

# Schütz Ticket Service Set to Remain Best System on the Market: Full Relaunch

*IBC world market leader optimises service/Economical, ecological, simple, quick – and customer-friendly*

**Selters.** As part of its ongoing process of optimisation, Schütz GmbH & Co. KGaA from Selters in Germany has undertaken a full relaunch of what is probably its most important service offering. The result: the Schütz Ticket Service – already a unique system for the collection and reconditioning of used Schütz IBCs – has been completely revised, thoroughly optimised and thus, once again, significantly improved.

This service, which the IBC world market leader from Westerwald provides as a free and voluntary service worldwide, is fully in line with the concept of responsible care and endeavours to ensure sustainability in all processes and procedures. Schütz is convinced that the ticket service is the most versatile and efficient system of its kind, catering to the complete supply chain of all companies involved in container trips.

As Veit Enders, marketing and sales manager at Schütz, explains, “The aim was to make sure our ticket service remains the most economical, ecological, the simplest, quickest and most customer-friendly – in a word, the best – service offering of this kind on the market”. Schütz has simplified procedures, provided greater transparency and the prevented misuse/reduced the errors made in the handing-over and collection of used IBCs – and thereby generally improved the level of service it gives all of its customers – in order to achieve this goal.

The optimisation of procedures has involved a host of internal measures such as the allocation of individual client numbers to rule out all risk of confusion, the compilation of full customer particulars in a database, integration into the modern IT world – for example, in the form of the electronic ticket form – the option of full handling via the Internet as well as a direct link with the Schütz SAP system.

Customers wishing to use the ticket service in future can choose between handling all the necessary steps fully electronically via the Schütz website or, as before, by using the fax form to be found attached to every Schütz IBC. The process of placing a fax request for IBC collection is also greatly simplified by customer registration, which requires the provision of full particulars and includes an SAP check.

In order to ensure smooth processing, it is important that not only new customers, but also existing ones register and are included in the corresponding database in the very near future. To this end, Schütz

has set up a special service portal at its [www.schuetz.net](http://www.schuetz.net) domain. The portal provides full details of the relevant modifications (direct access: [www.schuetz.net/ticket](http://www.schuetz.net/ticket)) and customers can also perform the necessary registration there. A mailshot will also be going out shortly, informing all existing customers who use the Schütz Ticket Service about new aspects and requirements.

By relaunching these important services, Schütz is underscoring yet again its uncompromising customer and market orientation. "Particularly as one of the world's leading producers of industrial packaging, we are committed to being a reliable partner and problem solver for our customers as well as an important innovator for the market," Mr Enders concludes.

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***For more information, please contact:***

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