



# e-ticketing

For fast, efficient and  
reliable deliveries

 **CASTLE CEMENT**  
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# Why e-ticketing?

At Castle Cement, we're always looking for ways to advance our service offering and to maximise options available to customers. That's why we're introducing paperless electronic ticketing (e-ticketing) for all bulk and packed deliveries, a first for the UK cement industry. Our drivers are already carrying PDAs (Personal Digital Assistants), which allows information to be handled digitally increasing timeliness and accuracy whilst eliminating the need for paper delivery tickets. It is envisaged that paper delivery tickets will be phased out by the end of March 2008.



# How e-ticketing benefits you

Castle Cement e-ticketing offers real improvements in our service and order tracking. Using PDAs to record all the point of delivery information means:

- You will benefit from better service, with all delivery information being updated in real time centrally allowing a quicker response to any queries.
- Delivery information will not go missing and can be made available to multiple locations in virtually real time.
- If required, your accounts department and/or delivery site staff can have e-mail or fax copies of the proof of delivery (POD) within ten minutes of the delivery being completed.
- On-site and off-site delivery times will be generated automatically, accurately recording real journey times from which the system can learn and re-programme to reduce non conformities.
- Records can be stored electronically – instead of filed paper copies - resulting in easier retrieval of records.
- Radio Frequency Identification (RFID) technology deployed on Castle bulk loading heads will ensure accurate traceability to give greater peace of mind.

## How e-ticketing works

Deliveries made using e-ticketing will differ from those using paper delivery tickets in several ways. Our drivers' PDAs store all the details of your delivery. From the moment the driver is allocated a load, to the moment he delivers it, the PDA records all key stages of the delivery, ensuring an accurate record is created whilst control logic will eliminate human error.

## Packed cement customers

When the driver arrives on site, he will already be aware of any special instructions, thus saving time. Additionally, if there is any problem with the delivery, facilities allow this to be recorded immediately. Any adjustments to the delivery, for example if some of the product is damaged, are recorded prior to signature. An accurate record of the delivery eliminates the chances of incorrect invoicing.



Once the site is happy that the delivery is correct, they simply confirm acceptance of the goods in good condition, subject to Castle's conditions of sale, and sign the box on the PDA screen.



## Bulk cement customers

For bulk deliveries, confirmation that the vehicle is connected to the correct silo and permission to discharge, subject to Castle's conditions of sale, is now given via the PDA. A name and signature are required before the driver can start to discharge the load.



If not all the product is deliverable, for example if the silo is full, this information is recorded immediately with any adjustment taking place once the vehicle is check weighed on its return to the works. An accurate record of the delivery eliminates the chances of incorrect invoicing.



Once the delivery is complete, the driver will ask the original signatory to sign the PDA again to confirm this.



## **e-ticketing: the way forward**

In order to benefit from e-ticketing, you will need to make a decision on how, when and where you wish to receive delivery information.

Proof of delivery can be supplied automatically via email, fax and SMS (text message), although SMS proof of delivery will only contain basic information, including the ticket number, weight of delivery and, if packed, which products have been delivered.

In order to receive electronic proof of delivery, you will need either a fax machine, a personal computer with internet access, external email and software that can read PDF files, or a mobile telephone. And you will need to provide Castle with details of these.

Your local Castle Area Sales Manager will be in contact with you to record these details. Alternatively, please contact Customer Services on 0845 600 1616.

## **Castle e-ticketing**

- No more missing paperwork.
- Proof of delivery received within ten minutes of delivery completion.
- Accurate delivery times, including records for on-site and off-site times.
- Easier retrieval of electronically-stored delivery records.
- Greater accuracy for deliveries - you sign for exactly what you receive.
- Better customer service – with all information in one place, we can respond more quickly and effectively to your point of delivery queries.



**For further information please contact:**

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