

Lufthansa Cargo reduces waiting times at “Direct Ramp” with dynamic time slot management

Hallbergmoos-Munich, 4 February 2014 – For the coordinated loading and unloading of its customers' vehicles, Lufthansa Cargo is relying on the dynamic time slot management system from EURO-LOG at Europe's largest transshipment point for airfreight in Frankfurt. At the distribution centre at Frankfurt Airport, the import and export bays for customer freight deliveries and collections and for road feeder services (RFS) will be controlled by the EURO-LOG solution in future. The system enables the overall planning of HGV movements to be done in advance on the basis of customer reservations or on the basis of the current flight plan. However, it is possible to make dynamic changes to the planning at short notice and at any time. Bays are allocated according to current occupancy levels and changes to these. The EURO-LOG solution does not assign rigid time slots but allows for dynamic rescheduling. This means that Lufthansa Cargo's planning can be optimised to suit both its customers and its own processes. If a vehicle is going to arrive later than planned, other vehicles can be moved forward and the time slot used despite the delay. Ramona Pieper, Manager of Customer Relations Handling at Frankfurt, speaks favourably about the introduction of the system: “The EURO-LOG time slot management system is not just convincing for us. Our customers are also very happy with it as time slots can be flexibly allocated at short notice.”

Each day Lufthansa Cargo processes around 1,400 orders at the Frankfurt location and coordinates the loading and unloading of lorries at more than 90 bays. For Lufthansa Cargo, dynamic time slot management means a reduction in process costs and better precision in planning. Time slots, bays and parking spaces can be planned in advance, helping to relieve the stress at peak times. But the system also factors in actual levels of utilisation and reacts dynamically to changes. The colour-coded display makes current data and important operating information visible to the employees of Lufthansa Cargo at a glance. The system also supports priority-based rescheduling. And the customers of Lufthansa Cargo can benefit from the solution as well. Connecting onto the system gives them a higher degree of transparency. They can plan their transport operations more efficiently and view the current situation at the loading bays. This means that expected loading times can be calculated e.g. on the basis of the freight volumes announced and the loading equipment required for each slot. In addition, times for documentation processes are also included so that the total amount of time needed is known in

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advance. This avoids long waiting times for a space at the loading bay. In case of changes of plan, the customers of Lufthansa Cargo are informed in real time.

Time slots can either be allocated in Import and Export by employees of Lufthansa Cargo or reserved manually by customers via the Internet or via a system interface. The system automatically checks and confirms requests. All those involved have access to a standard system and time-consuming manual data inputs are no longer necessary as the dispatch data (AWBs) are taken from the existing Lufthansa Cargo systems to which the bay control system is connected. When assigning the bays, the system factors in relevant information such as the type of transport (import/export), the volume of freight and the delivery and/or collection quantities and allocates a time slot on a bay with sufficient capacity for the HGV. To do this the solution prioritises operations intelligently and automatically so that time-critical deliveries, for example, can be loaded as a priority. Parking space management is also part of the system so that the limited number of parking spaces can be used to best effect.

The introduction of the intelligent time slot management system ensures the optimum use of available capacities. The decision to opt for the EURO-LOG solution was based not only on the dynamics of the system, but also on the process solution: "We decided on this solution because EURO-LOG best understood our processes", says Ramona Pieper. The introduction of the time slot management system at other European locations over the coming years is also envisaged.

About Lufthansa Cargo AG

Lufthansa Cargo ranks among the world's leading cargo carriers. In the 2012 business year, the airline transported around 1.7 million tonnes of freight and mail and sold 8.7 billion revenue tonne-kilometres. The company currently employs about 4,600 people, worldwide. Lufthansa Cargo focuses on the airport-to-airport business.

The cargo carrier serves 300 destinations in around 100 countries with its own fleet of freighters, the belly capacities of passenger aircraft operated by Lufthansa and Austrian Airlines, and an extensive road feeder service network. The bulk of the cargo business is routed through Frankfurt Airport. Lufthansa Cargo is a wholly owned Lufthansa subsidiary of Deutsche Lufthansa AG.

www.lufthansa-cargo.com

EURO-LOG AG

The IT service provider EURO-LOG was set up in 1992 as a Joint Venture by Deutsche Telekom, France Telecom and Digital Equipment. In 1997 the business became a “people owned company” and, under this dynamic, developed into a leading provider of IT and process integration. Today more than 80 employees at the head office in München-Hallbergmoos, with its own computer centers, are providing innovative applications and individual links for continuous efficiency in logistics processes between suppliers, service providers, commerce, industry and customers.

EURO-LOG produces cross-company process solutions for both forwarders and dispatch businesses. For the forwarding industry EURO-LOG offers, among other things, solutions such as Supply Chain Management, Freight Management, ONE TRACK®, Container Management, Time Slot Management and E-Billing. The Dispatch Portal, Mobile Logistics Solutions such as Mobile Track and Pallet Management are solutions specially developed for logistics service providers. These days, customers from the automotive industry, trade, high-tech, electronics, consumer goods, chemicals and pharmaceuticals, logistics services and cooperatives, express parcel services, machine construction and others are using the integration solutions from EURO-LOG.

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