Book Wholesaler KNV

One million books per night

The book wholesaler KNV optimized their nationwide overnight delivery system - the now installed telematics solution from TIS provides the basis.

For dispatchers, it sounds like a nightmare: Drivers change their tours during loading independently and exchange individual orders spontaneously with their colleagues. This scenario is everyday work life for the book truck service (BWD) of book wholesaler Koch, Neff & Volckmar GmbH (KNV) and is even explicitly encouraged. Because every now and then at the ramps of the 23 KNV depots nationwide situations can develop that require immediate intervention. For some pallets the space in the sprinters eventually is too short, a truck fails and has got to be cancelled or a driver reports sick on short notice.

In these cases, rearranging on-site is permitted and because of the the good training and the detailed local knowledge of the drivers and operators also no problem at all.

Despite these unplanned events, the approximately 320 daily trips - about 270 in Germany alone - with an average of 4,500 stops and 40,000 Colli must not be jeopardized. After all, KNV promises the 7,000 bookstores, which receive the shipments, the delivery of almost all orders before 10.00 clock of the following day. The sizes of the packages range from a letter to a palette and the fleet includes vehicles from caddy to trucks.

"Over 90 percent of booksellers like to rely on nightly deliveries beyond business hours and even trust the drivers of KNV with their keys." says Erik Ring, responsible for controlling of the book truck service.

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INTELLIGENT ALGORITHMS

92 to 94 percent of the packages, pallets and trays arrive in stores before their doors open for customers. In the remaining cases early delivery does not matter for the retailers. Despite the occasionally occurring spontaneous tour adjustments by the drivers, the dispatchers keep precise overview all the time.
Since October 2010 each plan change is documented by the drivers on the mobile PSV3 on-board units (MBU) from TIS.
"With a few clicks a tour location can be assigned to another vehicle." says KNV project manager Tobias Künzell.
The well-arranged menu and the large touch screens of the Motorola devices serve fast rearrangements.
Even the setup of additional stops and sending of text messages are possible with these devices. For all events there are predefined processes, which can be executed with the MBUs step by step. This also applies to the damage documentation, the accounting of transport goods or submission of signatures.

The MBUs are equipped with the PSV3 software, a GPS module, camera and scanner and are connected with the headquarters via GPRS during the loading process and the entire tour, which makes the current location and tour data as well as status changes of all shipments available at any time. In addition to the loading, all unloading, all empty containers, returned goods, all damage reports with photos as well as the corresponding times and locations are documented and transmitted.
Up to one million status messages accumulate in one night and are available over the PSV3 Infodesk.
Based on a permanent actual-target comparison the intelligent algorithms of this software ensure that schedule deviations and jeopardized appointments will be filtered out of this flood of information by the KNV employees.
"The idea of supply chain event management plays a big role for us," confirms Ring.

MASTER NVE SUMMARIZES

The entire application and its associated Oracle Database are running in the KNV data center.
Over an interface to the transport management system WinSped and the associated online platform WebSped KNV staff and clients can actively gather information about the status of their shipments.
The extremely flexible telematics solution is in use at KNV since October 2010.
The goal was to have influence on and fully document the complete supply chain from shipper to receiver.
"We wanted to offer our customers absolutely reliable control over the incoming goods." says project manager Künzell.

BACKGROUND KNV

As a market and innovation leader with 1,600 employees in the German book wholesale daily KNV serves more than 7,000 bookstores in over 2200 locations in Germany overnight. Each of the 480 000 available products of the wide media assortment of over 4350 suppliers is listed in the KNV title database, which serves the resellers as a research instrument at the same time. The stock items, of which 99.5% are permanently available, are delivered overnight by the in-house transport logistics service KNV book truck (BWD) to the bookstores. At the same time the BWD takes over the consolidation of all publisher supplies (consignment goods).
Nearly 95 percent of all shipments are delivered during the night and early in the morning until 10.00 clock.

For more information visit www.knv.de

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Together with the system implementation KNV has established another innovation, the so-called "Master-NVE". The Master-NVE combines the individual Colli of one shipment. Considering the fact that KNV is transporting products of about 4,200 publishers, this step means a significant simplification. "The information about the individual senders and Collis are redissolved by the MBUs, which assign the handling - such as delivery scanning of the Master-NVE - to the single packages and shipments.
This ensures very effective handling, loading and short delivery times at night without having to waive detailed information about the shipments, for example for accounting purposes," Ring explains.

At this point, the KNV Clearing Center plays an important role. It serves as a neutral exchange point for electronic orders, order confirmations, invoices and delivery slips between booksellers and publishers.
Many booksellers are connected to it over POS systems, web-based store software or complete ERP systems.

LOOKING TOWARDS THE FUTURE

The rollout of the telematics solution for all German distribution tours lasted from July to October 2010.
The starting point was marked by the Berlin depot.
After the pilot site had become routined, the trainings for individual employees of the remaining depots, who passed their newly acquired knowledge on to their colleagues afterwards, were held there.
With the telematics solution KNV wanted to increase the transparency of their processes, optimize the processing of complaints and improve management control. "We are dealing with real facts here now," confirms Ring.

With PSV3 KNV owns a powerful tool for controlling and optimizing their processes as well as for ensuring a high level of customer satisfaction. In the book market mobile scanning and the accompanied locating is an important unique factor, which could also be used outside the book industry.
"Eventually, with PVS3 we did not only desire a solution for the book trade," says Künzell. Incidentally, a total of 20 telematics providers had applied for the attractive large order.
In the end "especially the highly efficient software and a high trust in the competence of the employees," convinced him to choose TIS, recalls Ring and adds: "Last but not least we have the right chemistry."

BACKGROUND TIS GMBH

The TIS GmbH, based in Bocholt, focuses on solutions for mobile order management and currently employs a staff of around 40 people. TIS stands for "Technische Informations Systeme" (Technical Information Systems) and was founded 28 years ago by Josef Bielefeld. Based on industry PDAs with Windows CE operating systems, TIS has developed various solutions for transport and logistics (PSV3-TL) under the brand PSV3 with a focus on groupage freight and full truckload transportation.

PSV3 is a telematics and tracing system for mobile order, vehicle and driver data management in full truckload and part-load traffic.
PSV3 accelerates and optimizes the data exchange between the truck and head office. Besides that PSV3-TL is also available in special versions for gas and fluid transports (PSV3-GFL) and waste logistics (PSV3-ESL).
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**