

NEXT GENERATION RETAIL – FOR A NEW NORMAL





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- Supply Chain Project Manager
 - Nordic Direct Distribution Operating Manager
 - Direct Distribution Operating Manager Norway
 - Team Lead Logistic Customer Contact Center
- 10 years in Elkjøp

Contact

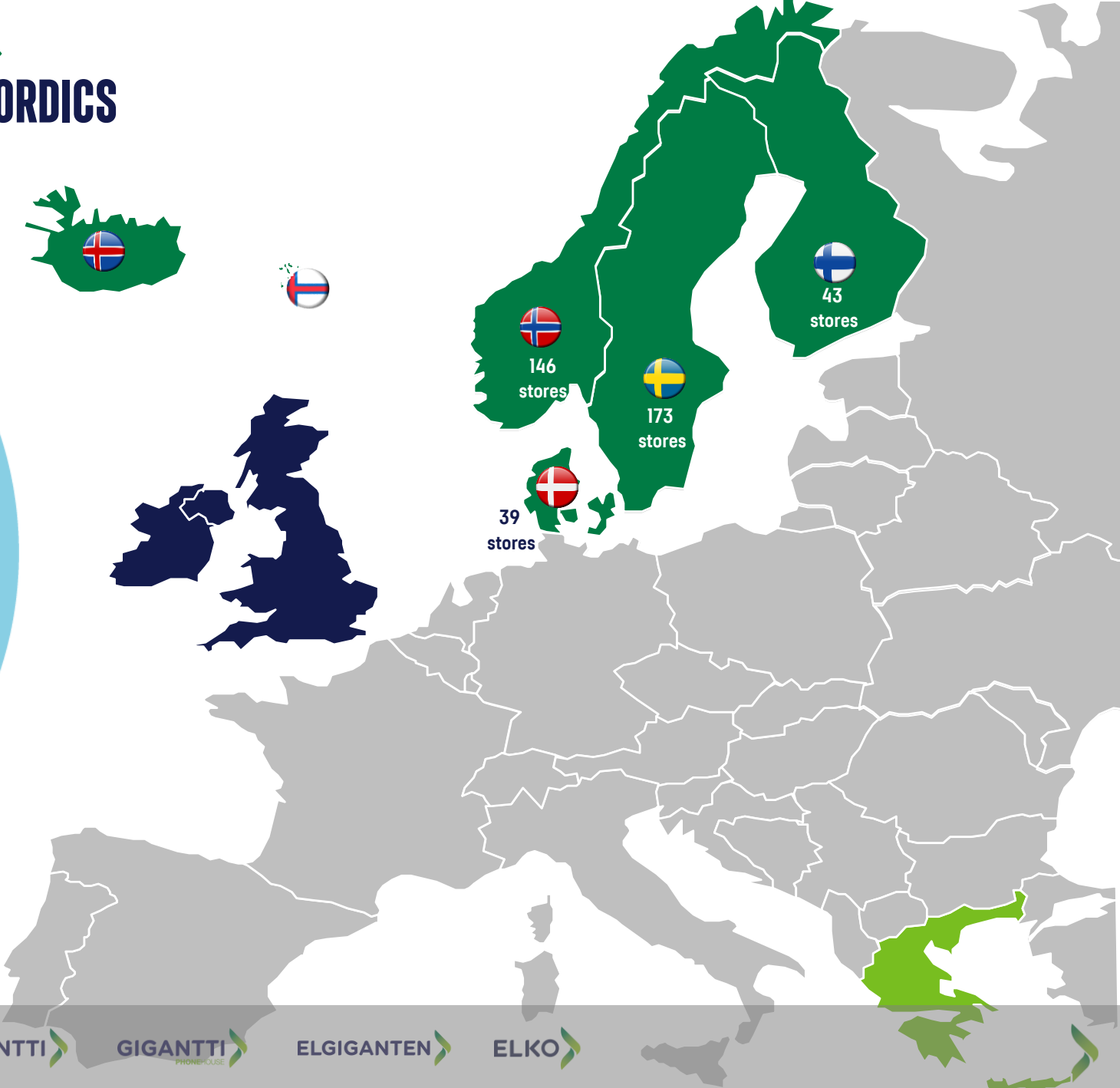
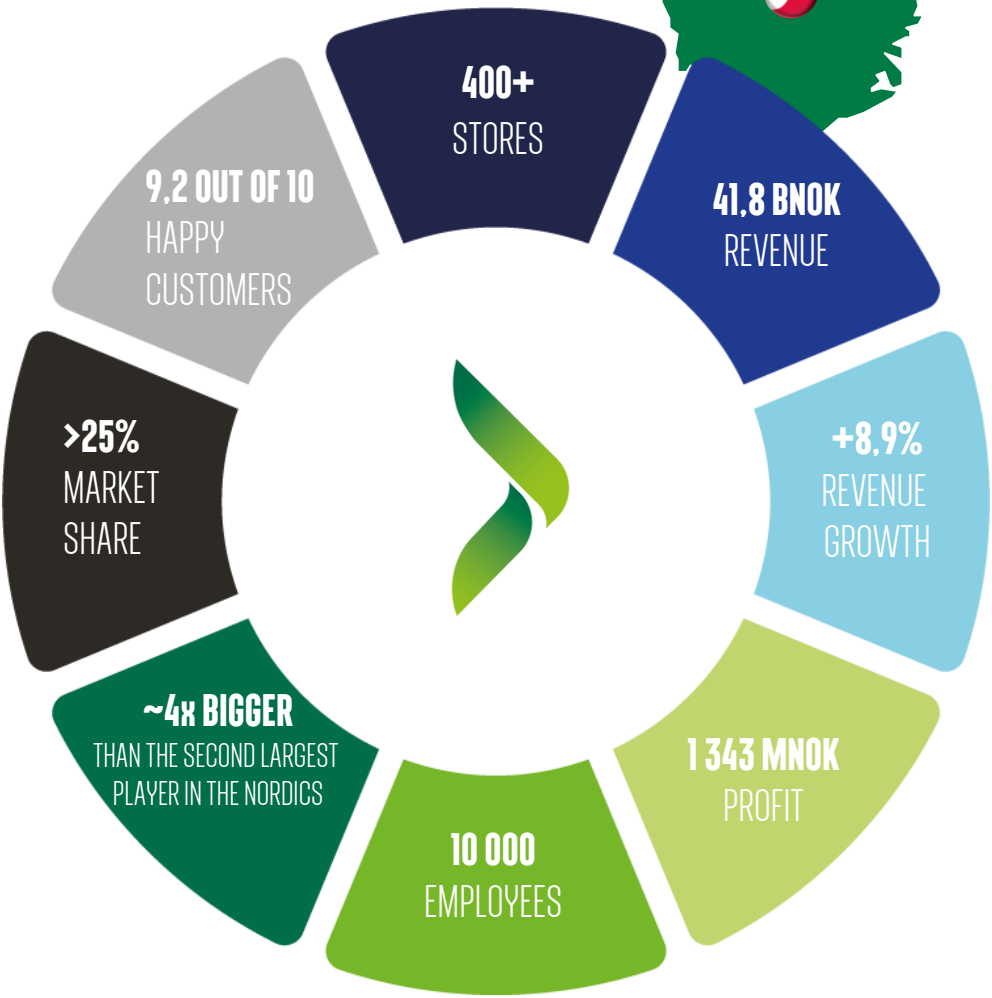
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ELKJØP IS THE CLEAR MARKET LEADER IN THE NORDICS

ELKJØP NORDIC AT A GLANCE | 2019/20 (EX IFRS16)



CUSTOMER EXPERIENCE

EFFICIENT PLANNING

TRANSPARENCY

COST CONTROL

NGR

Preparing for the future



TOTAL NGR SCOPE

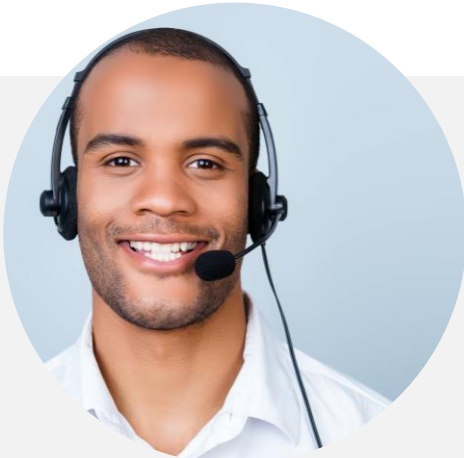
WE WILL CHANGE MAJOR PARTS OF OUR SYSTEM LANDSCAPE TO DEVELOP A ROBUST IT PLATFORM TO INCREASE CUSTOMER EXPERIENCE



COMMERCE /
MARKETING



STORE
OPERATIONS



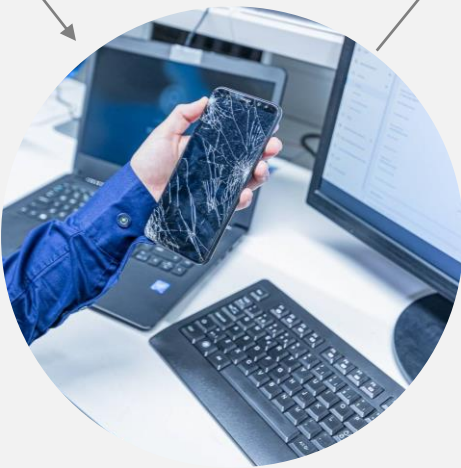
CCC



FINANCE



SALES



AFTERSALES



HOME DISTRIBUTION

NGR HOME DELIVERY SCOPE



HOME DELIVERY



DELIVERY ASSISTANT



SAP TM



GORAN/HUBANERO

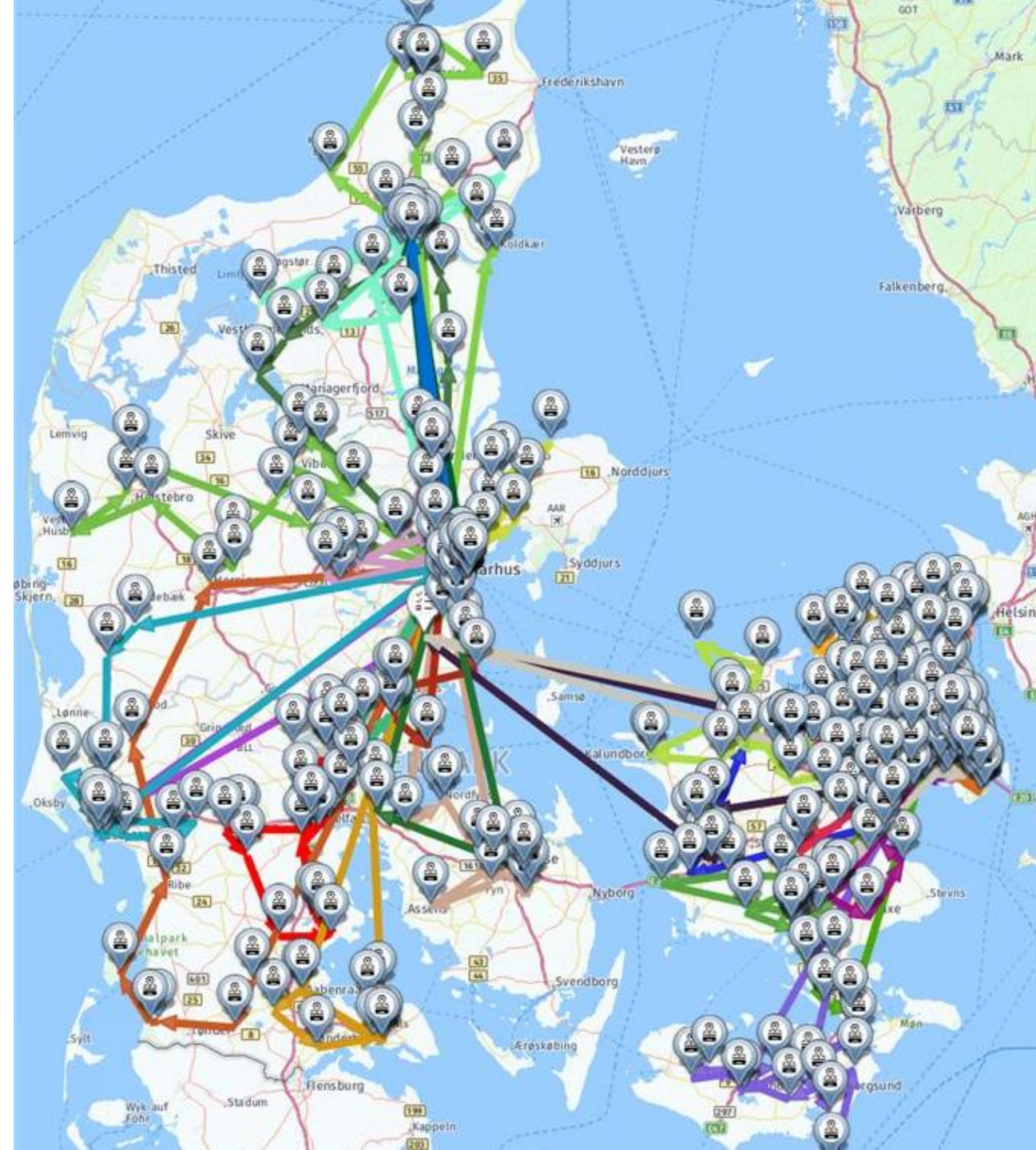


SAP EWM

SAP EM



**DENMARK TODAY
..MORE TO COME!**

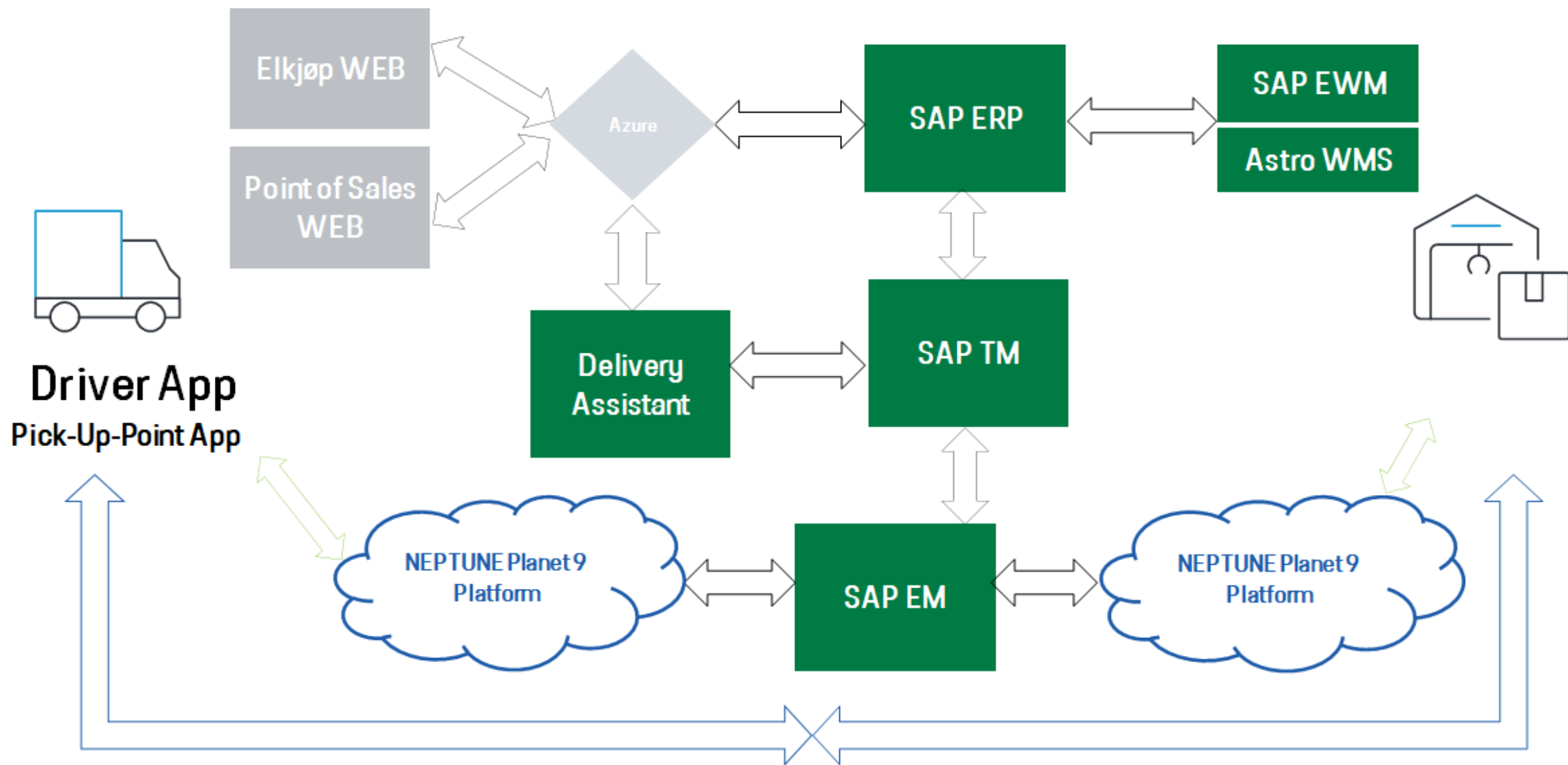




***DIGITAL
TRANSFORMATION***



ARCHITECTURE



DRIVER APPLICATION - GORAN

v.147

GORAN

Scan freight order number

*Code

*Freight order number

F

8252

6100003339

Cancel

OK

v.147

GORAN

Stops

5

Distance

48.6 km

Duration

1 h 17 m

Driver:

Adam Ledóchowski

1

Distribusjon Ø.

Smedeland 46

2600 Glostrup

Planned

- 07:52

Trip: 0.0 km; 0 mins

5

0

2

Johan Adger

Hovedvejen 125 2.th

2600 Glostrup

Scheduled

08:00 - 17:00

Trip: 2.6 km; 6 mins

1

2

3

Adam Jones

Visbygade 44

2100 København

In transit

08:00 - 16:00

Trip: 24.3 km; 29 mins

1

2

4

Simone Anderson

Midtfløjene 22, 1, Th

2700 Brønshøj

Scheduled

07:59 - 08:01

Trip: 10.2 km; 22 mins

1

2

Go to Johan Adger

Route Map

GORAN

Stops

4

Distance

51 km

Duration

1 h 16 m

Driver:

Adam Ledóchowski

1

Distribusjon Ø.

Smedeland 46

2600 Glostrup

2

Johan Adger

Hovedvejen 125 2.th

2600 Glostrup

3

Adam Jones

Visbygade 44

2100 København

4

Simone Anderson

Midtfløjene 22, 1, Th

2700 Brønshøj

Go to Johan Adger

Navigation

GORAN

2

Johan Adger

Hovedvejen 125 2.th

2600 Glostrup

Scheduled

08:00 - 17:00

Trip: 11.2 km; 21 m

1

2

Go to Johan Adger

Johan Adger

GORAN

Load

0

Unload

2

Services

2

Signature

4

Exception

0

D84371S

ASKO DISH 15PL 44DB A+++

Delivered

EW6F6268N3

Electrolux PerfectCare 600 vaskemaskin

Delivered

Dishwasher mounting

ASKO DISH 15PL 44DB A+++

Proof of service

Done

Washing machine mounting

Electrolux PerfectCare 600 vaskemaskin

Other

Done

Signature

Name:

Johan Adger

Finish

Johan Adger

GORAN

Load

0

Unload

2

Services

2

Signature

4

Exception

0

Reason

Rejected by customer

Wrong destination

Rebooked. Driver notified by CCC

Cancelled. Driver notified by CCC

Cancel

Johan Adger

GORAN

Load

0

Unload

2

Services

2

Signature

4

Exception

0

General exception

Exception

Rejected by customer

2 description

Property damage

No damage

Exception?

Confirmation



LINEHAUL SELECTION – CHECK-IN

v.038

HUBANERO

Location: 3351

Linehaul unloading

Reception

Forward picking

Picking goods

Damage

Service at Hub

Inventory

Linehaul		HUBANERO
750000000099993351	Arrived at Hub	
2019-09-25 06:00	0 pallets	>
	1 items	
750000000099983351	Arrived at Hub	
2019-09-25 06:00	0 pallets	>
	2 items	
470000000003351	Arrived at Hub	
2019-09-25 06:00	1 pallets	>
	2 items	
17250000053351	Arrived at Hub	
2019-09-28 10:00	4 pallets	>
	8 items	
17250000013351	Arrived at Hub	
2019-09-27 06:00	0 pallets	>
	4 items	
17250000043351	Arrived at Hub	
2019-09-28 06:00	0 pallets	>
	17 items	
17256000003351	Planned	
2019-09-28 10:00	4 pallets	>

Linehaul

HUBANERO

750000000099993351

2019-09-25 06:00

Arrived at Hub

0 pallets

>

1 items

Seal breaking

Linehaul:

17250000013351

Please scan or enter the seal number which you are about to brake on the truck trailer

12353453446

☒ All other security seals on the trailer are intakt

☐ There are no seals to be broken on the trailer

Check-in

17256000003351

2019-09-28 10:00

Planned

4 pallets

>



BENEFITS

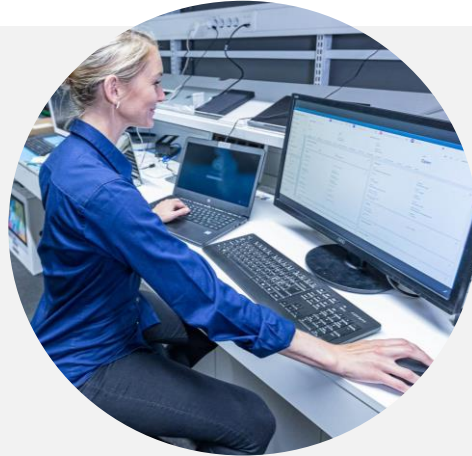


CUSTOMER EXPERIENCE

Wide range of services

Transparent and flexible

Solid foundation

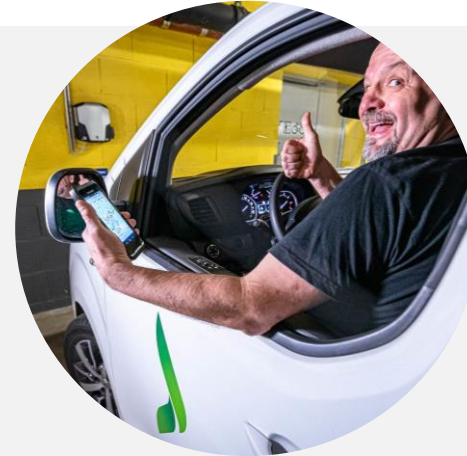


EFFICIENT PLANNING

45min planning

Correct output

100% system support



DRIVER APP "GORAN"

Fit for Elkjøp

Live reporting

Cost control



COST CONTROL

Automatic charges

Updates from EM

TINA tool



DO YOU WANT MORE?

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NICOLAS.DAUM@WESTERNACHER.COM

ENR. Westernacher
NONSTOP INNOVATION

