



The "Blue Dragon" promise of exciting food

Recipe for Success

Established in 1879, G. Costa & Co. imports and manufactures a wide range of specialty foods from around the world.

G. Costa are proud of their reputation for innovation, quality and service.

Working in close partnership with a global network of suppliers, G. Costa source quality products to meet the ever-changing needs of our retail and catering customer's worldwide. Development and manufacturing facilities at Keddie Saucemasters and Zest Foods ensure G.Costa remain at the forefront of food production and enable them to offer supermarket own-label capability. **Our aim is to build brands by maximizing marketing and distribution opportunities.** G.Costa's popular brands add excitement and interest to retail categories, offering consumers an inspired choice of specialty foods.

At Your Service

Customer care is a priority. G.Costa's management team and experienced, friendly staff are on hand to provide customers with the information, products and services required and offer 48 hour delivery nationwide from their purpose built distribution center.



The management team

SabreFDI adds spice to the mix!

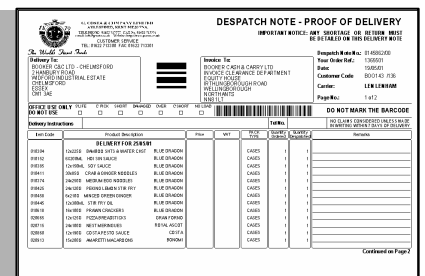
"We have used Aries and their Sabre print management products and services for a number of years" states Glen Boyle Costa's IT Manager. "But the introduction of their new SabreFDI product range added some extra dimensions and possibilities that we were keen to exploit to our advantage".

Glen explains "We have used the new ODBC capability in SabreFDI to remove all of the modifications on our host system that placed additional information on our documents, this includes the capability to produce 'Priced' despatch notes for some of our customers". "The advantage of the move is we are now able to revert to a standard level of host software which is far easier and more cost effective to maintain, effectively reducing our annual maintenance costs".

Scanning & tracking "Proof of Deliveries"

Priced and normal despatch notes are produced via on a HP8000 laser printer. Two different colour copies are produced from different trays on NCR A4 chemically treated paper, the end resulting copies are then automatically stapled together by the printer. This process provides stunning quality documents that are easy to read and are less likely to be misinterpreted by the driver or recipient, the recipient being able to mark the top driver copy with notes and signature, the customers copy being updated at the same time in "Carbon" paper fashion.

Priced & normal despatch notes are formatted and produced by SabreFDI complete with OMR (Optical Mark Recognition "Tick" boxes) to aid tracking and control of any delivery issues, providing improvements in customer service levels.



Using Aries implementation of the legendary "Kofax" OEM scanning interface with a Fujitsu flatbed scanner, Costa's admin staff are able to scan the returned POD document into the SabreArc database.

All the indexing information for the document is held on a barcode, so no additional information needs to be added to the document to store it in the database. Before scanning, a senior administration supervisor reviews the documents and 'Ticks' one or more of the OMR boxes. When scanned, these boxes will indicate if a delivery was short, over, damaged or had some other issue.

Standard Microsoft Access based reporting tools are used to highlight any despatch POD documents that have not been returned by the haulier and also which documents contain despatch errors and of what type.



An unequaled range of exotic fare