



Coordinated loading and un- loading at the „Direct Ramp“

EURO-LOG Time Slot Management

Dynamic control

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

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.

Initial position

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**.

Before introducing the EURO-LOG

Time Slot Management the **coordination of orders** in import and export at the Frankfurt location **involved considerable time and effort**.

There was **no IT based system** which helped **controlling processes** at the

import and export loading bays **automatically**. **Slots and loading bays** for freight deliveries, collections and road feeder services (RFS) **were allocated manually** after the particular vehicle's arrival.



„We decided on this solution because EURO-LOG best understood our processes.“

Ramona Pieper, Manager Customer Relations Handling Frankfurt, Lufthansa Cargo AG

Current situation

Lufthansa Cargo has achieved cross-company **transparency** of arriving and departing trucks and their retention time. Thereby **capabilities** and **parking spaces** can be **used** as **effectively** as possible.

Due to **notifications** for all arriving trucks the processes at the loading bays can be **planned in advance**. The **loading** and **unloading** of more than **600 trucks** per day can be coordinated more easily. Thanks to high quality data and transparency of the shipment structure both staff and capabilities can be planned in advance.

Lacks of capacity and long through times **are avoided** even in case of peak times.



Lufthansa Cargo

Networking the world.

Lufthansa Cargo AG

Industrial sector: Air freight

Specification: One of the world's leading air cargo carriers in international air traffic.

Route network: More than 300 destinations in around 100 countries worldwide

Fleet structure: 18 McDonnell-Douglas MD-11F

Employees: 4.609 (2012)

Sales revenues: 2,688 bn EUR (2012)

Internet: www.lufthansa-cargo.com

„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.“

Ramona Pieper, Manager Customer Relations Handling Frankfurt, Lufthansa Cargo AG

EURO-LOG solution



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 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 dynamically according to **current occupancy levels** and changes to these. The EURO-LOG solution does not assign rigid time slots but allows for flexible **rescheduling**. This means that Lufthansa Cargo's **planning can be optimised** to suit both its customers and its own processes. Customers 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.

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**. In addition, **times for documentation processes are also included** so that the total amount of time needed is known in 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-con-

suming **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



Microsoft
GOLD CERTIFIED
Partner



EURO-LOG AG
Am Söldnermoos 17
85399 Hallbergmoos-Munich

Phone: +49 811 9595-0
Telefax: +49 811 9595-199
Internet: www.eurolog.com
E-Mail: info@eurolog.com