



Improved ergonomics,
increased safety!

New conveyor system installed
at the hub

51° 32' 9.096" N

7° 43' 34.068" O

HALF-TIME, 2019

TRUST IS THE BE-ALL AND END-ALL OF EVERY (BUSINESS) RELATIONSHIP



Within the logistics market, competition is tough and driven by demand. An overnight express service provider such as Night Star Express can only stand out from the competition by offering exceptional commitment, reliability and acute quality awareness. In the first half of 2019, we successfully delivered more than 25,000 consignments of replacement parts for our customers in under

14 hours, every night. Not only that, but delivering them safely and reliably via our high-quality, “first-class” services, which a great number of our customers have trusted for many years. So, we would like to take this opportunity to thank them all very much. We expect to see a significant increase in consignment volume in the second half of 2019. Major new customers are currently being linked up to the network and our Key Account Management team is in negotiations with other potential customers from the core areas of business. In order to be able to keep up with this growth, we are also aiming to further increase the flexibility of our system with process-optimising measures while maintaining the same level of quality – always with the objective of fulfilling or exceeding your expectations of us. To do so, we will develop impressive new products and services that will boost the added-value of your after-sales logistics. This issue of express aims to provide some insight into why companies such as the Tokheim Service Group and Welzorg from the Netherlands put their trust in us, what we do for them, and also what is going on in general within the company. I hope you enjoy reading this confidence-building issue!

Best wishes,

Matthias Hohmann

GROWTH DESPITE SCARCE RESOURCES

ERSATZTEILFORUM NÜRNBERG

In early April, the German Logistics Association (BVL) welcomed participants to its Ersatzteillistik Forum (Replacement Parts Logistics Forum) at the Nuremberg Chamber of Commerce and Industry. A range of experts presented their solutions and experiences regarding the multifaceted topic of “Growth in the age of resource scarcity” in sunny 20-degree weather in the Franconian city of Nuremberg. In the age of increased digitisation, more individual customer requirements and greater general challenges facing the world of business, companies are faced with important tasks. Experts and managers from replacement parts management presented their experiences on resource scarcity, digital developments and changes to warehouses and distribution centres to an audience of around 250 people. In addition to these talks, the Ersatzteillistik Forum also offered participants the opportunity to visit the exhibition. Night Star Express flew the flag here and was on hand to engage in dialogue with interested visitors. The day was characterised by an intensive exchange of ideas and networking.



DIGITISED SERVICE TECHNICIAN DELIVERIES

NIGHT STAR EXPRESS INTEGRATED INTO THE IN-VAN DELIVERY & RETURN PLATFORM

With its In-Van Delivery & Return (IDR) service, Mercedes-Benz Vans has developed an innovative digital solution to boost the efficiency of decentrally organised service fleets. IDR is designed as a platform that links service fleets with logistics companies. It significantly streamlines material and parts logistics and saves service technicians and their dispatchers time and money. IDR is currently being subjected to intensive testing with a client from the construction machinery industry, with other companies preparing to enter the test phases. Night Star Express has now been integrated as a logistics partner on the IDR platform.

OVERNIGHT EXPRESS AS A FACTOR FOR SUCCESS

All replacement parts and work materials required for the following day are picked up from the original dispatcher by overnight express service providers by early evening and delivered directly to the service centre or the service technician’s vehicle during the night by 8 a.m. (or 7 a.m., upon request). It’s an overnight express service that creates added value and has stood the test of time. Service technicians have at their disposal all neces-

sary replacement parts by the time they start work so there is no longer any need to drive to the branch office to pick up the parts first. This saves time – up to two hours a day – and therefore money, too. Technicians can get started with repair jobs immediately. A complex key management system that grants Night Star Express access to vehicles is what makes it possible to deliver consignments to the service vehicle.

MOBILE DEVICE REPLACES KEYS

In order to document the loading and delivery of the consignment, Night Star Express drivers use the M3 mobile device with its integrated driver app. If a consignment has been earmarked for delivery to a service technician’s vehicle, the driver automatically receives approval to open the door of the relevant vehicle when the consignment is scanned in. These permissions are managed electronically on the IDR platform, making it much simpler and faster than the key management system previously in use. Vehicle access is also logged electronically. GPS-assisted navigation also makes it possible to locate vehicles earmarked for Night Star Express deliveries quickly and easily. This

means that the Night Star Express driver no longer has to search for the vehicle, resulting in time savings and improved quality.

NEW TECHNOLOGICAL POSSIBILITIES

The cloud-based IDR system solution makes it safe to access vehicles without the need for a key and works via Bluetooth, even without an Internet connection. In this way, Night Star Express is able to deliver directly to the vehicle without any physical keys to manage. Dispatchers and fleet managers also have complete transparency over the entire supply chain and can manage who may access which vehicles, and when, online. The service technician is also informed automatically of the status of his or her deliveries and receives a notification when the delivery has successfully arrived in the vehicle.

“The digital solution developed by Mercedes-Benz Vans,” explains Matthias Hohmann, Managing Director of Night Star Express GmbH Logistik, “further boosts the value-added factor with new technological possibilities facilitating deliveries to service vehicles during the night. Customers and logistics service providers alike stand to benefit.”

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Published by:
Night Star Express GmbH Logistik, Unna, Germany

Editor-in-chief:
Matthias Hohmann, central coordination office, Unna
(matthias.hohmann@night-star-express.de)
Heinrich-Hertz-Straße 1, 59423 Unna, Germany
Tel.: +49 (0)2303 986 880, Fax: +49 (0)2303 9868 867

Editorial management:
Jessica Goronz, Meike Stephan, Unna central coordination office

Editorial board:
Kirsten Willenborg, Hellmann Worldwide Logistics
Carolin Hofmann, ZUFALL logistics group
Benjamin Mäße, Night Star Express Sales, Spedition Gertner GmbH
Marcel Tüscher, Night Star Express Schweiz AG
Josef Schöllhuber, G. Englmayer, Spedition GmbH, Austria
Robert Overgoor und Daniel Siemens, Night Star Express Hellmann B. V.

All of the above can be contacted via:
Editor-in-chief

Editorial team: Tina Pfeiffer-Dresp, transparent (ttransparent@t-online.de), Marienstraße 4, 58642 Iserlohn-Letmathe, Germany, Tel.: +49 (0)2374 5039 91

Design: Y-Design, Michael Franz (info@ydesign-online.de), Burchardtstraße 5, 63741 Aschaffenburg, Germany, www.ydesign-online.de Tel.: +49 (0)6021 929 783

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NEARLY 70 YEARS OF EXPERIENCE IN PETROL STATION CONSTRUCTION TOKHEIM SERVICE GROUP

Many of us are familiar with the situation: You're driving along and suddenly there's a beep or a light flashes saying you need to refuel. Sooner or later, you need to visit a petrol station. You get out, remove the cap, hold the fuel nozzle in place and wait a few minutes for the tank to fill up. Your gaze wanders across the petrol pumps, forecourt, the brightly lit shop with its tills and you think: Not exactly a lovely spot.

Which then poses the question: Is there such a thing as a lovely petrol station? So that we don't have to search the length and breadth of the country, we at Night Star Express have the great advantage of being able to ask for information right from the source:

Tokheim Service Group (TSG) from Halle an der Saale. The supplier to the mobility industry operates highly successfully from the central German metropolitan region. Night Star Express has been supporting the company, which supplies its customers with tai-

lored solutions, high-quality products and services related to petrol station technology, car-washing technology, e-mobility and payment systems, with its replacement parts logistics since mid-2018. Straight from the TSG central warehouse in Halle an der Saale, Night Star Express supplies service technicians with the replacement parts they need, right to their vehicles, for the route to the customer. After all, when a pump is out of action, a petrol station stands to lose a substantial amount of money, which is why the response

times for TSG technicians to resolve technical issues are so short. Often, only a matter of eight hours pass between the technical error occurring and the resumption of normal operations.

What started with just a handful of consignments during the day in the past year has now developed into a partnership with the Night Star Express operation in Krostitz with continually increasing consignment volumes. In a one-to-one conversation, Florian Färber, TSG Team Manager for Procurement and

Logistics, reacts to the question we posed above with regard to the most beautiful petrol station with a little confusion. "Well, no-one has really asked that before!", he says, looking at his colleague, Catarina Höfig, Team Member for Procurement and Logistics, and Markus Baacke, NSE Head of Sales, East, who attended the visit by the express editorial team to TSG's premises. "But it's an entertaining one! I don't think I could name a particularly beautiful or ugly petrol station, but I do know the oldest one. The oldest is the Stadtapotheke (city pharmacy) in Wiesloch. Bertha Benz, wife of the inventor of the automobile, Carl Benz, needed more fuel during an excursion in August 1888. Their vehicle ran on ligroin, which was available as a cleaning solvent. She got it from the city pharmacy."

When touring the TSG site and the central replacement parts warehouse, it is easy to get a good overview of the large range of over 6,000 parts. The range includes pumps and charging stations, car washes, automatic fuel terminals, as well as project planning for new petrol stations with electric, refrigeration and air conditioning technology and cashier systems. The company constructs and retrofits on behalf of major petroleum companies, as well as logistics companies wanting to install a petrol station on their site for their vehicle fleet, for example. So it's no surprise that TSG is one of the top three service providers in the industry within Germany. The motto of the international company,

which has operated in Germany since 2013 as the Tokheim Service Group (TSG) conglomeration and which entered into a strategic partnership with Kärcher in 2017, is: "Everything from a single source". With over 7,000 petrol stations and 100,000 properties managed by TSG, the company's profile speaks for itself.

So, of course it's fantastic that TSG has opened itself up to a partnership with Night Star Express. "The partnership and proactive management by the local Night Star Express customer service team, particularly Markus Baacke," emphasises Florian Färber, "are key factors in our decision in favour of Night

Star Express. However, the most important of all is the delivery of all required replacement parts to our service technicians' vehicles with exceptional reliability. No matter where they are in Germany, our technicians are now properly equipped to start their rounds, can enjoy huge time savings and can focus on their actual tasks. Plus, our colleagues here at the central administration office are kept in the loop. The daily status update about the consignment and the delivery quality, data sharing and communication are all excellent."

SO, WHAT'S NEXT?

"We've got quite a lot planned for the future", says Florian Färber. "Our customers' requirements are changing, with e-mobility in particular fast becoming a hot topic. The switch to emission-free drive systems means that petrol stations are subject to new standards. The technologies for charging systems and charging infrastructure are the key components of a sustainable, climate-friendly transport system. TSG has played an active role in this since 2013 and is pushing the number of charging points up across Germany along with its reliable partners, the manufacturers of charging stations. Of course, this gives rise to new services and projects, and Night Star Express will be at our side in the future, too, as an expert service provider. TSG and Night Star Express – a great partnership for the promotion of mobility."

From left to right: Jessica Goronz, express Editorial Management, speaking to Markus Baacke, NSE Head of Sales, East, Catarina Höfig, Team Member for Procurement and Logistics, and Florian Färber, Team Manager for Procurement and Logistics at TSG



NEW CONVEYOR SYSTEM SUCCESSFULLY INSTALLED AT THE HUB

PROCESS OPTIMISATION MEASURE

When André Jehn, Head of Route Management at Night Star Express, accompanies Hub Manager Rüdiger Spiegel on a tour of the NSE hub in Hünfeld, they are both already very proud of what has been accomplished – and quite rightly. It was only in late March that a new conveyor system was installed at the Night Star Express hub.

It is a conveyor system that lowers the number of touchpoints on the parcels, which significantly improves ergonomics and workplace safety. The highly satisfying result after just a few days in operation was that the planned process optimisation is already having a lasting effect. The average throughput of 10,000 parcels per night was simplified and optimised via the unloading process thanks to telescopic arms directly on the conveyor system. Hub staff and drivers arriving at the hub according to strict schedules

were all able to feel the positive effects straight away and were highly enthusiastic.

INTUITIVE HUB OPERATIONS

The installation of the new conveyor system was carried out with military precision, around the clock, between 21 and 24 March 2019 by conveyor specialist Budde in partnership with the companies Kerbl and Provis responsible for the electrical and control systems at the hub. "The installation and new signage for the hall was

effectively completed in perfect partnership," say André Jehn and Rüdiger Spiegel. "It was our aim to provide the hub staff with an intuitive workplace on 25 March 2019, where clear zone information and signage to separate humans and machines would make workflows easier to recognise and safer. Even if not everything was 100% complete within this short period of time, we are already extremely happy with the results so far and the positive feedback from our staff.



We want to build on this now and, in the coming weeks and months, will be working on building up a positive image of Night Star Express as an attractive employer in the region in order to attract more staff for the Night Star Express hub in Hünfeld. We will report on the measures implemented and whether they have been successful in the next episode of express."

PEOPLE MAKE LOGISTICS HAPPEN

In many places, there is a widespread belief that sorting and distribution centres can do without people altogether thanks to the high use of technologies. But this is not the case at Night Star Express. Without expert, motivated staff, handling just wouldn't work because the majority of overnight express consignments require manual processing: These include large, heavy, long or bulky consignments, such as replacement parts for the automotive industry (exhaust systems or windscreens) or special formats that cannot be transported by conveyor. The consignments are handled between 9 p.m. and 11.30 p.m. During this time, around 70 employees ensure the smooth operation of the hub. At the same time, around 100 drivers are kept busy with loading and unloading. All of them – the overnight express handling staff, drivers and office staff – can now benefit directly from the optimisation of their workplace and the new hub management, which takes care of their needs, values them and motivates them.



HUB UNDER NEW MANAGEMENT

PERSONAL ENTRY WORDS RÜDIGER SPIEGEL



*Dear nightstars,
First of all, I would like to thank all of my new colleagues for making my transition to Night Star Express so smooth and enjoyable. I am looking forward to taking on new challenges in my role as Hub Manager. The investment in a new conveyor system at the hub in Hünfeld in particular shows that Night Star Express takes a forward-looking approach. Specifically in terms of ergonomics, efficacy and workplace safety, the new system is pioneering and represents a major improvement for the company and its staff at the hub. For this reason, I am very grateful to be able to have actively worked on this project. A trust-based partnership with colleagues who respect one another is very important to me. Based on my first impressions here, I am sure that Night Star Express is just the right place for me.*



WORLD'S BIGGEST CONSTRUCTION MACHINERY FAIR ONE AGAIN BREAKS ALL RECORDS

NIGHT STAR EXPRESS TEAM WAS IN ON THE ACTION

Diggers, cranes, wheel loaders and much more besides: Fans of heavy construction machinery were in for a treat at bauma 2019. The biggest construction trade fair in the world has taken place every three years since 1954 on the Munich trade fair centre grounds. This year, the motto was once again: bigger, heavier, taller! Around 620,000

visitors from 200 countries attended – more than ever before. Night Star Express travelled to the bauma for three days in Munich with its trade fair teams. The teams visited customers from the construction machinery industry and made lots of new contacts.

Benjamin Maße, who works in Sales in Berlin, was also part of the trade fair team on the 614,000 m2 exhibition site. "We already have two impressive days behind us. From the small drills to excavators and the biggest cranes, we were introduced to the wide diversity of the construction machinery industry. And they are all linked by one thing: The tiniest component can bring even the biggest machine to a standstill. Which means that the efficient supply of replacement parts is fast increasing in importance. After two intense but highly interesting days, where I must have spoken to at least 70 people, most of them new contacts, and walked about 30,000 steps, I am looking forward to intensifying these conversations over the coming days and weeks."

Benjamin Maße,
Night Star Express Vertrieb, Berlin





COLOURING BOOK PROMOTES ROAD SAFETY FOR CHILDREN

NIGHT STAR EXPRESS SUPPORTS
ROAD SAFETY FOR TOTS



The most commonly used means of transport in Germany is the car. In addition to public transport and HGVs, there are more than 40 million vehicles on the roads in Germany. Any one of us can say what it is like negotiating our way through the urban jungle or to sit in traffic. But what about children, who usually walk or travel by scooter or bike to school, to their leisure pursuits and to visit friends?

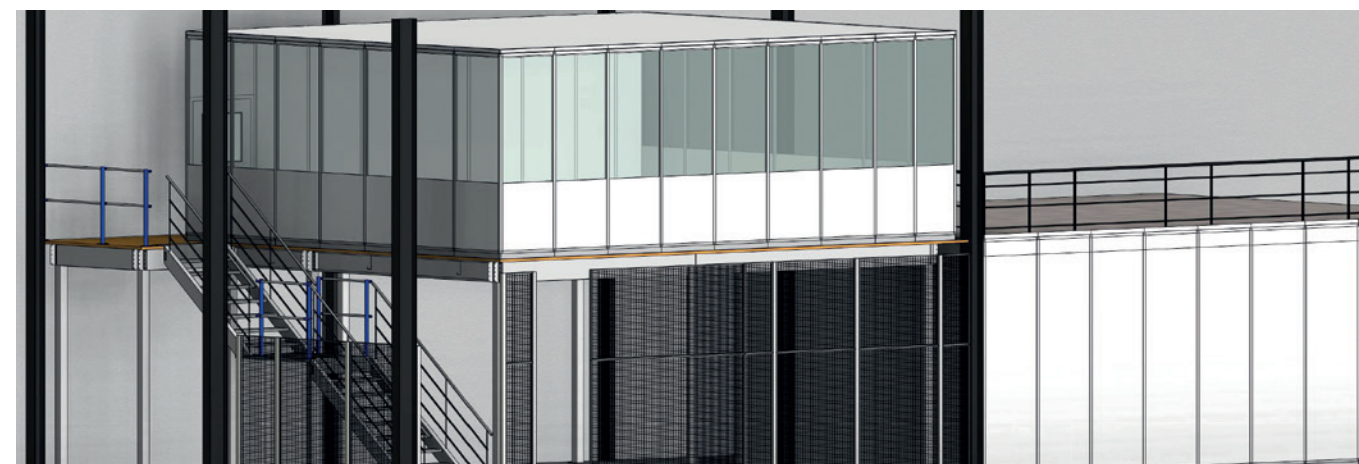
In order to prepare children for encountering everyday risks and how to stay safe near our roads, primary schools and even some nurseries al-

ready teach children about cycling proficiency and road safety.

Night Star Express has supported K&L Verlag for several years now, which teaches children about the topics of transport, fire safety and first aid in a fun way. With our sponsoring, boys and girls are taught about these and other situations via colouring books and teaching materials. The Kreisverkehrswacht Unna e.V. traffic police department, who works with these teaching materials, says thank you!

NEW OFFICE AND TRAINING FACILITY IN WOLFWIL

PROCESS ORIENTED AND ERGONOMICALLY EFFICIENT



Exterior of training facility and safety customs zone



Training facility, currently still an office



Hall 2, under construction

The continuous growth in consignment volume over the last few years had already triggered internal discussions back in 2017 with regard to the expansion and modernisation of the Swiss Night Star Express hub in Wolfwil. By May 2018, there was no way around it and ergonomic, process-oriented adjustments, along with expanded facilities, became essential. The company LLL Management GmbH was commissioned with the financing, coordination of construction and design as the general contractor. Initial ideas were sketched out, turned into plans and were sent out to various companies in July in order to invite bids.

The company Spezial AG from Samstagern received the commission on the basis of its serious, precise and customer-friendly approach during the bid. As a result, Spezial AG Project Manager Mauro Wernli created the schedule and blueprints, coordinated them with Night Star Express and adhered to them perfectly.

The focus was on the user-friendly and optimised use of the space, the integration of common areas and toilets and, as a result of the direct fibre-optic connection, the complete networking of the building structure with cutting-edge communications infrastructure.

The first section of the office block, comprising the training facility for subcontractors on the upper floor and the safety zone for high-value goods subject to more stringent safety requirements, such as

valuables, software products and IT hardware on the ground floor, was finished on schedule by 4 April 2019. This area is also classed as a bonded zone.

The second section of the project, three offices for six to eight people and a conference room with toilets, common space and a recreation and waiting room for drivers, went into operation in early May. The coordination of the schedule with the installation company and the overall construction management was carried out by Josip Rados from Night Star Express.

The work was completed and the site connected to the Internet and power grid by late May 2019, when the staff were able to move in, to everyone's delight. The result: The staff at the hub in Wolfwil already feel right at home in the new, modernised space and are able to implement ergonomic, streamlined and automated processes there.



Josip Rados, Night Star Express Schweiz AG



TURNING LIMITATIONS INTO OPPORTUNITIES

NIGHT STAR EXPRESS HELLMANN ENTERS THE MEDICAL FIELD WITH WELZORG

Louwman Logistics and Night Star Express Hellmann have made an agreement: Since 1 April 2019, the overnight express service provider based in 's-Heerenberg has been taking care of the overnight transports for Welzorg, a supplier of auxiliary care aids. Night after night, several vehicles leave the Welzorg warehouse in Raamsdonksveer before travelling strictly assigned routes to supply the Welzorg branches throughout the Netherlands with the necessary auxiliary care aids.

From left to right: Menno van Gent, Manager of Transport and Customer Service, Louwman Logistics, Robert Overgoor, Commercial Manager, Night Star Express Hellmann, and Willem Heijster, General Manager Warehousing and Transportation, Louwman Logistics

With this new agreement, Louwman Logistics and Night Star Express Hellmann are further building on their partnership of many years. In addition to the overnight routes for Welzorg, Night Star Express Hellmann has also been taking care of the overnight transports to the Benelux states for car manufacturer Daihatsu on behalf of Louwman Logistics for the past few years. The signed three-year contract is an expression of the great mutual trust that both companies have in each other.

LOUWMAN LOGISTICS

The Louwman Group is one of the biggest automotive distributors in Europe. It is also active in the mobility industry. The Dutch family-run company established in 1923 comprises import companies for car brands such as Toyota, Lexus, Morgan, Suzuki and Daihatsu. As a provider of all-inclusive packages, the Louwman Group takes care of everything on behalf of the car manufacturers listed above, as well as for the suppliers of auxiliary care aids, such as Welzorg: from retail, leasing and financing to spare parts supply to logistics and sales.

The Louwman Group's Mobility Support department has specialised in the import and sale of mobility aids for older people and

people with physical disabilities. These companies – one of which is Welzorg – offer a wide range of products and services. This puts them in a position to be able to offer a comprehensive portfolio of tailored mobility solutions.

NEW INDUSTRY FOR NIGHT STAR EXPRESS HELLMANN

Night Star Express Hellmann is the market leader for the distribution of agricultural sub-assemblies and replacement parts. Many high-profile national and international companies have relied on the company for many years for the overnight distribution of their replacement parts all over the Benelux region – with great success. And that doesn't just apply to the agricultural industry. Night after night, numerous parts for the automotive and mechanical engineering industries are also transported. Some of the other ser-

vices provided include supplying installation engineers from various industries and areas of business. For this service, deliveries are made directly to the service technician's vehicle. With its entry into the (medical) mobility industry, Night Star Express is now accessing a whole new sector – but in the same great style as always.

WELZORG

Welzorg is a specialist in mobility aids, the conversion of residences and cars and improved accessibility. Its focus is always on the customer: senior citizens and people with restricted mobility. That's what it's all about at Welzorg. Welzorg offers (all-inclusive) tailored solutions – adjusted to the individual needs and abilities of the customer and in keeping with the requirements and wishes of the contractor: municipalities, health insurers, care agencies, the UWV (Uitvoeringsinstituut Werknemersverzekeringen, the Dutch National Institute for Social Security), housing associations and companies. The aim is to improve the mobility and independence of its customers. "Turning limitations into opportunities" is the motto behind it all. Welzorg makes things easier!

MORE INFORMATION
WWW.WELZORGSHOP.NL





ALWAYS UP TO DATE

TRAINEESHIPS FOR CUSTOMS DECLARATION OFFICERS

The Zollakademie Austria customs academy, a G. Englmayer, Zoll und Consulting GmbH brand, will be offering a traineeship for customs declaration officers for the first time this autumn. Read on for the story behind this and what awaits the participants.

The company Englmayer, founded in 1858, was for a long time a customs service provider with supplementary services such as local consignment handling, but also with a division for specialised transport. The areas of general cargo, express services and warehouse logistics all arose from this, but only about 40 years ago. At that time, more and more cus-

tomers not only wanted classic customs processing but also extensive logistics services to go with it. Historically, Englmayer always had great access to the markets in Germany

and eastern Europe. With the opening up of the East in the late 80s, the company's position between both markets was used to great effect and the transport volume rocketed. With the accession of Austria to the EU on 01/01/1995, however, the customs volume dropped overnight by around 90%. Englmayer was prepared for this and had already taken great pains to consider how customs could continue to grow in light of the expansion of the EU to the east. This led to Englmayer staying true to the topic of customs, despite many

**ZOLLAKADEMIE
AUSTRIA**

external voices of opposition, and this decision proved to be the correct one. Since the fall of the Iron Curtain and the rapid advance of globalisation since then, any company is now in a position to be able to conduct intensive trade with non-EU member states. Most of them, however, lack the necessary expertise in customs and foreign trade matters. At that time, Englmayer engaged in intensive discussions with clients in Austria in order to find out what support they needed in terms of customs processing. These conversations resulted in the needs-based products offered by the Englmayer customs academy. Work began on centralising client customs agents around 20 years ago because there were already problems with customs declarations resulting from a lack of communication and experience. Just five years later, Englmayer was already offering in-house training on customs-related topics. The auditors and tax consultants LeitnerLeitner were brought on board to deal with issues related to tax law and fiscal criminal law. The next logical step was to carry out customs audits to analyse customs processes. Englmayer now conducts around ten to 15 customs audits per year.

The customs academy uses day seminars, in-house training and one-to-one coaching formats to teach about customs and foreign trade in a way that is tailored to the individual, the industry or the company in question.

The academy started developing specific courses of study around five years ago. The reason for this was that there were no standardised specifications back then as to what knowledge a customs specialist or customs declaration officer had to have. At that time, Englmayer came across the paper CEN TC 432, which went on to be published as EU standard 16992 "Customs Representatives". This lists in detail the exceptionally high profile of requirements and expertise a person working in customs needs to have. It was very important to the customs academy to provide an opportunity for people to have the necessary knowledge and skills confirmed by an independent certification body through personal certification. It is for this reason that the academy has cooperated so intensively since then with Austrian Standards. Together, they decided to divide this profile of requirements into three categories for practical reasons: firstly Customs Specialist, secondly Customs Declaration Officer (from late August 2019) and thirdly Customs Representa-

tive (this traineeship will be offered in around two years' time). All three certificates together completely cover the requirements of EU standard 16992. The Customs Declaration Officer is also a traineeship leading to a vocational qualification. The new, five-month traineeship as a customs declaration officer will put the focus on cutting-edge remote learning, with only 7.5 days face-to-face attendance required. The traineeship as a customs specialist takes 9 days, 100% of which must be face-to-face. All courses and training sessions at the customs academy have one thing in common: a strong practical aspect with a huge range of case studies and examples. Currently, around 2,000 people are trained at the customs academy every year. For the traineeship as a customs specialist, around 40% of the students come from a transport or haulage background and the remainder from industry and commerce. In terms of the traineeship as a customs declaration officer, this ratio is likely to be 70 to 30, and for the customs representative traineeship, it will be 20 to 80.

There is currently no obligation to complete this training. However, the relevant laws do refer to the necessity of skills and expertise if a person wants to use customs permits, for example. And, of course, when staff are better trained, they make fewer mistakes. Common problems are, for example, the incorrect assignment of customs tariff numbers, which results in the incorrect calculation of duties, for example. Another example is the incorrect use or assignment of preferential treatment. Both can lead to expensive fines, which must always be paid by the

member of staff affected. However, the opposite case, i.e. where the benefits and easements provided by the legislature are not taken into account, also results in financial damages.

There will still be customs changes in the future. For example, the electronic e-customs system in place in Austria will be completely revised by the Austrian Federal Ministry of Finance. The country-specific customs systems will also be linked with one another by the EU in the coming years, which will facilitate centralised customs processing. This network will mean that, from 2022 onwards, it will be possible to complete customs declarations in Austria for goods that are actually in Germany. At the same time, there will always be changes to preferential agreements. These came into force recently for Japan and Canada and agreements with Vietnam and Singapore are in the pipeline. Other countries, such as Australia, New Zealand, the Philippines, Malaysia and Thailand are also in the negotiation phase. Companies will always have to stay abreast of these changes and this is partly made possible by the customs training available from the customs academy.

MORE INFORMATION
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