Afrox is pleased to announce the launch of a new Cylinder Tracking Service. The new system is world-class and will enable us to offer you, our valued customer, the most effective and fully integrated Cylinder Tracking Service available in the market today. Going forward, all Afrox Industrial, Special and Medical cylinders will be tracked on the new digital-driven system. Refrigerants and LPG cylinders are excluded.
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.

• Afrox can provide you with a record of all tracked cylinders supplied and returned on your rental account, even if the cylinder is returned by someone else.

• For smaller customers, Afrox cylinders can be returned to any Gas & Gear store or Agent where they are scanned and automatically removed from the account on which it was originally supplied.

How does cylinder tracking help 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.

Protecting your information

In order to resolve customer queries under the new Cylinder Tracking service it may, at times, be necessary to reveal to another customer the name and delivery details of the returning, or initially supplied account. Please see above section: An important change to how you may currently manage your cylinders.

Minimal change to achieve major advantage

• Most of our customers will see no significant difference in how they do business with Afrox.

• Our invoice format and content remain unchanged by the introduction of Cylinder Tracking.

• The Delivery Advice Note will list the serial (barcode) numbers of all tracked cylinders supplied and returned.

• The Delivery Advice Note will also list all other products you ordered, including welding items, LPG and Refrigerants. Please note that these products are excluded from our Cylinder Tracking Management System.

• Introducing the new scanning procedures may result, initially, in it taking a little longer to serve some customers than current delivery times.

Your patience would be greatly appreciated during the roll-out of the new Cylinder Tracking Service.