We ensure efficient and effective Data Collection to Courier-Express-Parcels, Airports, Warehouse operators and sorting processes with best in class Integrated Solutions, robust Project Management, and unparalleled Technical Support.
**CUSTOMER SERVICE ORGANIZATION**

Datalogic’s Customer Service Organization offers a wide and complete range of post-sales services. It is organized in three levels of support, in order to guarantee the most appropriate professional assistance based on the specific problem. Datalogic’s Customer Service can deploy in each territory a team of multi-lingual professionals, with a broad technical expertise across the whole product range.

Our standard service portfolio includes: warranty extension, fast turnaround time for repairs, 24/7/365 phone support, next day on-site intervention and site audits. Datalogic can tailor the service offering to your specific needs. Our experts will support every stage of your projects, from feasibility study to extended post-sales support, performing, when necessary, root cause analysis and remediation.

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**EASEOFCARE Service Programs**

Datalogic’s EASEOFCARE Service Programs provide superior lifecycle support to ensure that products are always operating at peak performance. A variety of Service Programs are available to match your business requirements:

- **EXTENDED RANGE OF COVERAGE**
  (3 and 5-year options available)

- **FASTEST REPAIR TURNAROUND TIME**

- **ENHANCED FREIGHT CONDITIONS**

- **FACTORY PARTS AND PROCEDURES**

- **SELECTED FACTORY UPGRADES**

- **BATTERY MANAGEMENT**

Please contact your sales representative to find out what type of services are available in your region.

[www.datalogic.com](http://www.datalogic.com)
1. Check-in and baggage drop-off handling

Datalogic bar code readers scan passenger boarding passes on paper or mobile phones at various points inside of airports. Hand held units and OEM engines easily integrated into small kiosks quickly and efficiently process passengers through boarding and security checkpoints.

2. Baggage handling systems

Datalogic technology is integrated into baggage handling systems for reading bar codes on checked luggage. Imaging technologies and RFID readers can also be implemented to improve performance of identification and maintain traceability of luggage as it moves through the system.

3. Out of Gauge

Dimensioning systems from Datalogic automatically analyze luggage in motion along the handling system. This allows the rerouting of oversized pieces or out of compliance luggage, while X-RAY machines inspect the contents.

4. Baggage & cargo reconciliation

Effective tracking of luggage and cargo loaded into airplanes is maintained using Datalogic mobile devices, industrial scanners and mobile computers. Built tough to survive rugged use at fast-paced airports, while using Wi-Fi to maintain traceability in real-time.
1. Inbound & Induction

While off-loading vans, trucks, trailers, and airplane containers, Datalogic technology makes identification of parcels easy as they are moved into the main facility. Bar code information on each parcel is read by vision systems and fixed readers to direct it to the right location and maintain traceability.

2. Sorting

Single or multi-sided scanning tunnels with integrated Datalogic dimensioners, sensors, and machine vision solutions, identify and sort packages on high speed sorting systems. Dimensioning systems are required by regulations for certified trade and real-time image storage is used for Videocoding and OCR. Real-time pattern recognition technology identifies hazardous material labels helping affect sort decisions.

3. Outbound

Intelligent outbound systems with integrated Datalogic vision systems, smart cameras, RFID readers, dimensioners or fixed scanners execute the automated assignment of packages. Bar code labeling is automatically affixed to parcels then automatically detected and verified by Datalogic reading systems. Manual operations for pallets or larger freight are executed by staff supported by industrial hand held scanners and mobile computers.

4. Field Mobility

During the final stage, drivers equipped with Datalogic mobility solutions verify package pickup and delivery, collect signatures and accept payment, all while in constant communication with operations and support via voice, data or text.
1. **Inbound & induction**

While off-loading vans, trucks and trailers, Datalogic technology makes identification of a large range of parcels easy as they move into a main facility. Barcode information on each parcel is read by scanners to direct it to the right location and maintain traceability.

2. **Small parcel sortation**

Small parcel sortation solutions from Datalogic provide a modular, easy to use, flexible, and fully automated solution to process small items and parcels, including items as small as jewelry. These solutions are modular and can be installed using minimal floor space. They can integrate in-motion scales and label printer applicators while providing full reporting and diagnostics functionality. These Datalogic systems are used in eCommerce order picking, reverse logistics, Jewelry, and other applications.

3. **Parcel transporting and sortation systems**

Barcode reading and item detection allows parcels to be distributed to the proper areas of the distribution center safely, fast and accurately. Oversized and small items are processed using multiple conveying technologies including high-speed systems for crossdocking applications.

4. **Field mobility**

During the delivery phase, drivers equipped with Datalogic mobile solutions will verify package pickup, delivery, collect signatures or accept payment electronically. The mobile solution processes and updates this data in real-time, allowing delivery drivers to be in constant communication with operations via voice, data or texting.

5. **Point of sales**

Datalogic hand held scanners and mobile computers are used in postal offices for retail transactions, driver’s license parsing, and to facilitate delivery with confirmation and signature capture.
**LOGISTICS**

1. **Receiving**
Datalogic technology powers automated receiving systems increasing the speed and quantity of processed items. Driven by vision systems, dimensioners, smart cameras, fixed scanners and more, orders are received, items are identified, labels are printed, palletization and cross docking is executed.

2. **Put away**
Safe, fast and accurate transportation systems include multiple conveyors for high speed conveyance. These conveyors rely on Datalogic sensors, vision systems, smart cameras, and fixed readers. Manual Operations use forklifts to store goods on racks using Datalogic VMT, rugged hand held scanners and wireless technology.

3. **Storage**
Automated Storage and retrieval systems handle inventory of cases or totes, including refrigerated food items, with fully automated crane and conveyor systems. Datalogic sensors, vision systems, smart cameras, and fixed readers ensure the proper placement and retrieval of goods. Manual operations use industrial hand held scanners and mobile computers at storage locations that hold break case inventory.

4. **Order fulfillment**
Whether processing single or multiple orders of shipping containers, Datalogic solutions including hand held scanners, mobile computers, and laser readers help ensure accuracy and timeliness. Order fulfillment is facilitated at case or unit level, including packing, manifesting and applying shipping labels.

5. **Shipping**
Sortation systems identify and convey shipping cartons to the correct shipping lane using Datalogic visions systems, imager cameras, and laser readers. Manifesting systems ensure accurate labelling and the lowest shipping cost by leveraging Datalogic dimensioner data, weight, and destination information.
Datalogic is a global leader in the automatic data capture and process automation markets, specialized in the designing and production of bar code readers, mobile computers, sensors for detection, measurement and safety, RFID vision and laser marking systems. Datalogic solutions help to increase the efficiency and quality of processes in the Retail, Manufacturing, Transportation & Logistics and Healthcare industries, along the entire value chain.

The world’s leading players in the four reference industries use Datalogic products, certain of the attention to the customer and of the quality of the products that the Group has been offering for 47 years.

Today Datalogic Group, headquartered in Bologna (Italy), employs approximately 3,200 staff worldwide, distributed in 28 countries, with manufacturing and repair facilities in the USA, Brazil, Italy, Slovakia, Hungary, Vietnam, China and Australia. In 2018 Datalogic had a turnover of 631 million Euros and invested over 61.9 million Euros in Research & Development, with an asset of more than 1,200 patents in multiple jurisdictions.