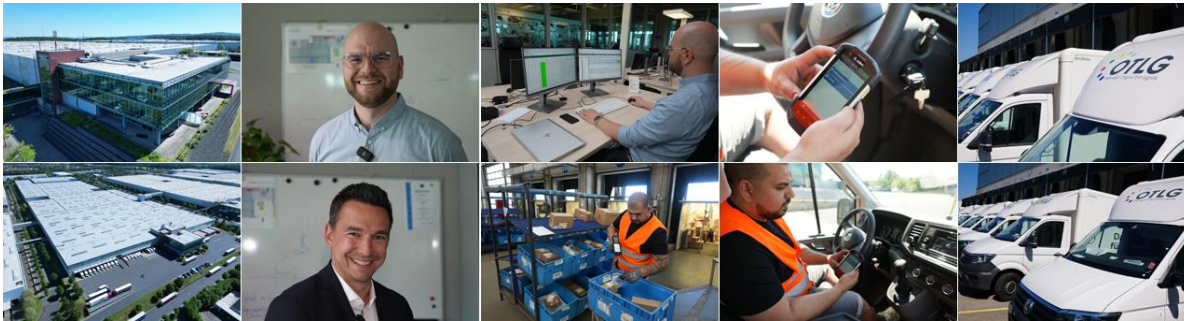


Spare part logistics at VW: Transparent up to the last mile



Same Day Delivery: Volkswagen Original Teile Logistik OTLG offers live tracking of ETA times to retailers and garages. For this, OTLG uses a web portal of TIS GmbH which can also be used for the booking of pickups and the administration of loading equipment.

Spare parts of vehicles and pharmaceutical products have one thing in common: In urgent cases, they can be delivered on the day of ordering. Because of this, same day delivery is very important to the VW enterprise. In Germany these processes are organized through Volkswagen Original Teile Logistik OTLG. About 70 percent of the 3.058 retailers and garages are supplied twice a day: in the night and during the day. To be supplied during the day an order has to be made until 10:30am. Since May 2024 retailers are able to track the ETA (estimated time of arrival) of the ordered material through a web portal. This leads to a better planning process of repairs. ETA function is a component of the logistics software TISLOG by TIS GmbH. OTLG implemented the system at seven places during the SAP EWM changeover.

Individual standard system

“We chose TISLOG because of the openness of TIS to adjust the standard system to our individual requirements. Now, we are able to picture our processes to 100 percent”, says Mario Pluschke who leads the process management and the standardization at OTLG.

“Before the implementation of TISLOG, we used an own developed mobile order management. But we wanted to replace this solution through a standard software”, adds Maximilian Gluga who takes the responsibility of the outgoing goods at midpoint OTLG sales centrum. OTLG sales centrum midpoint is one of the seven locations in Germany which organizes the spare part logistic and which has access to a central warehouse with more than 500.000 goods.

TISLOG app leads through the process

There are 690 vehicles of subcontractors of OTLG which have been equipped with Zebra mobile computers of the type TC77. The TISLOG app works on these mobile computers and leads the drivers step by step through the whole delivery process. After the loading, the drivers can see the different orders and they can start the tour. The tour data are produced in SAP and sent to TISLOG via an interface.

Therefore, TISLOG telematics system knows all handovers, hubs and delivery points which belong to the tour. These information are the basis for the TISLOG deposit scanning which generates time stamps and prevents wrong deliveries. Also the loading and deposit processes in the 26 hubs are documented with TISLOG. But the subcontractors are still able to change the tours on their own. For this, TISLOG app offers an easy function to rebook certain sendings to different vehicles.

Time stamp and delivery photo

The deliveries in the night work with lockable delivery places which can be opened by the drivers. OTLG guarantees a delivery until 7am. As the retailers and garages are closed during the night, these deliveries do not have to be notified. "In this case, the time stamp and the photo of the delivery are enough", clarifies Pluschke.

The delivery photo is mandatory and integrated in the process so that it cannot be forgotten or skipped by the drivers. The camera of the TC77 is also used for the documentation of damages in TISLOG. These photos are automatically connected to the certain sending which simplifies the damaging management. The delivery photo as well as the photos of damages can be seen in the web portal which is used by all retailers and garages.

Permanent update of ETA

ETA function is only relevant for the same day delivery. TISLOG calculates the ETA with the help of the tour data and presents it in the web portal. The times are updated regularly as traffic jams and other delays can changes the ETA. "This is a valuable tool for our customers as they are able to optimizes their own processes in the garages", underlines Glugla.

But the web portal is not only used for the ETA. Instead the retailers use it for the monitoring of the equipment account too. "The integrated equipment management will be a huge simplification and will bring more transparency", confirms Pluschke. The data needed are generated by the driver through the registration of the empty containers and the paletts. This function is also integrated into the tour so that the drivers cannot overlook it.

Automatization disburdens the employees

The retailers can use the web portal also to manage pickups of material that is not needed. These orders are shown directly in TISLOG and SAP and they are included automatically in the next tour. "This automatization disburdens our employees even more", says Pluschke who is also satisfied with the service of TIS GmbH: "We have certain contact persons at TIS and we have a regular bi-weekly meeting. In case of change requests, TIS normally offers us a solution within 24 hours".

Conclusion: The telematics software TISLOG by TIS GmbH brings OTLG and the retailers many advantages. Because of the interface to SAP the processes can be displayed transparent and in an easy way in the web portal. The retailers can optimize their plannings, can order pickups and can manage loading equipment.

Background: OTLG Volkswagen Original Teile Logistik

Volkswagen Original Teile Logistik GmbH & Co. KG in Baunatal is a company of the Volkswagen enterprise and supplies 3.100 service partners of the brands Volkswagen, Volkswagen Nutzfahrzeuge, Audi, Seat and Skoda in Germany and Denmark with original material, accessories and services. Therefore, OTLG is the logistics after sales company of the Volkswagen enterprise in Germany and ensures that million of customers are mobile with their vehicles. OTLG has 2.900 employees in total at seven different locations in Norderstedt, Cologne, Ludwigsburg, Munich, Dieburg, Ludwigsfelde and Baunatal. Further information <https://www.volkswagen-otlg.de/>

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