

Latest Product Development

SOM Despatch-Packing Module

Some of you will have measures in place to address the important issue of packing errors which happen more regularly than we would like.

The rationale behind this development was to:

- Streamline the despatch and packing process
- Reduce packing errors to an absolute minimum (this type of error can be very costly)
- Retain customers through improved and efficient stock delivery

During the packing/despatch process packers will generally tick off products on a packing sheet or delivery note as they place the products in trays or skips. If for any reason the product is not available at that time e.g. not out of the oven or it needs to be packed in a different area, it is generally packed later by checking what products DO NOT have a tick against them.

Unfortunately this is not an error free process. We have all gone through the costly and inefficient exercise of sending the driver back out on a second delivery with missed products.

If you now add in to this equation that some of you will be part packing orders many hours, if not the afternoon before the actual day of delivery, the possibility of errors multiplies.

Merit has worked with a number of bakers to address these issues and can announce that its despatch-packing module has now been successfully deployed and thoroughly tested within the bakery sector.

The application has been designed on the .NET environment. Without wanting to bore you with pages of text, the module interrogates the SOM database to extract orders to be displayed by Customer orders or Van – Round orders on touch screen monitors.

Features within the despatch module:

- The green, yellow, red traffic light system warns the user of which Customer – Round - Vans requires Packing/Loading or attention required to complete the orders.
- Each Customer – Round/Van or Product can be marked as partially, or completely packed. At any time the screen can give a visual prompt as to which products still need to be packed to complete the orders.
- The product quantities can be sorted in numerous ways to suit.
- Filters in place to show: Outstanding, Done or All.

The module has been designed to work with almost any touch screen PC terminal. Consideration needs to be given to the working environment the application will be expected to work in i.e. ambient despatch/packing room or chilled/frozen areas. In regards to ambient conditions it is feasible to utilise redundant touch screen tills (low cost), or as others have done choose a more robust approach with the purchase of semi-ruggedized industrial terminals costing around £1,600 each.

The units can be hard wired to a wall, or take the mobile approach of screens mounted on trolleys with relevant battery pack installed (battery size will depending on the working life expected, i.e. length of shift).

As a point of reference DHL (the parcel firm) have these units hardwired in the despatch rooms, whereas one of our clients has chosen the mobile route.