

# Austria Post Letter centre, Vienna



When designing the new letter centre, Briefzentrum Wien (BZW), Austria Post took an important step towards high quality production with short process time. At BZW staff works in three shifts and 1200 employees have been trained to handle the operation.

The design has much focus on ergonomics as well as creating a safer working environment at all operator stations.

Automatic robots now handle the heavy, repeated lifts and noise level has been reduced to a minimum. In addition, the changeover to complete handling in totes with barcodes means that data generated during sorting and transport can be analysed to continuously optimise the operation.

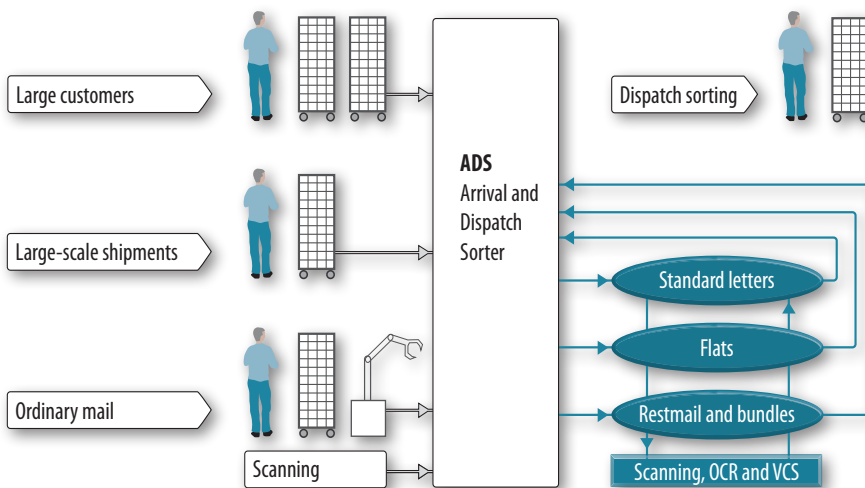
**The backbone of Austria Post's new letter centre, Briefzentrum Wien (BZW), improves mail delivery times and increases customer satisfaction.**

Austria Post, like many other in the postal business, has faced an increasing demand for quality and earnings in a very competitive market. Austria Post therefore decided to develop a new strategy to help fulfil three main objectives:

- Delivery reliability: 95% for next day delivery
- Customer satisfaction through reliability and increased customer service
- Competitiveness through savings and use of automated processes (i.e. short-flow with high-accuracy letters handling in totes)

# Workflow

Incoming items arrive at the three receiving areas in letter trays stacked in roller cages. Shipments from large customers and those in large quantities are transported in the roller cages to the Arrival and Dispatch Sorter (ADS). Ordinary size shipments are moved from the roller cages in letter trays and onto the ADS by four automatic unloading robots.



All letter trays are equipped with a barcode label for routing information when scanning and sorting. When scanned, items are weighed on a dynamic weight, physical dimensions are registered and letter trays with illegible barcodes are directed to a reject chute for manual intervention. The ADS sorts the letter trays to the letter process areas, where pre-sorting and final sorting take place.

## Area for standard letters

In the letter sorting area, the sorted letters are placed in empty trays with a new barcode label and returned directly to the ADS. All bar codes are scanned before the trays are sorted to one of the process destinations including final dispatch from BZW.

## Area for flats

Letter trays are distributed by the ADS to one of the four flat sorters. When tray content has been processed on the flat sorter, the items are placed in an empty tray and provided with a new barcode label before returning to the ADS.

## Area for restmail and bundles

Items arriving at the restmail and bundles sorter (RBS) are distributed at the induction stations. The items are placed with

## Arrival and Dispatch Sorter (ADS):

- Crisplant Cross-belt type S3000, pitch 750 mm, 2.1 m/s
- 10,000 trays/hour
- 89 destinations including discharge to belts for further split between processes
- 10 induction stations
- Overhead scanners

## Restmail and Bundles sorter (RBS):

- Crisplant Cross-belt type S3000, pitch 550, 2.0 m/s
- 15,000 items/hour
- 198 destination chutes (sorting directly into trays)
- 10 induction stations
- Optical character reading (OCR) and video coding system (VCS) stations

## Equipment in use at Briefzentrum Wien

- 4 unloading robots
- 1 arrival and dispatch sorter (ADS) with 89 destinations
- 1 restmail and bundles sorter (RBS) with 198 destinations and OCR/VCS
- 2 culler-facer-canceller (CFC) machines
- 10 pre- and 6 final sorting machines
- 4 flat sorters
- 5.5 km conveyors incl zero-pressure roller conveyors
- The equipment integration is carried out using the ADS and conveyors as the backbone for all processes. The ADS features a special design allowing it to be used for both incoming and outgoing mail with a throughput of 10,000 trays/hour.



the barcode or address facing upwards and weighed dynamically when inducted to the sorter and optical character reader (OCR) system, which identifies the address data. On items with a legible identification the information is transferred to the control system for sorting directly to 198 destination trays in accordance with the information. If barcodes are missing, the OCR looks for address information and if positively read, the item is sorted. If the address cannot be recognised instantly, the controls system transfers an image of the item's surface to video coding and if information is insufficient, items will be sorted to the reject chute for manual encoding.