

TNT COURIER IMPROVES PUNCTUALITY WITH PTV SMARTOUR



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Frank van Leeuwen, Manager Value -Added Services TNT Benelux



TNT has significantly improved the performance of its value-added services network (Delivery Plus) thanks to PTV Smartour. Punctuality has risen to over 98 per cent, while vehicles are being used more efficiently than ever. A distinctive planning concept has been developed that gives each depot individual access to Smartour and enables it to plan its own dispatches. "This means that the depots can create synergy with their other activities."

Each day TNT delivers packages requiring the drivers to carry out additional activities. This ranges from the replacement and installation of modems to identity checks and contract signing when delivering telephones. "This type of delivery does not fit with our standard network. As such, we have set up a separate network consisting of a central depot in Schiphol-Rijk and regional depots. We have approximately 150 specially trained drivers to carry out these

value-adding deliveries", states Marcel van Schaik, Manager for Same Day Delivery at TNT. Van Schaik retains final responsibility for this network.

The customer has to be at home for dispatches of this kind, which is why TNT gives them considerable control over the delivery process. Customers can select a delivery date - including Saturday - and a five-hour period in the morning, middle of the day or evening. They also receive a text message on the day

the mind of movement



ABOUT DELIVERY PLUS

Delivery Plus is a unique product, based on the TNT network, where TNT provides on-site value added services within its dedicated network. With an on-time performance above 98% and a delivery option by appointment from Monday till Saturday with morning, afternoon and evening time windows.

with an estimated time of arrival. "We set an upper and lower limit of one hour, so that we can promise the client a definitive time period of two hours", explains Frank van Leeuwen, operational manager for the value-added services network.

PUNCTUALITY AT OVER 98 PER CENT

PTV Smartour is crucial for achieving this level of punctuality. The journeys of all of the vehicles in operation each day are accurately planned using the advanced PTV planning system. "We previously had seven depots, each with its own planning method", explains Van Leeuwen.

"The implementation of PTV Tour in all of our depots increased both the efficiency and predictability of the journeys. Structurally speaking, TNT's level of punctuality is now higher than 98 per cent, even for the two-hour time period that we indicate on the day itself", states Van Schaik.

EACH DEPOT PLANS ITS OWN JOURNEYS

TNT has deliberately opted to implement a decentralised planning concept. Each depot has access to Smartour via an internet portal and can plan its own journeys. All of the dispatch details are transferred from Delivery Plus, TNT Courier's transport management system, to Smartour. This system uses postal code areas

to ensure that each depot exclusively has insight into its own dispatches. As soon as a depot has prepared its plan, it is uploaded to the planning system. Customers can then be informed of the estimated delivery time by text message.

"By allowing the depots to draw up their own plans, we enable them to create synergy with their other activities. This is something we had previously been unable to do", notes Van Leeuwen.

"The launch of Smartour has resulted in significant changes for the depots. They are now involved in implementation at an early stage. Every planner has been trained and been able to contribute to this implementation. This generates support for the concept", states Van Schaik. Van Leeuwen goes on to add that "the planners do grumble a bit about the system settings, but the results speak for themselves. On balance, the depots do not have to use as many vehicles as before. This system also saves a lot of time. It previously took perhaps three to four hours until the plan was ready. Now it takes 45 minutes at most."

DYNAMIC PLANNING

Smartour offers even more functionality thanks to its intelligent algorithms. This enables a better plan to be made. TNT is

now in a better position than before to take account of the differences in time spent at each stop. The replacement and installation of a modem now requires slightly more time than obtaining a signature at the front door. In addition, Smartour takes account of the difference in speed depending on the type of vehicle. "Ultimately we would like to move towards dynamic planning. For example, if one of our vehicles is unexpectedly caught in a traffic jam or breaks down, we can plan the journey again. And the delivery recipient is automatically informed about the delay. Technically speaking, it can do it all", says Van Schaik.

Another major advantage is that Van Leeuwen and his team now have a better idea of the capabilities of the network. Thanks to Smartour, TNT can see exactly how many kilometres a vehicle travels in a day, how long a journey lasts and what the average stop density is. "We can use all of this information to manage our network even better", states Van Leeuwen. Van Schaik also mentions that TNT has implemented a CO2 reduction programme. "This system fits perfectly with our efforts to reduce our emissions and operate in a more sustainable manner."

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