Mercareon provides reports for key evaluation metrics by extracting the data from the dock scheduling of commodity flows. This powerful software solution offers all parties in the retail supply chain – including purchasing department, manufacturers, carriers, logistics departments and retail warehouses – crucial information on punctuality, productivity and supply chain performance for each retail company, warehouse and gate.

Challenges:

Objective KPIs for goods receipt and other commodity flows at retailer’s warehouses are difficult to determine, requiring great manual effort to evaluate.

No quick, objective insight into ad hoc inquiries to identify weaknesses and potential improvements or critically, delayed deliveries. An evaluation – even of straightforward figures, like demurrage claims – is always associated with enormous effort.

Differing perceptions of punctuality in incoming goods at the retail warehouse among manufacturers, freight forwarders and retailers can occur without a reliable, objective, accessible database.

Features of KPI Reporting:

KEY FIGURES & EVALUATIONS
Punctuality, waiting and processing times can be evaluated (e.g. per carrier, delivery, etc.) on the basis of the order or on the basis of the date of unloading.

AUTOMATED REPORTS
Recurring reports can be sent automatically to several different contacts via e-mail.

STANDARDIZED REPORTS
The identical data is viewed by all partners – whether retail companies, carriers or manufacturers/suppliers.

REAL-TIME STATISTICS
All information and statistics are provided in real time, immediately after the status is set.

RAW EXCEL DATA
Interactive export and access to raw Excel data in the form of pivot tables allows you to adjust the values (e.g. for punctuality) is possible in the Excel report.

EVALUATIONS DOWN TO GATE LEVEL
Key figures and reports are possible based on the selection of individual unloading gates for evaluations (e.g. dry, fresh, frozen).

SUPPLIER INTERFACES
Real-time information on delivery performance and on-time delivery helps prioritize truck loading.
Process of supplier activation

1. Supplier signs user agreement
2. Request for activation of supplier at the retailer
3. Retail company approves
4. Supplier is activated
5. Access to key figures & evaluations

KPI REPORTING HIGHLIGHTS:

- Receive automatic reports from a feature called scheduler, regularly by e-mail
- Evaluation of planned time slots as well as Yardbook entries generated in the goods-in
- Background process for evaluations with 150,000+ bookings – including e-mail notification – when complete
- Top lists show the Top 10, Top 25, Top 50 of the most unpunctual and punctual
- Standardized authentication method for data sharing
- Real-time interface to the ERP

Benefits

- Rapid access to an immense amount of helpful data
- Call-up of time slot data and insight into all dispatch statuses – per Excel export
- All key figures graphically prepared as standardized reports
- Regular, recurring and automatic e-mailing to call up all key figures
- Access to all commodity flows that show performance deficiencies – with just a few clicks
- Reliable information on delivery performance encourages quality improvement discussions

“We want to deliver to retailers on time and in excellent quality. The overview with Mercareon KPI Reporting helps here.”

Logistics Director DACH & Nordics, Global brand-name producer

WANT TO FIND OUT MORE?
Request a live demo at: www.mercareon.com