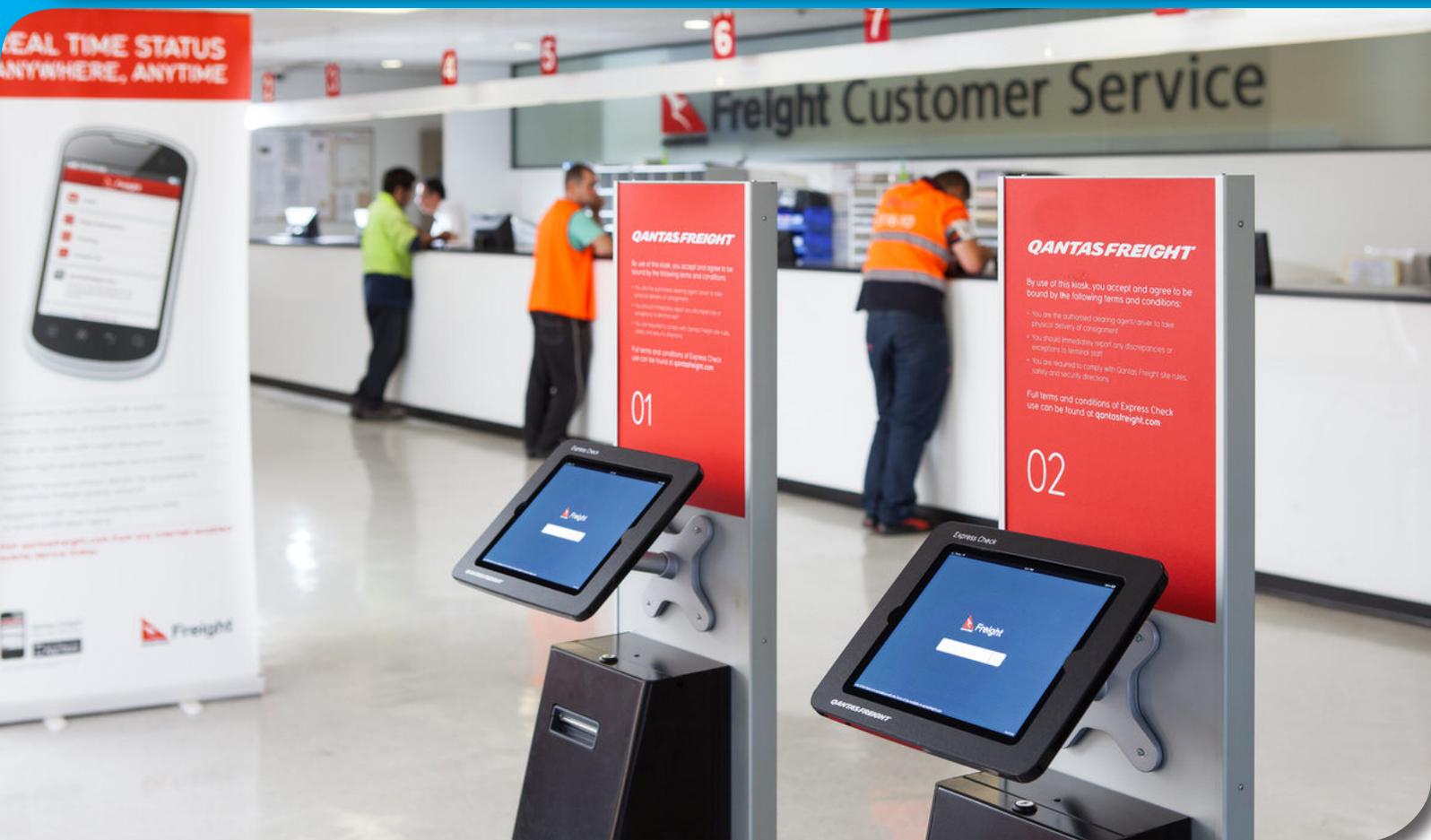# Qantas Freight
An Indelible Mark On Freight Management

There are very few Australians today who won't have grown up knowing what is arguably Australia's most well-known and respected brand – Qantas. Widely regarded as one of the world's leading airlines, Qantas excels in air freight just as much as it does in passenger flight operations. Just as the parent company has succeeded through innovation, Qantas Freight is doing likewise - with advanced Epson technologies playing their own part.

Situation: Express Check enhancements
With 850,000 tonnes of freight passing through Qantas Freight Terminals across Australia each year, the introduction of an Express Check self-service solution for drivers collecting import goods presented a good way to drive efficiency and offer a better service to customers.

Qantas Freight has now installed 23 self-service Express Check kiosks into its four Australian international freight terminals where delivery drivers can confirm their import delivery collection list in under 60 seconds.

The kiosks are linked in real time to a warehouse solution that involves more than 80 iPads mounted on forklifts and warehouse equipment. This paperless technology solution gives customers and warehouse staff a more efficient and accurate import delivery process, and is resulting in significant time savings for Qantas Freight customers.

Challenge: Integrate for print
In the initial rollout of the Express Check kiosks, laser printers were used to generate an A4 delivery note that the driver collected after confirming their collection list on the Express Check kiosk. Unfortunately due to inherent technologies, the laser printers proved to be a bottleneck.

According to Manager eBusiness and Technology at Qantas Freight, Victor Savateev, while the use of laser printers was theoretically sound, issues such as printer warm-up times, paper jams and toner replacements soon turned theory into practical problems. "What we needed was a printing solution – not just a device – that would

EPSON
EXCEED YOUR VISION

support the efficiencies we wanted in the system as well as giving us the print quality that's needed."

Adding further to the challenge was that the company required a printer that would support printing direct from iPads and – in the future – other mobile devices. Certainly, the challenge was not insurmountable with proposed printers, but the sheer complexity of designing, coding and implementing server-based system routines was complex – just as it had been with the laser printers.

Ultimately, the need was to identify a printer that delivered straightforward integration through use of an API (Application Programming Interface) based on widely used open standards such as HTML, JavaScript and XML.

Solution: Epson ePOS-Print with TM-Intelligent printers

With the solution providers working extensively to identify the most appropriate printer to meet the Qantas Freight challenge, they eventually called on Epson Australia to propose a workable solution – the Epson TM-T88V-i with its embedded ePOS-Print programming interface.

A comprehensive selection panel with representatives from across Qantas Freight and the project delivery team met with Epson to discuss options.

The team recognised that developing the mobile solution without the need for device drivers and any printer server hardware was a major step forward in streamlining the development process by eliminating much of the printer programming overheads.

"The fact that other Qantas divisions were already using the base version of this printer [the Epson TM-T88V] helped us validate the decision," Mr Savateev said.

Direct mobile printing

The main advantage of the Epson TM-T88V-i Intelligent Printer in the Qantas Freight environment is ePOS-Print – an API that can be used by application developers to print directly by XML data from a mobile device. This totally bypasses the need for any printer driver on the mobile device(s) and supports printing of graphics and text at 300mm per second, fully rendered images and a wide variety of barcodes including QRCODE as well as other modern 2D formats.

The introduction of ePOS-Print and the TM-T88V-i printers offers greater device independence and dramatically less (re)development efforts. It enables Qantas Freight to communicate print commands directly from virtually any mobile or other device capable of HTTP/XML communication without the need for printer drivers or even a hardware manager such as a print server.

At the development level, as Qantas Freight moves forward and brings in new mobile computing devices, it will enable the business to implement software and avoid the overheads typically required to ensure integration with print devices.

It gives Qantas Freight another component that helps make its entire solution scalable, mobile and efficient.

EPSON
EXCEED YOUR VISION

Epson Australia
Tel: 1300 361 054

Visit our Web site
www.epson.com.au

Head Office
Sydney
3 Talavera Road
North Ryde NSW 2113

Tel: (02) 8899 3666

ABN 91 002 625 783