



04 DYNAMIC LAYOUT VIEWING

A planning tool for peak periods

05 Step by step

How a project comes into being and how it prospers

07 Bayne's The Family Bakers

Overcoming obstacles brings you cost benefits

11 Wanderlust

A glance over the shoulder of international colleagues

Different countries, different needs

Tasmania is a thinly populated country, and anyone who wants to sell bakery products here – and not just in the two big cities of Hobart and Launceston – must solve logistical problems. Cripps Nubake Pty Ltd. does this with the help of dispotool, and does it in two senses.

The company has two production sites. Hobart supplies the southern part of the island, Launceston the northern part. Both locations manufacture a product range that does not exist at the other location. Instead there is an exchange. A “B-double truck” starts its journey every day at around 2 pm to complete the product range at the sister factory almost 200 km away. The staff there already knows since early morning what the truck will bring on each occasion, long before the roll-in containers – known there as **dollies** – are pushed into the truck.

The dispatch managers can thank their dispotool system for the information in advance, or more precisely, dispotool's INTER COMPANY module. The two sites send reciprocal requirement messages to each other. As soon as the pickers in A have noted a product's dispatch process as complete in the system, dispotool passes on the information, and the dispatch manager in B knows what will arrive at his loading ramp in around three hours time. He can correspondingly put the information into his own dispotool order-picking system faster.



dispotool organizes not only the goods dispatch but also the exchange of goods between the Hobart and Launceston sites



The bottom line is that Cripps has not only networked its production capacities in this way, but has also made them considerably more efficient. Both locations can readjust their production volumes according to the orders until shortly before dispatch time. That saves excess production and thus labor, raw materials, energy and pointless logistics. And allows more efficient utilization of the production capacities.

Cripps is justifiably proud of the numerous awards for the quality of its bakery products

Facts & Figures

Cripps Nubake Pty Ltd.
11 Swallow Parade,
7010 Glenorchy, TAS, Australia
www.cripps.com.au



Cripps Nubake Pty Ltd. is the biggest bakery in the Australian federal state of Tasmania. The company was founded by William Cripps in 1878, and today it operates three regional baking factories in the two big cities on the island; Hobart and Launceston, together with distribution centers in Ulverstone, Kings Meadows and Glenorchy. Cripps also supplies its delicate short-breads and Anzac Biscuits to food retailers in all of Australia's federal states. Cripps has used the dispotool order-picking system at both production sites



since 2013. dispotool also organizes the exchange of goods between the two production sites.

Dispatch area for bread delivery: 703 m²

Order-picking area: 450 m²

Product range: Bread, bread rolls, hamburger buns, crumpets, muffins, cookiescakes, pikelets, pita bread

Weekly delivery volume:

160,000 packing units per week

Packaging: 69 x 60 cm crate size

Dispatch employees: 8

Vehicle fleet: 15 trucks and 3 transit vans. Trucks vary in size from 9 dollie capacity up to 18 dollie capacity. The bulk of the trucks fit into the larger category

Number of loading ramps: 6

Number of customers or storage places: 800

Order-picking system: dispotool ENTERPRISE with DYNAMIC LAYOUT VIEWING, MULTIPLE PICKING, STOCK HANDLING and PRE-LOADING



Satisfied employees at launceton

Happiness, shock and – a Happy Ending by the name of “Picking Training”

Of course, Cripps also uses dispotool to distribute goods to food retailers. However, it’s a story of happiness, a shock and a happy ending called “Picking Training”.

dispotool went onto the network at the Hobart production site for the first time in September 2013. Although the pickers had only just been familiarized with it, dispatch of the goods took a full two hours less than before. The toolbox team returned to Europe, leaving a satisfied customer behind.

The shock came six months later as an emergency call. “We are unable to determine the promised time savings.” toolbox adviser Ralf Ulmer packed a bag without further ado and flew straightaway to Tasmania to get to the bottom of the problem. The analysis on the spot brought the cause to light in no time at all. For reasons of caution, they wanted to wait to see whether the time savings that had been realized would also be achievable permanently – but then forgot to adapt the staff duty schedules to the reduced demand. Because the workforce had more time on hand than was needed, one or other picking was carried out manually instead of using dispotool, due to old habits – and possibly – also to avoid idleness becoming so obvious.



Not just plug & play

Dear Reader,

You have the third issue of **LOGIS+** in front of you, and I should like to start by expressing my thanks from all my heart for the positive response to the first two issues. The biggest compliment for me was the request for the “Logistics Magazine for the Baking Industry” (as one reader described **LOGIS+**)



Thomas Mertes

to be archived online so that older issues could be referred to at any time as well. The suggestion has been accepted; with immediate effect you will find the archive at www.logis.expert/en/, including a full-text search function.

Most of the spring trade fairs have also has taken place by now, and I have noticed something else. We frequently hear visitors say “I know dispotool, I’ve often seen it.” That’s true in the sense that our installations have a gigantic recognition score thanks to the many brightly illuminated displays in dispatch departments.

However, one only sees that the bakery works with dispotool but not how it works. That’s because the “how” is always tailor-made, it’s not off the rack. It always involves specific individual processes and requirements to which the respective solution is adapted - in such a way as to ensure that the procedures are as logical and as perfect as necessary - and the cost savings are as large as possible. In fact, dispotool’s “made-to-measure” has the advantage of being expandable, regardless of whether your bakery grows larger, whether you produce at additional sites or whether you purchase another company. dispotool has the flexibility to integrate it all.

Precisely because of this customization for each individual business, dispotool is also not a plug & play tool which is bought and that’s the end of it. dispotool is part of an optimization process for the dispatch department that must be created in a joint effort. Such a process repeatedly shows habits and special features that were simply accepted as a rule in the past and were, therefore, never questioned. And exactly here is where the biggest potential savings lie. That’s why a solution is not to be found by simply imposing it on the dispatch department staff or on the management responsible for them, but only through joint development and implementation. However, this must be accompanied by the necessary consistency, otherwise the cost benefits will stay on track.

In this issue we also report on what such customized work looks like, and the problems that arise in the process. We explain process procedures and technical terms, and as always, we look behind the scenes at customers all over the world.

I hope we have again succeeded in extending our coverage over everything from artisan to industrial logistics solutions. Also that this issue of **LOGIS+** will again supply you with useful information as well as some pleasure.

We hope you’ll enjoy reading it

Yours truly,

Thomas Mertes

toolbox took appropriate steps and incorporated the “**Picking Training**” consultancy service into the program. Needless to say, the situation that became a problem at Cripps can also happen elsewhere. Product portfolios and/or customer structures alter, personnel change, and adaptation and training get lost in the hectic daily routine. That’s how errors creep in, unintended but with serious consequences because the efficiency of the dispatch operation declines and costs increase. That’s why **toolbox** offers its customers regular checks of the actual implementation and retraining sessions if necessary.

The readjustment pays dividends because new potential savings are discovered over and over again. When **dispotool** was commissioned at the Launceston site in November 2014, **dispotool** was able to reduce personnel costs in the order-picking area by almost 50%.

Tasmania is an island 240 km south of the Australian mainland. Tasmania’s area, including a few small islands belonging to the region, is 68,400 qm, equivalent to one-sixth of the Federal Republic of Germany. However, whereas Germany’s population is around 82 million, Tasmania has just half a million inhabitants. In statistical terms: one square kilometer is divided among 7.5 residents in Tasmania but 228 in Germany. Tasmania is famous worldwide for its gigantic nature conservation areas.



Does it fit? ... Yes, it does! ... or what really is DYNAMIC LAYOUT VIEWING?



Which dispatch manager doesn’t occasionally dream of an order-picking hall that adjusts flexibly to his space needs? However, building order-picking area is expensive, which is why the first tendency in day-to-day operations is to make do with the existing area for as long as possible. However, “not enough space” before public holidays or at other peak times can quickly turn into a jigsaw puzzle that makes processes slow and costly, and in fact, has probably already caused numerous heart failures and delivery failures.

The **dispotool ENTERPRISE** module **DYNAMIC LAYOUT VIEWING** exists to ensure that such catastrophes in the analogue world of the dispatch hall never happen in the first place. It allows a virtual picture of the order-picking area, including the planned storage bay sizes and their allocation, to be called up on the screen. However, that’s not all; the graphic user interface allows the storage bays and their allocations to be changed freely by drag & drop, thus simulating various different situations. This allows the best solution from

an operational and cost viewpoint to be found in a virtual world.

DYNAMIC LAYOUT VIEWING can be used to predict – without gazing into a crystal ball or tea leaves – whether the existing areas will be sufficient – even if the calendar has conspired against the dispatch department by combining weekends and public holidays to create a substantial peak demand. On top of that, the **dispotool ENTERPRISE** module makes everything faster and more precise. Incidentally, this is also true when the assignment of new customers or delivery tours to the location is being contemplated.

More information about
Dynamic Layout Viewing



Step by step to the optimum solution



The most important steps include critical questioning of the previous practices and identifying each company's individual conditions and wishes for its order picking

The aim is clear: dispatch and logistics are to be optimized. However, in concrete terms, what does the path leading to it look like, what awaits me and what is expected of me? This or something similar is what the questions look like that are posed by most of the bakeries to a **toolbox** logistics consultant who visits them.

His first question is nothing less than the start of a fact-finding exercise: "How is the order-picking process in your company operating presently?" And the answer is often: "normal, like everywhere else". The more detailed the question and answer game becomes, the clearer it is that every business has developed its own very specific processes that follow the logic of its operations and customer structures. **toolbox** has developed a kind of guide line for the preliminary investigations because this individuality is a part of the company's character and must therefore be preserved. However, at the same time, with the intention of optimizing the procedure and cost structure of its processes. It helps both sides to understand one another, to collaborate in a targeted and efficient way, and to respect their mutual interests. The golden rule in all of this is that **dispotool** is always directed by the customer's needs, not the other way round!

The initial discussion

It starts with the basic presentation of the **dispotool** system and its options. The logistics consultant explains what **dispotool** can do, and how that can become a company-customized system solution through customer-specific parameterizing.

If **toolbox** has already received advance information about the baking business, the discussion can become more concrete. Otherwise, now the time has come for the bakery to present itself. Important aspects of this are: an outline of the order-picking, information about

the volumes to be handled, special features etc. The rule in all of this is that the more concrete the information is, the more purposeful further discussions can be and, therefore, a dispatch or logistics manager and, if possible, the staff member responsible for IT integration should be at the table as well. They all contribute detailed knowledge and can help to simplify the implementation and improve internal acceptance of the changes.

It continues during the night

As a general rule, the next step is a nighttime undertaking. The **dispotool** specialist inspects and documents the ongoing order-picking, together with the department manager responsible for dispatch. Why does he or she need to be there as well? It's because the question most often asked this night is "Why?". Therefore, a part of the **dispotool** consultant's task is to ascertain all the details – as far as possible – and to ask about their meaning and purpose. Details are important, and some are so important that they must – under no circumstances – be neglected, even if they appear to be ever so tiny. Whether this tour of inspection takes place just at rush hour or whether this dispatch activity peak is reached earlier or later is also irrelevant. As a general rule, this night-time fact-finding lasts two to three hours.

Summing-up the next morning

Now the **dispotool** specialist has a clear idea of the existing situation and how the order-picking can be speeded up, processes designed, and how much time and cost can be saved. In most cases, he already presents his findings in the morning – following the previous day's discussion group – and sometimes he can already make a cost estimate as well, albeit a rough one.

The detailed proposal

If agreement is reached by that time, the necessary detailed work can begin. Herefore, all the information, drawings, data, requirements and suggestions are sent to the **dispotool** specialist's colleague in **toolbox**'s head offices. The concrete layout proposed by **toolbox** is created on his computer. The bakery receives a concrete cost estimate by return of post, together with a detailed description of the possible order-picking processes.

Practical examples

Even when the concept of the new order-picking process is conclusive and plausible, and the costs and return-on-investment fit, decisions should also be taken with a "good feeling". That's why **toolbox** offers all customers an opportunity to inspect a **dispotool** solution at a bakery in a similar situation, and to talk to other bakery entrepreneurs and logistics managers about their experiences. **dispotool** is in operation in more than 750 bakeries worldwide. To find an appropriate demonstration is surely possible.

Practical seminars – time for inspiration



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Everyday work must be done, which often leaves insufficient time to allow thoughts any creative free rein. Some questions remain up in the air. That's why **toolbox** has established a Consulting & Training Center for practical seminars on the use of dispotool. No dry teaching, instead, it's joint learning and sharing experiences with colleagues, outings to bakeries and many inspirations for your own practical work.

Forthcoming dates and topics

Venue:

Consulting & Training Center,
Wilhelm-Lexis-Straße 8, 52249 Eschweiler,
Germany

For more information
about workshops



27.06.2016 – 28.06.2016

Topics:

- + The paperless and electronic delivery note
- + Relocation planning
- + Display replacement
- + Software set-up and hardware installation

07.11.2016 – 08.11.2016

Topics:

- + Planning system expansions correctly
- + Warehouse link and interface
- + Very small quantity dispatch for route optimization

We are there for you at these trade fairs in 2016!



22. – 25.10.2016
Stuttgart, Germany
Hall 5, Booth 5C11



08. – 11.10.2016
Las Vegas, USA
Booth 9241



07. – 09.11.2016
Dubai, UAE
German Community Booth

„Short-term pain for long-term gain”



Goods must be supplied to 53 branches from the production facility in Lochore every day

The roots of Bayne’s Family Bakers go back to the 1920’s, when coal was still mined in the region to the north of Edinburgh and mineworkers appreciated nourishing, substantially-filled pies and pasties as provisions. The importance of coalmining to Scotland’s economy declined and was replaced by high-tech industries and service providers, and at the same time, new customers came with new requirements. Today’s product range extends from bread, bread rolls, cakes and cream slices to sweet pastries and the typical Scottish savories. Those hearty filled pastries were formerly popular among miners and which now everyone likes to eat, best when fresh and eaten out of hand – around 130 products in total. The shop in Lochore with which the Bayne family founded their bakery has now grown to a network of branches with 53 locations supplying the regions of Fife, Dundee, Perth, Stirling and the capital city of Ed-



Shirley Simson

inburgh. Thus satisfying the needs of an average of 153,000 customers every week.

The family laid the foundation stone for the present-day production operation on the outskirts of Lochore in 1994. Not only has the production volume increased enormously since then, the technical equipment has also changed several times. Except for one department – order picking and dispatch – which was almost exactly the same in 2014 as it was twenty years before.

It’s not difficult to imagine how much resistance Factory Manager Shirley Simson and Dispatch Manager Sherry Kelly encountered when, together with **toolbox**, they began to analyze the processes and look for potential cost savings. Shirley Simson says: “Except for a few employees, most of the staff had a very critical attitude to changes of any kind, or rejected them altogether. Therefore, the



Facts & Figures

S.M. Bayne & Co. Ltd

Orwell Bakery, Loanhead Avenue
KY5 8DD Lochore, Lochgelly (Fife)
www.baynesthefamilybakers.co.uk



The company in Lochore, Scotland, is a classical family business, which can also be seen in the appearance of its 53 branches, all offering a wide product range under the name Bayne's The Family Bakers. This range comprises of 130 products extending from fresh bread to savory snacks or fine Scottish tea cakes. Products are delivered via its own trucks within a radius of about 40 miles (just under 65 km) around the production site.

Product range: 130 different products

Total operating area: 6.000 qm

Order-picking area: 650 qm

Dispatch employees: 6 employees per shift working 9 hours per shift

Loading: 12 vehicles loaded each night in a large garage area

Vehicle fleet: 15 Trucks (12 in use & 3 spare)

Unloading points: 53 of their own shops in a 40-mile radius (2 more opening this year)

Order-picking system: dispotool LIGHT with PRE-DISPATCHING and REPORTING



Derek Ryan, Financial Controller of McCloskey's Bakery in Drogheda, Ireland, gains his first hands-on experience of dispotool

biggest challenge – which **toolbox** had made clear to us relatively quickly – was to change our shift system and to introduce night shifts. Why shouldn't the order-picking staff work nights, when many of the production team have had to work night shifts?"

Both managers were confident that a change to the dispotool system would bring considerable cost savings. Nonetheless, the changeover brought them what the British call "short-term pain for long-term gain", i.e. short-term sacrifices to increase profit and quality in the long term. None of the staff had any previous IT experience and there was much anxiety. Sadly two employees even handed in their notice. According to Shirley Simson: "Of course, the tasks have changed, and the work involved in the changeover was extremely strenuous for all those taking part. There was an increase in human errors even in the first few days. We don't know whether or not that was due to resistance but the phase was short, and the error rate was already drastically reduced after only a few weeks.

In the meantime, not only are the two managers happy with the new system but also the order-picking and dispatch staff. Shirley Simson says: "**toolbox** was absolutely the right choice. Our costs have already dropped by 23% after only a short time. We did not expect, this is a fantastic result to be so considerable and to happen so quickly." The management duo plans to equip the next dispatch department – refrigerated products – with dispotool as early as this year.

Systematic order-picking



How can the high-stress phase of daily goods dispatch be made more smoothly, while at the same time, increasing picking quality and optimizing the dispatch of small quantities? These and other questions about paper-free goods dispatch are answered by dispotool ENTERPRISE – the Book for Industrial Bakeries. This 63-page reference book is comprised of subjects which provides explanations and suggestions relating to efficient order picking and the provision of goods. The various system modules and their combination options are presented. It also shows the benefits of

direct, constantly updated communication with the company's own ERP system of the volumes actually delivered by production and their dispatch.

The book is published in German, English and Russian.

You can order free of charge
under the QR Code



A PROFILE

Ben Attou left his Moroccan homeland more than a quarter of a century ago to study Chemistry in Germany. However, life had other plans for the young man, who had to start to brush up his German vocabulary. He has long since learned to speak German just as fluently as his two mother tongues, French and Arabic.



Abdelhadi Ben Attou

After that, the first steps into professional life occurred – not in chemistry – but in the IT industry, where Ben Attou very quickly rose from being a service technician to heading a group of a dozen colleagues. He combines this management experience with, what is nowadays usually called, social competence i.e. the ability to interact with people of all different kinds.

IT, service, man-management, social competence – it makes him the ideal **toolbox** employee, and he has been a member of the team since early 2011. He installs hardware, sets up displays and checks systems and functions – that's one aspect of his work. The other aspect is introducing the user to the new system, to which he contributes patience and empathy. Ben Attou says: "As long as I can justify it, I start by allowing a new dispotool user to try to figure out by himself how the system works. That yields the biggest learning effect, and it's also the reason why the point at which I intervene is different for each picker."

When there are questions, he again tries to encourage the person he is teaching to find the answer themselves because it's often fear of the unknown that is holding back the questioner. The way Ben Attou deals with people has already brought him several compliments. For example, Jan Schroeder, a dispotool user in North Germany, wrote:

"Many thanks for your comprehensive and painstaking initial training for our new dispotool system. I very much enjoyed seeing the great care and solution-oriented approach with which you carried out your work, and the amount of patience and calmness you devoted to communicating the required knowledge to my staff and to myself. Through this good start, you gave my employees confidence in the system, and from the very beginning you did everything possible to ensure quick familiarization. I hope you will maintain your style, and will have great success with it in the future."

His knowledge of languages helps Ben Attou during his business trips around the world. And with his clients and his family, provided he ever gets a word in edgeways among the three womenfolk in his household. His wife Farnaz is originally from Iran, and his daughters Mayssa (11) and Kiana Sofia (6) were born in Germany.

dispotool LIVE in use by colleagues



More
information at



Application/registration
United Kingdom



Application/registration
Denmark, Sweden, Norway



Word has now got around that fascinating impressions can be gained during this year's dispotool roadshow. Well-known bakeries will open their doors and show visiting colleagues their facilities, especially their

dispotool dispatch solutions. Together with the visitors, they will discuss how costs can be saved, space used more efficiently, and dispatch quality ensured.

Tour dates for Germany, Austria and Switzerland

21.06.2016 – 22.06.2016	BeckaBeck, Römerstein	www.beckabeck.de
19.07.2016 – 20.07.2016	Max Rischart's Backhaus, München	www.rischart.de
06.09.2016 – 07.09.2016	Wienerroither, Pörtschach a. Wörther See, AT	www.wienerroither.com
20.09.2016 – 21.09.2016	Bachmann, Luzern, CH	www.confiserie.ch

toolbox CEO Sascha Egner and dispotool LIGHT expert Reik Koletzko will also be on the spot to take part in discussions.

Tour dates for Denmark, Sweden and Norway

27.09.2016 – 28.09.2016	Emmerys ApS, Denmark	www.emmerys.dk
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toolbox CEO Sascha Egner and dispotool expert Niklaas Wolters will also be on the spot to take part in discussions.

Tour dates for Russia

15.06.2016 – 16.06.2016	Hlebnaya usadba, St. Petersburg	www.hlebnaya-usadba.ru
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toolbox CEO Sascha Egner and dispotool experts Vitalij Koukhar and Sergej Ronn will also be on the spot to take part in discussions.

As a guest in London and Kriftel



In the eyes of market experts, The Bread Factory is London's leading artisan bakery, albeit almost unknown to end consumers. Up to 150,000 bakery items are produced by hand every day at the bakery in Garrick Road, and sent to around 2,000 customers. These include star category hotels, top chefs, food truck operators and many more. End consumers can have their bread, sold under the "Gail's" brand delivered to their door by the online supermarket Ocado. Behind the "Gail's" name is a bakery chain with 26 branches in London. It is one of the most prestigious addresses in the British capital in relation to bread and bakery goods, and obtains a large part of its products from its sister company The Bread Factory.

Today a total of around 650 employees work for The Bread Factory. Premium raw materials, traditional processes and lots of manual work are their recipe for success, "just in time" delivery being their biggest challenge. Shipping takes place in cardboard boxes to avoid the need for customers to store plastic baskets. A label on each box explains the contents and for whom it is intended.

Many industry insiders, not only from Great Britain, used the opportunity given by the **toolbox** roadshow to look behind the scenes at this business.



BackHaus Heislitz in Kriftel supplies the Main-Taunus district, south-west of the Frankfurt metropolis and also around 30 resellers, through its nine branches. Founded in 1886, it is managed today by the fifth generation family member Mathias Heislitz, a qualified confectioner and master baker. He built a new bakery in Kriftel in 2013 with a baking workshop for his customers. A short time later, he opened the first "Café Heislitz" on the market place in Kelkheim. Mathias Heislitz and his wife Beate consider themselves to be a "place of pilgrimage for good taste." It is, therefore, especially important that the goods arrive at the branches perfectly styled, and of course, complete.

How that is achieved was the centrepiece of the dispo-tool Roadshow in Kriftel on 10 and 11 May. Naturally a roadshow event of this kind is always more than "just" a presentation of a company's own order picking solution. Mathias Heislitz, the bakery's owner and creative mind, turned out to be a generous host who also talked about other plants and systems in his bakery as well as a new dispatch system with his guests. Of course, a highlight was the Kriftel bakery's "drive-in", or the "Café-Bulli" through which Mathias Heislitz supplies coffee specialties, cakes and snacks for family celebrations and corporate events.

According to dispo-tool LIGHT expert Reik Koletzko: "Altogether it was a successful roadshow. The interested parties were not the only ones who learned something new through the exchange of ideas among colleagues. I have also learned a lot."



Every morning the bakery serves nine stores – one of them with a drive-in-counter – with fresh products

LOGIS⁺ This awaits you in the next issue:

+ “Finken” bread from Willi Bahde’s bakery in Finkenwerder is well-known in Hamburg, and customers, who prefer organic food, are not the only ones who love this rye bread that was originally invented in Finkenwerder. The Bahde Organic Bakery now bakes it in Seevetal just outside the Hanseatic city’s gates, and a total of 150 resellers in Hamburg, Schleswig-Holstein and Lower Saxony eagerly await their daily replenishment of bread and bread rolls. That’s why proprietor Peter Asche has now relied on dispotool to dispatch his bakery products for 15 years. Ecologically manufactured bakery goods and artisan breads with long proofing and resting times do not conflict with modern, efficiently operating product dispatch. **LOGIS⁺** looks behind the scenes at this successful bakery, which belongs to Hamburg like the river Elbe or the church of St. Michaelis.



+ AO Toljattihleb (“Toljatti Bread”) ranks as the biggest cereal processor in the Samara region of Russia. The city of Toljatti, with a population of nearly a million, is situated on the river Volga. Its automobile and machinery industries, and its chemicals and foodstuff factories is regarded as one of Russia’s most modern industrial centers. Bread and bakery products are made in the Toljattihleb industrial bakery, where Toljattihleb has used dispotool ENTERPRISE and MULTIPLE PICKING and PRE-LOADING modules since 2014 to organize its order picking and to ensure that dispatch of the goods operates perfectly.

+ Eschweiler was already known to the ancient Romans, who at that time still called it Ascivilare. Nowadays, the town near the German-Belgian border is well-known in the baking industry because it’s the home town of **toolbox**. Around fifty software developers and service technicians work in the Wilhelm-Lexis-Strasse all day long, creating customized solutions for bakeries all over the world. The company’s headquarters also houses the **toolbox** Consulting and Training Center. Our report in the next issue of **LOGIS⁺** will explain exactly what happens there and how you can benefit from it.

+ dispotool ENTERPRISE PRE-LOADING and dispotool LIGHT PRE-DISPATCHING are dispotool tools that are always used when the production unit provides – more or less than – the quantities that are to be dispatched. In the dispatch department, these differences in quantity result that customers are supplied late and with an inappropriate amount. The two programs are used in the dispatch department to detect quantitative discrepancies in the production as soon as possible. This prevents that missing information in the picking area causes it to come to a standstill or be delayed.



Use the QR code to access the glossary

Like all sectors of industry, logisticians have also developed their own language to express things concisely but unambiguously. You will find that we also use this kind of vocabulary. For simplicity, individual terms in the articles are highlighted in blue.

This QR Code will take you to a glossary on the Internet with the corresponding explanations.

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