

KG Bursped Speditions-GmbH & Co

A device for all situations

CargoLine partner Bursped optimizes their warehouse hall turnover of incoming groupage freight by a unique scanning solution from TIS with integrated transponder: Video surveillance and claims settlement are considerably simplified.

Mark Klinghammer does not like compromises. The authorized signatory of the KG-Bursped Speditions GmbH & Co, based in Hamburg, designs the processes of his business as efficiently as possible by relying on the latest technologies. The daily warehouse hall turnover of the CargoLine partners (since April 2011) is supported by a highly efficient scanning and video surveillance solution that allows each of the approximately 5,000 daily packages to be monitored consistently.

In addition, the system facilitates the settlement of claims by easy documentation of occurring defects without high efforts through the staff in a standardized procedure.

The central element are the mobile data capturing devices - short MDT - by TIS GmbH in Bocholt. The scanners are based on Motorola devices of the

type MC95 with an integrated camera. The hardware experts at TIS have enhanced the robust hardware with essential modules. Among the innovations are base frame cases for active transponders and an ergonomic trigger handle. Both are not offered by Motorola. This makes the device the only available MDT in the market, which carries scanner, camera, RFID detection and the ergonomics required by logistics.

Klinghammer is committed to the technical and craft quality of this special solution: "Everything the employees of TIS integrate in the hardware, they do a very good job - there are no rough edges."

INGENIOUS TRICK

Bursped is also being tested on a software module developed by TIS that allows the technical possibilities of modern warehouse scanners to be combined with terminal emulations.



Mark Klinghammer,
authorized signatory of KG
Bursped Speditions- GmbH
& Co in Hamburg



Mobile device from TIS in Bocholt

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Terminal emulations enable direct access to the central host system via radio without the need of string software and data on the handheld. The disadvantage is that terminal emulations do not support technical possibilities of modern warehouse scanners - such as the photo function.

The fast, simple and reliable documentation of defects therefore previously was impossible for terminal emulations. The TIS solution for the handheld Motorola MC95 introduced for Bursped has solved this problem.

The module "photo documentation" allows the usual working with the terminal emulation while the new TIS software stands by in the background. If a damage is discovered during loading or unloading employees can start the documentation process simply by pushing a button. OCR software is automatically started, the current display of the MDT with tracking number and damage code is converted into machine-readable characters.

The warehouse employee does not recognize this elaborate trick at all - instead he receives detailed instructions about how to proceed by the large display of the Motorola devices.

This process meets the high quality requirements of CargoLine that require at least three images of each incident. The requirements are one detail photo of the damage, a picture of the entire package and a photo of the label. At this point the developers of TIS could benefit from Klinghammer's experience and program a very practical solution.



TIS's solutions relief high time pressure and optimize the handling processes in the warehouse.



Damage documentation in the warehouse by use of the "Photo Documentation" module

GUIDED STEP BY STEP

"Formerly our employees first had to get a digital camera, then take the photographs and finally get them into the office," Klinghammer recalls. Against the background of the high time pressure during the turnover of goods, pretty often one rather turned a blind eye to discovered damages and Bursped would end up being responsible for the damage. Now the employee does not even need to leave the emulation and is guided through the process step by step. During this the photos get all necessary data like tracking or package number assigned for automated processing.

In this process another software module developed by TIS is involved, called "Terminal Process Capturing". While the camera proves its advantages in the documentation of damages, the transponder integrated in the MDT is the key for Video Surveillance. With this Klinghammer relies on a familiar solution of VLS (formerly Eseg).

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The 40 MDT devices communicate via transponder with the 204 cameras that are mounted on the 138 gates of the 13.200 square meters large turnover hall. Each scan can be assigned to the cameras that are located in the specific RFID radio area of the particular MDT throughout the collection. The recordings of the cameras receive a "digital stamp" and a tracking number at the time of scanning.

An interface between the video system and logistics software provides the appropriate shipment data. The operation, which is invisible for the employees, is monitored constantly by TIS. If any of the tags fails, Klinghammer will immediately be notified and can intervene.



The TIS-module "Photo Documentation" allows shooting photos without having to leave the emulation. Another TIS module "Terminal Process Capturing" facilitates the automated processing.

"The simplified procedure led us to a consistent documentation of all damages and two or three times as many photos," Klinghammer says. As a result compared to shipping-forwarders they are in a much better position now.

Klinghammer: "We protect ourselves effectively against recourse claims."

SEARCH FOR PACKAGES AT THE PC

"With the VLS video system my colleagues find missing packages quickly from their desk," Klinghammer explains. The entry of a bar code or tracking number is sufficient to show the moment of the last scanning as a film sequence. Once the last scan of the missing package is found, what happened to the package can be tracked on the screen.

The pictures can subsequently be exported from the system as a film or as individual images and sent, for example, to a partner or customer. He can now search specifically for the missing shipment, because he knows how the package looked like and where it was loaded in the truck. Also, the unloading of their trucks can be tracked on the monitor this way - by this for all parties involved it is traceable that the package was not on board.

"The loss of a shipment is almost impossible with this technique in use" says Klinghammer.

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Time and costs the new solution did not only save by quickly identifying missing items and the complete documentation of defects. Due to the automatic assignment of the damage photos to the item numbers also a time-consuming work-step could be omitted, which previously occupied one half-time employee.

"Thus the new system saves approximately 18,000 € each year," says Klinghammer, who has ordered 35 more devices for the subsidiary Koester + Hapke after the first 40 MDTs for Bursped themselves. He also has some concrete ideas for further expansion of the solution. The next step will be to automatically generate and archive PDF documents based on the recorded claims data. TIS is already working on it.

BACKGROUND KG BURSPED SPEDITIONS-GMBH & CO

The KG GmbH & Co Bursped forwarding based in Hamburg, is specialized in national and international part-load traffic and offers comprehensive services for all transport modes.

In Germany the CargoLine partner operates direct lines of traffic to 47 destination stations, which enable a comprehensive supply network in the domestic part-load traffic. The company was founded in 1948 in Hamburg, currently 398 people are employed in Hamburg alone.

Back in 1969 the company ELKAWE Container-Service-u.-Vertriebs-GmbH & Co. KG has been established, which acts as the operator of the company-owned fleet.

In 1988 the Bursped group took part in the founding of the package service German Parcel and took over the depots in Hanover, Braunschweig and Hamburg.

In the same year they took over the international freight forwarding company Carl Köster & Louis Hapke GmbH & Co. KG. in Hanover. Since 2000 also the LOREL LOGistik RELais Bremer Kreuz GmbH is part of the Bursped group.

The subsidiary focuses on receiving logistics.

In 2004 Bursped also participated in the founding of the BHS Spedition & Logistik GmbH in Bremen.

Back in July 1995, the Quality Management System according to DIN EN ISO9002 was certified. 1998 certification of the environmental management system after DIN EN ISO 14001 followed.

In 2003, the DIN EN ISO 9002 has been replaced by 9001:2000.

For more information visit www.bursped.de

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 Informationssysteme" (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