



## Hermes selects TSC TDP-244 printer for use in 14,000 parcel shops across Germany



**MARKET:**  
Postal/Parcel Industry

**APPLICATION:**  
Labeling of incoming  
and outgoing packages

**MODEL:**  
TDP-244

### Background:

Faced with growing competition, Hermes Logistik Gruppe (HLG), Germany's largest privately held parcel-delivery service, wanted to ensure the fast, reliable delivery of packages to customers who use its more than 14,000 parcel shops. To expedite and monitor the delivery process, packages carry a unique identifier in the form of a linear barcode. The barcode, along with additional information, makes it easy to identify parcels and track their movement through the transport chain. More than 260 million parcels annually flow through Hermes' inhouse sorting lines before delivery to their final destination for customer pickup.

### Solution:

TSC configured its TDP-244 label printer specifically for Hermes, based on the requirements of PDS Entwicklungs-und Service GmbH, a leading mobile data-collection company based in Cologne, Germany.

PDS GmbH was chosen by Hermes to oversee the installation of the TSC label printers. Using TSC's built-in Bluetooth module, the TDP-244 printers, 14,000 of them, are now being integrated into Hermes' existing parcel shop data system, enabling them to quickly and efficiently print 4-by-2-inch labels for incoming and outgoing packages.

During the pre-installation transitional phase, TSC developed a technology that enables the TDP-244 to support two different printers running different printer languages, each with a custom label format.

Hermes was impressed not only by the TDP-244's configurability, but also by its custom-adjustable clamshell design. The printer's grey-color housing was specially selected by Hermes and displays the company's distinctive logo on both sides.

### Benefits:

- Reduction of costs and error rate
- Easy integration and configurability
- Ease of use and expedited material handling



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MODEL:  
TDP-244



### TDP-244 Features:

During the selection process the TDP-244 stood out because of its reliable technology and customizable design. A durable, economically priced printer, the TDP-244 offers a wealth of features, including 203-dpi resolution, print speeds up to 4 inches per second and high-speed USB 2.0 connectivity.

To simplify loading, the TDP-244 employs a user-friendly double-wall clamshell design with a large 5-inch (outside diameter) center-biased media bay. Top-of-form sensing – by gap, black mark, or notch – is standard and completely adjustable from side to side. The TDP-244 has plenty of memory, with 8 MB DRAM and 4 MB FLASH that can be used for easy storage of fonts, international character sets and graphics. It also supports, "right out of the box," a fully compatible set of standard industry emulations, including Eltron® and Zebra® languages, making it easy to replace old installed hardware.

### About Hermes Logistic Gruppe Deutschland:

With more than 14,000 parcel shops in Germany, Hermes Logistik Gruppe (HLG) is Europe's largest privately operated package shipment service. The company delivers everything from letters and parcels to furniture and bulky goods and has established a reputation for personalized service, catering to customers with convenient neighborhood locations and operating hours. Mail order companies frequently use parcel shops as an alternative delivery address. And individual customers, taking advantage of the convenient hours, often choose to have items delivered to their nearby parcel shop at the bakery or even dry cleaners instead of waiting for home delivery.

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