



China Post Logistics fully automates its delivery process



Motorola helps CNPL gain competitive advantage by automating the logistics and information flow process.

Company Overview

China Post Logistics Co. Ltd (CNPL) was established on 18 Jan 2003. It is a subsidiary of China State Post Bureau and has a registered capital of RMB 200 million. This large, state-owned enterprise specializes in running and managing postal logistics. The company has 31 provincial subsidiaries and has a logistics business that manages storage, packaging, distribution, processing, handling, transport and information services.



China Post has an advanced postal service with 201 fairly large-scale postage-processing centers that serve more than 2300 cities and provinces nation-wide. The company handles postal, manages postal storage, packaging, and distribution, amongst other services.

The Challenge: Improve Accuracy Of Real Time Information And Service Levels While Keeping Up With Growth

CNPL had great difficulty obtaining business data in a timely manner at each point of the logistics process. The former business model required each transaction to be manually keyed into the information system. As a result, the logistical information could not be recorded in a timely manner.

In order to enhance service quality and boost competitiveness, CNPL's goal was to provide door-to-door services for its customers.

The older business model required customers to bring their items to a collection office which was then delivered to their desired destination. Information on the collection and delivery process was often recorded only after the product was delivered.

Secondly, an operator had to manually "tick and tally" the items one by one based on the checklist printed from the computer. This manual process is slow, labour-intensive and prone to human errors.



Customer Profile



Company

China Post Logistics Co. Ltd

Industry

Postal

Solution

MC3000

Solution Features

Barcode scanning, mobile computing, signature capturing and wireless networking.

Benefits

Faster response time.
Reduced labour-intensive tasks and improved productivity.
Lowered error rate and increased customer satisfaction.
Enhanced quality of service.

This traditional process no longer met the needs of our customers. Information collected was very late, with many errors. The efficiency of the logistics system and the satisfaction of customers were negatively affected. With the volume of logistics growing in proportion to the economy, these problems became an even bigger challenge for China Post.

The Solution: Automate Processes To Speed Up Delivery

CNPL decided to automate their information processing using Motorola's MC3000 mobile computers. The solution uses barcode on each item and a detailed worksheet printed with barcodes to record logistics information. Equipped with a handheld scanning device, logistics personnel can collect data at the place of collection. At the same time, the distribution centre makes use of a handheld barcode-capturing device to transmit real-time data using a wireless local area network (WLAN) to tick and tally.

Three-Step Information Process

The first step involves collection of administrative information. The operator scans the barcode on the worksheet with the barcode label to capture the sender identity, destination city and recipient information as well as the item specifications. If the sender is a regular customer, his information can be retrieved automatically from the system by keying in the customer's serial number. The total number of items will be computed automatically when the barcode is scanned. The customer's information can also be retrieved by entering his phone number, while the costs incurred are calculated automatically by the system. As a result, accurate information and convenience is offered to the customer.

Next, information on the item's status is updated in the logistics network. Based on the delivery information of the items, route sheets are automatically generated and transmitted to the distribution centre through the wireless network. Delivery instructions are then downloaded onto the MC3000 while waiting for the arrival of the mail trucks and it is used to verify the information on the items before they are loaded onto the trucks.

To avoid mistakes during delivery, the labels on all the items are scanned again and the quantity automatically checked to ensure that they are the same as those on the work sheet. At the same time, the electronic signature is saved in the database.

Upon arrival of the items at the recipient, MC3000 is used to capture the electronic handwritten signature of the recipient using signature and identification software. It also reduces acknowledgement duplicates and provides sound technological infrastructure. The actual application of electronic signature technology makes CNPL the forerunner in the logistics industry.

The Benefits: Productivity, Flexibility And Reliable Performance

Motorola's MC3000 helps to capture, move and manage data in real-time for real business value. It is ideal for scan-intensive environments that require high-quality data capture throughout the enterprise. Its superior ergonomic design and flexible configurations facilitate faster decision-making and increases workforce efficiency. Its rotating scan head with left, right and front positions is innovative, making it easy to use and enables higher productivity.

CNPL can now boast that its truck dispatch punctuality has soared by 40%. The rate of errors is lowered and the use of paper is greatly reduced. Operating costs are tremendously lowered. Customers may enquire about the information at each stage of their delivery through the logistics platform and check the electronic signature of the recipient, thus strengthening their trust and satisfaction level in CNPL.

The solution enables a rich set of information to be collected at various stages and allows this information to be captured, transmitted, consolidated and verified in a timely and accurate manner, thereby enhancing the quality of services.



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