

# Dachser finds the right words

## The challenge of multilingualism in the world of IT

Many companies use only German and English in their applications. But Dachser does things differently. As a multinational company, Dachser is aware that it has to work in a number of different languages, and also to ensure that its IT systems are multilingual. That's why most of the company's programs and applications are available in nine languages. That means a great deal of work – but it's well worth it.

How easy it would be to communicate if we all spoke the same language. Many misunderstandings could then be avoided, and life would be so much simpler. But it would also be much

generation to generation. Of course, the English language is not under threat. Quite the opposite: people around the world need it in their daily lives. Wherever they may be based – Germany, Hungary or the Czech Republic, to name just a few countries – staff working for major companies and their customers simply have to be able to understand the world's lingua franca. But at Dachser, things are different. The international logistics provider speaks the languages of its IT users and customers. Dachser's DOMINO Transport Management System, its MIKADO Warehouse Management System, and all the associated applications are multilin-

### From the programmer to the translator

The Dachser language database currently contains more than one million terms. These terms can be words or abbreviations, or even complete phrases used as messages. And of course, new program extensions and functions are being added all the time. Multilingualism also has an impact on programming operations, since the correct characters must be displayed for each language, and all languages have their own special characters. Programmers also have to bear in mind the space needed for the text when they are designing an

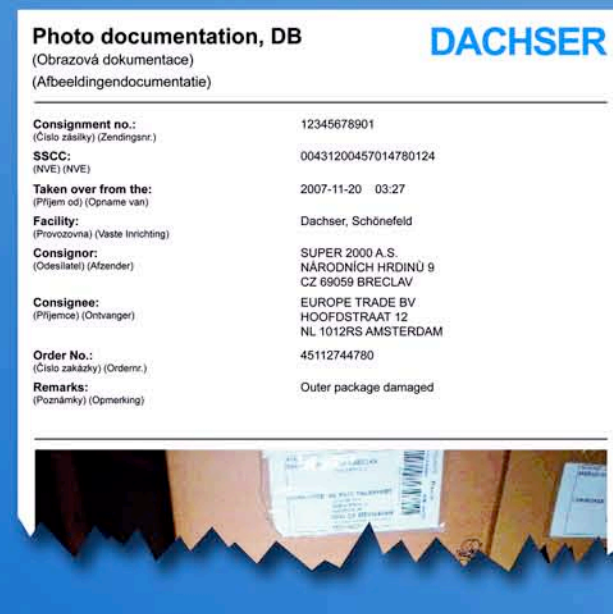
atically sent to translators via a special Lotus Notes application. The translators can then take their time in translating the terms and expressions involved, and can also see how they have been translated into other languages. This ensures that a term is translated correctly. In many cases, there are various ways (at least theoretically) of translating the same word. The German word "Wechselbrücke" for example, translates into English literally as "exchange bridge", but is actually a "swap body" in the world of logistics. In cases of doubt, translators can consult the Dachser glossary, which explains more than 4,000 logistics terms. All translations are sent out to the company's branches along with the ongoing program innovations as part of the weekly update. They are then available to customers and employees.

Poland, the certificate is in Danish and Polish. But the information is also provided in English, which means that there are up to three different languages on the document. Customers have contact with Dachser at many different points in the business process, and at all those points Dachser is able to communicate in the customers' language. Dachser's eLogistics applications are also available to users in nine different languages. Tracking & Tracing and order management are much easier for customers if they are working with their own native language. Multilingualism is especially important in the area of international transport. That is why the package label generated in the Transport Order eLogistics application is always printed in the language of the parties involved. This avoids misunderstandings, errors and delays.

So, allow us to take the opportunity to wish you:  
**Fröhliche Weihnachten und ein glückliches Neues Jahr** (German)  
**Merry Christmas and a Happy New Year** (English)  
**Joyeux Noël et Bonne Année** (French)  
**Vrolijk Kerstfeest en een Gelukkig Nieuwjaar** (Dutch)  
**Glædelig Jul og godt nytår** (Danish)  
**Kellemes karacsonyi unnepekelt es boldog uj evet** (Hungarian)  
**Wesołych Świąt Bożego Narodzenia** (Polish)  
**Vesele Vianoce a stastny novy rok** (Slovakian)  
**Prejeme Vam Vesele Vanoce a stastny Novy Rok** (Czech)  
 Thomas Rist



A Dachser proof of delivery certificate in up to three languages: English plus the languages of the consignor and consignee.

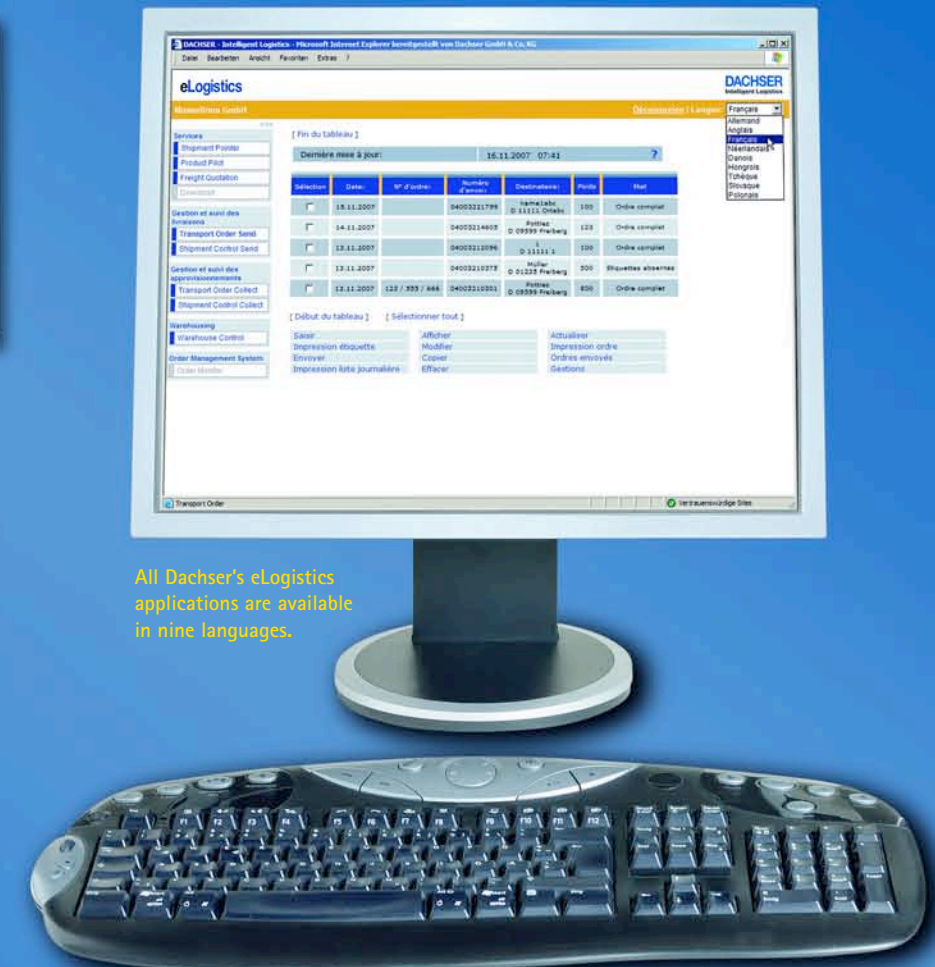


Dachser photo documentation. The multilingual information provided here can include details of damaged packaging.



A Dachser transport label in English and the languages of the consignor's and consignee's countries.

This multilingual approach has decisive advantages both for customers and staff. Without doubt, employees based in Slovakia can enter data much more efficiently and quickly if the program they are using is available in Slovakian. And customers will be able to use the data much more efficiently if they are written in their own native language. However, since there is not enough room for all the languages on a proof of delivery document (for example), another solution had to be found. So, when a Danish company sends goods to



All Dachser's eLogistics applications are available in nine languages.