friendlyway

TRUCK MANAGEMENT

Digital Truck Management

From time slot to departure: managing truck traffic at the gate, in the yard and at the dock – fully digital.



Automatic driver guidance

friendlyway guides every truck to the right dock.

Self-service at the gate

Check-in with ID verification, safety briefing and documents.

Seamlessly integrated

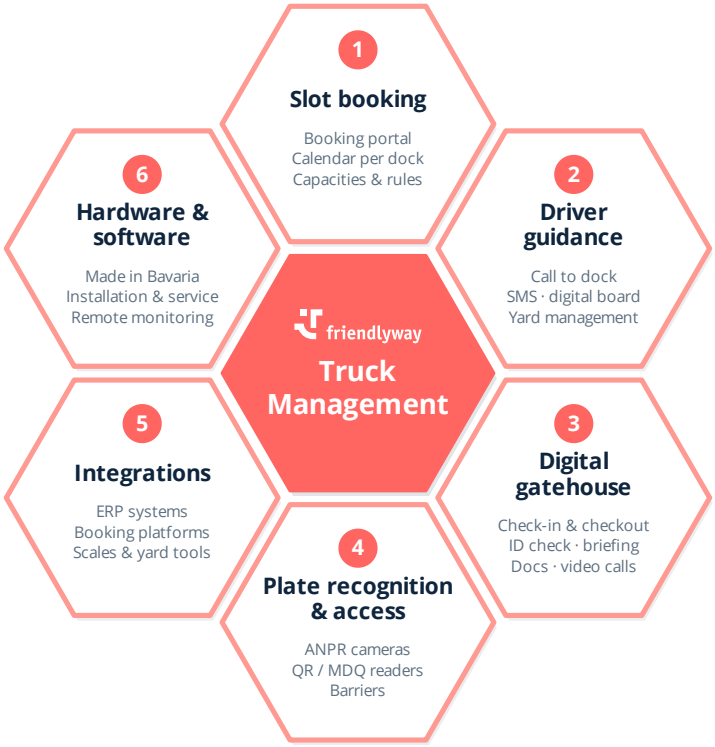
3rd-party tools, ANPR cameras and digital signage.

MANAGEMENT SUMMARY

Predictable truck traffic instead of queues at the gate

At many sites, truck deliveries and pickups are still organised by phone, email, spreadsheets and paper forms. The result: waiting times at the gate, unevenly utilised docks, unclear responsibilities and hardly any reliable data.

With **Truck Management**, friendlyway extends its software platform with a module that covers the entire truck visit – from the carrier booking a time slot, through driver check-in at the kiosk and direction to the right dock, all the way to an approved departure. The module builds on the proven friendlyway **Check-in** for visitors and applies its principles – self-service, pre-registration, digital safety briefings and complete documentation – to logistics. It consists of six building blocks, each explained on the following pages.



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THE CHALLENGE

Why the dock becomes the bottleneck

Logistics at the gate and dock is an interface between many parties: purchasing and shipping, gatekeepers, warehouse staff, carriers and drivers from all over Europe. Without a shared system, this interface is where most avoidable costs arise.

1

Unpredictable arrivals

Trucks arrive in bunches in the morning while docks sit idle at other times. Waiting times lead to demurrage, tailbacks onto public roads and dissatisfied partners.

2

Manual coordination

Appointments are agreed by phone or email and kept in spreadsheets. Changes often reach the gate only once the driver is already there.

3

Safety and compliance

Driver identity, safety briefings, dangerous-goods rules and blocklists must be checked and documented – in the driver's own language, too.

4

Paper and media breaks

Delivery notes, CMR consignment notes and weighing slips are passed on by hand. ERP data and reality in the yard drift apart.



The friendlyway approach

For many years, friendlyway has developed kiosk and self-service solutions for visitor management and digital signage in the DACH region. Numerous conversations with customers in industry and logistics led to a clear requirement: **one unified system** that replaces the fragmented tools at gate, yard and dock – rather than yet another isolated solution.

- **One platform, one login:** Truck Management is a module alongside Check-in, Digital Signage, Parking and Wayfinding – with shared site, device and user management.
- **Self-service first:** carriers book themselves, drivers check themselves in at the terminal. Staff focus on exceptions.
- **Configure, don't code:** processes, docks, capacities and rules are set per site through the user interface.
- **Integration-friendly:** shipment data comes from the ERP or transport platform – Truck Management complements the existing system landscape.

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SOLUTION OVERVIEW

One truck visit – digital end to end

Truck Management treats every truck visit as one continuous process. Each phase produces a clear status that is equally visible to dispatch, the gate and the warehouse.

Shipment from ERP / TMS or manual › **Slot booking** carrier books via link › **Arrival** ANPR · kiosk · gate › **Check-in** ID · briefing · documents › **Yard & dock** guidance · SMS / board › **Checkout** approval & departure

One cloud cockpit for the whole site

Truck Management is a cloud-based cockpit for every truck that enters the site. Connected hardware takes over routine work at the gate, all data is captured digitally, and drivers are guided on screens in their own language.

- **Connected hardware instead of staffed gates** – kiosks, cameras, barriers and boards handle check-in and access, so staff no longer need to be present at every entrance.
- **All data in one place** – every arrival, waiting time and departure is recorded digitally and available for planning, reporting and 3rd-party tools.
- **Drivers informed in their language** – instructions on kiosks, digital boards and by SMS, in the language each driver chooses.

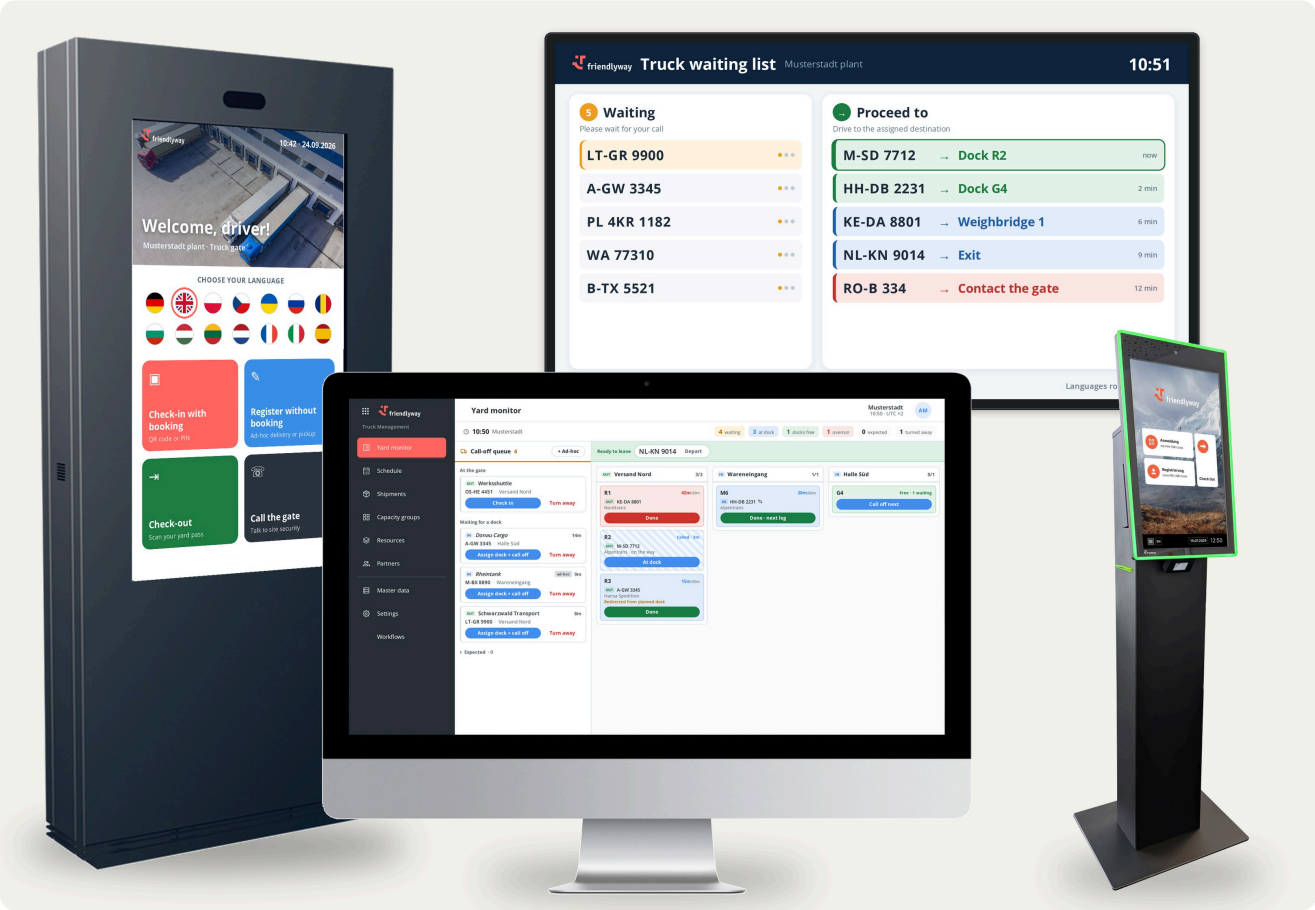


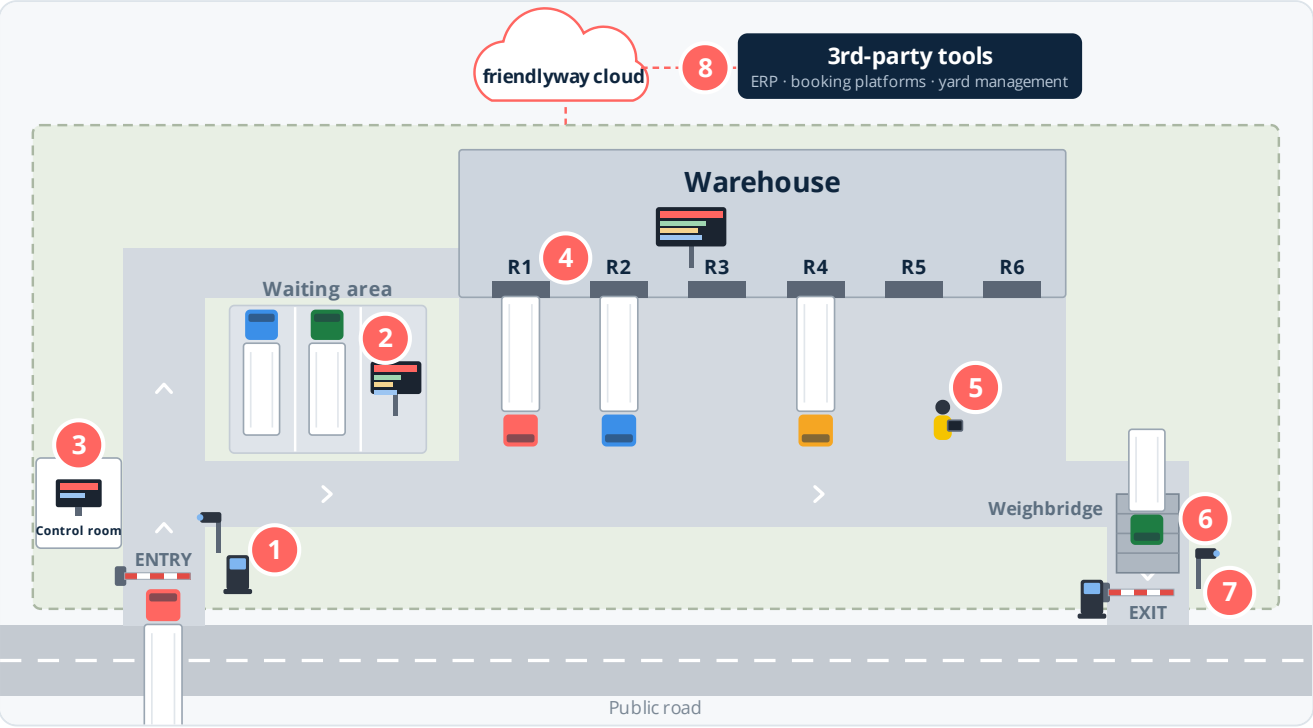
Fig. 1 · One platform for all devices: the Yard Monitor in the browser – together with the outdoor stele, the Counter 22 and a digital board showing the truck waiting list.

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SOLUTION OVERVIEW

How it looks on your yard

Truck Management combines software and hardware from one source. The illustration shows a typical site – from the entry gate to the docks and back out – and where each component is used.



1 Entry gate
The ANPR camera reads the plate and matches it to the appointment. At the check-in kiosk, the driver verifies ID, confirms the briefing and registers documents. The barrier opens after approval.

2 Waiting area
Trucks wait for their call-off. An outdoor digital board and an SMS tell each driver when and to which dock to go.

3 Control room
The Yard Monitor runs in the browser: driver guidance, queue, docks and manual intervention in one view.

4 Docks & warehouse
Indoor boards show warehouse staff which truck is next. Dock status flows back to the Yard Monitor in real time.

5 Yard staff
A rugged tablet puts the Yard Monitor in the field: call off trucks, move them between docks, record weights, tick checklists.

6 Weighbridge
Final weighing can be set as a blocking task – the weight is entered on site or taken over from the scale system.

7 Exit gate
Checkout at the kiosk or automatically via ANPR. The barrier only opens once all mandatory tasks are complete.

8 Cloud & 3rd-party tools
The friendlyway cloud connects all devices and users. Shipments and dock logic can come from 3rd-party tools such as ERP, booking platforms or yard management systems.

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SOLUTION OVERVIEW

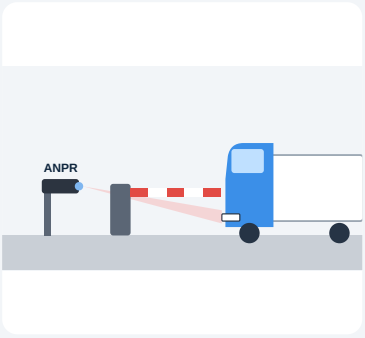
Hardware and software building blocks

All components work on the same platform and can be combined to fit each site – from a single kiosk at the gate to a fully equipped yard.



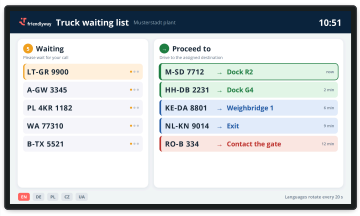
Check-in kiosks

Indoor and outdoor – from the Empire 22 Pro in the gatehouse to outdoor steles directly at the gate.



ANPR camera & barrier

Number plate recognition at entry and exit; barriers are released by the visit status.



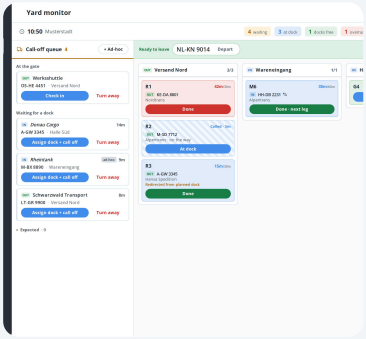
Digital boards

Indoor and outdoor status displays for waiting areas, warehouses and the yard entrance.



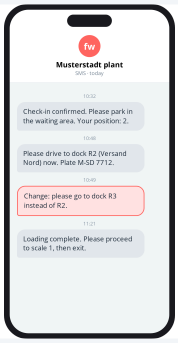
Rugged Tablet 10"

IP67 tablet with touch-friendly Yard Monitor for staff working in the yard.



Yard Monitor (web)

Control centre in the browser – no installation, available to dispatch, gate and warehouse.



Driver's phone

SMS on any phone – no app, no registration required.

Start small, grow step by step: many sites begin with slot booking and one check-in kiosk, then add ANPR cameras, digital boards and tablets as processes mature. The software stays the same – new devices are simply added to the site.

Board, tablet and phone screens are illustrative mock-ups.

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1 Slot booking

Carriers book their time slots themselves – quickly, around the clock and without registration hurdles. The site keeps full control over capacities and rules.

How booking works

- For each shipment, the system generates a **personal booking link** and emails it to the carrier.
- The carrier selects a free slot and adds transport data: vehicle type, truck and trailer plates, driver and phone number.
- Several shipments can be combined into **one appointment**, including combined unloading and loading ("turnaround").
- Missing transport data can be completed via the same link until check-in.

Rules per site

- **Booking horizon** and **minimum lead time** define how far ahead and how short-notice bookings are allowed.
- **Booking window** around the planned delivery date from the ERP.
- **Automatic confirmation** or review by the dispatcher.
- **Public holidays** and closing days block the yard for bookings.
- Rules for late arrivals and no-shows in the yard.

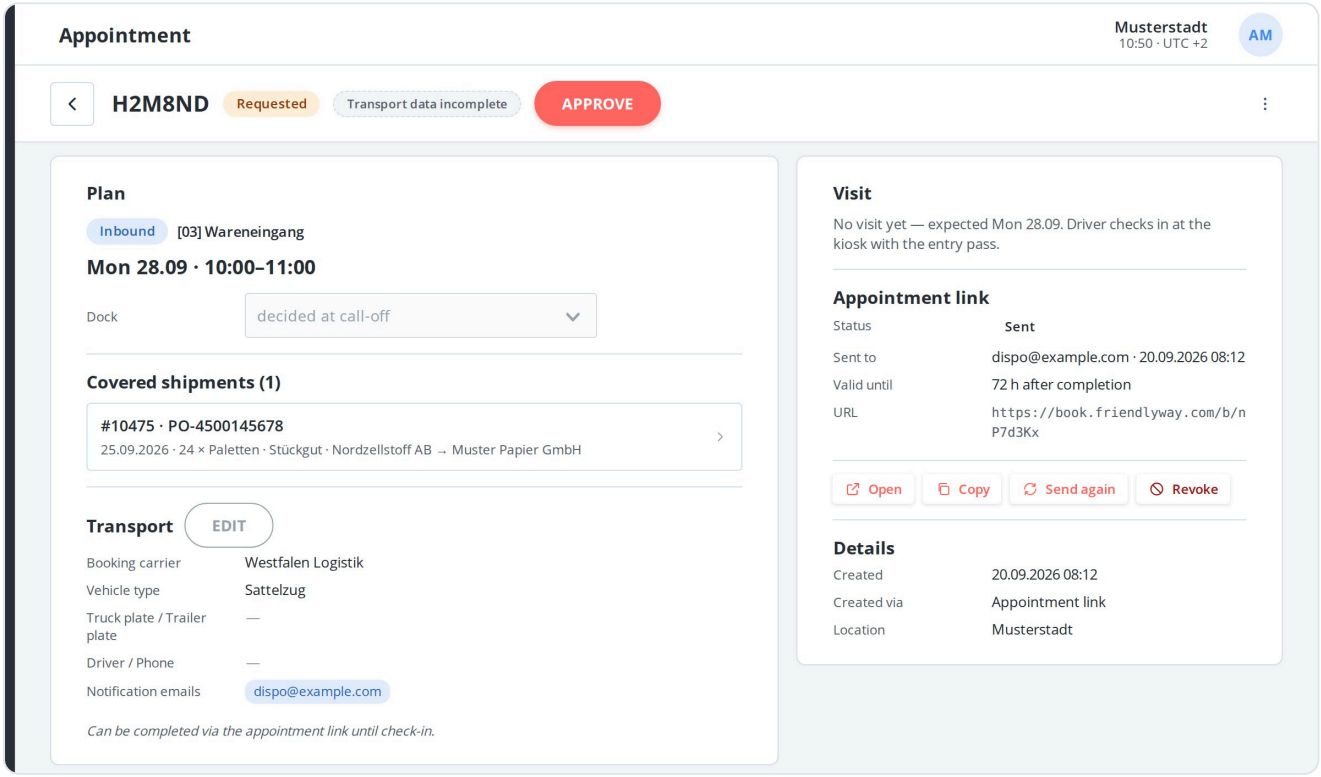


Fig. 2 · Appointment detail: requested appointment with assigned shipment, transport data and booking link status (sent, valid until, resend, revoke). The dispatcher confirms the request with "Approve".



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1 · SLOT BOOKING (CONTINUED)

Capacities, docks and booking rules

To ensure carriers can only book slots the site can actually handle, Truck Management describes each site's infrastructure and rules in a structured way.

Capacity groups bundle docks with the same characteristics – e.g. "Versand Nord, outbound, 30 minutes". They define slot duration, permitted handling units, vehicle types, material groups and whether dangerous goods are accepted. Shipments are automatically assigned to the matching group based on their properties.

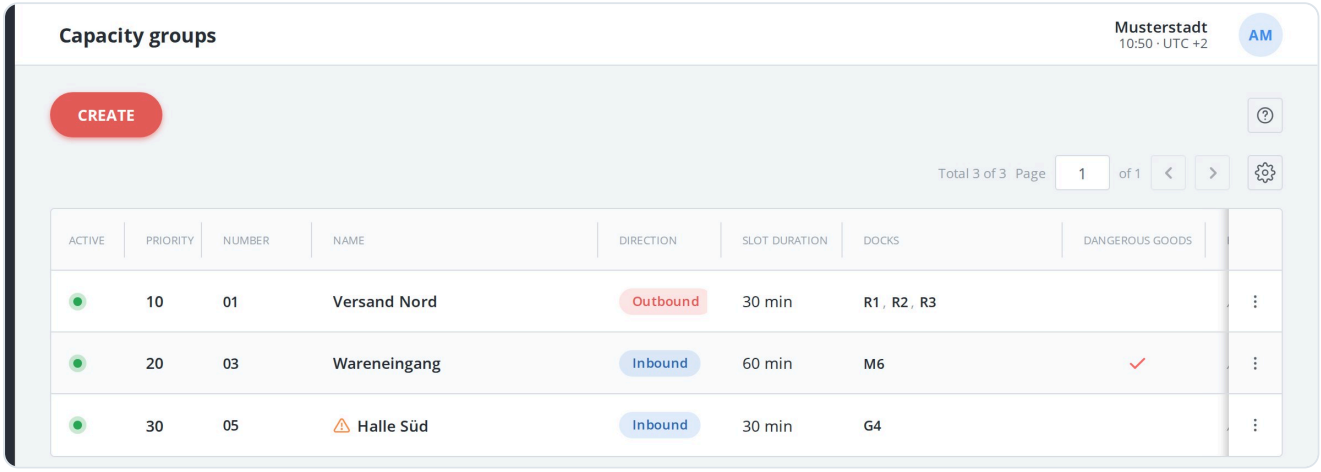


Fig. 3 · Capacity groups with priority, direction, slot duration, docks and restrictions.

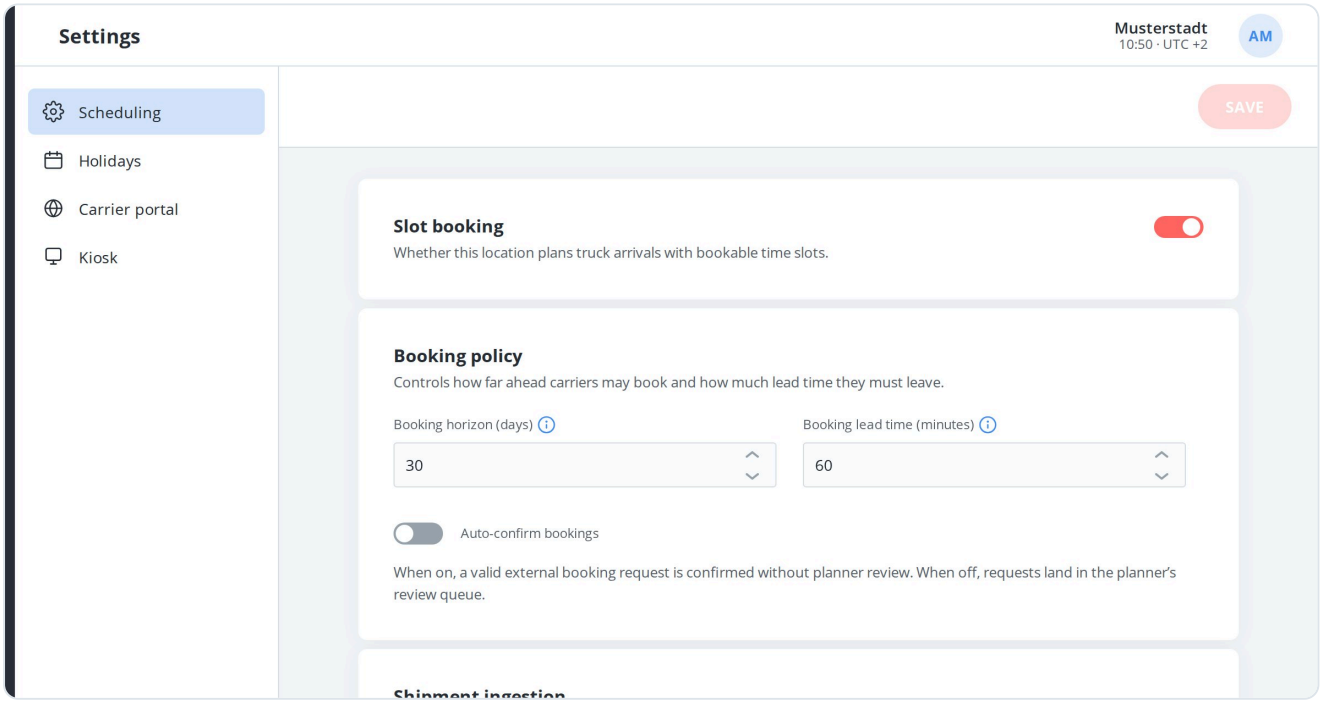


Fig. 4 · Site settings: enable slot booking, booking horizon and lead time, automatic confirmation, booking window around the delivery date and no-show rules.

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1 · SLOT BOOKING (CONTINUED)

Calendar view of bookings

The calendar shows the planned day per capacity group and dock – including utilisation, free slots and the current time. Dispatchers spot bottlenecks before they build up at the gate.

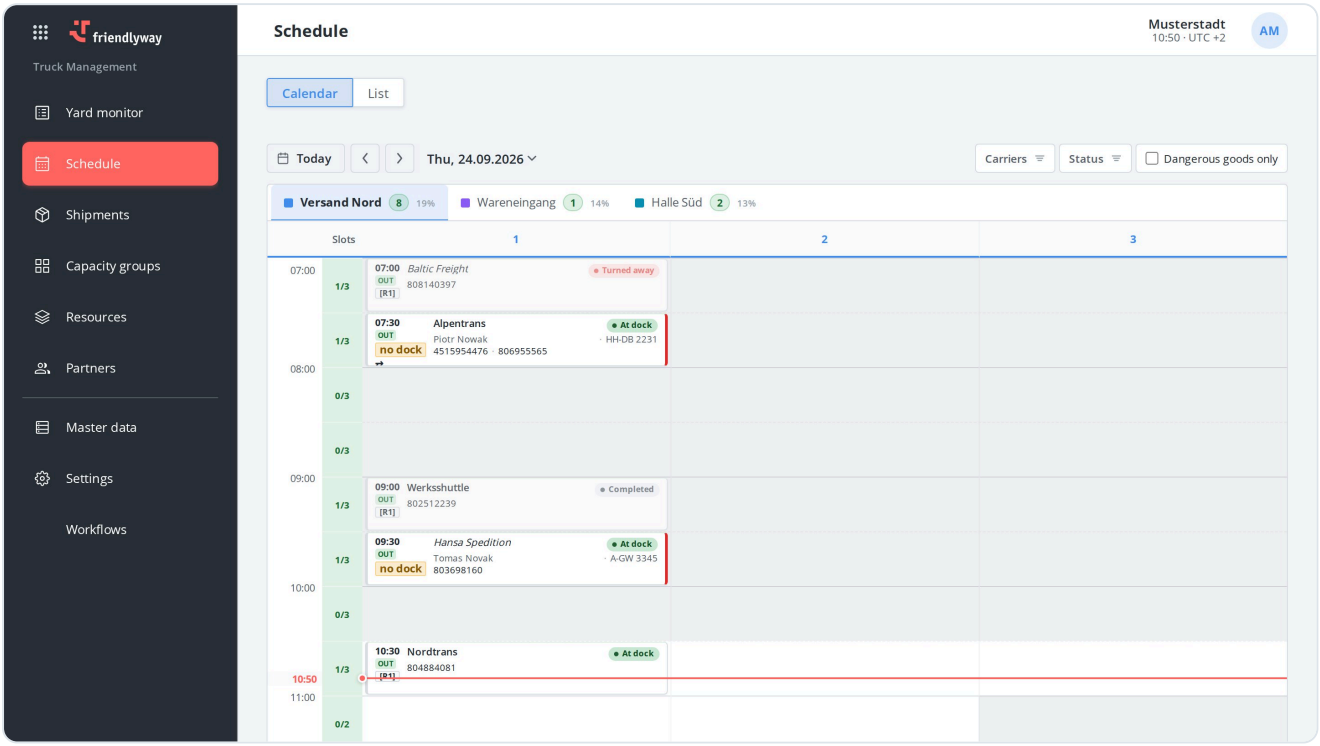


Fig. 5 · Calendar view: tabs per capacity group with number of appointments and utilisation, columns per dock, slot occupancy on the left. Filters for carrier, status and "dangerous goods only".

Filters and views

- **Direction:** unloading (inbound), loading (outbound) or combined – colour-coded.
- **Docks and capacity groups** as tabs and columns, with utilisation in percent.
- **Carrier, status and dangerous goods** as quick filters.
- Switch between **calendar** and **list** with reference, slot, dock, carrier and shipments.

Fixed dock or decided at call-off

Appointments can be assigned to a fixed dock, or the dock is decided only when the truck is called off from the yard ("call-off"). Planning stays stable while operational assignment can react flexibly to delays and overruns.

Open requests appear with status **Requested** and can be confirmed directly from the list.

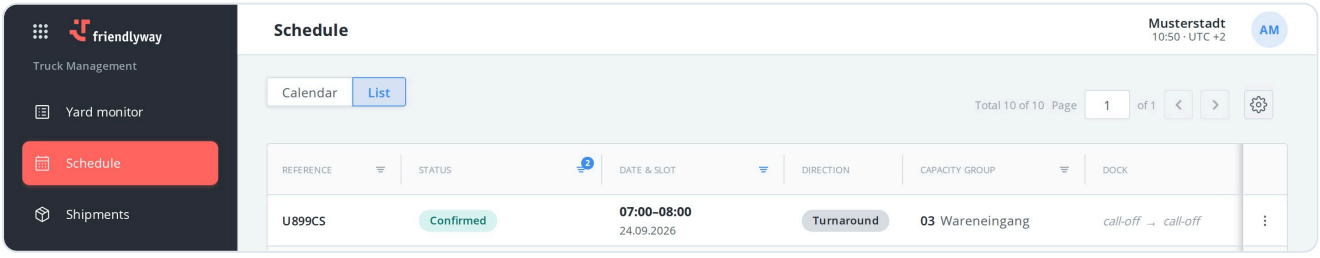


Fig. 6 · List view of all appointments with status, time slot, direction, capacity group, dock and carrier.

2 Automatic driver guidance

As soon as a truck has checked in, friendlyway takes over its journey across the site: it decides which dock the truck goes to, the order of stations and when it is called off – and notifies the driver automatically.

Check-in at the kiosk or via ANPR › **Guidance** automated routing based on booking and yard load › **Dock assigned** or waiting position › **Driver notified** SMS · board › **Movement in yard** dock · scale · next station › **Exit** after approval

↺ After every change, the guidance runs again and the driver is informed again.

Three ways the guidance works

OPTION 1

Predefined in 3rd-party tools

The logic is already maintained in the leading system – for example the unloading point or gate per purchase order in the ERP. Truck Management imports these settings via the integration with the respective 3rd-party tool and guides the driver exactly there.

- No duplicate maintenance of dock logic
- ERP changes take effect in the yard immediately

OPTION 2

friendlyway algorithm

After consulting with the customer, friendlyway configures the rules that fit the site's processes. Typical building blocks:

- First in, first out (FIFO)
- Booked slots before ad-hoc arrivals
- Fast lane for key accounts or express
- Dangerous goods only to approved docks
- Suitability by vehicle type and handling unit
- Even utilisation of docks

OPTION 3

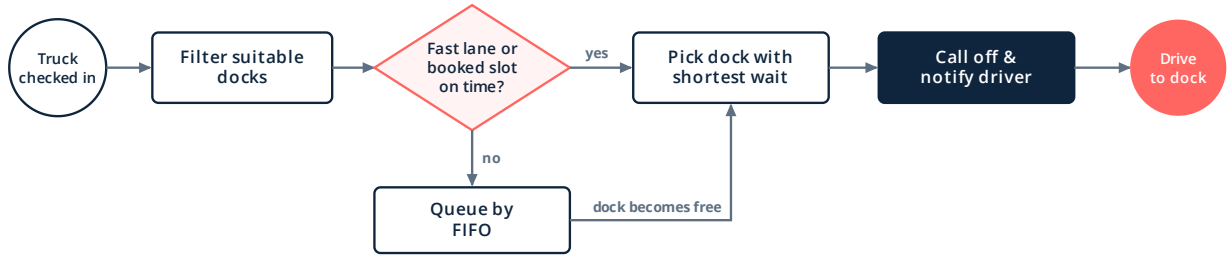
Manual by operators

Call-off can be fully manual – or an extension of options 1 and 2 whenever a situation needs human intervention. Operators can:

- Move trucks between docks
- Advance check-in and checkout steps
- Complete delivery data, e.g. weights
- Tick off checklists

Combinable per site and capacity group – e.g. inbound follows the ERP, outbound runs on FIFO with a fast lane. Every decision, automatic or manual, is logged on the visit.

Example: how the friendlyway algorithm picks a dock



Simplified illustration – rules and their order are configured per site with the customer.

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2 · AUTOMATIC DRIVER GUIDANCE

Yard Monitor: guidance in view, intervention in one click

The Yard Monitor shows what the driver guidance is deciding – and gives operators every tool they need to step in when necessary.

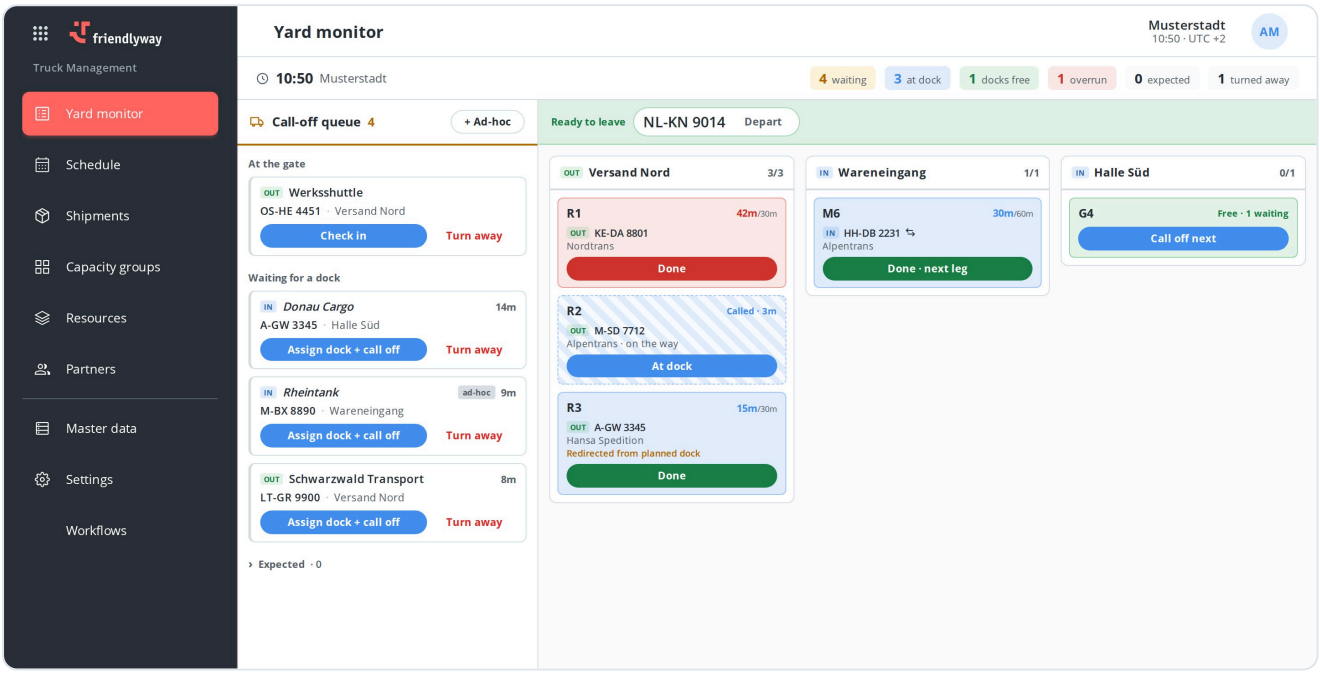


Fig. 7 · Yard Monitor: key figures (waiting, at dock, docks free, overrun, expected, turned away), call-off queue on the left, dock status per capacity group on the right.

What operators do in the Yard Monitor

- **Confirm or override the suggestion:** the guidance proposes a suitable free dock; the operator assigns it or calls the truck off directly.
- **Move:** shift trucks between docks if a dock fails or loading is delayed – redirections are documented.
- **Multi-leg journeys:** visits with several stations ("Done · next leg") lead the truck automatically to the next dock, scale or station.
- **Data and tasks:** enter weights, tick off checklists and complete check-in or checkout steps.

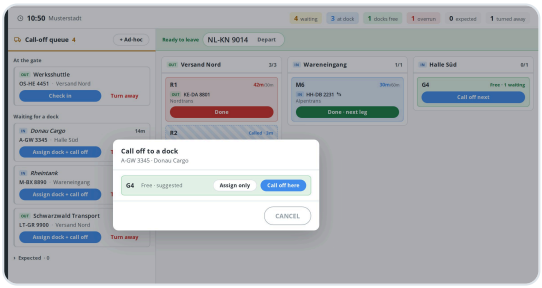


Fig. 8 · Dock suggestion at call-off – the operator can simply assign or call off immediately.

Times under control

Ongoing loading times are measured against the planned slot duration ("42 min / 30 min"). Overruns are visible immediately and feed into the next guidance decision – for example by redirecting a waiting truck to another free dock.

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2 · AUTOMATIC DRIVER GUIDANCE

Notifications on every move

After every change or relocation of driver and truck on site, a message can be triggered automatically – by SMS to the phone or on digital boards in the waiting area and in the warehouse.

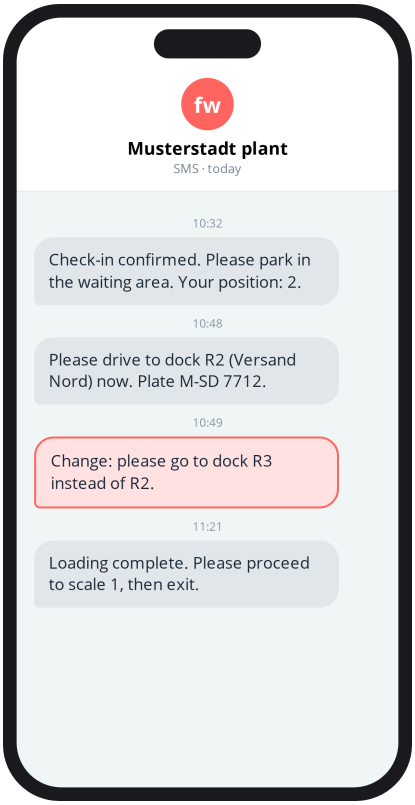


Fig. 9 · A driver's SMS thread – including a move to another dock. *(Illustrative mock-up)*

Event	Message to the driver (example)
Check-in complete	"Check-in confirmed. Please park in the waiting area. Your position: 2."
Dock assigned / call-off	"Please drive to dock R2 now. Plate M-SD 7712."
Moved to another dock	"Change: please go to dock R3 instead of R2."
Next station	"Loading complete. Please proceed to scale 1."
Exit approved	"All tasks done. Have a safe trip!"

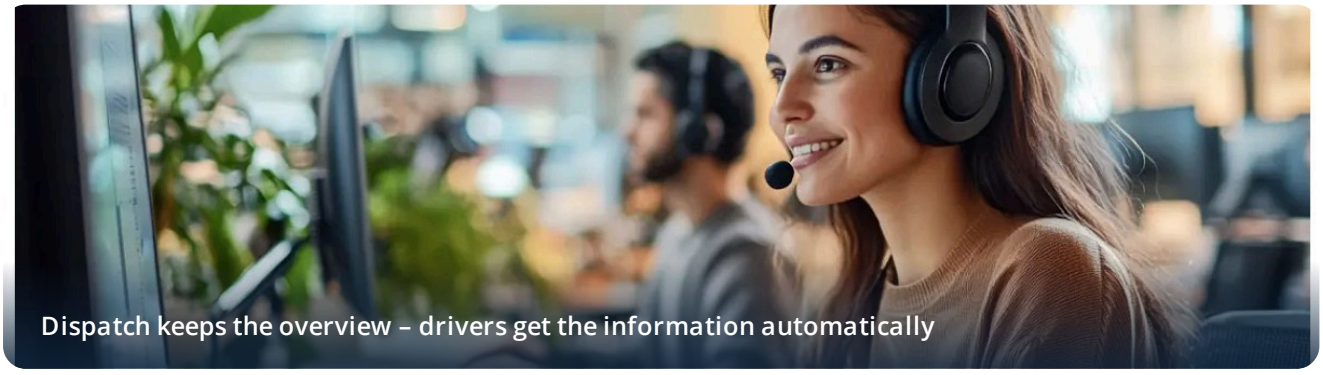
SMS

Works on any phone – no app, no registration. The mobile number comes from the booking or check-in.

Digital board

Waiting list and calls on displays in the waiting area, in warehouses and at the entrance – with automatic language rotation.

All messages are sent in the language the driver selected at check-in.


Dispatch keeps the overview – drivers get the information automatically

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2 · AUTOMATIC DRIVER GUIDANCE

Hardware companions for the check-in kiosk

The kiosk at the gate is the entry point. For full transparency and control right in the yard, two hardware companions complete the solution.

1 Digital boards – indoor and outdoor

Status displays show at all times what is happening in the yard: which truck is waiting, which has been called off and where it should go. They can be placed in warehouses, in the driver waiting area and outdoors at the entrance and in the yard. Content is managed through the friendlyway digital signage platform.

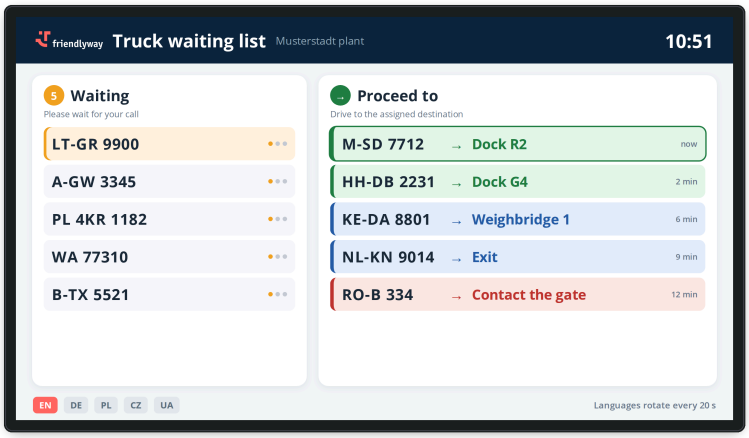


Fig. 10 · Truck waiting list: waiting trucks on the left, called trucks with their destination on the right – languages rotate automatically. *(Illustrative mock-up)*

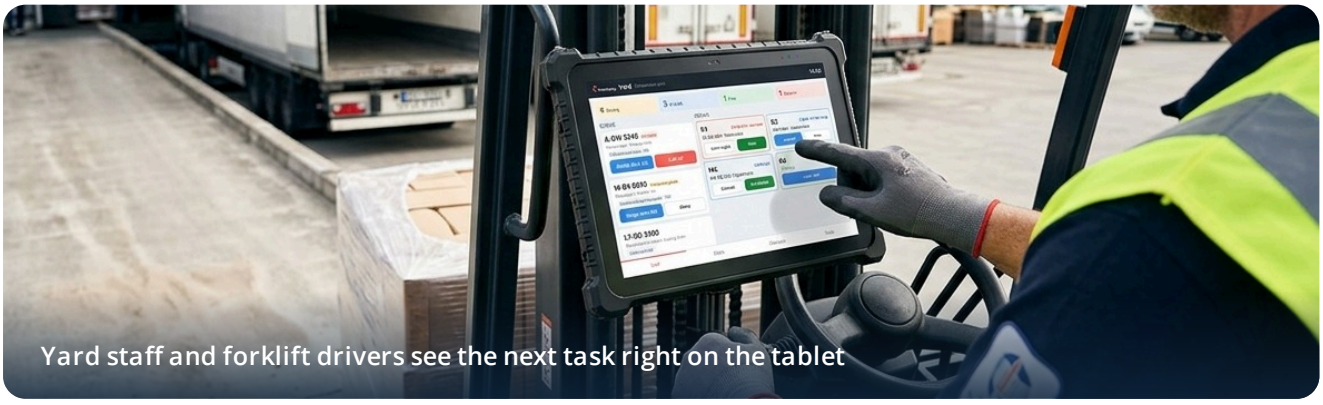


Fig. 11 · Rugged Tablet 10" with yard view for mobile use: queue with guidance hint, docks with large action buttons. *(Illustrative mock-up)*

2 Rugged Tablet 10" for yard staff

With the friendlyway Rugged Tablet 10", staff working outdoors carry the Yard Monitor in their hands – in a touch-optimised view with large buttons. They call off trucks, move them between docks and complete loading and unloading steps right on the spot.

- IP67 dust- and waterproof, drop-resistant up to 1.22 m
- Integrated barcode scanner, e.g. for the yard pass
- 6,000 mAh battery for 3–6 h of autonomous operation
- Operating temperature −10 °C to 50 °C



Yard staff and forklift drivers see the next task right on the tablet

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3 Digital gatehouse

The digital gatehouse takes over routine work at the gate – check-in and checkout, ID verification, approvals and remote calls – in a process each site configures in the workflow editor.



AT THE KIOSK

Every driver in their own language

One tap on a flag switches the whole check-in to the driver's language – including the safety briefing and later messages in the yard.

- **Multilingual check-in interface** with language flags.
- **Remote video call with reception** – help is one tap away, right at the kiosk.
- **Remote management and troubleshooting** – kiosks are monitored and supported centrally.
- **Content in 20+ languages** – incl. handling units, vehicle types and labels.

ID verification

The driver's identity is verified at the kiosk using their ID document and linked to the visit. Blocklist checks are possible before the driver enters the yard.

Approval before check-in

Visits can require approval by the gate or dispatch ("gate release"). If approval is denied, the visit ends with status **Turned away** – with a traceable record.

Digital agreements and pre-registration

Safety rules, site regulations and dangerous-goods briefings are confirmed digitally. Data captured during booking only needs to be confirmed at the kiosk – check-in takes just a few steps.

Conditions

Steps apply only when relevant – e.g. the briefing only for dangerous goods, an extra form only for unloading.

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3 · DIGITAL GATEHOUSE (CONTINUED)

Shipping documents, tasks and checkout approval

Besides the kiosk steps, every visit has tasks for the gate, the warehouse and automation. Blocking tasks ensure that no truck leaves the yard before everything is done.

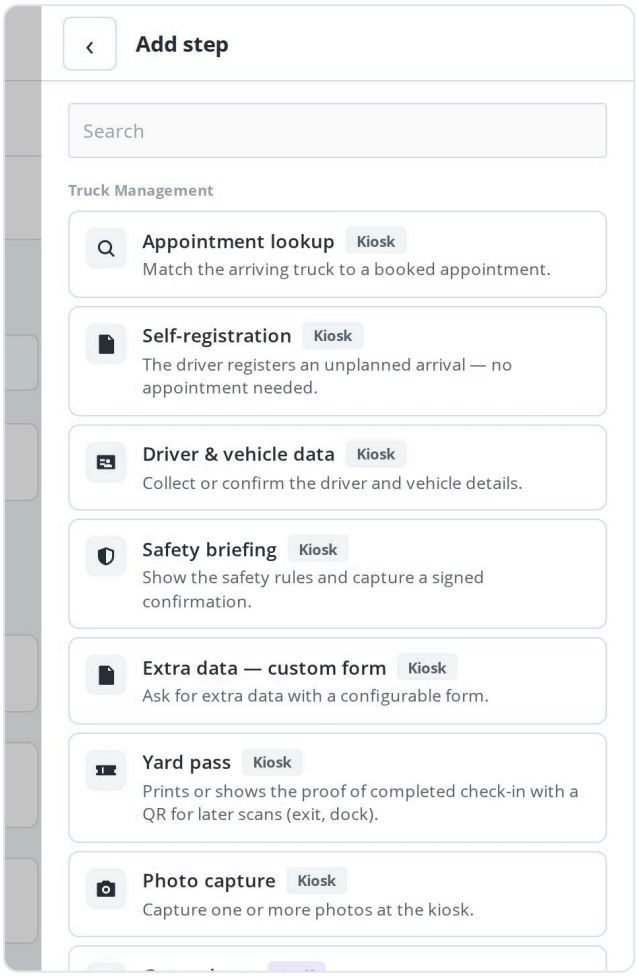


Fig. 13 · Workflow building blocks: appointment lookup, self-registration without appointment, driver and vehicle data, safety briefing, forms, yard pass with QR code, photo capture, gate release, on the yard and departure.

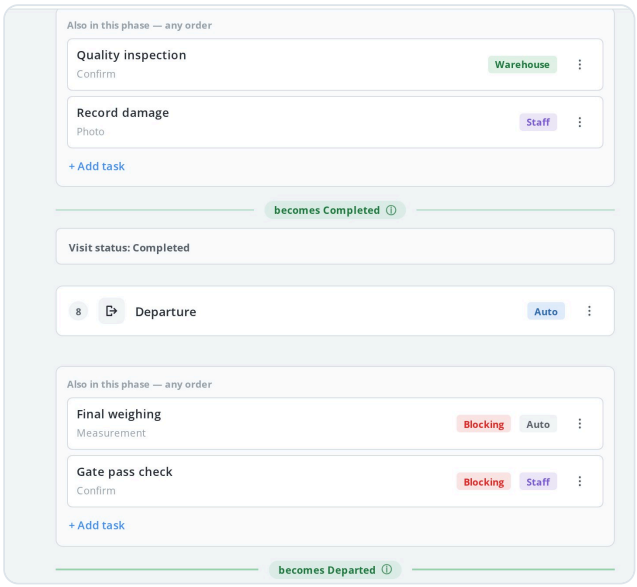


Fig. 13 · Tasks per phase: quality inspection and damage recording in the yard, final weighing and gate pass check as blocking tasks before departure.

Handling shipping documents

- Delivery notes, CMR and other documents are **photographed or scanned** at the kiosk or by staff and linked to the visit.
- Damage and quality findings are documented with photos directly on the visit.
- The **yard pass** with QR code serves as identification for later scans at the dock and exit.

Checkout approval

- **Blocking tasks** can be defined before departure – e.g. final weighing or a check by the gate.
- Only when all mandatory tasks are complete does the visit change to **Departed**.
- Drivers resume their visit at the kiosk via QR scan or code; prompts such as "checkout due" guide them through the process.

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4 Plate recognition and contactless access

Trucks enter and leave the site without anyone having to open the barrier by hand – either automatically by license plate or contactless with a QR code.

OPTION A

License plate recognition (ANPR)

A camera at the entrance reads truck and trailer plates and matches them to the appointment.

- Expected vehicles are recognised on arrival – no input at the gate.
- The barrier opens once the visit is approved.
- Unknown or blocked plates trigger an alert to the gate.
- Entry and exit times are recorded for turnaround and demurrage evidence.

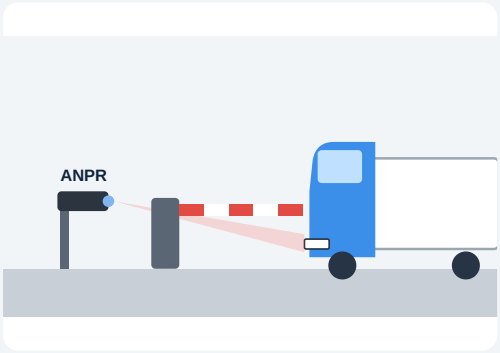
OPTION B

Contactless check-in and checkout with QR codes

No cameras installed? The driver scans the QR code from the booking confirmation or yard pass at an MDQ reader – right from the cab.

- Readers at car and truck height on a slim exit pole.
- Scan at the entrance checks the truck in, scan at the exit checks it out.
- Works with PIN codes as a fallback.
- Robust for outdoor use from −20 to +70 °C.

Plate or QR code camera or MDQ reader › **Match with appointment** truck, trailer, booking › **Barrier opens** status "Arrived" / "Departed" › **Yard Monitor updated** time stamps for reporting



Camera and barrier

Plate recognition at entry and exit.



Exit pole

Two MDQ readers at 1.7 m and 2.5 m.



MDQ Mini Pass

Outdoor PIN/QR reader.

Hardware-agnostic: neither option requires a software integration with an existing access control system. The barrier is released by a simple signal, so both options work with the barriers and gate hardware already on site.

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5 Integration with 3rd-party tools

Truck Management is built to integrate: shipments, appointments and status updates flow between 3rd-party tools like SAP or Transporeon and other ERP, booking and yard management tools and what happens in the yard – without duplicate data entry.

CUSTOMER SYSTEMS

ERP systems
Purchase orders, deliveries, unloading points

Booking & transport platforms
Slot bookings, transport orders

Yard & site systems
Yard management, WMS, weighbridge, access control

FRIENDLYWAY
Truck Management

ON SITE

Kiosk terminals
Check-in, yard pass, checkout

Digital signage
Dock calls, directions

ANPR cameras & barriers
Entry and exit

Shipments from the ERP

Shipments are imported with reference, positions, material group, dangerous-goods flag, unloading point and planned delivery date. The system automatically assigns them to the right capacity group and derives the booking window. Source system, external ID and last sync are visible on every shipment.

Review cases instead of silent errors

If a message from the ERP doesn't fit the configuration – such as an unknown unloading point code, dangerous goods in an unsuitable group or a shipment deleted after booking – it lands in **"Needs review"** with a clear recommended action.

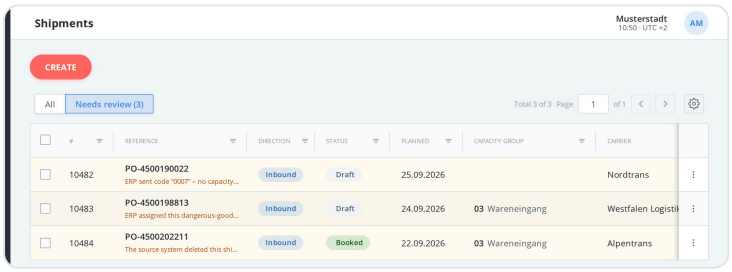


Fig. 14 · Shipments needing review, with the note from the ERP import.

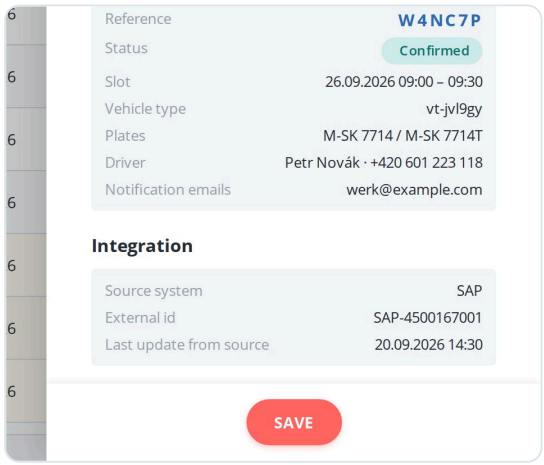


Fig. 15 · Appointment and integration data of a shipment (source: connected ERP).

6 Hardware and software from one source

friendlyway develops the software and builds the kiosks itself. Customers get one partner for the entire solution – from planning and installation to operation and service.



HARDWARE

Designed and built by friendlyway

- Kiosks and steles designed and manufactured in Bavaria
- Modular: scanners, printers, cameras and readers combined to fit the process
- Rugged indoor and outdoor variants for the truck gate

SOFTWARE

Developed in-house

- One platform for truck, visitor and signage processes
- Regular releases with new functions
- GDPR-compliant, ISO 27001 certified, hosted in Frankfurt

SERVICE

Service for both

- Installation and commissioning on site
- Training for gate, dispatch and warehouse staff
- Hardware monitoring, remote maintenance and troubleshooting

One contact for everything: no finger-pointing between a software vendor and a hardware supplier. If something at the gate does not work, friendlyway takes care of it – whether it is the kiosk, the reader or the software.

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BENEFITS AND ROLLOUT

What changes with Truck Management

Predictability
Evenly utilised docks instead of morning peaks

Shorter waiting times
Less idle time, fewer queues at the gate

Relieved staff
Self-service for carriers and drivers

Transparency
Complete data on every truck visit

Role	Benefits
Logistics management	Real-time overview of utilisation, turnaround times and overruns; reliable data for negotiations with carriers.
Dispatch	No more scheduling by phone; driver guidance handles dock assignment, and ERP review cases are bundled in one place.
Gate & site security	Verified identity, documented briefings, one-click approvals, number plate recognition.
Warehouse & dock	The right truck at the right dock at the right time; tasks and photos directly on the visit.
Carriers & drivers	Self-booking around the clock, check-in in their own language, clear instructions by SMS or digital board.

Step-by-step rollout

Analysis site, processes, systems › **Configuration** docks, capacities, workflows › **Integration** ERP / TMS, cameras, signage › **Pilot** one site, selected partners › **Rollout** additional sites

Because Truck Management runs on the existing friendlyway platform, customers can start small – for example with slot booking and kiosk check-in at one site – and add functions such as ANPR, automatic driver guidance or ERP integration step by step.

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friendlyway



Let's get your yard moving smoothly.

We would be happy to show you how friendlyway Truck Management works on your site – from slot booking to the last barrier. Book a free, non-binding consultation with our experts.

Book a demo
www.friendlyway.com

Call us
+49 89 58 80 44 40

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The illustrations show the current development status of the software (September 2026). Appearance and functionality may change before release.
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