

DAKOSY Reference: Röhlig Logistics

FAIR@Link wins users over with a closed information chain

The logistics service provider Röhlig has been working in the logistics field for more than 160 years and has successfully mastered the increasing complexity of global logistics.

Röhlig recognizes the importance of the digitization of all company processes and regularly invests in new communication technologies. In 2015, Röhlig was one of the first freight forwarders to participate in the FAIR@Link Cargo Community System immediately after the platform was launched. Pascal Eggert, Vice President of IT subsidiary Röhlig blue-net, explains the decision: "We wanted to be a part of it right from the beginning. In the introductory phase, you can still have an influence by bringing in your own requirements and help shape the processes during fine-tuning. We had a similar experience in the 1990s when DAKOSY implemented Port Community functionalities for the Port of Hamburg."

Röhlig started by using FAIR@Link for export processing. Eggert adds: "The main requirement was that the FAIR@Link functions could be directly integrated into our Transport Management System. This is the only way we could use the order data we'd already input for communication via FAIR@Link and still have a closed digital information chain. Since we've been using CargoSoft for years and CargoSoft had already planned the integration of FAIR@Link, we became a pilot customer for the new functions.

On the one hand, this presented us with the challenge of having to examine the entire export process and to identify the potential steps that could be efficiently supported by FAIR@Link. On the other hand, we had the benefit of being able to shape the entire process and make it fit our needs."

About Röhlig Logistics

>> Röhlig is an independently owned and managed logistics company. The family business was established in Bremen in 1852. Its network today comprises over 2,000 employees in more than 30 countries. Röhlig's core business consists of intercontinental sea and air freight.

Röhlig develops tailor-made transport solutions for its customers. In addition, Röhlig provides complex services in project logistics and contract logistics. In the IT sector, the subsidiary Röhlig blue-net develops customised interfaces and web solutions.

Fast and transparent export processes

The first step was to integrate FAIR@Link's Customs processing support into their own processes. This included the automated presentation of goods to AES by using the FRAPORT license plate recognition system at the entry into Cargo City Süd.



Pascal Eggert, Alexander Verges

The head of Luftfracht Gateways, Alexander Verges, is very satisfied with the benefits gained: "All stations support the process and record the truck license plate numbers in CargoSoft. We handle around 25 to 30 vehicles per week with up to

400 shipments via the automated process. The error rate is very low and it saves a lot of time. In the past, employees had to initiate the Customs process manually after unloading, now it's already done. We save time and resources, especially when shipments arrive at night or weekends. The routine tasks are taken care of and our employees can focus on more important things."

The automation of AES presentation has made Verges want to broaden digitization even further: "Digitization should extend to the entire export process, that is, also the data exchange with our partners from the arrival of the goods at our handling agent CHI to the loading by the airline's ground handling agents." These needs can also be fulfilled by FAIR@Link.

In the meantime, the next optimisations begin with the receipt of incoming goods. The handling agent CHI, which works closely with Röhlig in CargoCity Süd and is also connected to FAIR@Link, scans each shipment on receipt and compares it with the forecast data from the house AWB and the data which Röhlig sent via FAIR@Link. CHI also checks for completeness as well as integrity and, if necessary, performs the X-Ray scanning of the goods. Röhlig receives up-to-the-minute status information and is thus always informed about the progress of processing. This includes photos of the shipments after unloading, photos of damaged cargo, X-Ray documentation about secured goods, etc..



The consolidation is then carried out according to the cargo manifests Röhlig transmitted via FAIR@Link. When they receive CHI's message that the shipment is completely packed, Röhlig takes the final steps. The master AWB for the airline is created and transport to the airline is initiated. With the message from CHI about the delivery of the shipment to GHA and the final message about the departure of the aircraft, the FAIR@Link process has been successfully completed.

Verges is pleased: "Now our export processes are faster and, above all, transparent and almost paperless. With CargoSoft, we have a closed information chain running from the arrival of goods at the airport through to the handover to the airline. For example, if a shipment is damaged by CHI, we can inform the relevant station. The station can then check with the customer whether the goods should be exported or not. All information and photos are stored in electronic files. Thus, a quick clarification is possible, without telephone calls or e-mails, and the export process is not unnecessarily delayed."

This year Röhlig wants to focus on optimisation that can be achieved with FAIR@Link on the import side. The first discussions with CargoSoft and DAKOSY have already taken place, leading to the FAIR@Link functions "change of depositary" and "collection order" being implemented in the near future.

