

The **V**igo Insider



Issue 4 - January 2010

Happy New Year!

First of all I would like to wish you all a Happy, Healthy and Prosperous New Year.

2009 was difficult for all of us and my view is that the first 9 months were spent in consolidation and refining of processes.

I think this is because the main programs that Vigo supplied fell into three main categories:

- Ones that cut costs such as Returns, WMS import expected stock/Bay Manager and the sending of invoices by email with hyperlink to the POD
- Those that produced greater analysis of the work being carried out such as the KPI module
- Those that gave greater integration with customers such as the increased facilities of the Customer Portal, especially the real-time data supplied by Signature Capture systems

For Vigo the last three months of 2009 appeared to be heading back to normal. We were awarded several large contracts and our order book is healthy and as you will see elsewhere in this newsletter, we have taken on 2 extra staff in our Support department in order to maintain our levels of support as the best in the industry.

Program development has continued and our full integration with Navman is nearly complete. We have additional features in our Customer Portal to provide

Visit Vigo at Logistics Link South

Make a date in your diary for Logistics Link South, your first opportunity of 2010 to discover quick win solutions as well as long term efficiencies to make sure you have the edge on your competitors in the coming year.

Logistics Link South 2010 is your best opportunity to identify new cost saving techniques, compare the latest technology and find clever ways to make the most of your current systems.

This years event is taking place at **Sandown Park, Surrey** on the **2nd & 3rd of February**

Vigo Software will be on **Stand number 203** and will be demonstrating our range of specialist software developed over 28 years of supplying Traffic and Warehouse systems to leading Logistics Companies, and Hub systems to the premier Overnight Networks.

You can register for free tickets for this event here: <http://www.logisticslink.co.uk/en/registration.aspx>

Make sure your company is fully equipped to emerge stronger through the economic challenges, and is ready for a healthy and robust future.

end-to-end logistics solutions

your customers with all the information they need at their fingertips on the Internet.

Some of you have had a preview of the other programs we are working on and the feedback has been positive that Vigo is continuing to provide the IT facilities that you and your customers need.

The main themes of our current development are

- more data to help you to control costs
- closer monitoring of vehicle and driver performance
- monitoring of costs in general
- closer integration with customers

So, in summary, as Vigo heads into its 29th year, I am cautiously confident about this year, provided we can stop Gordon Brown from borrowing even more of our money and wasting it.

Once again on behalf of all at Vigo, all the very best for 2010

Keith Taylor Managing Director

“ The service I have received this year from Vigo has been excellent. ”

Mark Adams, MD - Active Carriers Ltd

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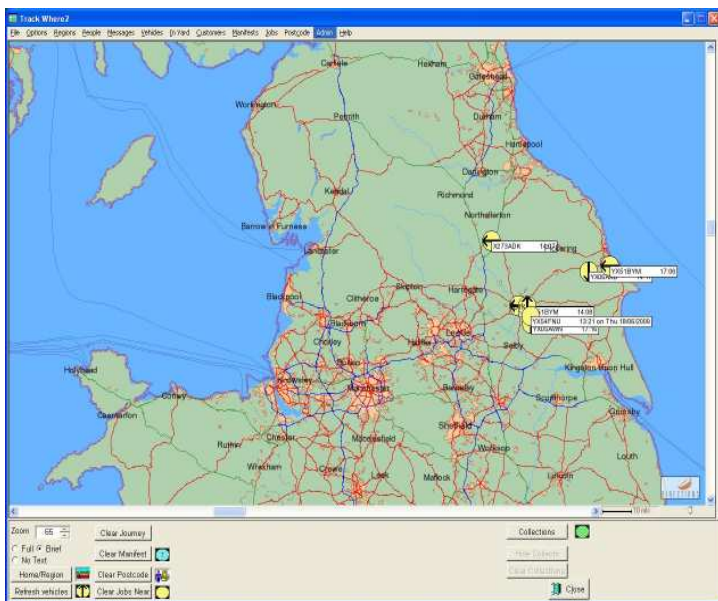
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TrackWhere (Integrated Vehicle or Handset Tracking)

Vigo TrackWhere - makes it possible to view details of the actual position of a vehicle dealing with a job, view drops on a manifest, on a map and in addition capture historical data. Jobs for each vehicle may be seen, showing their progress and the route the vehicle has taken. Full details of any job may be displayed by clicking on the job which will also show the status records sent back by the handset e.g. arrived, unloaded and if there is a POD and in-cab unit, the signature, date and time will also be displayed.



The position of each vehicle is displayed on the map at the last known coordinates. These locations are transmitted at pre-set time intervals (which can be different for each vehicle). This negates the need for mobile phone calls to identify if the driver is near to a location, as all vehicles can be viewed at their current location live on the screen. The arrow indicates which direction the vehicle is travelling.

Clicking on a vehicle on the map or selecting the vehicle from a list displays its status. All vehicles may be plotted on the maps. The combination of seeing the manifest and the journey makes it possible to answer any questions about whether a job has been delivered or is due to be delivered shortly.

Jobs are numbered based on the manifest run order. The map goes down to street level and zooming in and out can change the detail shown. The journey that a vehicle has made so far that day can be shown, again with a list from which you can select a particular point of the journey to examine in more details.

Collections may be dealt with on an individual basis when the job has just arisen or by displaying the day's collections on the screen. The vehicle nearest to the collection can be seen and the manifest and journey examined to see if it can be diverted to this collection. In addition by clicking on the collection point, the system will also display all jobs in the system on that day that are within a given distance of the collection point. These jobs may already be on another vehicles manifest or may be other non-manifested jobs. From this display you may decide the most effective way of making the collection, either by using the nearest vehicle or later in the day on another vehicles journey.

TrackWhere identifies the closest vehicle of the correct type to do a particular job thus facilitating improved vehicle utilisation, reducing actual travelled miles - saving precious fuel. The system can give a warning to the office if speeding infringements are taking place and will highlight the routes taken, pinpointing all stops, speeding and parking, with locations all time and date stamped. This will determine if the route is cost effective. The system allows you to identify if there is a surplus of vehicles or if there is the right balance of vehicle type potentially reducing operating costs.

“90% of our customers now receive their invoices via e-mail, saving us postage cost alone of £50 per week plus the savings in cost of stationery and time, and we know it has been read via the return receipt”

Tracey Willshire - Beattie Bros Ltd.

Vigo Welcomes 2 New Members of Support Staff!

Due to expansion and a full order book Vigo is pleased to inform you of the appointment of 2 new members of the Vigo team.

Adrian Smith and Damion Raggio joined Vigo on the 4th of January and are currently undergoing training in 1st line Support.

We trust that you will be a little patient with them for the next few weeks until they understand the programs as well as the rest of the team.

Customer Portal Upgrades

If your Depot has Online POD's and Online Job Entry then please contact us so we can schedule a time to upgrade you to the Customer Portal.

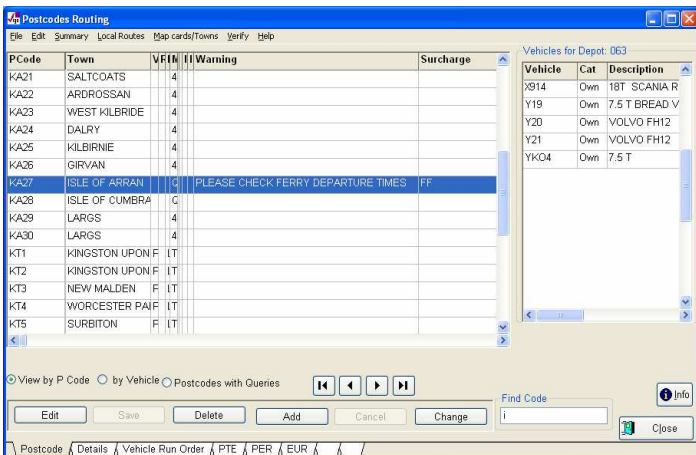
Please call us on 01527 551500 and ask for Rob Cross





Congestion Charge, Ferry Bookings & 'Other' Warnings

There are now two new fields in the postcode/routing file that will allow the supervisor to set up a warning when a job is entered for that postcode and optionally to automatically add a surcharge to the job.



Another can be the addition of a surcharge to cover the delivery into a London Congestion Zone, for example against the W8 postcode, both a message and an automatic surcharge of £8 can be added.



The upgrade involves changing two major programs in the system and modifying the structure of one of the master files, which should be achieved in 30-40 minutes exclusive use of the Vigo system.

One example is a warning about ferry departure times.



“ Thank you to all of your team again for their wonderful professional support they do. Why can't other companies follow in your foot steps? ”

Iain Summerfield - John Hackling Transport Ltd

Please enquire about our new 'Returnables' Facility

The new Returnables facility controls valuable containers in which customers may provide goods. The system keeps track of how many containers were delivered to each address & has facilities to generate jobs to organise the collection and return of these items

Jobs are entered as usual, taking care to enter the value of returnables in the 'Cheps' box (which can be relabelled if required). When the job is saved the quantity will be added to the balance held at the delivery address

When a search is made for a stored address, the number of returnables at that address is highlighted in red

A collection job for Returnable items can be easily created by clicking the 'Return' button at the bottom of the screen of one of the jobs delivered to the appropriate address.

This copies the job, but reverses the collection and delivery details so that the job is now to collect from the original delivery point and deliver back to the collection point.

Automatic alert for Consignment

Vigo are pleased to announce a new facility to assist your Sales and Customer Service teams.

Automatic alert for Consignment

When a POD is uploaded via the web to the Customer Portal, an automatic email message can be sent to the consignee with a hyperlink to the actual POD for that job. The POD arrival can be achieved either by scanning a paper POD into a Vigo system and uploading or automatically from a signature capture unit using Vigo software.

The pre requisite for this facility is Vigo Customer Portal Option 4 (PODs online) and the price of this is additional facility is £110 for the set-up and then 1p per email.

Please contact us if you would like further information.