



GET THE MOST OUT OF EVERY MILE: ADD EFFICIENCY TO EVERY ROAD STOP.

MOBILITY IN TRANSPORTATION AND LOGISTICS

THE CHALLENGE

If you are in the business of moving freight, you probably have difficulty moving that business forward. Several new challenges threaten your earning potential and your profitability. Intense online and offline competition, for example, forces you to keep your rates low, while today's demanding customers show zero tolerance for late pickups or deliveries. Fuel prices are extremely volatile, unpredictably eating away at your margins. Industry regulations limit daily hours of service, yet require drivers to collect more information on the go, increasing paperwork that reduces time in the driver's seat. Additionally, you face the complexities of the new delivery network. The linear routes of the past have been replaced with random webs required to allow your customers to meet the delivery expectations of their own customers – including Internet shoppers who want fast delivery of even large items such as furniture. Dispatchers need to make hundreds of real-time decisions to maintain route efficiency – often without real-time information.

THE SOLUTION

Fortunately, working with the right partner, the picture looks less gloomy and the solution is readily available. Zebra's Transportation and Logistics Mobile Portfolio addresses these issues, allowing you to deliver each and every shipment on time, at the lowest possible cost. With our mobile devices in the hands of your drivers and in the cabs of your trucks, software-based, real-time processes replace paper throughout the entire delivery network. The split-second information visibility allows you to more tightly manage your drivers, vehicles, loads and even your customers. Consequently, that improved management drives efficiency and profitability into your business, while driving wasted time and inaccuracies out.

THINK MOBILE: FROM DISPATCH TO DELIVERY

Our mobile devices help you rethink the way you do business, reducing paper and adding agility and efficiency to the entire operation – from the moment a customer orders a pickup to the moment the order is delivered.

Accurate real-time pickup and delivery information

When drivers carry Zebra mobile devices, they easily streamline the process. This is how:

- A quick scan of the barcodes on the shipment to verify accuracy of boxes and pallets to be loaded, prevents costly mis-shipments.
- Customers can sign electronically right on the mobile device screen. The signature line will display, regardless of device orientation.
- Drivers can snap a quick photo of the shipment at the doorstep with an automatically embedded geostamp for proof positive of time, date, condition and physical location of the pickup or drop off.
- The fast cellular connection allows all information to be instantly transmitted back to the office, including the high-resolution color photo.



Real-time proof of condition & OSD (overages, shortages and damages)

Take a completely different look at two, traditionally, time-consuming tasks:

- **Obtaining proof of condition**
Drivers can take a picture of an item damaged in transit and append text or voice comments to the photo to provide details of the occurrence. With the press of a few keys, the files can be associated with the right work order and submitted instantly simplifying recordkeeping. The result: an indisputable proof of condition that prevents false claims and limits liability.
- **Processing exceptions during the day**
Drivers can capture the required information electronically and instantly transmit the data directly into your business system. Neither office administrators nor your drivers need to spend time on OSD-related paperwork.

The result: improved productivity and efficiency of your drivers and internal administrative staff.

Real-time payment processing & receipt printing

Let's recreate a very common scenario in the industry. See how Zebra can enhance customer satisfaction:

A driver arrives at the door of an end customer to deliver a drop-shipment of a large item. The delivery is C.O.D., but the customer does not have the cash on hand.

- With a payment card module attached to one of our handheld mobile devices, the problem is solved.
- The customer can use a credit or debit card to make the payment.
- With the help of one of our fast and highly reliable mobile printers, the driver can instantly provide a printout of the receipt.

The result: The customer appreciates the flexibility and added convenience.

APPLICATION BRIEF

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Regulatory compliance

Complying with government regulations in the trucking industry requires drivers to spend considerable time on paperwork instead of driving. Not anymore.

- Create an application that allows drivers to simply log on to the mobile device to activate the automatic capture of everything, from hours of service to mileage for fuel tax computations – no driver action required.
- Safety inspections can be automatically appended to the form, providing proof that inspections were performed as required. As new regulations are enacted, you can simply add a new auto-fill field to the existing electronic form.



ENHANCE REAL-TIME FLEET VISIBILITY

The same device that eliminates driver paperwork carries the best-in-class GPS technology that provides real-time fleet visibility at all times. Dispatch can track drivers in real time, whether they are at the delivery dock or out on the road – even in areas with a dense canopy of foliage and urban environments. This constant stream of real-time location information allows dispatchers to better manage routes and ensure drivers arrive on time, with the least amount of miles traveled – reducing fuel costs and vehicle wear and tear.

Greater route efficiency

With real-time information in hand, dispatchers can:

- Use vehicle proximity and remaining driver hours of service to assign new pickup requests, minimizing mileage and ensuring on-time arrivals.
- Provide customers with accurate delivery windows – and timely updated delivery windows in the event of delay.
- Be prepared to manage unpredictable road incidents to reroute deliveries.
- Review historical route information to continually refine routes for added efficiency.

Real-time recordkeeping

Drivers no longer need to pick up paperwork at the office or spend time during the day to process it.

- At the start of the day, dispatch sends electronic route plans and manifests right to the Zebra mobile device.
- Customer paperwork can also be turned into electronic documents, complete with fine print.
- With the high-resolution camera, drivers can capture and attach an electronic version of a paper Bill of Lading (BOL) and more to the shipping record.

The result: Driver productivity is improved and you can count on receiving highly accurate information on time, eliminating the risk of non-compliance fines.

Better tracking of demurrage time and fees

Time is money in the trucking industry. When customers unnecessarily delay your drivers, demurrage fees help offset the high cost of an idle truck. Our mobile devices enable dispatchers to:

- See arrival and departure times in real time.
- Proactively contact customers when alarms notify them the time threshold is about to be crossed. This helps eliminate the extra cost and avoid downtime.
- Identify customers who regularly incur demurrage charges and develop a plan for a win-win situation: eliminate penalty charges for those customers and improve utilization, capacity and customer service levels for your fleet.

Improved load security and driver safety

With real-time location information provided by our advanced GPS technology, geo-fences can be established to define the geographic perimeter of each route. When drivers stray outside the geo-fence, alarms can instantly notify dispatchers, who can then immediately contact drivers to determine the reason: an unpredictable detour, a personal safety issue or a potential security problem with a load.

Faster response times

Our advanced PTT Pro, a feature in Workforce Connect, provides an easy to deploy, cost-effective cloud-based service. With this feature, drivers can reach and be reached by co-workers, dispatchers, supervisors and customers in real time via instant Push To Talk over Wi-Fi and cellular networks.

The result: A single mobile device with the rich communication and data features your drivers need to be able to stop and go as required, anywhere, anytime.

APPLICATION BRIEF

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REDUCE COSTS THROUGH IMPROVED MANAGEMENT

With more efficient business processes and real-time visibility into the location of your entire fleet, dispatchers can ensure pickup and delivery on time, every time – a consistent high level of service that earns customer satisfaction and loyalty. This tight day-to-day management helps reduce costs throughout your operations.

- Fewer miles traveled per day = reduced fuel costs
- Less paperwork helps contain costs by improving workforce efficiency – drivers can deliver more loads and administrative staff can handle more work
- The automatic collection of information for regulations requirements reduces the cost of compliance
- Detailed information on damaged shipments eliminates overpayment of damage claims

RUN A MORE EFFICIENT AND PROFITABLE OPERATION WITH THE POWER OF MOBILITY

With our mobile devices and mobile printers in the hands of your drivers, you have the power to extend your office capabilities to the road. They provide you with the real-time information you need to reduce the cost of your delivery operations, get the most value out of your vehicles and your drivers, and improve the quality and consistency of your services. The result is a highly successful mobility solution that drives your profits up and your costs down, giving you a strong and fast return on your mobility investment.

THE ZEBRA TRANSPORTATION AND LOGISTICS MOBILE PORTFOLIO

Our robust and reliable mobile computers and printers are built together to work together. Whether your drivers are moving large shipments between distribution points or drop-shipping to your customer's customer, there is a mobile device that is just right for the job – and your budget.



FOR MORE INFORMATION ON HOW YOU CAN PUT THE POWER OF MOBILE COMPUTING TO WORK IN YOUR TRANSPORTATION AND LOGISTICS OPERATIONS, PLEASE VISIT WWW.ZEBRA.COM/TL



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