

## *Logistic Centre DHL Exel Supply Chain for HSE24, Greven*



DHL is the global market leader for international, innovative express and logistics services from one source, and No. 1 in the world in the area of sea freight and contract logistics/Supply Chain Management.

In Greven at Münster, DHL Exel Supply Chain, contract logistics specialist in the Deutsche Post World Net Group, established a new 35 Million Euro Logistics Centre in 2006 to handle the complete logistics for the Home Shopping channel HSE24 from there. The logistics centre has a storage and picking area of over 21,000m<sup>2</sup>, a high-bay warehouse with about 19,000 pallet compartments and an automatic suspended conveyor system for approx. 60,000 soft goods. For

the customer delivery, the location is designed for a maximum picking capacity of approx. 5,000 packages per hour. With delivery of the Warehouse Management System, DHL Exel Supply Chain has commissioned PSI Logistics with *PSIwms* to fulfil the customer's desire for faster delivery in spite of the daily changing range of goods (over 3,000 different items per day with a variety of 38,000 items in all).

### **Logistics processes**

HSE24 notifies the goods receipts from their suppliers to the LC Greven, the coordination of delivery time is done from there and is likewise notified to HSE24 via electronic notification. The posting of

goods vis-à-vis notes and orders is done in the goods receipt. After completing quality control, the released goods are stored in the automatic HBW. The order data is transferred at night by SAP at HSE24 to the *PSIwms*, so that the picking preparation can begin by forming order processing sequences (series). Other determinants for the series, include e.g. the carton sizes depending on the order, time requirements for adding goods and required additional services. If an order series has been created, the automatic transfer of goods from the high-bay warehouse to the picking areas begins. The predefined shipment cartons are set upright, printed and automatically transported to the picking zones mechanically. Then the employees place the pre-packed goods in the shipment carton. Each shipment carton is put through a weight check several times. If there are deviations from the order, the package is forwarded to a special order processing station where the shipment is checked for accuracy. Otherwise, the package is automatically closed and labelled and delivered to the adjacent package centre via conveyor belts.

A special case is the extensive returns processing typical for this business area. During returns collections, each piece is checked and collected exactly against the original customer orders, the credit memo creation is triggered, and each piece of item is evaluated, processed as far as possible and collected again according to its classification.

### **Special functionalities of the *PSIwms***

The special challenges when implementing the requirements for HSE24 and DHL are the throughput-optimised formation of series and the subsequent time-synchronous provision of the pre-packed item volumes for the shipment cartons.

During the formation of series for up to 50,000 customer orders that access a daily changing spectrum of products, PSI Logistics also uses components for combinational optimisation.

A result of the series formation is the determination of supply and replenishment transports. Thereby - even graded - replenishment movements across storage and picking areas must be synchronised with the most diverse picking techniques in such a way that the items are available for the customer order at the time of starting the order for each individual shipment carton.

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