

TRANSPARENCY AND OVERVIEW FOR THE ENTIRELY LOGISTICS DEPARTMENT

WHY CARGOPLANNING?

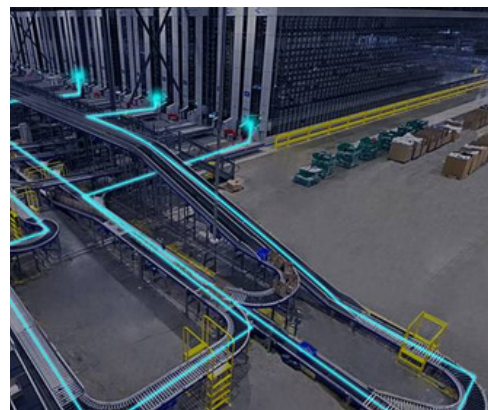
"Our collaboration began in 2018, with the tenacity of the CargoPlanning sales representative playing an important role. Today, I can say without hesitation that we could not imagine our daily activity without the help of the platform.

The logistic team has in TMHRO the role of a service provider: the main activity is to organize the displacement equipment, requests (with different degrees of urgency) being made by the different internal clients, Sales department, Rental, Service. Considering that in an ordinary delivery, often are involved about 10 - 12 TMHRO employees, to which will join the Shipping Company/carrier, the client, it is essential that the flow of information be quick and dynamic, the synchronization of the steps and, in the end, customer satisfaction can't be achieved otherwise. CargoPlanning simplifies and sustains this process, both, when the order is in transit and after the confirmation of delivery, when the administrative part has to be executed because any invoice has to be paid, right?"

Ion Gogorita, Logistics Manager

ABOUT TOYOTA

Toyota Material Handling Romania is part of the group Toyota Material Handling Europe, which is integrated into Toyota Industries Corporation, the market leader in the materials handling equipment and logistics fields. The over 60 years of experience of the group, resources allocated for research and development, and know-how in the industry lead to high-quality equipment which incorporates state-of-the-art technology, manufactured with TPS (Toyota Production System).



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CHALLENGES

- Lots of physical documents for transport, printed every day, leading to the inefficiency of the team;
- The communication by email and phone calls to inform the whole team about the status of each order was time-consuming and did not provide real-time information;
- Lack of overview made it difficult to follow the order through all the steps;

RESULTS

- Viewing all the transport requests and the status of each one of them offers more control over each operation, the necessity to print various documents becomes minimal;
- Simplifying the process of allocating orders as well as their transmission to suppliers (two, three clicks) eliminates email or telephone conversations, productivity being considerably improved;
- Quick and easy access to information for all departments involved in the movement of equipment (Logistics, Sales, Rental, Financial) ensures a well-organized work environment, the information thus structured facilitating interdepartmental communication;
- The possibility to extract various reports is another important feature of the platform, many decisions and choices are being made based on history always at hand.

