



Bing Lee delivery system wins SCLAA NSW Supply Chain Management Award

With 39 stores in NSW/ACT, Bing Lee is one of the region's leading electrical retailers. With a philosophy of putting customers first, they have over 50 years' experience in bringing the latest technology to their customers. Bing Lee's focus on innovation also extends to the systems they use to stay ahead in this most competitive market. Bing Lee selected a partnership of InterDev, Paperless Warehousing and Gamma Solutions to provide an integrated system that tracks customer deliveries from Bing Lee's Distribution Centre to the customer's home. Bing Lee's system has been awarded the Supply Chain Management Award by the NSW Division of the Supply Chain & Logistics Association of Australia.

InterDev delivered the mobility component of Bing Lee's integrated Distribution Centre to Consumer delivery system. The system manages home deliveries as well as inter-store transfers. Each day, drivers' runs are generated in the Paperless Warehousing management system then electronically transferred to InterDev's Xmotion Delivery system. From there, the runs are dispatched out to the drivers' Intermec rugged handheld computers. These mobile computers run Interdev's Xmotion Delivery software and drivers use them to:

- accept their jobs,
- scan items onto the truck,
- enter expected delivery times for each location,
- notify departure from the Distribution Centre,
- notify arrival at delivery locations,
- scan off items,
- collect proof of delivery signatures,
- notify departure from delivery locations
- collect items from customers or stores and onward deliver those to another store or back to the warehouse.

Automatic safeguards are in place to warn the driver if they scan incorrect items or fail to scan items for a particular delivery.

Every step of the way, the data collected by the drivers is fed back to the warehouse management system to update stock levels and, where necessary, add items coming back into the warehouse onto new runs for subsequent days.

Xmotion Management System screens also allow Bing Lee to respond quickly to customer queries. In particular, they can:

- Find old jobs and print job details, with the Proof of Delivery signature, if there are ever queries or disputes as to what was delivered and signed for.

- See the current location of each truck/driver on a map and, if required, track a single truck over a period of time so they can see the route it followed and the times it was at each location.

Overall the solution allows Bing Lee to know exactly where their items and trucks are at any given point in time and it also provides the ability to see “proof of delivery” signatures within minutes of the customer accepting a delivery. By integrating the Xmotion Delivery system with the Paperless Warehousing system Bing Lee has visibility and control of stock at all points in the supply chain, all the way to the customer’s door.

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InterDev Australia Pty Ltd is a specialist provider of mobility and integration software, delivering successful business solutions based on “real-world” experience.

SCLAA NSW is the NSW Division of the Supply Chain & Logistics Association of Australia.

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