

Individual Cylinder Tracking



Afrox has launched a pioneering tracking system that will enable us to operate the most effective and fully integrated cylinder tracking system available in the market today; ensuring that we are better positioned to serve the needs of our customers.

All Afrox Industrial , Special, Hospitality and Medical cylinders are tracked on this system. Refrigerants and LPG cylinders are excluded.



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How does cylinder tracking work?

- All Afrox gas cylinders (Industrial, Special and Medical gas cylinders) now carry a unique barcode, which is scanned during delivery using a state-of-the-art handheld device.
- All tracked cylinders supplied by Afrox have their barcode scanned at each stage of delivery and return to Afrox.
- Customers are required to acknowledge receipt and collection of cylinders by providing our delivery drivers with an electronic signature on a handheld device.
- The Delivery Advice Note is created after all cylinders have been scanned.
- The Delivery Advice Note lists the serial numbers of all tracked gas cylinders supplied and returned, providing detailed information to help you manage cylinder stocks.
- Every transaction will be recorded and uploaded to our fully integrated Cylinder Tracking Management System.
- Every cylinder supplied by us will be scanned and automatically allocated to the customer's account.
- Every cylinder returned to or collected by us will be scanned and automatically removed from your account.

What benefits does cylinder tracking offer to our customers?

- Peace of mind through increased levels of traceability of tracked gas cylinders.
- Improved invoice accuracy and cylinder management, making it easier to do business with Afrox.
- Greater reliability and accuracy of stock holdings to help you improve internal cost management.
- Improved handling of gas cylinder enquiries, saving time and effort.



An important change to how you may currently manage your cylinders

It is important to be aware that if you have swapped, or inadvertently changed cylinders with another Afrox customer, any returned cylinders will be deducted from the original customer account, not from the returning account.

However, if cylinders are moved within a customer's own organisation, this does not impact the overall cylinder holdings, as the system automatically updates the account accordingly.

Additional benefits in doing business with Afrox

Safety First

- No need to worry about testing your cylinders and valves – we do it for you.
- We look after cylinder repair and replacements.
- With us, you can work according to the highest safety standards.

Zero Investment

- We invest in cylinders for you – meaning no cylinder purchasing or deposit costs.
- You don't need to hold extra cylinders during maintenance.
- We free up your time so you can get on with the job at hand.

Flexible solutions

- You are free to select and swap between gas types and cylinder sizes.
- You can choose to pick up from any of our retail outlets or agents or have your cylinders delivered.
- Pricing is flexible, adapting to your consumption.

Latest Technologies

- We invest in new cylinder packages for you.
- You have access to state-of-the-art technologies such as lightweight cylinders and high-tech valves.
- We constantly innovate new technologies to add value to your business.

Reliable Partner

- Get access to our broad product range.
- Benefit from our large scope of services.
- We offer extensive technical and safety support.
- You have the convenience of a dense network of retail outlets and agents with one-stop shopping at selected stores.



Frequently asked questions:

What is Afrox cylinder tracking system?

Afrox has implemented a cylinder tracking system throughout South Africa, Lesotho, Eswatini. This system uses bespoke software and hardware to track individual cylinders through a combination of barcodes and unique cylinder numbers.

Why has Afrox introduced cylinder tracking?

Cylinder tracking has been introduced to ensure we better meet the needs of our customers. The fully integrated system benefits customers through greater reliability and accuracy of cylinder details ensuring we can handle customer enquiries more effectively.

Can I choose not to be included in the cylinder tracking system?
"Afrox has introduced cylinder tracking for the benefit of all our customers; it is not selective but will be applied to all cylinders supplied to every Afrox customer."

What changes do customers experience?

All our cylinder delivery drivers and retail outlets use hand-held devices to scan every full cylinder supplied and every empty cylinder returned. When you receive a delivery you are required to provide a signature so a delivery advice note can be printed.

Do barcodes appear on the delivery advice note?

Yes. Individual cylinder serial (barcode) numbers are printed on the delivery or collection advice notes in addition to being recorded on the scanning device and uploaded to our fully integrated tracking system. Your Afrox account is then automatically updated.

Can I get copies of the delivery advice notes at a later date?

Yes. All delivery notes along with the signature provided at the time of supply are recorded and copies can be provided upon request.

Can you provide detailed reports of cylinders issued to and returned from me by delivery address?

Yes. Detailed information of cylinder transactions can be made available upon request.

Do deliveries take longer?

Our experience to date has been that there is no noticeable difference in the time taken to complete deliveries.

How will this affect my business with Afrox?

Most customers have not noticed any change in how they do business with Afrox. For some, where cylinder records were found to be inaccurate, adjustments have been made and applied.

Has Afrox increased cylinder rental or other prices to cover the cost of the cylinder tracking system?

Afrox has not raised rental or gas prices as a direct result of introducing cylinder tracking.

How is it affecting my cylinder holdings and rental invoices? Cylinder holdings and rental invoices accurately reflect the Afrox cylinders held on your account.

How are cylinders and accounts reconciled?

A cylinder returned to Afrox is removed from the account to which it was supplied. If you have multiple delivery locations or accounts set up within our system, and cylinders move between them depending on the work being undertaken, then Afrox will locate the correct account upon the cylinders' return and adjust the holdings accordingly. Reports of individual cylinder deliveries and returns can be made available.

What if I have a cylinder delivered by Afrox then return it to one of your agents?

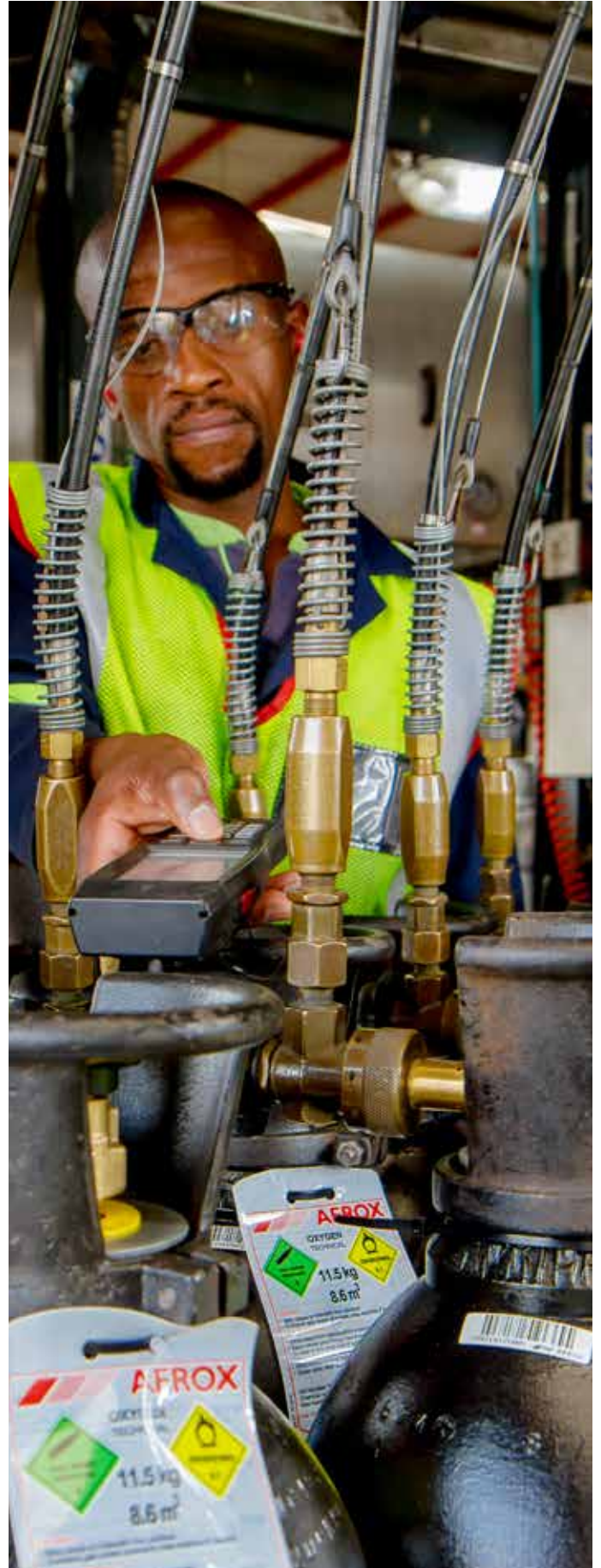
All Afrox retail outlets including official Afrox Agents are scanning cylinders supplied to and returned from customers. The cylinder tracking system is fully integrated and therefore all transactions are updated and cylinder records adjusted automatically, irrespective of how and where the cylinder was supplied and returned.

What happens if your employee does not scan cylinders delivered to or returned from me?

All Afrox employees and Agents are highly trained and scanning rates are extremely high. Occasional omissions due to oversight or equipment failure are picked up at the next scanning point and records are adjusted accordingly.

If I lend a cylinder to a third party or it is stolen, how is my Afrox account impacted?

A cylinder returned to Afrox is always removed from the original account upon which it was supplied, irrespective of who has returned it. Where a cylinder is reported as lost or stolen a lost cylinder charge will be made and cylinder holdings will be adjusted accordingly. If the cylinder is later returned to Afrox, irrespective of who returns it, a credit may be provided depending on the time lapsed.



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