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Delivering excellence: Efficient milk supply for Massey University

Massey University faced ongoing challenges with their milk suppliers for its campuses. Key issues they faced were supply delays, lack of visibility of order status, inconsistent and incorrect invoicing.

This prompted them to look for a provider who can efficiently deliver and manage their milk supply and enable cost savings.

OfficeMax, in partnership with Fonterra, offered to streamline their milk delivery process, online ordering, and consolidated invoicing under the All-of-Government (AoG) Gen III Office Supplies contract. It further reduced their overall costs on the milk supply.

Results at a glance



Consolidated invoicing

Eased invoicing process with the ability to check monthly usage report for each milk drop point.



Streamlined delivery

Simplified ordering with Anchor Online portal, ensuring no more delays.



Reduced costs

Choosing milk delivery to free-on-loan fridges under the AoG contract saved on costs for the University.

"Previously, there were over 40 delivery points, with a number of people changing orders. There was no consistency or sensible way to manage reconciliation because of the lack of oversight between accounts and the volume of people ordering the milk."

Emily Locke,
Strategic Sourcing Specialist, Massey University

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The Challenge

- Unable to track where milk was being delivered to and account against cost centres. They were unhappy with the many invoices they were receiving from the supplier
- There were delays in deliveries and poor communication
- They were looking for different avenues that could offer potential cost savings for the University.

The Solution

OfficeMax offered that we could supply them with milk under the AoG Gen III Office Supplies contract in partnership with Fonterra. We addressed and provided solutions to all the issues they were facing with their previous supplier, specifically:

- **Accurate billing:** Invoicing was a big pain point with the previous supplier. We streamlined the billing with the monthly usage report for each drop point ensuring milk supply was accounted correctly
- **Supply tracking:** The customer has more visibility of their order status through Anchor Online portal. They can also easily amend the milk supply requirements
- **Free-on-loan fridges:** We provided free-on-loan fridges that could be locked. This helped consolidate delivery points to key locations around the Palmerston North Campus and made it easier to track deliveries.

“The new solution is managed by the University Services Business Hub who process ordering through a portal. There is a standard order however, checks are made of the fridges weekly to ensure the order is correct, to minimise wastage etc.

Plus, the fit-for-purpose free-on-loan fridges were an amazing added bonus.”

Emily Locke,
Strategic Sourcing Specialist, Massey University



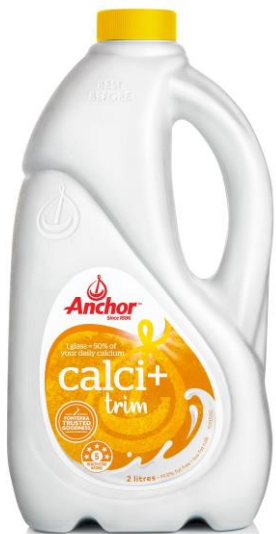
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- **Smart pricing:** We offered delivery and stocking of their fridges built into the AoG pricing, which further reduced the University's costs.
- **Simplified contracting:** Ease in contract management under AoG. They simply had to tick the box under their current AoG Office Supplies Contract with OfficeMax.

The Results

- **Order efficiency:** Enabled efficient supply and management of their milk supply without delays or hassles
- **Cost savings:** Besides the AoG pricing, the ability to track and amend their milk needs through the app enabled more savings for the University
- **Consolidated invoicing:** Consolidated invoicing under AoG pricing eased their payment process, and they now have one less contract to worry about
- We have successfully implemented the milk supply system in the Palmerston North and Wellington campuses and soon at Auckland's Albany campus.



"The invoicing is sent through to the University Services Business Hub, where it is cross-referenced against the orders made. Having the whole process managed centrally has enabled the visibility we needed."

Emily Locke,
Strategic Sourcing Specialist, Massey University



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