



Case Study



Cube, Weigh, Label & Supply Chain System Integration

Brown & Watson International

About BWI

Brown & Watson International, is an Australian owned business with many market leading brands in the Automotive Industry such as Narva, and Projecta.

BWI is a valued customer of ours of over 7 years. With a Head Office & NDC based in Scoresby, Melbourne, BWI has been using our FMS system since 2013.

With high growth goals we worked with them to integrate our FMS system with their Pronto system and to implement a Cube, Weigh and automatic Label Application system.



Case Study Highlights

- Integrated Sales Order header data to import into TMS system
- Dimensioner cube, weighs, & times travelling down the conveyor belt
- Automatic Label system prints and attaches label to item as it travels further down the conveyor belt
- This tailored automated Supply Chain platform enables best practice Carrier Invoice Reconciliation via completed, accurate cubic calculation
- Approximate savings one at least one minute per transaction
- Approximate saving of 3 man-hours per day
- Reduction in mis-deliveries
- Automation between ERP & TMS
- Export of tracking data into Pronto for improved customer service processes
- Ability for further growth of 100%+ without needing to add to warehouse headcount
- Improved Business Intelligence Reporting



FMS Upgraded to Integrated System with Pronto ERP

BWI's relationship with Freight Controller began with the implementation of our FMS system into their NDC in Scoresby, Melbourne in 2013.

BWI had always intended to integrate the system with their ERP system, however first they wanted to review their ERP to ensure it was optimal for their needs. BWI chose Pronto, and then embarked upon implementation of that system while still enjoying the many benefits of the FMS system as a manual system.

In 2016 we commenced the Integration, however, it was expanded at that time to include a Cube, Weigh and Automated Label Applicator, designed and implemented by the team here at Freight Controller.

This was included in order to design a best practice Carrier Invoice Reconciliation (CIR) process, as well as to gain substantial productivity improvements in order dispatchment within the warehouse.

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2013: implementation of FC's FMS manual system

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2016: Project for Integration of FMS & ERP, plus Cube, Weigh, Label System

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To support growth & complexity goals and CIR process

FMS Upgraded to Integrated System with Pronto ERP

Before the Carrier Invoice Reconciliation (CIR) process began, Freight Controller notified BWI that the invoice reconciliation could not be completed *optimally* because they did not provide the dimensions of the consignments in many cases and relied on the carrier to complete the cubic calculation, which is not best practice. A *true* reconciliation of the carrier invoice should include checking the charge weight, (as well as receiver zone and, for duplication of con notes, etc).

In order to address this concern and move to best practice CIR management reporting and data analysis, BWI asked Freight Controller to develop a proposal for the implementation of an automatic cube and weigh system within their current conveyor infrastructure.

Even more importantly, this was the opportunity to introduce automation for the application of freight labels after dimension details and weights of cartons had been collected.

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CIR to include automated charge weight, dimensions

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Cube, Weigh & Label Application added to Conveyor System

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Automatic Label Applicator speed process

Automated Import/Export of Data between ERP & FMS

By combining the automated import of data from Pronto with the automated printing and application of the freight label, BWI eliminated all manual entry and preparation of consignments in the FMS system. Based upon approx. 150 consignments per day, and with a saving of at least one minute per transaction; this system would save approx. **3 manhours per day** in data entry alone.

By using the one source of data and receiver addresses, i.e. Pronto, BWI also greatly reduces poor address quality causing mis-deliveries or data transfer issues. The Export from FMS to ERP includes:

- carrier name,
- service,
- consignment note number,
- cost estimate,
- and the tracking URL.

The tracking URL enables Customer Service staff access to the latest carrier tracking data for any delivery enquiries. They also can send an Advanced Shipping Notice (ASN) to their customers, so that the receiver can proactively track the progress and ETA of their consignments as well. This provides our client's Customer Service activities with significant time saving; a reduction of queries and therefore, staffing requirements.

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Elimination of all manual Entry of Consignment Data

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A saving of ~ 3 manhours per day in Data Entry

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Reducing Address errors; mis-deliveries

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Exporting key data from FMS > ERP

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Central Tracking URL for customer service & ASN for proactive tracking reduces costs

Redundancy and Automation

When designing the project, Freight Controller pushed to design a system with some redundancy and automation. As a result, we have delivered to Brown & Watson a system with two printers and label applicators that can work in concert with each other. This means that in the event of printer failure the second printer can seamlessly take over and the line will remain open and functioning.

The printers are fitted with low level label sensors so that when there are only approximately 30 labels left the software will detect that low level and allow the next printer down the line to be responsible for the printing and application of labels. This will allow time for the operators to change label rolls or correct any problems with the printers while the line is still running. Using two printers in tandem like this also ensures less wear and tear on the printer and makes sure that scheduled maintenance can be completed whilst the line is still running.

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2 x printers and label applicators for redundancy; seamless operations

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Label alert to swap over before running out

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Change rolls, fix printer while line continues to run

Outcomes of the auto Supply Chain Platform Project

BWI now have a state-of-the-art, fully integrated Label Application System that supports their brand acquisition strategy, enabling scalability of cartons picked and processed by *at least 100% without the need for new staff in the dispatching area.*

Cartons seamlessly move down the conveyor line and are automatically measured and weighed. Then a consignment and item address labels is created by the FMS. The labels are applied automatically to cartons. The labelled cartons are then placed upon the staging pallets for distribution at the end of the line, and consignments manifested prior to pick up. A fully automated and seamless system that radically improves their dispatch efficiency.

BWI will also automatically capture accurate costing data on their freight, so that Freight Controller can show the executive team what they are spending on their freight:

- as a percentage of sales
- by consignment,
- by state, customer group
- and/or, the average cost per kg:
- by state, or customer group.

With so much accurate data at their fingertips, they have full transparency on their cost of dispatch and transport. Freight Controller uses this same data to reconcile their carrier invoices on a weekly basis. Maintaining data integrity is a critical element of ensuring that the Business Intelligence reports deliver better decision making.

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Dispatch order growth of 100% available

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Automated, seamless process: measure, address, & dispatch

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Accurate costing data for reconciliation & BI Reporting

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Data visibility & Freight KPIs for informed decision making

Testimonial

“Our automatic Dimensioner, Label Applicator and FMS System from Freight Controller saves our warehouse team from manually keying 200+ consignments a day, customers’ orders are automatically weighed and measured, consignment and shipping labels applied. This allows us to redeploy our staff to where they are most needed. The biggest benefit has been a happy warehouse team, not having to work late into the evening to manually key consignment and we are not able to dispatch a customer’s order faster and more efficiently.”

- Phillip Dixon, BWI



Contact Us:

To learn more about how we can design and implement similar solutions for your business, please contact us for a free, consultative meeting to discuss:

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