

## DHL SmartTrucks deliver faster and cut emissions



Picture: DHL SmartTruck pilot project

Deutsche Post DHL today presented the first results of its SmartTruck pilot project in Berlin, showing that the high-tech parcel delivery vans have reduced journey distances and times thanks to dynamic route planning technology, thus improving customer service and reducing CO2 emissions.

Since April 2009, Deutsche Post DHL has been operating two Smart Truck delivery vehicles fitted with dynamic route planning software in the German capital. During the three-month pilot phase, both SmartTrucks have made about 500 pick-up and delivery stops every day alongside other vehicles whose routes have been dynamically planned.

The evaluation of a route cluster with the 500 pick-up and delivery orders in the downtown Mitte district of Berlin revealed that the routes of the SmartTrucks are significantly shorter than those of the usual DHL delivery vehicles. This means that the trucks clearly covered fewer kilometres during the tours while also saving time and increasing efficiency per tour.

For DHL Express customers, the new technology primarily results in a better service. Thanks to the Radio Frequency Identification (RFID) smart tags attached to the parcels, the shipper and the recipient are not only able to track the exact route of the shipments but also receive up-to-date information about the exact pick-up time via SMS about 30 minutes before pick-up.

"We are satisfied that the SmartTruck technology has passed the on-road test," said Dr. Keith Ulrich, Head of Technology & Innovation Management at Deutsche Post DHL. "The expected savings regarding mileage and CO2 emissions have been achieved. Moreover, pick-up and delivery of shipments were more punctual."

"For our customers, utmost accuracy in terms of pick-up and delivery is a top priority," said Ralph Wondrak, Divisional Board Manager at DHL Express Germany. He added that the DHL Express service, especially when it comes to DHL time-definite products, can only be further improved. "If we complete the project successfully, we want to deploy SmartTrucks for the majority of our express tours in Berlin."

Along with lower mileage, better customer service and a relief in intra-urban traffic, climate protection was another important development aspect for Deutsche Post DHL in line with the aim of its environmental programme GoGreen to increase its CO2 efficiency by 30% by 2020.