

Forwarder Heinrich Gustke GmbH

Legal certainty and accuracy:

TRANSDATA and TIS offer solution for gapless documentation of damages

The documentation of damage to packages is often very laborious. A solution of TRANSDATA Software GmbH & Co. KG now comes to the rescue: In cooperation with the telematics provider TIS Technische Informationssysteme GmbH the Bielefeld-based company now has integrated a function in the forwarding packet of their logistics software Komalog, that allows for recording of damages with photos and for immediate further processing. Also a solution has been developed for the efficient documentation of truck beds.

In the large warehouses of industrial enterprises thousands of packages are picked daily. To ensure that the goods reach their destination on time, speed of action and transparency of the process is essential. But what if the packages are already damaged when arriving at the warehouse?

In this case, an exact and complete documentation of the damage is essential. "To avoid any possible recourse claims, the employees have to document precisely that the cargo has been delivered damaged," says Lars Zimmermann, General Manager and Head of Software Development of TRANSDATA Software GmbH & Co. KG.

„The huge advantage is that the information is immediately available in the system and our employees can work with real-time data.“

This documentation previously was very complicated, costly and time-consuming. Thanks to

a new function in the freight forwarding software Komalog this process has been greatly simplified.

SIMPLIFIED WORKFLOW IN WAREHOUSE TURNOVER

Together with the telematics provider TIS TRANSDATA integrated a function in the shipping package Komalog. This enables employees and drivers to quickly capture damages in a photo and allows for immediate further processing. "With the new feature, we simplify the workflow in the warehouse and in the administration considerably," explains Zimmermann. Employees are now able to create photos directly with their handheld scanners and thus are able to directly capture any damage.



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Via an interface of the TIS telematics solution TISLOG the shipment data as well as the photos are transmitted directly to Komalog right after being captured by the hand scanner. "The huge advantage is that the information is immediately available in the system and our employees can work with real-time data," says Zimmermann.

A company, which is working with TIS and TRANSDATA for several years now is the company group Gustke Logistik in Rostock. A total of 250 employees work at the corporate headquarters as well as other locations, such as Güstrow, Glinde and Bad Segeberg. The mid-sized family business is active in particular in long-distance and freight transport. But the portfolio also has been expanded over the years by groupage services and services in contract logistics for various industries.

"Thanks to the new interface between Komalog and TIS, we are now much more efficient."

CONVINCED OF KOMALOG FOR TEN YEARS NOW

Everyone interested in growing his business needs to optimize and professionalize his work processes continuously. Since 2006, the Rostock logistics service provider is therefore working with the freight forwarding software Komalog. "Our former software was outdated and the structure was rigid and inflexible. In addition, we wanted a

feature that allows for graphical scheduling" explains Henry Gustke, IT director of the forwarding enterprise, about the incitement for the change.

Both the dispatching control station as well as the telematics system are now integrated into the work processes. Once the driver receives an order, the disposition recognizes the current order status based on changing colors of a bar in the graphical software interface.

Gustke also has around 85 scanners from TIS in use, which are configured for each vehicle. All are equipped with a camera to directly document any potential damage. The data captured by the driver before, during and after his tour with the scanners are automatically fed into Komalog.

"That's a huge relief for our work process. Previously this procedure had to be performed manually. Thanks to the new interface between Komalog and TIS, we are now much more efficient," says Gustke.

BACKGROUND TIS GMBH

The TIS GmbH, based in Bocholt is a market leader for advanced telematics projects. TIS stands for "Technische Informationssysteme" (Technical Information Systems). For over 25 years now, the company develops intelligent products for mobile order management.

Based on industrial PDAs TIS has realized flexible telematics solutions for the logistics industry under the brand PSV3. Several technologies (GPRS/ EDGE, Wi-Fi, GPS, RFID, sensor technology) are merged into complete and customized systems. Key applications include groupage freight and full truckload services with integration of warehouse logistics. In special projects special versions for gas and liquid transport as well as for disposal and deposit logistics have emerged.

All maintenance and repair works are performed in the in-house TIS repair center in Bocholt.

As a special service the company offers 48- or even 24-hour service.

For more information visit www.tis-gmbh.com

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BETTER OVERVIEW THANKS TO DAMAGE DOCUMENTATION

In Komalog it is also possible for Gustke to create claim files related to multiple contexts. Within the damage file notes, documents and tasks can be stored for each case.

Any damage will also be classified based on different catalogs. Beyond that, it is possible to distinguish between complaints,

„If we find damaged packages, our customers will be notified immediately by us and informed about any delays in delivery.“

preliminary and recognized losses. In addition, information on the insurers and other important records can be added to the claim file.

For Spedition Gustke in particular the increased efficiency has become noticeable. So not only the costs for staff were reduced, also the customers of Gustke benefit from a significantly increased plus of information. “If we find damaged packages, our customers will be notified immediately by us and informed about any delays in delivery,” explains the IT manager.

LOADING SPACE DOCUMENTATION ALSO INTERESTING

In addition to the damage documentation Gustke currently testing, if other solutions by TIS and TRANSDATA can be used within the company. In particular, the loading area documentation for trucks is interesting. The hand scanner function of TIS allows to document the utilization of semi-trailers, swap bodies, trailers and motor vehicles. This way, employees can mark free spaces or special cases during the handling of cargo without having to put the scanner aside. The photos created of the loading areas are supplemented manually by specific information on the number of free loading spaces and automatically linked to the truck. “Especially helpful for us is the opportunity to link the loading space documentation to Komalog in order to synchronize our work processes as a whole,” says Gustke.

ABOUT TRANSDATA SOFTWARE GMBH & CO. KG

The TRANSDATA Software GmbH & Co. KG, headquartered in Bielefeld, develops innovative software solutions for the logistics industry. The patented software of the company named Komalog has been used in freight forwarding, distribution and inventory management for over 25 years.

The advantages for the user lie in the modular design and the facilitation of logistics processes as well as the associated cost reduction potential. TRANSDATA’s expertise lies in the areas of research & development, consulting and services. Since its founding in 1988 the company has performed more than 1,000 installations nationwide and currently serves more than 300 existing customers. Thus TRANSDATA ranks among the market leaders in software development for the transport industry. TRANSDATA has 40 employees and develop their software solutions exclusively in Germany.

Find more information at:
www.transdata.net