

Schenker drivers can now leave their wallets at home

Photo: Johnér

Schenker Sweden is the first major logistics company to do away with all cash transactions on the road. Thanks to its new paySCHENKER service, customers can now pay for their deliveries online, either by card or with a direct transfer through their own internet bank.

Schenker is Sweden's leading transport and logistics company, handling over 18 million packages and consignments every year. Some of the deliveries it makes are cash on delivery, which means that customers only pay for their goods when they are delivered.

"It used to be a headache – for everyone concerned," explains Schenker AB's Susan Hanson. "For example, the person receiving the goods had to make sure they had enough money on them when we arrived." When dealing with large amounts of money, cash wasn't always a popular

choice. One option was a bank draft. Alternatively, the customer could go to the bank and pay the money into Schenker's account—creating additional administration.

"Not only was this a nuisance for our customers, it was a problem for our drivers, too," continues Susan. "In particular, handling cash presents a security risk. Our drivers also found themselves making wasted journeys. After all, if the customer didn't have any cash, the goods couldn't be delivered."

Secure payment

Schenker therefore decided at the end of 2005 to phase out cash handling, and launched a card payment scheme via its website, www.schenker.se.

"These days," adds Susan, "the internet has gained widespread acceptance and is secure. Card details are encrypted in line with an international standard (SSL), and are dealt with by our external supplier, DIBS. So it's actually Euroline which processes the payments."

Quick delivery

This means that now, anyone waiting for a delivery from Schenker can simply go to the company's website and pay by card. Customers can also pay via online banking, or by card at any of Schenker's local branches. As soon as the invoice has been paid, the goods are dispatched with the next day's delivery.

"The new payment procedures have gone down really well," concludes Susan. "Both our customers and our drivers are extremely pleased with the system. And faster, more secure deliveries – without wasted journeys – also means that we can save money... and the environment, too!" The online payment service was introduced in autumn 2006. Shortly afterwards, customers started to ask Schenker whether they were planning to offer direct payments, i.e. payments made directly from one bank account to another. As a result, Schenker added to their payment services by offering direct payments via the same website as card payments.