



DAKOSY Reference: FCS Frankfurt Cargo Services GmbH

Innovative FAIR@Link module for door management successfully launched

Ground handling agent FCS Frankfurt Cargo Services strives for the fastest possible processing times in cargo handling while maintaining the highest possible quality and safety standards.

Since spring 2017, this has been boosted by a new module from FAIR@Link: the door management system. The software brings significant process improvements and easier workflows for FCS as well as all delivery/pick-up truckers and forwarders. It allows for a predictable, transparent handling process and creates higher capacity for increased cargo handling in the future.

Through regular workshops with DAKOSY, the requirements for the electronically supported door management system were established at the beginning of 2016.

About FCS

- >> FCS Frankfurt Cargo Services GmbH is a subsidiary of WFS Worldwide Flight Services, the world largest cargo handler and Fraport AG, the owner and operator of one of Europe's largest commercial airports and the largest German airport group. FCS is the largest airline-independent cargo handler at Frankfurt Airport, offering comprehensive service packages that include complete physical handling and documentation of airfreight shipments. Its more than 700 staff handle over 750,000 tonnes of air cargo each year for customers, which include around 50 airlines.



Steffen Kuhn, Head of Infrastructure, Quality and Project Management, actively supported the door management system from conceptualization to implementation, and is overall very satisfied: "The decisive factor was that the employees responsible for operations were able to contribute their know-how and likewise make their specific needs for export and import processes known." DAKOSY began implementation in mid-2016. Through the use of agile software development, which uses short development phases to ensure that the customer can access each new development step using a test environment, FCS was able to be involved in guiding the process. The employees were trained in January 2017, shortly before the launch. Kuhn promoted the training sessions, actively assisting his colleagues in their transition to digitization: "The employees also identified additional possibilities for improvement, which were implemented in the next development step. We've received multiple benefits from this. On the one hand, the employees felt like they were a part of the process. Their reservations about the new technology could be minimized and we started operations with a door management system which was even more oriented toward practical usage."

The door management system

To reserve a ramp, the forwarder sends a TPA (transport pre-announcement) to FAIR@Link. The TPA includes the requested time for loading/unloading, information about the freight (AWBs), special cargo handling requirements, dangerous goods information, etc. FAIR@Link reviews the data with its relevance to FCS and automatically identifies a ramp for a specific time slot. In the process, FAIR@Link reviews all necessary requirements and restrictions, including special customer agreements. If the system does not have a ramp free for the requested time slot, the FCS employee receives a priority-level message and can manually assign the ramp by using a convenient drag and drop feature. If necessary, they can also change the assigned ramp number and time slot duration or cancel the reservation. At the end of each registration process, the freight forwarder is informed automatically by FAIR@Link with the reservation confirmation and any additional details.



"Since the door management system is so user-friendly, the training and start-up time for the employees went very smoothly," emphasizes Kuhn, who goes on to say: "The software is characterized by intuitive interfaces. With different colored backgrounds for mandatory fields, pull-down lists or master data for vehicles and drivers as well as useful information about the input fields, filling in the TPA is done in a flash. The status messages are also very useful, with their reporting of every step in the processing. Progress points are, for example, 'start of checking of freight papers', 'start of loading/unloading', 'truck is fully dispatched'. This transparency allows us to fine-tune the individual steps and significantly reduce the process times for each part of the handling."

The door management system has been in operation for half a year, and more than 50 forwarders and transporters are already a part of it. The software is still used only for specified ramps, but the long-term goal is overall use. Kuhn knows that there is a long way to go. He is optimistic: "Together with DAKOSY, we are currently presenting the system to forwarders and trying to increase its recognition. We also send out regular newsletters, brochures and e-mails. Every forwarder who books via the system is given prioritized dispatch. This preferred treatment means significant time savings for all pick-up and delivery truckers and is therefore very well received."

