

# Drop-off system supports pay-as-you-drive telematics take-up

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Norwich Union has put in place a comprehensive fulfilment system to deliver and install the telematics "black boxes" that underpin its "pay-as-you-drive" motor insurance scheme.

Engineers from its subsidiary RAC are delivering the boxes direct to consumers' addresses and fitting them on site, and RAC has appointed ByBox to store, pick, pack and deliver the systems for collection by engineers, using its own overnight express courier system and its network of 14,000 drop-boxes at 1,000 locations. RAC engineers designate a box close to their location and collect the units as required en route to fitting them on the vehicle at the customer's premises.

ByBox is using its own

Thinventory supply-chain management system to manage the process, which has provision for unused units to be diverted to alternative locations without having to be returned into storage.

Thinventory also manages inventory planning, warehousing, picking and distribution to the RAC engineers, attempting to maximise stock visibility whilst minimising stockholding, and also handling returns processing.

Pay As You Drive is offered through RAC In-car Services, and there are also links with Trafficmaster, which is offering added-value services such as Smartnav navigation and Safespeed speed monitoring.