

Our Service Partnership



The PCA Group aims to build strong partnerships with their clients, a partnership where both parties benefit from working closely together. We do this by supplying innovative products and delivering superior solutions tailored to your needs.

We know pallets, so you don't have to

Our partnership will:

- Provide you with expert personnel in pallet management who will implement procedures tailored to your needs
- Free up your resources and improve staff efficiency in turn, raising your bottom line
- Attend to the training of your staff in best practices for pallet management processes, ensuring minimal pallet losses
- Present you with unbiased, accurate pallet reconciliations and informative management reports on an ongoing basis
- Provide continuity of service by a team of dedicated professionals experienced in pallet management
- Share responsibility for the management of your pallets as if they were our own



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Who We Are



The past

PCA is an Australian company owned by 2 working partners and began as a staff of 3 in 1 office in the early 1990's. PCA recognised the requirement to closely monitor all pallet movements and ensure their subsequent return or de-hire. Many companies expected losses and accepted this to be a "part of doing business."

Having identified the problem and the solution, PCA was the first company in Australia in this specialised field and have experience significant growth within the Transport, Distribution and Manufacturing industries.

Today

We offer our customer's innovation and customised solutions, combining broad knowledge and expertise with the customer's specific requirements. Our Paltrak® system was developed to ensure the best possible service that is cost effective.

Now with 30 employees in office in Melbourne, Sydney, Brisbane and Adelaide, we provide services to many large companies in varying industries as well as small family owned businesses.

Our recovery division has proved highly successful and has recouped thousands of dollars worth of hire equipment for our customers thereby saving them very expensive compensation payouts to the hire equipment companies.

Our company is based on a strong foundation with a team of dedicated professionals who sole purpose is to save you money.

The future

PCA's steady growth heralds a bright future for our company with further interstate offices planned, the first of which will be in Tasmania. We have also formed partnerships overseas opening up further opportunities for expansion, development and diversification.

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What We Do



- We will train your staff and implement the correct procedures for the most thorough system possible.
- There will be a reduction in the level of work required by your warehouse and despatch staff in pallet control.
- PCA monitor non-compliance of staff to ensure all information is captured successfully.
- PCA has established good relationships with all pallet users, including distribution centres, transport and pallet hire companies. Our pallet controllers are skilled at preventing disputes, providing facts and getting results.
- We will follow up outstanding issues with outside companies until resolution is achieved.
- As your pallet controller, we will have the power to assist changing your terms with customers; i.e. implementing delayed transfers (we will manage the process).
- PCA will eliminate all gaps so there will be no longer be any risk of pallet losses.
- Your hire invoice will be verified for accuracy and corrections attended to promptly. Every entry is individually validated.
- We will remove existing unnecessary hire days by consolidation.
- We will provide reports as required by management.



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Testimonials



A leading meat wholesaler:

"Pallet Control Australia Pty Ltd, have been managing our pallets and associated hire equipment since November 2003.

During this time, thru active management of our account, they have reduced our monthly equipment hire charges and reduced equipment loss significantly.

Not only do their staff, show a dedication to the task at hand, they have shown to us a willingness to train our staff to achieve control of our pallet movements. The communication lines are always open. We highly recommend the services of PCA and consider them a valued partner in our business."

A leading Australian technology company:

"PCA has provided their service since May 2005. In the time PCA has been conducting business for us, we have found them to be professional, diligent and extremely approachable and it is evident that we have resolved many of the shortfalls due to an overview and review of our total despatch operation of which PCA were actively involved."

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