

Offering Competitive Advantages with Real-time Access to Critical Information

The *Port of Personal Service* provides a value-added advantage to its customers by offering them real-time inventory and loadout information systems to better manage their supply chain activity. These logistics software applications, known as *E-Port* and *E-Load*, have been designed and implemented by First State Innovation (FSI), the Diamond State Port Corporation's (DSPC) technology division.

Using FSI developed software, the Port of Wilmington provides its customers with access to web-based systems for real-time warehouse inventory information and enables these same customers to provide cargo loading instructions over secure internet connections to Port expeditors.

Armed with this invaluable data, "Port customers and employees are capable of making timely, efficient and competitive decisions about storage and distribution," explained Inigo Thomas, Managing Director of FSI and Director of DSPC's Technology Solutions Department.

Prior to the formation of FSI in 2001, information technology services were provided only to Port of Wilmington customers. However, today FSI focuses on developing technology solutions to enhance operational efficiency for transportation and other businesses, not just in Wilmington, but also throughout the world.



Information that is scanned with a hand-held bar code scanner is transmitted via radio technology to the Port of Wilmington's data entry where it is processed and stored. FSI's system transfers the data in less than a second providing its customers with real-time access to cargo information.

Initially, systems were developed to track every pallet of fruit at the Port for Dole Fresh Fruit Company, Chiquita Fresh North America, Pacific Seaways and the Oppenheimer Group – currently amounting to more than 300,000 pallets arriving annually.

Following the palletized fruit application, software was developed for Transworld Port and Distribution Services, Inc., the vehicle processor for Volkswagen of America (VWOA) at the Port of Wilmington. Using the FSI customer package, Transworld was able to track the arrival and predelivery inspection of more than 100,000 VWs and Audis that are discharged annually in Wilmington.

Using bar code scanning and inventory control management, and the communications capability of the

internet, the Port of Wilmington has the capability to track all coded shipments – from the first point of rest, through distribution and beyond.

"While FSI's proven information technology expertise is highly responsive to organizations that require inventory management, warehousing, and distribution web-based solutions, FSI is also exploring other technology applications," Thomas explained.

FSI recently introduced a vehicle tracking system (VTS), that monitors the real-time location of trucks and other vehicles.

Coupling Global Positioning System (GPS) and cellular phone technologies, companies can monitor the location of their vehicles and products long after the cargo departs from the distribution center.

"FSI's VTS technology is a valuable performance enhancing solution for industries that operate fleets such as transportation authorities, school districts, construction companies, rental carriers, and municipalities. For these industries, VTS will improve the operating efficiency and the return on investment of these expensive assets," Thomas noted.

Another area where FSI's technology advancements has gained national attention is with its proactive security initiatives. In the wake of September 11th, security is now the number one priority in U.S. ports and ports around the world.

“The information technologies developed by FSI and used by the Port to provide physical access to personnel arriving at the Port and to track cargo movements represent the largest maritime database application in the Delaware River port community. Based upon our cutting edge development in this area, the Port of Wilmington has been chosen to pilot a Homeland Security initiative known as the Transportation Worker Identification Card (TWIC),” Thomas noted.

Port of Wilmington Security Manager Bill Boles explained that due to efforts spearheaded by the Maritime Exchange for the Delaware River and Bay, the Federal Transportation Security Administration (TSA) expressed interest in having the Port of Wilmington be the first East Coast port to install and implement a TWIC. As part of the TWIC Pathfinder Project and after beta site testing in Wilmington, FSI and the Port of Wilmington will work with federal officials to implement, test and evaluate this program at all Delaware River ports. If successful, this could become the model which will be adopted for nationwide port use.

“This ID system is designed to enhance the overall safety, security, and efficiency of the Delaware River regional port business community,” Thomas explained. “By implementing a bar-coded photo ID card for all registered personnel at participating terminals, the ports on the Delaware River can now meet the urgent need to control and approve access for everyone moving through the ports’ gates.”

FSI will be exhibiting at the 2003 SeaCargo Americas International Congress and Exhibition where security and its impact on trade will be a featured topic. This conference is scheduled for May 7-8, 2003, in Miami, Florida.

During the past year, FSI has set aggressive new marketing initiatives in the areas of information technology, automation, electronics and telecommunications. Thomas noted that the goal of FSI is to develop and apply a wide range of technologies to assist customers to solve logistics

problems, to maximize productivity, and to reduce operating costs in the regional, national and global marketplace.

For more information on how FSI can help your organization, call Inigo Thomas at 302-472-7726 or visit the Web at www.PortofWilmingtonDE.com



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Moran Towing of Pennsylvania
Philadelphia Naval Business Center
Building #25
5101 South 15th Street
Philadelphia, PA 19112

