Cloud4Log connection to ZeKju driver app

A complementary service for a transparent and effective supply chain

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Introduction

In today's globalized business world and the associated digitalization, speed has become an important criterion for asserting oneself against the competition. Effective communication is crucial to be able to control complex logistical processes. However, language barriers and analogue communication between freight forwarders and transporters often lead to communication problems and time-consuming processes.

The lack of connection between the driver and all other actors in the supply chain is now solved by an interface between T-Systems' Cloud4Log Plus service and ZeKju's driver app. Cloud4Log Plus offers a digital platform for exchanging delivery notes between shippers, freight forwarders and recipients along the supply chain.

The drivers, once isolated players on the pitch, are becoming integral parts of the Cloud4Log solution through the driver app. The app thus acts as a link between the drivers and the other participants in the supply chain. Thanks to the seamless integration, communication between drivers, dispatchers, and all participants in the supply chain process during the transport of a delivery becomes easier than ever before.

Procedure

The integrated solution from T-Systems goes beyond mere communication and optimizes the entire delivery process. The focus here is on a smooth process, which is designed efficiently and transparently from transport creation to delivery:

1. **Transport creation and driver assignment in the Transport Management System (TMS):** The dispatcher creates the transport in the TMS and assigns it to a suitable driver via ZeKju. The driver receives the notification of the upcoming tour directly via his messenger on the mobile phone. Here he can easily confirm the tour.

2. **Automatic transfer of driver data and delivery date:** As soon as the driver confirms the tour, the driver data and the announced delivery date are automatically transferred from ZeKju to Cloud4Log Plus. This information is supplemented and displayed in the corresponding folder in Cloud4Log Plus, which establishes the link between ZeKju and Cloud4Log Plus. In Cloud4Log Plus, folders are used to bundle delivery notes when they are handed over to the driver.

3. **Simple assignment of the driver to the folder:** The assignment of the driver to the folder takes place without manual entry in Cloud4Log Plus. This reduces the effort and minimizes potential sources of error. In the event of changes to the announced delivery time during transport, this information is synchronized between ZeKju and Cloud4Log Plus to ensure that data is always up to date.

4. **Efficient pick-up and delivery confirmation:** The time-consuming pick-up and delivery confirmation by means of a signature on each individual delivery note is replaced by the driver's signature in Cloud4Log Plus. The connection between Cloud4Log Plus and ZeKju eliminates the need for additional confirmation in the driver's messenger.

5. **Download the delivery note without an additional wallet:** The delivery note, which is handed over at the goods issue, is available for download by the driver. This does not require a separate wallet on the driver's mobile phone. Cloud4Log Plus sends a link to the driver's messenger, which gives them dedicated access to the delivery notes for download with a simple click.

Added value
The interface between Cloud4Log Plus and the ZeKju driver app offers the following added value:

Optimized driver communication: Efficient, user-friendly, and precise
- **Time savings and reduced susceptibility to errors:** The time-consuming communication via telephone calls between the driver, his dispatcher and the other participants in the supply chain is eliminated, which not only saves valuable time, but also minimizes error situations. The processing and use of delivery notes in PDF format also creates optimized processes and saves time.
- **Ease of use for all generations:** The driver app is extremely user-friendly, even for experienced drivers. There is no need to switch to new software, as established messengers such as WhatsApp, Telegram or Viber are used. In addition, an automatic translation of the chats is offered.
- **Effective incident management and increased customer satisfaction:** Drivers can notify supply chain stakeholders via chat in the event of delays. This leads to better incident management and increased customer satisfaction.

Transparent tracking: Secure and data protection compliant
- **No disclosure of personal data:** The interface ensures encrypted and fully GDPR-compliant tracking. In addition, the need to reveal private mobile phone numbers of drivers is eliminated.
- **Comprehensive status reporting:** In addition to geo tracking, status reports, including the announced delivery date, are generated. This makes it possible to keep track of the entire delivery process.

Key improvements: quality, cost savings, and offline access
- **Paperless document management:** Electronic communication eliminates the need for physical documents, making processes greener and more efficient.
- **Higher quality and reduced costs:** Real-time information on short-term changes enables better planning and reduces costs. Drivers receive all relevant information in real time, so they can concentrate on the journey.
- **Offline availability of delivery notes:** The possibility of offline access to delivery notes provides flexibility and independence without the need for internet access or the need to store delivery notes in the wallet.

Outlook
The integration of ZeKju and Cloud4Log Plus represents an important step towards optimized delivery processes. Potential future developments include the following:

- **Transparency down to the smallest detail: real-time location of the delivery**
  A constant GPS shipment provides real-time information about the location and status of deliveries. Updated transport information, such as the estimated time window of delivery or collection, is transmitted by ZeKju to Cloud4Log Plus and displayed not only as a provisional delivery date, but as a precise indication. This possibility opens up a high degree of control and transparency along the entire supply chain. Precisely coordinated planning also leads to even greater predictability.

- **Real-time communication in the inlet: Extended interaction with the driver**
  Communication with the driver continues to gain in importance. In addition to delivery, communication is also to be strengthened in the inflow to provide the driver and the shipper with important information at an early stage. This not only increases efficiency, but also contributes to a more flexible adaptation of delivery processes.

- **Seamless document exchange: delivery notes without QR code scan**
  A direct exchange of documents such as delivery notes between Cloud4Log Plus and ZeKju is to replace the previous QR code scan in the future. The aim is to make the entire process even more intuitive to offer maximum efficiency and user-friendliness.

The integration of the interface between Cloud4Log Plus and ZeKju's driver app achieves increased efficiency, minimizes sources of error and establishes optimized delivery communication that meets the needs of today's business world. The cooperation between Cloud4Log Plus and ZeKju enables the digitization of the entire supply chain and forms an effective, transparent and fast supply chain.

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