warehouse and CRM solutions.

**TWINE** is an extremely advanced, capable and powerful one-stop I.T. solution for your logistics management."

Hilary Devey  
Pall-Ex CEO

## What is TWINE?

**TWINE** is the web-based management tool for the Pall-Ex pan-European network. The system provides a broad range of powerful functionality, enabling the user to effortlessly manage consignments in real time:

- ✦ Routing of consignments
- ✦ Printing EU compatible documentation
- ✦ Mobile POD capture
- ✦ Document scanning
- ✦ Full Track and Trace
- ✦ Driver and vehicle management
- ✦ Data import and export
- ✦ Barcode scanning
- ✦ Customer account management and invoicing
- ✦ Central Billing
- ✦ Offline capability

Developed with your needs in mind, the unique **TWINE** interface removes the strain from traditionally complex activities without losing the detail and flexibility. You can customise the interface to suit your needs and preferences. These settings are then saved to allow preferable and comfortable use every time, without the need to reconfigure.

## Track and Trace

As you would expect from one of Europe's leading distribution networks, track and trace is standard functionality for all who use **TWINE**. Every member in our pan-European network has the ability to scan consignments both inbound and outbound of their depot, and every Pall-Ex hub also mirrors this capability. Throughout the process the consignments (whether they are routed through Pall-Ex or delivered direct) are scanned and details delivered to you in real time through **TWINE** or to customers through **Solitaire**, the Pall-Ex website or even integrated into the member's own website.

## POD capture

Important for all transport companies is the ability to capture and share delivery information quickly and accurately. The Pall-Ex network utilises an innovative range of POD (Proof Of Delivery) solutions, designed to accommodate all levels of technical ability.



Using standard mobile phone technology eliminates considerable investment for the user

Using our PDSS document scanning solution, users can quickly capture and publish digitised delivery documentation via the Pall-Ex website.

Combine this with our unique SMS ePOD solution, whereby drivers simply SMS the name of the signatory and you have an extremely valuable, powerful and cost effective method of providing your customers with real time POD information.



**TWINE** provides real time tracking visibility to its users

In addition, with a small amount of development effort, users can integrate with TWINE to populate their own third party systems with a range of collection and delivery data.

## Extended functionality

- ✦ Full fledged financial system allowing control of all your business requirements including payroll.
- ✦ CRM system enabling the user to track and measure sales and marketing effectiveness – a powerful customer service tool.
- ✦ HR system for managing personnel files, fully synchronised with the finance system to manage salary and commission payment.
- ✦ Warehouse management system with fully integrated sales order processing...

...and the list goes on! It may sound like a cliché maybe, but you really do have to see **TWINE** to believe it.

## Customer-facing solutions

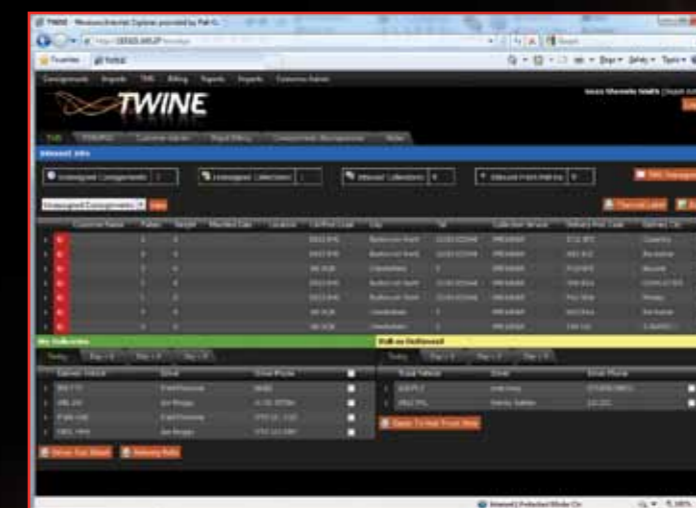
One solution our members find invaluable is **Solitaire**. This free web-based tool can be given to your customers to manage all aspects of their shipping. Create consignments, print shipping documentation (paper or thermal label) as well as tracking and tracing all the consignments they send with our members, all in one convenient online portal.



**Solitaire** is our free customer-facing shipping solution

And it doesn't stop there; **TWINE** also enables our members to manage all elements of the customer relationship. Customer specific rates can be set up including surcharges for additional services and after creating the invoices in **TWINE** can then either print or email them to their customers.

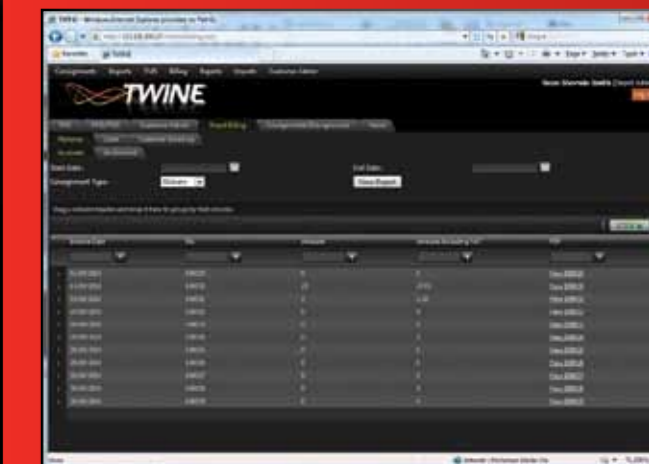
Because of the innovative way the customer data is stored across the network, working with Pall-Ex, members can also identify risks in their customer portfolio or sales opportunities with other members in the network.



Easily manage your fleet and consignments using **TWINE**

## Central billing

As you can imagine, being part of a pan-European network means there are hundreds of depots you will collaborate with every week to move customers' freight. To simplify the invoicing of these interactions, **TWINE** provides an easy to use central billing system. This removes the need to process hundreds of inter member invoices, instead consolidating them into three weekly invoices (Collection, Hub and Self Bill). **TWINE** also allows members to share information and streamline what would otherwise be a very labour intensive and time consuming task every week.



**TWINE** makes inter member invoicing simple to manage through an intuitive user interface

**FIND OUT MORE**  
about **TWINE** and how  
it could help drive  
**YOUR** organisation.

Speak to your  
**Pall-Ex Network**  
Development  
Manager to  
organise a demo.

**TWINE**