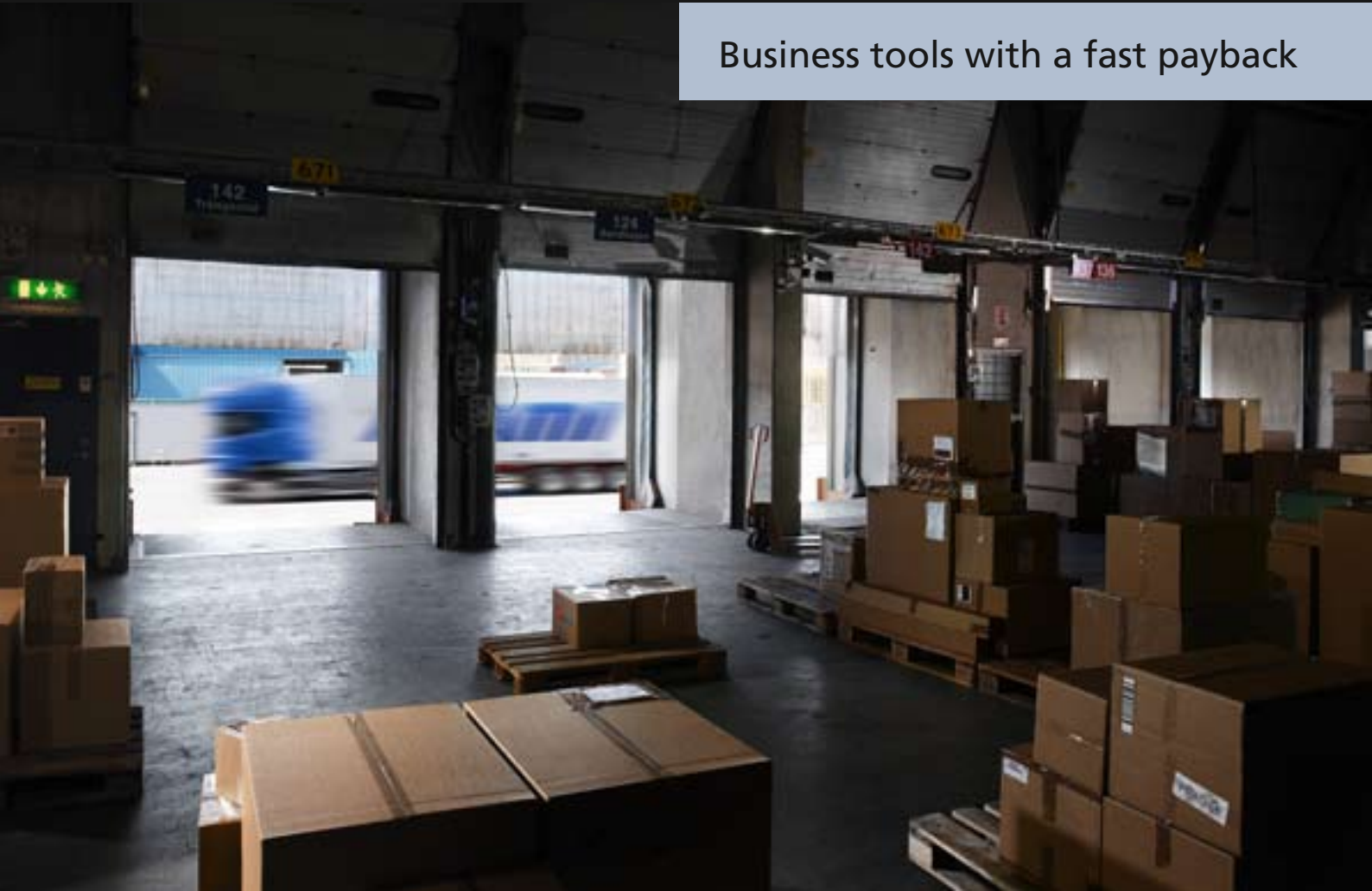


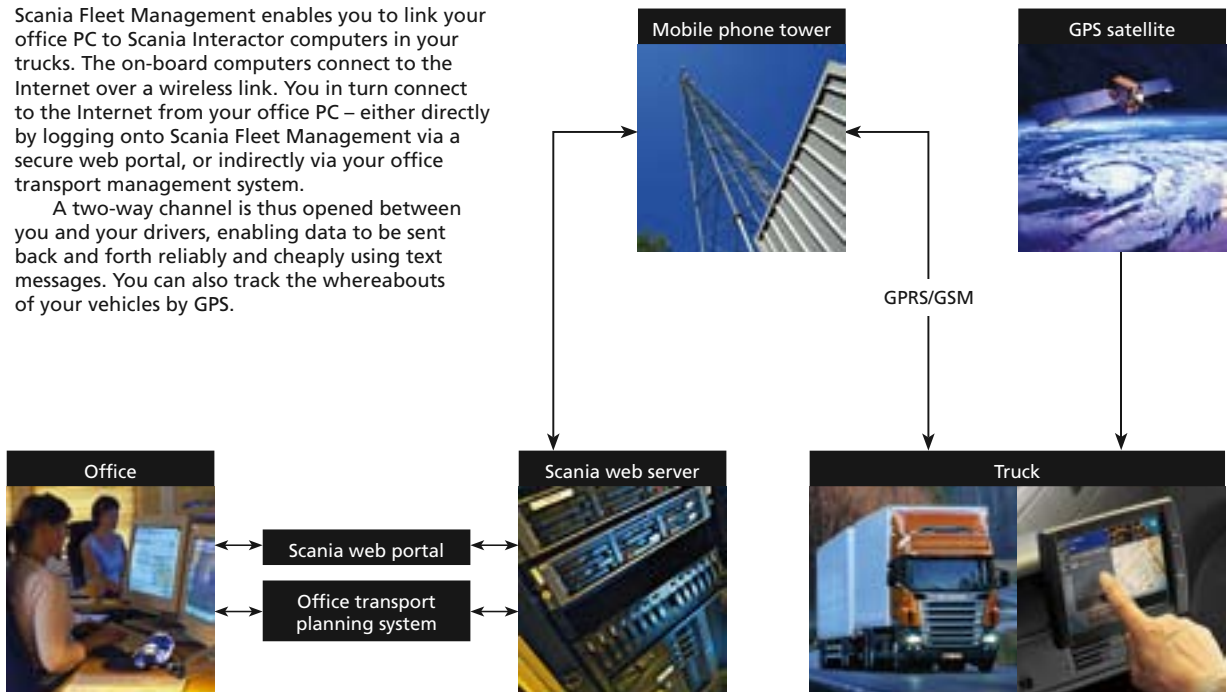
Business tools with a fast payback



# Connecting you to your drivers

Scania Fleet Management enables you to link your office PC to Scania Interactor computers in your trucks. The on-board computers connect to the Internet over a wireless link. You in turn connect to the Internet from your office PC – either directly by logging onto Scania Fleet Management via a secure web portal, or indirectly via your office transport management system.

A two-way channel is thus opened between you and your drivers, enabling data to be sent back and forth reliably and cheaply using text messages. You can also track the whereabouts of your vehicles by GPS.



## Time savings and tighter control

Transport logistics, when not tightly managed, can seriously damage the health of a growing business. By providing a full range of relevant transport and vehicle management services, Scania Fleet Management helps you keep the business on track.

### Speed up job orders

You're a busy transport planner. Typically, you spend much of your day on the phone trying to get in touch with drivers, giving them details of job orders, checking status and whereabouts, keeping them busy, etc. Can you imagine what a difference it would make if you could save two hours a day?

That's the sort of benefits that customers are getting with Scania Order Support, one of the services provided by Scania Fleet Management. The secret? Job orders are prepared on the office PC, sent electronically to the vehicle and displayed clearly on the vehicle computer. This greatly speeds up communication and reduces misunderstandings to an absolute minimum.

### Streamline administration

Another very useful service is Scania Driver Log. Say goodbye to those loose paper timesheets that so often go missing. Scania Driver Log is a semi-automatic software application that makes it easy for drivers to record their activities and hours. It can be combined with the output from other services, such as Vehicle Data – which automatically collects fleet vehicle information – to give you a reliable base of accurate data that can be readily accessed for activity reports, wage calculations and business analysis.

### See the big picture and get control

Scania Fleet Management services give you an invaluable overview of your vehicle fleet – where your vehicles are and what they're doing – from inside the office! This allows you to quickly solve any immediate logistics problems and see more clearly what needs to be done to improve your operation as a whole.

## Enjoy the flexibility

The beauty of Scania Fleet Management services is their modularity and flexibility. The services reinforce each other and work well together. Scania Order Support and Scania Driver Log can be combined seamlessly to give you valuable information for business analysis, for instance. Office Map displays vehicle location on an online map, and Tracking gives a trace of vehicle progress along its route over time – both excellent features for use with Scania Order Support.

You get maximum benefit from our services when you integrate them with your existing office systems. To make this easy, we have designed everything with open standards to give the widest possible scope for interaction with other suppliers' software. You can even tailor the user menus in the vehicle to better meet your needs. If you need help with this, check with your local Scania representative to see what assistance is available.

Other services help. Office Map gives a visual display of vehicle location on an online map, for example. And Tracking gives a trace of vehicle progress along its route over time.



# Transform order handling with Scania Order Support

As a transport planner, you can save a lot of time with Scania Order Support and greatly improve the accuracy and cost effectiveness of job order handling. You can also keep track of order status.

## ***Speed up job orders***

Save time spent explaining job orders to drivers. With Scania Order Support, you enter the order details at your office PC and send them electronically to the Scania Interactor in each truck, where they can be clearly viewed by the driver. Order status (accepted, rejected, delivered, etc.) is updated by the driver throughout the day and sent back to the office system automatically in real time.

Planner-driver communication is greatly improved and mistakes by the driver in taking down collection and delivery addresses by phone are virtually eliminated. No more wasted time helping the driver find the right pick-up and drop-off points!

## ***Keep your fleet busy***

You can monitor vehicle location by GPS and thus keep track of the whereabouts of each vehicle and its status – whether it's available for another job and how far it is from the next pick-up point. This helps ensure that the drivers are kept busy, minimising the number of journeys made with an empty vehicle.

## ***Speed up invoicing***

Because you get fast notification of order status in real time, you can shorten the lead time between completion of an assignment and invoicing. An invoice is often ready before the driver gets back to the office!

## ***Seamless integration with your existing system***

Scania Order Support is designed for integration into your existing transport planning system. We've simplified the integration by using XML and other open protocols. The driver interface can be tailored to suit your particular requirements, which substantially improves the functionality and usability of the system.

Scania Interactor 300 – the cost-effective on-board computer recommended for professional transport logistics applications. It supports all the services and functions needed for a typical application of this nature.



## Improve administration with Scania Driver Log

Scania Driver Log provides an easy way for drivers to quickly record their activities and hours – and gives office staff reliable data for activity reports, wage calculations and business analysis. No more working with hand-written timesheets that are difficult to read, incomplete or have gone missing!

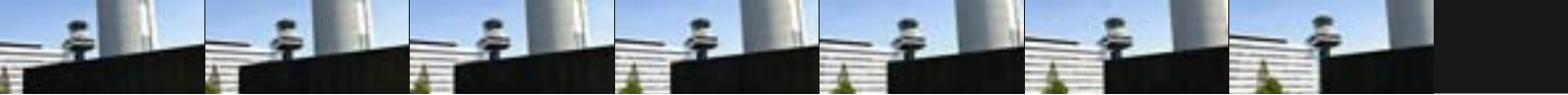


### Speed up salary administration

Driver activities are recorded by the driver on the vehicle's Scania Interactor. Details such as time, odometer readings and fuel consumption are collected automatically from the vehicle's electronic system. Vehicle location is obtained very accurately via GPS and logged automatically to a specific activity.

All of this logged data is sent in text messages over the wireless link to a secure Scania server on the Internet. From there it can be viewed on the Scania web portal or exported directly to your salary administration system. Using our open interfaces, you can integrate Scania Driver Log seamlessly with your office system, thus cutting out the data entry step in salary processing.

Sample menus for a typical activity.  
The activities are defined by the customer.



## **Get valuable input for business analysis**

The logged data can be viewed in report form on your office PC via the Scania web portal. A number of different reports are available, giving valuable input that can be used to evaluate and improve the business. For example, you can compare driver performance and the times different activities and routes take. You can also determine which routes are profitable by analysing fuel consumed, driver wages and other costs (such as toll charges) entered by the driver.

## **Increase driver efficiency**

Scania Driver Log makes life easier for the driver by cutting out paperwork and simplifying tiresome but essential daily tasks. It saves driver time by providing an automated way of recording activities. Time is not wasted looking for lost loose paperwork. And the data is accurate – actual times worked are clearly recorded.

## Scania Order Support and Driver Log combined

Scania Driver Log and Scania Order Support work very well together. You can for example configure Scania Driver Log so that if you select the “load” activity you can choose to get a list of all accepted orders from Scania Order Support. The two services can be combined seamlessly to enable you to associate vehicle data, driver activities, time and variable costs with specific customer orders. You can thus compare revenue and total cost per order and/or customer to see which assignments are profitable.

## Other services to improve your business

Services available to back office staff are summarised in the diagram. For convenience they are grouped under vehicle management and transport management services. They can be used standalone or in combination to complement each other.

Together, the services give a wealth of vehicle, driver and trip data that can be extremely useful for business analysis. When not focused on immediate operational issues, managers can analyse data from vehicles, drivers and trips to gain business advantage. Are all your routes profitable? Should you change some of your rates? Can you swap drivers and vehicles to come up with a more profitable solution? Scania Fleet Management helps you find the answers.



## Transport management services

*Scania Order Support* – gives a fast and efficient way of handling job orders through integration with your existing transport management system.

*Scania Driver Log* – makes it easy for drivers to record their activities and hours and gives a reliable base of accurate data for activity reports, wage calculations and business analysis.

*Messaging* – allows you to send and receive text messages to and from individual vehicles or groups.

*Positioning* – lets you know where your vehicles are at all times and also gives the latest vehicle status without contacting or otherwise interrupting the drivers.

*Tracking* – gives you a trace over time of vehicle progress along its route – as well as showing any alarms.

*Office Map* – provides detailed map with positions of vehicles, customers and Scania workshops; includes zoom and search functions.

## Vehicle management services

*Vehicle Data* – automatically collects and presents fleet vehicle information on distance, speed, fuel consumption and odometer readings. Allows you to identify vehicles that deviate from expected norms and take corrective measures.

*Trip Report* – automatically collects and presents more detailed information about individual vehicle, driver and trip performance. Helps drivers improve their performance and thus reduce fuel consumption.

*Zone Alarm* – sends an alert if a vehicle leaves a specified geographical area. The alarm message can be seen on the office PC and sent to a designated mobile telephone or email receiver.

*Vehicle Alarm* – sends an alert when the theft alarm, alarm button or a connected external alarm is triggered. The alarm message, consisting of the vehicle's position given in text and on a map, can be viewed on the office PC or a designated mobile telephone.

COMMUNICATION





## Reliable, cost-efficient GPRS communication

Our Scania Fleet Management Communication subscription offers secure, cost-efficient and reliable GPRS communication throughout Europe. The Scania Interactor comes with a SIM-card for data communication already installed. In other words, you don't have to find an operator yourself – it's a hassle-free plug-and-play service.

The GPRS communication is encrypted. We offer roaming agreements all over Europe – a crucial requirement that is often lacking for GPRS. We also offer a fixed price GPRS agreement (even for international transport operations), which gives you better control over your costs.

## Making a difference

Time savings, accuracy, reliability, flexibility, low-cost communications, and improved control. Benefits that will make your life easier and more productive. Scania Fleet Management can make a big difference to your effectiveness and job satisfaction – as you'll see from the customer comments on the following pages. If you'd like to find out more, check out our website. Or get in touch with Scania. We have experts on these systems spread across Europe. They'll be delighted to meet you.

## From Greater Stockholm, Sweden

Kitty Johansson works for SÅAB, a haulage management company operating in the Greater Stockholm area of Sweden. She is the transport planner for a group of truck operators, who are mainly owner-drivers and shareholders in FORIA AB, the SÅAB parent company.

### **Saves 1–2 hours a day – easily!**

Kitty spends her day allocating orders to the drivers, monitoring and recording progress, ensuring the drivers are kept busy, and processing invoices. How does Scania Order Support help? “It saves time!” she says emphatically.

Typically, it takes Kitty an hour each day to do the initial allocation of orders. That’s now reduced to about 15 minutes. Follow-up and allocation of new jobs during the day is speeded up too. So is invoicing. “Scania Order Support saves me 1–2 hours a day – easily,” she concludes.

### **No misunderstandings**

Before Scania Order Support, Kitty spent a lot of time talking to drivers on the telephone, asking whereabouts and status, giving out order details and addresses, getting load sizes, giving directions, putting them in touch with customer pick-up contacts, etc. Now all this information is readily available on the system, in text form, to both planner and driver.

“The important thing is that the address is now right – no misunderstandings!” In other words, the driver no longer makes mistakes taking down the address over the phone and doesn’t waste time looking for the wrong pick-up point.

## Fewer empty kilometres

What does Kitty think of the system? “Very, very good! Advanced and very easy to use. It reduces the amount of driving with empty trucks to a minimum.”

Kitty is delighted that she can now spend more time talking to customers, taking new orders. And she enjoys the way the system makes her work easier. “It makes work fun!” she says with a broad smile.



Kitty Johansson, transport planner at SÅAB, is very satisfied with Scania Order Support. “It makes work fun!” she says.

Bo Karlsson, one of Kitty Johansson’s owner-drivers. The benefit to him of Scania Order Support? “No more driving errors!” he says. Misunderstandings over pick-up points can cost him dear in lost time and extra fuel.



## From Bodø, Norway

Østbø AS is a thriving 30-year old family business beautifully situated in Bodø, Norway, between the deep Vestfjord and the imposing Børvasstindan mountain. Østbø AS specializes in the collection and recycling of heavy waste. It employs around 70 people and has about 50 trucks. Scania Order Support is fully integrated with the company's Unitech transport planning system.

"Scania Order Support increases the opportunity to get the most out of our transport operation and we have already calculated cost savings of 50,000 Norwegian Krone (6,000 euros) per truck per year. Expressed in number of orders that means an increase from an average of 10–12 a day to about 15–16."

Bjørn-Harald Østbø,  
MD of Østbø AS, Norway.



### Faster planning

Knut Brækka works as a transport planner at Østbø AS. When we meet, he is logged into the company's customized transport planning system, entering new job orders as fast as customers ring them in. Knut is responsible for seven trucks, which are steadily being equipped with Scania Order Support. He is very upbeat about the service.

"Manually putting together the job orders for a whole working day takes me about 20 minutes per truck. When all seven of my trucks have Scania Order Support, the time saving will be almost two hours a day."

### Faster invoicing

Before Scania Order Support came along, much of Knut's time was taken up talking to drivers over the telephone – checking their positions, finding out if they were free, communicating job orders, times and addresses, container sizes, etc. and sometimes passing on special instructions from the customer.



Now Knut can do all of this electronically and obtain responses from the driver in minutes. The job order details are passed to the company's ledger system for invoicing. And in principle invoicing can begin immediately after the container has been picked up.

"It's a terrific system," says Knut enthusiastically. "I know it's called Scania Order Support, but maybe it should really be Transport Planner Support?"

Roald Stømme is one of Knut Brækka's drivers. He is more than satisfied with Scania Order Support. "All information is there on the screen when I need it and I never get confused about delivery addresses or pick-up and drop-off times."

"In principle I can start invoicing the customer as soon as the driver presses 'OK' (load accepted)."

Knut Brækka, transport planner at Østbø AS, talking about Scania Order Support.



## From Spijkensisse, Holland

Nijman / Zeetank specialises in the transportation of petrochemicals, gas, fuel and glass and has 250 vehicles operating in Holland, Poland, the UK and France. The company has used on-board computers since 1993. It is planning to upgrade its current system, wants to take advantage of today's technology, and so is testing out Scania Fleet Management. Two vehicles at its head office in Spijkensisse, Holland have been equipped with the Scania Interactor 300 and Scania Driver Log. The company's IT manager Jos Janmaat is responsible for the project.

Scania's system offers great flexibility thanks to its open interface. And Jos especially likes the ease with which Scania Driver Log can be integrated with the company's existing order and salary administration system.

### **Tight margins require tight management.**

Profit margins in the transport business are as low as 1–2 percent, so it's important to always ensure that the operation is as efficient as possible.

“Using the Scania Fleet Management web portal it's possible to compare our business, and follow up on profitability

Jos Janmaat, IT Manager at Nijman/Zee tank, likes the ease with which Scania Driver Log can be integrated with the company's existing salary administration system.

“Moreover, Scania has the great advantage that it provides service support throughout the whole of Europe, which is a basic criterion for us,” he adds.



for the whole segment,” says Jos. “By comparing business ratios between the countries we can get better control of the operation.”

### **Accurate time recording is essential**

Jan Groenendijk, one of Nijman / Zeetank's most experienced drivers, has tried out several on-board computer systems and is very positive towards the Scania solution:

“I can easily locate the buttons for loading and unloading



“All activities are logged, which is reassuring when it comes to salary calculation. I feel instinctively that I can trust the system.”  
Jan Groenendijk, one of Nijman Zeetank’s most experienced drivers.

without making mistakes. I can also plan my time more carefully with Navigation and its route planning.”

Because Jan gets paid for the time he drives and works, not for breaks, it’s essential that the system measures his working time correctly.

Scania pursues an active policy of product development and improvement. For this reason the company reserves the right to change specifications without prior notice. Vehicle data may vary from one market to another.

