



## Case Study

Nr. 9706, October 6, 1997

**The company** : KLM Cargo Export Operations, Schiphol, the Netherlands  
**Activity** : intake and handling of air cargo shipments  
**Contact** : J. Posdijk, Duty Export Manager  
**Weighing system** : 7 RWV CE approved for trade fork lift truck weighing systems; indicator 6100 with software for user-friendly registration of weights and airwaybill numbers; Star DP 8340 printer  
**Application** : weighing, checking and

With four departments for goods and document handling, KLM Cargo Export Operations takes care of the shipment of export cargoes. These cargoes can be delivered by freight agents or private persons. The freight agents, like Nedlloyd or Road Air, buy the necessary capacity in advance. Every party delivering cargo for export shipment, has to comply with the so called "ready-for-carriage" procedure. Amongst other demands, this procedure defines that any cargo delivered to a shipping agent must be accompanied by freight documents which state the cargo's weight and volume.

### Before: the problem of shipments weighing too much and invoices stating too little

KLM Cargo did not check if the weight stated on the documents was indeed the actual weight. Only when the air shipment was ready to be loaded into the aeroplane, the pallets were weighed. Time and time again, a significant difference between the weight mentioned on the documents and the actual weight was found. This caused considerable problems for the loading crew, who had to adjust the planning of the aeroplane's space, balance and fuel load. The difference in weight also had its effects on KLM Cargo's invoices: the invoices did not calculate the actual (higher) weights and volumes.

The weighing procedure had to be tightened up. Next to the existing weigh bridge, KLM Cargo bought a forklift truck weighing system. This system was not approved for trade. This resulted in a complicated and time consuming procedure:

- during unloading, incoming shipments were weighed
- when a difference in weight was found, the lift truck driver took the shipment to the weigh bridge
- the shipment was weighed on the approved scale and a print out was made
- by means of the print out a correct invoice was made to the customer

This took a lot of time, thus the incoming goods were only checked at random. Many shipments were handled without checking and were thus invoiced incorrectly.

### Now: executing "ready-for-carriage" procedures quickly and accurately with RAVAS forklift truck weighing system

The necessity of checking weights efficiently is getting more and more obvious. Recently the "ready-for-carriage" procedure has been tightened up too. Nowadays, KLM Cargo works with the RAVAS approved for trade lift truck weighing system.

The procedure incoming goods is as follows:

- upon delivery, the airwaybill information is keyed into the computer and into the indicator
- while unloading, the shipment is weighed on the approved weighing system on the forklift truck. A print out is made with airwaybill information and the actual weight
- these details are keyed into the computer. If the difference between the weight mentioned and the actual weight is larger than 10%, new documents and invoices are processed automatically

The advantages for KLM Cargo are:

- gain of time: the procedure is less labour-intensive, so nowadays every shipment can be checked
- correct invoices: compared with the situation before, when checks were done only at random, this new system brings in approximately NLG 100,000 extra each month
- accuracy: the details given to the loading crew are correct. The aeroplane can be loaded without problems

Analogue applications:

Public sales & Dutch auctions

Transport & logistics

Posdijk: "At a certain point it was clear that we were missing a lot of kilos and therefore a lot of money. It was worth the effort to look for an approved for trade lift truck weighing system, which would help loading and weighing and with which a subsequent invoice could be issued immediately. Until today, checking the actual weights brought us up to NLG 700,000. In August we reached a new summit: NLG 150,000. It is definitely worth the effort to weigh like this."  
"When the people working with the weighing system realised how lucrative the system was, they got very enthusiastic and actually started looking for shipments with weight difference. Regularly, you could hear them shout: "I found another one!". Thus the system also enhanced the spirit."