



New client: Mazda Motor  
Logistics Europe

Service boost for German  
dealership network

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# MEIKE STEPHAN NEW EXPRESS EDITOR-IN-CHIEF

Dear express readers,

I am delighted to be able to introduce myself to you today as the express editor-in-chief. I took over Marketing and Corporate Communication at Night Star Express in April and my day-to-day work is great fun! The logistics industry is fast-paced and exciting – something new happens every day.

And we want to keep you up to date just as quickly in the future via our social media channels, including Facebook, Twitter, XING and our newly designed homepage. A whole article will be dedicated to this topic in the next issue. Until then, I would be delighted if you were to follow us via one of these channels and if you could share our posts.



So, make yourself comfortable and have a browse through all the news of the past few months. Enjoy reading this issue of express!

Meike Stephan

## ABOUT ME

Ms Stephan, a native of Dortmund, worked in an IT consultancy firm in Heidelberg as an assistant to the Managing Director, where she built up the company's Corporate Communication and Marketing department. She then became self-employed, where her daily work included communication and PR for her own firm.

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# SARRA HORCHANI A BROADER POSITION INTERNATIONALLY



Sarra Horchani joined the central coordination office on 1 June 2019 in order to push ahead with the expansion of the international Night Star Express network in Europe. A trained forwarding agent from Hamburg, she now lives in Bonn and has already been working in the international express business for four-and-a-half years now. The 31-year-old manages contacts with new partners abroad and will contribute to the further optimisation, expansion and strengthening of the European Night Star Express network.

Welcome to Night Star Express,  
Sarra Horchani!

# „GRILL & CHILL“ 2019 NIGHT STAR EXPRESS EMPLOYEE EVENT

Tasty treats from the barbecue, a cocktail bar with stage show, live music, a DJ and a photo booth all greeted the 120 nightstars who had travelled from far and wide to attend the employee event on 7 September 2019 in the chill-out lounge of the Night Star Express hub in Hünfeld.



# NIGHT STAR EXPRESS- WEBSITE A NEW LOOK ONLINE

Have you already seen it? Our new homepage went online in May 2019. The newly designed [www.night-star-express.de](http://www.night-star-express.de) site also features improved functions and more content. Our new homepage is optimised for all end devices and will adapt to any screen size. What have remained are the tried-and-tested pictograms to enable easy navigation. The detailed location/site search and careers tool with network-wide job vacancies were both overhauled to improve them and make them more streamlined, as was the “News” section, which will be regularly updated with all the latest information in future. “All the Night Star Express online services related to sending, receiving and returning consignments are now all accessible with just a few clicks,” explains Matthias Hohmann, Managing Director of Night Star Express GmbH Logistik, Unna, “which makes it even easier to use all of the applications.”

# GET RUNNING FOR A GOOD CAUSE

The RhönEnergie Challenge took place in Fulda for the 13th time on 25 May 2019. Over 7,500 runners were at the start, ready to run the 6 km or so to the finish, all for a good cause. Among those at the starting line was the Night Star Express team from the hub in Hünfeld: Rüdiger Spiegel, Michael Kessler, Elvira Gerst and Daniela Conrad.



## ACKNOWLEDGEMENTS AND LEGAL NOTIC

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# ONCE A CLARK, ALWAYS A CLARK!

## 102 YEARS OF SUCCESS WITH FORKLIFTS

**Thursday, 18 July 2019, 10 a.m. Andy Baldy receives us with a broad smile at the CLARK European headquarters in the Niederrhein business park, Duisburg-Rheinhausen-Mitte, showing and telling us about the 100-year-plus success story of CLARK, the inventor of the forklift truck. We are even allowed to visit the new, lovingly designed Forklift Museum. This is still being developed and will soon be opened to the public.**

### CLARK HISTORY

Practical tasks with a practical solution. This solution runs through the 100-year-plus history of CLARK like a thread. The success story of the forklift truck started in 1917 with the founding of Eugene Bradley Clark's enterprise in Buchanan, Michigan, USA. Since then, the CLARK Material Handling Compa-

ny has been offering an extensive and innovative range of forklifts with combustion engines and electric drives, as well as warehousing technology, to customers and retailers all over the world. In 1976, CLARK produced its 500,000th forklift and the million mark was reached in 1997.

*From left to right: Andy Baldy, CLARK Parts Sales Manager, CLARK Europe GmbH Duisburg; Joachim Zeuch, Project Manager for Sales, Night Star Express; Michaela Niederwerfer, Sales, Night Star Express Düsseldorf; and Meike Stephan, Editor-in-Chief of express, are delighted with the great partnership and promising future*

In addition to the vehicle portfolio, the service and replacement parts range is also continually subject to further expansion. Just in time for the start of the anniversary year in 2017, CLARK also presented the Centennial Edition of the C20-35 line in a striking anniversary design.

### CLARK EUROPE GMBH – STILL ON COURSE FOR GROWTH IN 2019

"More than 1.4 million CLARK forklifts have been made since 1917. Well over half of these are still in use today. This underlines our mission to not only offer the best value for money but also the most robust forklifts on the market," explains Andy Baldy. The built-to-last principle still applies today. The CLARK Material Handling Company is one of the top ten forklift manufacturers in the world. Operating under the umbrella of the South Korean parent company YoungAn since 2003, the distribution network includes 550 retailers worldwide in more than 90 countries on all continents. Four headquarters around the globe manage its business operations. "Here at the CLARK Europe GmbH site in Duisburg, we alone supply around 168 retailers in the EMEA sales region," Andy Baldy continues. "We are delighted that last financial year followed in the footsteps of the past ten years in succession with a further increase in sales. One major reason for this is the increasingly important original replacement parts business. Here, too, we have recorded continual growth for years now." To meet these needs, CLARK Europe GmbH operates its central replacement parts warehouse in Duisburg. Directly to hand: 23,000 different replacement parts with over 220,000 product codes.

### ORIGINAL REPLACEMENT PARTS INCREASE SERVICE LIFE

The extensive replacement parts product

range expects to see a continual increase in demand. Numerous replacement parts for all current CLARK product ranges leave the company every day, in order to be delivered to the recipient by overnight express by 8 a.m. at the latest – in future, they will arrive by 7 a.m. From the tiniest screw to a fully reconditioned engine, the range has it all. "We guarantee our dealerships that they will receive the ordered parts by the next morning if they order by 4.30 p.m.," Andy Baldy emphasises. "The majority of our orders are received online, via our electronic catalogue system CLARK PartsPRO™ PLUS, which is seen as one of the best in the industry. We are also very proud of it because it carefully lists the product codes for all CLARK product ranges from the past 60 years. With its user-friendly design, the customer can see straight away whether the part they require is in stock. But if the customer prefers one-to-one contact with our ordering team, CLARK is of course on hand around the clock."

In order to continue this success story, CLARK puts its trust in partners who are 100% reliable. "Night Star Express has been one such partner for us since 2012 now. With their help, we are able to streamline, achieve faster response times and later pick-up times while maintaining excellent quality," Andy Baldy says. "It's not just the fact that we receive a daily status report about consignments delivered – we are also proactively informed if a consignment should be late. Problems with delivery are very rare, but information readily provided represents a huge service advantage for us. No other logistics company is able to provide this, and with this

level of quality." The partnership with the Night Star Express team responsible, which comprises Joachim Zeuch, Michaela Niederwerfer and, of course, our drivers, is close and characterised by trust. "They are always available, we know them in person, and they are absolutely customer-focussed," says the CLARK Parts Sales Manager. Nothing about this is set to change in the future – in fact, quite the opposite. The next joint projects are already in the starting blocks. These include the expansion of the overnight express service to include additional neighbouring countries in Europe, as well as an intelligent returns management system that is tailored to CLARK's needs.

Night Star Express wishes CLARK Europe GmbH all the best in the continuation of its success story and is happy to be able to accompany it on its growth trajectory as a reliable partner in after-sales logistics.

■ [WWW.CLARKMHEU.COM/DE](http://WWW.CLARKMHEU.COM/DE)

*Andy Baldy explains: "In 2017, CLARK celebrated the 100th anniversary of the forklift truck. Where would we be today without CLARK? Without a doubt, it is hard to imagine a world without forklifts to move pallets, containers, raw materials, machines and much more from A to B quickly and safely. Machines instead of muscle – this was Eugene Bradley Clark's mission, inspiring him to design the world's first forklift back in 1917."*







Mazda Motor Logistics Europe has entered into a long-term partnership with overnight express service provider Night Star Express Hellmann N.V. As part of the partnership forged on 1 July 2019, Night Star Express Hellmann N.V. delivers several hundred consignments per day from Willebroek in Belgium to Mazda dealers all over Germany. Mazda Motor Logistics Europe has joined forces with the Night Star Express network in order to further improve its pre-8 a.m. service to the German Mazda dealership network.

“We are delighted to have Mazda Motor Logistics Europe on board as a high-profile new client for Night Star Express. This partnership is a major step towards boosting the strategically significant area of overnight deliveries for automotive clients. The fact that we won the tender for this international contract underscores the quality of our international network and, particularly, the great partnership between the Night Star Express teams in Germany and the Benelux countries,” say Patrick Löwenthal, CEO Night Star

Express Hellmann N.V., and Matthias Hohmann, Managing Director of Night Star Express GmbH Logistik.

**WEST HUB INSTALLED IN DÜSSELDORF**

“In order to be able to offer Mazda Motor Logistics Europe later pick-up times and to streamline the transport times from Belgium to Germany,” explains Matthias Hohmann, “we have set up a West hub in Düsseldorf to sort and distribute the consignments. Since

# WE WON THE BID

MAZDA MOTOR LOGISTICS EUROPE  
NEW CLIENT FOR NIGHT STAR EXPRESS  
HELLMANN N.V.

*Heads of department from Mazda and Night Star Express are looking forward to the partnership*





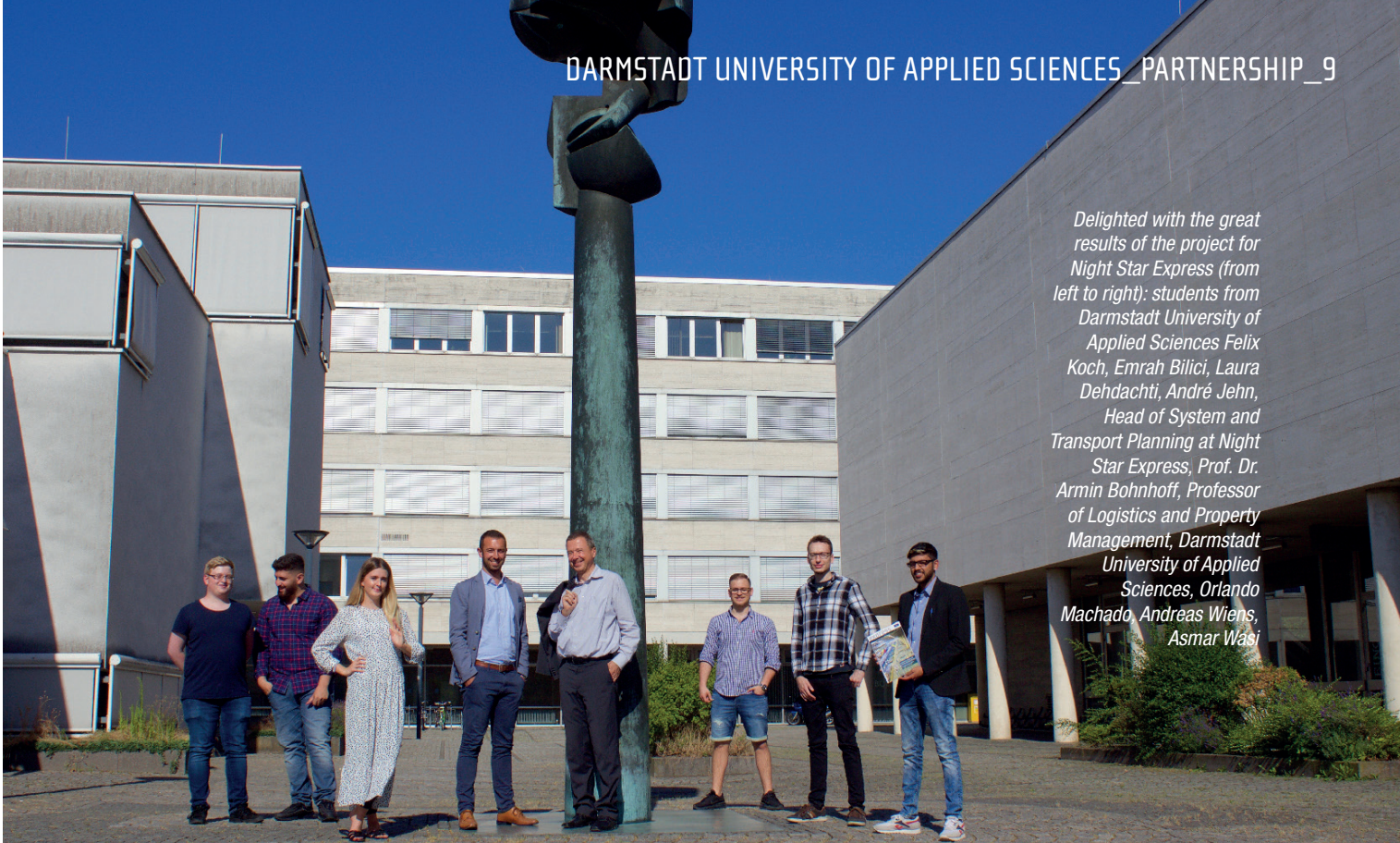
July 2019, several trucks, semi-trailers and vans have been leaving the Mazda replacement parts warehouse in Belgium every day over the course of the afternoon and into the evening.

After around three hours, they arrive at the Night Star Express West hub in Düsseldorf, are unloaded and the consignments distributed to the correct routes within Germany. To do this, the local team has been supplemented so that we can now guarantee our “first-class” delivery performance to the Mazda dealers by 8 a.m. at the latest – in many cases, often much earlier. At the same time, the new hub in Düsseldorf also enables us to optimise the Night Star Express network in Germany.”

Dieter Renne, Manager, After-Sales Service, Mazda Motors (Germany), emphasises that the parts supply plays a crucial role in the Mazda service business in every way: “For reasons of competitiveness, we need to offer reliable supplies every night. Because we expect our dealerships to pursue ambitious goals, they also have high expectations of us. The partnership with Night Star Express will help us to live up to these expectations in the future.”



Arrival of Mazda replacement part consignments from Willebroek in Belgium to the Night Star Express hub in Düsseldorf



Delighted with the great results of the project for Night Star Express (from left to right): students from Darmstadt University of Applied Sciences Felix Koch, Emrah Bilici, Laura Dehdachti, André Jehn, Head of System and Transport Planning at Night Star Express, Prof. Dr. Armin Bohnhoff, Professor of Logistics and Property Management, Darmstadt University of Applied Sciences, Orlando Machado, Andreas Wiens, Asmar Wasi

# KNOWLEDGE TRANSFER WITH DARMSTADT UNIVERSITY OF APPLIED SCIENCES

## LOGISTICS STUDENTS ANALYSE CONSIGNMENT HANDLING AND YARD PROCESSES

In April 2019, Night Star Express GmbH Logistik assigned logistics students from the Darmstadt University of Applied Sciences the task of analysing the consignment handling and yard processes within the Night Star Express hub in Hünfeld. The focus of the scientific documentation was on determining the different costs for conveyable and non-conveyable items.

Every night, the Night Star Express hub in Hünfeld, central Germany, processes around 12,000 parcels within a time frame of just 2.5 hours. In addition to conveyable consignments, a large number of them are non-conveyable items such as exhaust systems or windscreens, which require manual handling. Around 70 employees keep things running efficiently. At the same time, more than 100 drivers are kept busy with loading and unloading.

This hive of activity has now been subjected to the careful consideration and analysis of the six students studying logistics

management at the Darmstadt University of Applied Sciences Faculty of Economics. To do this, the young students made several visits over the past few months, observing the night-time handling and yard processes, recording information regarding the effort required to process conveyable and non-conveyable consignments. The team of students presented their results and initial solutions for the further optimisation of the processes at the Night Star Express hub to their professors and the client as part of their final presentation in late June 2019 in one of the Darmstadt University of Applied Sciences lecture theatres in Dieburg. André Jehn, Head of System and Transport Planning at Night Star Express, emphasises: “The students have developed great solutions. The project represents successful knowledge transfer between the university and the world of business. Over the next few months, we will see whether, and to what extent, these solutions can be implemented.”

Prof. Dr. Armin Bohnhoff is also delighted with the results of his students and the way the project was run: “A great project has been born of the partnership with Night Star Express. We are very happy that companies such as Night Star Express offer our students the opportunity to garner practical experience at an early stage in their studies.”

### ABOUT DARMSTADT UNIVERSITY OF APPLIED SCIENCES

With nearly 17,000 students, Darmstadt University of Applied Sciences (h\_da) is one of the biggest universities of applied sciences in Germany. The Logistics Management course has been offered by the Faculty of Economics since the winter semester of 2016/2017 and is supervised by four Professors of Logistics, amongst others. The first students to graduate from this new course will do so this winter semester.





# TRANSPORT LOGISTIC 2019

## NIGHT STAR EXPRESS MAKES AN IMPRESSION

The world's biggest logistics trade fair took place in Munich from 4 to 7 June 2019. For the first time in years, Night Star Express did not have its own stand. Yet, it was still able to make a lasting impression here and there with regard to the hot topics of logistics, such as digitisation and the lack of drivers in the business.



### “KOLIBRI” PROJECT

Together with the Fraunhofer IML, Jens Schoneboom, our Head of IT and Organisation, represented the “KoLibri” project at transport logistic 2019.

The research project scientifically described as a “collaborative supply system with mobile ramp transfers for time-critical consignments” (German acronym: KoLibri), financed by the German Federal Ministry of Education and Research (BMBF), was launched in September 2017. The aim of the research project is to develop an app for planning routes that can effectively schedule and communicate the delivery locations and times for replacement parts dynamically between fitters, delivery drivers and recipients.

Night Star Express GmbH Logistik and another logistics company contribute the logistic requirements and their practical experiences to the research project.

As a result of the great partnership, Jens Schoneboom held an interesting lecture in the well-attended Forum IV on “The interplays in urban logistics – bridging the gap between digitisation, sustainability and cost-effectiveness”.

### “HEROES OF LOGISTICS” INTRODUCED AT THE TRANSPORT LOGISTIC 2019 TRADE FAIR

Night Star Express was also represented at the opening event for the “Heroes of Logistics” campaign. At the press conference, lots of



press representatives showed great interest in the new campaign to improve the image of the logistics industry. The campaign is the brainchild of the “Die Wirtschaftsmacher” initiative in order to raise the profile of the logistics industry. The image campaign aims to help boost the appeal of potential and existing employers and to underscore its importance to the German economy.

As one of the initiative's partners, Night Star Express supports “Die Wirtschaftsmacher”, whose prime directive with the large-scale “Heroes of Logistics” image campaign is to impress potential candidates, new recruits and people willing to switch industry. It does this with stories written every day in this exciting work environment and with people who are dedicated to keeping our economy running and who are its true “heroes” – Heroes of Logistics.

There are plenty of them at Night Star Express, too. In fact, we can introduce our first Hero of Logistics today, right here:

André Jehn is one of our Heroes of Logistics because he has dedicated his talents to improving workflows, which has led to more efficient and more streamlined processes for our staff. In 2018, Head of Route Management André Jehn worked on optimising arrival times at the Hünfeld hub, contributing significantly to improving arrival and departure times, as well as efficiency.

As a result of his initiatives, the topic of a new conveyor system and the reorganisation of the Night Star Express hub in Hünfeld was addressed once more, resulting in him being assigned the prime responsibility for this major task.

Other Night Star Express Heroes of Logistics will be presented from time to time on our website [www.night-star-express.de](http://www.night-star-express.de), our social media channels – Facebook, XING and Instagram – as well as in this customer magazine. Meaning you can stay up to date and know who is working with commitment for you, our customers, and your over-night express consignments.

Night Star Express was also presented as a partner to the “Wir sind Logistik” (We Are Logistics) campaign at the DVZ stand. Plenty of visitors listened attentively to the interesting talks by the interviewees on the DVZ's red sofa, while the Night Star Express star was one of the symbols adorning the wall behind them.



To conclude our trade fair follow-up reports, we can already reveal that we will be on board once more as an exhibitor at the transport logistic 2021 fair! Save the date: 4-7 May 2021!





# G. ENGLMAYER MISSION TO EXPAND

## THE AUSTRIAN LOGISTICS COMPANY GAINS GROUND

**This year, we are celebrating ten years of partnership with our Austrian friends at G. Englmayer! The Englmayer Group, based in Wels, now operates its own network in eight countries and from 18 sites. It moved a total of 2.25 million consignments in 2018.**

With this number of branches, it is of course essential to keep them up to date, to expand them and make general decisions about their status and how they are run. For the Engl-

mayer Group, 2019 has been shaped by new-builds and expansions of existing sites.

### HUNGARY

The foundations were laid for the new site in Biatorbagy, Hungary, back in 2018 – the biggest construction project in the Englmayer Group. The new eastern Europe hub covers around 10,000 m², used for warehousing and handling, and went into operation in September 2019.

### AUSTRIA

The expansion of both sites in Wels and Leopoldsdorf near Vienna was also completed in September. The handling area in Leopoldsdorf has been expanded by 1,500 m² and 12



additional truck gates created – the yard has also undergone an overhaul in order to create parking areas for trucks, swap bodies and cars. At the same time, the handling area in Wels was expanded by 1,800 m² and 10 truck gates added.

### ROMANIA

Plenty of work is underway in Romania, too – one of the best-performing countries in eastern Europe. Here, a new national hub has been set up in Sibiu, in the heart of the country, with an area of 2,500 m², already going into operation in June 2019. Following on from this almost seamlessly in July, construction then began for a new site in Cluj-Napoca in the north-west of Romania – with almost the same area. It is scheduled to go into operation in the first quarter of 2020.

### SLOVAKIA

Here, the team moved into a new, larger and more modern building just outside Bratislava, in Senec, in April. With almost 1,200 m² avail-

able, this also means more space to be able to keep up with the growth in consignments. The G. Englmayer Group currently employs more than 600 people at all of its sites. The portfolio of services includes – nationally and internationally – courier services, day and overnight express services, CEP transports, part and full loads, warehousing logistics, sea and air freight, customs and consulting services, and all-inclusive customised logis-

tics concepts, for example in the textile or procurement industries.

Certifications such as ISO 9001, ISO 14001, EN 12522 and, not least, the company's status as an authorised economic operator (AEO) guarantee lasting, consistent quality for our customers.

<b>Austria:</b>	Overnight express, day express, day B (also with set arrival times)
<b>Slovenia:</b>	Ljubljana: day B by 2 p.m., rest of the country: day B by 5 p.m.
<b>Czech Republic:</b>	Prague: day B by 12 noon, greater Prague area by 4 p.m., rest of the country: day C by 4 p.m. or, alternatively, by overnight express
<b>Slovakia:</b>	Bratislava: day B by 2 p.m., rest of the country: day C by 4 p.m. or, alternatively, by overnight express
<b>Hungary: Budapest:</b>	day B by 2 p.m., rest of the country: day C or, alternatively, by overnight express
<b>Croatia:</b>	within 48 to 72 hours
<b>Romania:</b>	within 48 to 72 hours
<b>Bosnia:</b>	within 72 to 96 hours





# SUZUKI'S EU WAREHOUSE NOW AVAILABLE FOR SWITZERLAND

FASTER AVAILABILITY FOR  
DEALERSHIP NETWORK

**In early 2019, the Suzuki Automobile and Suzuki Marine warehouse in Bensheim, Germany, was directly linked to the Swiss logistics network.**



*Peter Steinmann, Manager  
Parts & Accessories, Suzuki  
Automobile Schweiz AG*



Swiss Suzuki customers can now benefit from higher and faster availability within the Swiss dealership network, thanks to the “dual warehousing concept”. Every day, the Suzuki warehouse in Bensheim prepares around 150 consignments for the Swiss market. The products ordered are listed via the Bensheim customs office so that the goods are permitted to leave the EU on the same day, heading for the Alpine state.

Once the consignments have arrived in the Night Star Express hub in Wolfwil, they automatically undergo customs clearance, are checked, re-labelled and delivered that same night. Of course, end customers who do not have a depository location can also select daytime delivery by 12 noon.

This concept means that the orderer, manufacturer and logistics company can cover the entire supply chain in under ten hours. This naturally results in major advantages for Suzuki: For one thing, there is no need to store items in the Swiss central warehouse, which directly results in improved performance both in terms of time and costs.

As a result of dovetailing warehouse and transport processes, the world is becoming ever smaller while borders are becoming more porous. High-speed logistics from southern Germany to Switzerland are now the standard, as shown by the example of Suzuki.

These kinds of dovetailed, innovative and effective structures are what make international overnight and same-day deliveries possible. This increases the availability of national warehouses, and thus customer satisfaction, with a significant boost to sales.

Peter Steinmann, Manager Parts & Accessories, Suzuki Automobile Schweiz AG, says: “Thanks to direct deliveries and the reliable distribution by Night Star Express Schweiz AG, we are now able to react to customer and dealership needs even more quickly and flexibly, which means we can serve Suzuki’s customers even more effectively. This means more efficient processing on our side and shorter idle times in the workshop for the dealership. And, most importantly, shorter waiting times for customers until their cars are roadworthy again.”



