

# express



CUSTOMER MAGAZINE 4\_2022



**ENVIRONMENTALLY  
FRIENDLY AND EFFICIENT**

**NEW LED LIGHTING AT HUB HÜNFELD**

51° 32' 9.096" N



# ROBUST COURSE SET THANKS TO ALL EMPLOYEES



Dear readers,


many of us are in a similar situation: With the start of a new year and the first entry in the calendar, you can still see a whole twelve months ahead of you. It feels like a long time at first, but it flies by in a flash. The almost twelve months that have passed have brought with them a special pace – with many ups and downs. And certainly with more depths than any of us suspected and imagined. With their force, they have left their mark on all areas of life. Let us hope that there will be more bright spots in the coming year. Nevertheless, crises also have their good points: When they are over, you have learned a few things from them as tools for the future.

The issues of the year have also moved us as a company and all our employees. This is not inevitable when colleagues work and communicate with each other. Despite the disruptions, we can once again look back on a very successful year in which we set a robust

course for our business: With new and still valued cooperation partners as well as with additional services and projects.

We are renowned in the industry because our overnight express service is extremely attractive to a large number of companies, as it covers a strategically important niche. None of this would be possible without committed staff and reliable cooperation and business partners. I would like to express my sincere thanks and respect to all of them here. We can be proud of our successes and gain strength from them for the coming year.

Sincerely



Your Matthias Hohmann



## ACKNOWLEDGEMENTS AND LEGAL NOTICE

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## DONATION BOX IN BRONNZELL FILLS UP

# HOME GOALS LET US CHEER TWICE

With every home goal scored by the SG Viktoria Bronnzell club in Hesse, money goes into the donation box for young people with disabilities. The first results of the campaign under the motto "Donate, help" are already impressive. This spurs the sporting ambition of the players and their fans even more.

### Where and how to donate?

St. Antonius-Stiftung  
IBAN: DE06 5305 0180 0040 0313 21  
BIC: HELADEF1FDS  
Sparkasse Fulda

Please indicate a clear purpose for the donation in the field "Verwendungszweck", e.g.: "Foundation project er:wachsen".

You can find further information on the foundation and the project on the Internet at: [www.antonius.de](http://www.antonius.de)

"We started the fundraising campaign only recently and have already collected a proud sum. And the 2022/23 season will still be running for a while," says a delighted Rüdiger Spiegel, head of the Night Star Express main handling operation in Hünfeld and stadium spokesman for the SG Viktoria Bronnzell club. Every home goal means 20 euros for a good cause plus additional income from a donation box that is set up at every game and stocked by spectators. "Even small amounts help. What's more, the gesture of supporting a good cause that makes life easier for people right on the ground is what counts."

### REGION STICKS TOGETHER

The donations will go to the St. Antonius Foundation in Fulda, which, among other things, launched the selected project er:wachsen. The money will be used to finance the construction of a barrier-free greenhouse in Haimbach and the purchase of the corresponding equipment to support the work of young people with disabilities and thus offer them a meaningful professional perspective.

André Jehn, Head of System and Transport Planning at Night Star Express and initiator of the fundraising campaign, is also more than satisfied with the initial results. "People like to support us because we not only show sporting commitment, but also get involved in social issues. Especially in these times, we do not want to forget our fellow citizens who do not have it so easy in life. We stick together in the region. Last year's fundraising campaign already showed that." Also Night Star Express Managing Director Matthias Hohmann expresses his appreciation: "The home goal fundraiser shows once again that together you can make a lot of things happen. This is what solidarity is all about and it sends out a visible signal

### YOU TOO CAN HELP

The SG Viktoria Bronnzell association is happy to receive further donations. The St. Antonius Foundation as recipient is recognised as a charitable and non-profit foundation. After receipt of your amount, you will receive a donation receipt that is valid for the tax office.





# Capture data digitally around the clock with smapOnen

## Employees use new app

*Manual checklists are partly a thing of the past in the warehouse area of the main handling facility (HUB) in Hünfeld. Some employees already use the innovative smapOne app. And quite incidentally, a lot of paper is saved. Another piece of sustainability at Night Star Express and a system that can be further expanded.*



Katharina Völlinger, warehouse manager at HUB Hünfeld, enjoys working with the new smapOne app

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"Our motivation for choosing smapOne as a no-code platform goes back to several reasons. The main motivation was to analyse process flows to see how we could make them even more efficient and, at the same time, reduce high administrative costs with a nevertheless considerable need for paper," explains Ulfert Horlitz, Head of Quality and Environmental Management at Night Star Express. "The decisive factor was certainly also the aspect that manually created checklists, forms and protocol or audit reports are much more time-consuming to handle and there is a higher susceptibility to error rates or transmission losses. Archiving the data is also much easier now that it can be viewed quickly and conveniently by everyone involved. Changes can also be incorporated and updated very quickly, which significantly increases our responsive-

ness. We have received useful tips from the companies of our shareholders, Honold Logistik Gruppe and Zufall logistics group, who are already working effectively with this solution in practice. We look forward to another constructive exchange of experiences."

Katharina Völlinger, warehouse manager at the HUB Hünfeld, is enthusiastic about the app and appreciates the advantages: "Now we don't have to write and send separate emails for each process. This is taken care of by the joint inspection of the data, which we enter and pass on transparently on a module-by-module basis. Thus, we gain time to concentrate on other work processes." After a short training period, operating the app is very straightforward. Another advantage: You don't need any special programming knowledge or the support of an IT department: "Our ability to already use the system in a versatile way, and the additional possibilities it still offers are amazing."

### NETWORKED WITH EACH OTHER

The current operation is testing how all processes within warehouse logistics can be transformed into IT-supported solutions. Send-

ers and recipients are networked via the app and can exchange important information quickly and easily while complying with the strictest data protection regulations. Its use increases targeted planning and productivity on all sides, which in turn leads to improved competitiveness and sustainability. After the extremely positive interim balance, it is planned to continuously optimise the system and to digitalise even more business processes and procedures within the network.

"The smapOne app has already convinced us. As a leading logistics and overnight express service provider, we want to further advance the topic of digitalisation. We have already launched some interesting projects in the past. Looking to the future, this will result in further valuable synergy effects from which we can benefit," emphasises Matthias Hohmann, Managing Director at Night Star Express.

"We attach great importance to training the know-how of our employees accordingly. We encounter great openness and flexibility, which of course makes rapid implementation much easier."



# Environmentally friendly and efficient LED lighting

## Step-by-step conversion at the HUB Hünfeld

*The warehouse in the main handling facility (HUB) in Hünfeld has recently been completely converted to LED lighting. This leads to considerable cost efficiency and increases the eco-balance. The powerful and long-lasting light sources are also the optimal solution from the point of view of occupational safety.*

"The employees find the LED light very pleasant. It distributes evenly and does not cause any adverse effects. On the contrary: The colour rendering is significantly better than with conventional lighting, as the luminous efficacy is much higher," explains Ulfert Horlitz, Head of Quality and Environmental Management at Night Star Express. "The various workplaces on different levels and the communal areas are illuminated in the best possible way, so that we meet the standards for workplace lighting according to the Occupational Health and Safety Act at an above-average level. After all, good lighting is a must for working safely and without fatigue. Especially in shift work, as is the case with Night Star Express."

Lighting in companies devours enormously high costs, which are reflected in the electricity bill. If the conversion is made to modern LED lighting technology, the estimated saving in terms of electricity consumption and electricity costs is more than 50 percent. Because LEDs consume little energy and require less energy

to produce, CO2 emissions are noticeably reduced – a decisive advantage for the environment. The service life of the luminaires and their low probability of failure can also be seen in the reduced maintenance expenditure and its associated costs. The system also enables convenient monitoring, control and networking – without expensive interruptions.

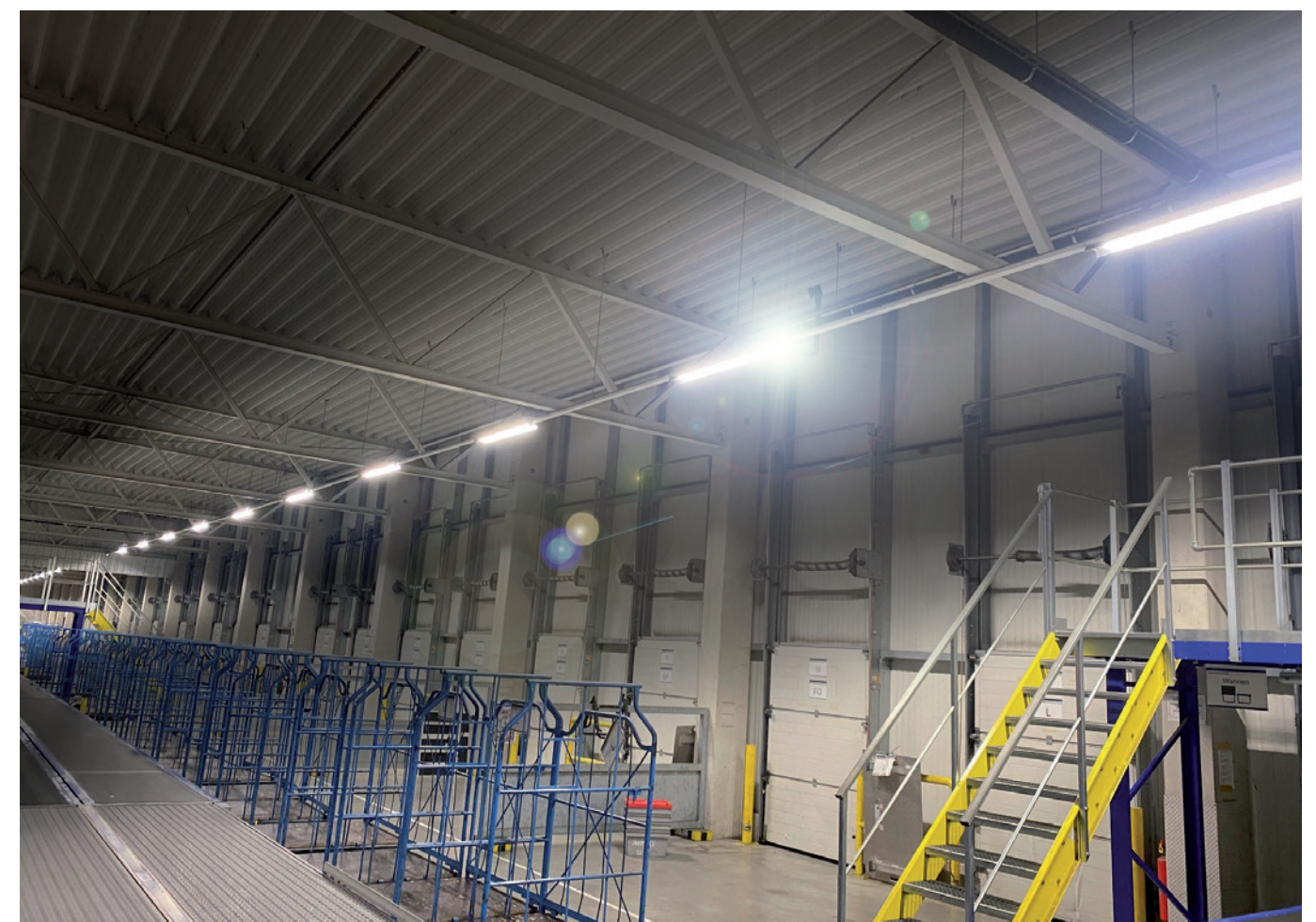
### POSITIVE INTERIM BALANCE

Night Star Express has therefore been looking at replacing the old lighting with LED lighting

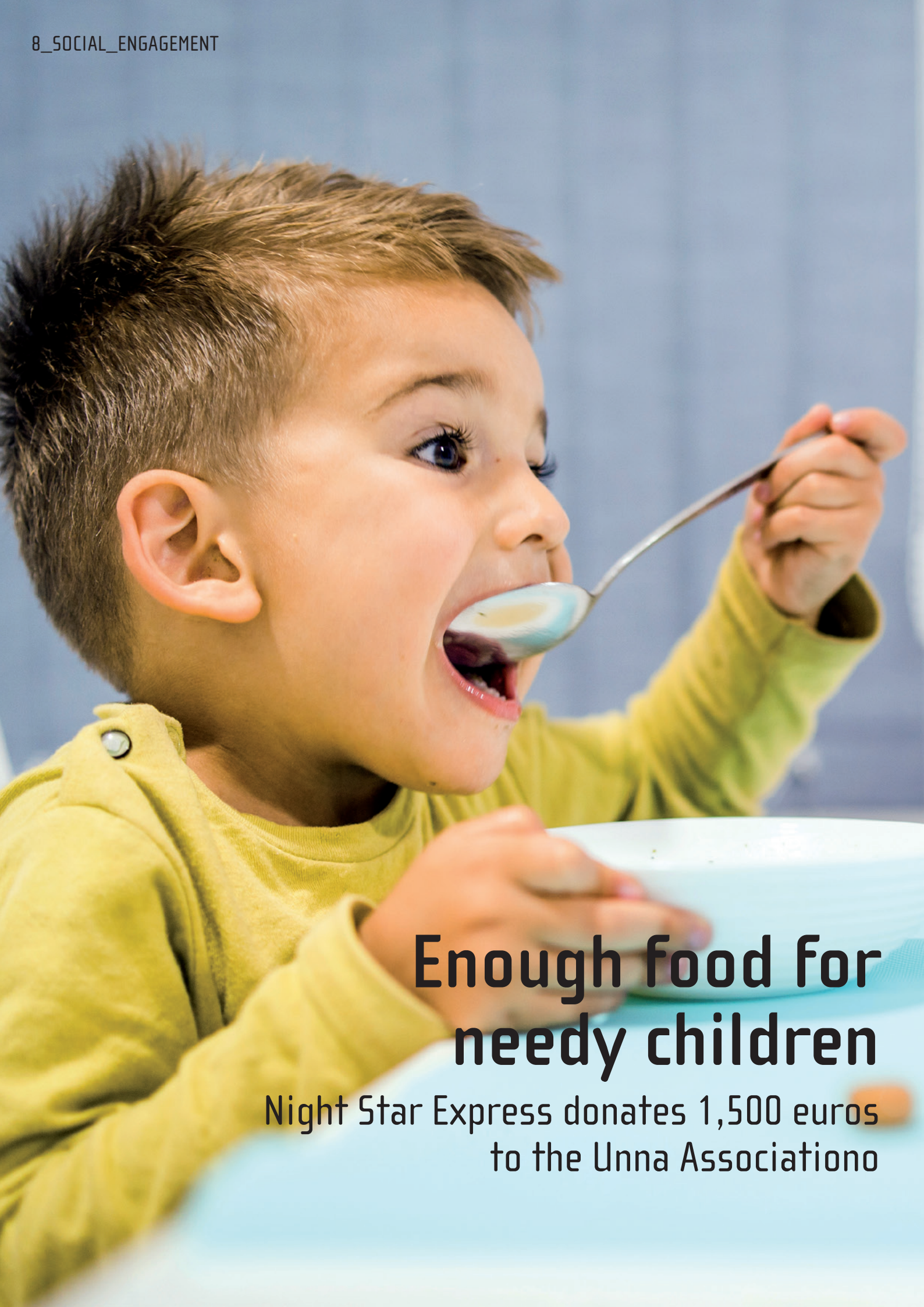
solutions for some time. The project started with a detailed needs assessment. Based on the results obtained, the gradual conversion of the lighting systems began, which was expanded to include LED lighting in the offices and outdoor spotlights. "The interim results have already won us over. They show that our investments have already paid off and are extremely well invested. Especially in times of high and rising energy costs, the topic of energy efficiency plays an extremely important role for us," emphasises Ulfert Horlitz.

### What does LED mean?

*The abbreviation LED stands for "light-emitting diode". The diodes are only about one millimetre in size and a good choice when it comes to energy-efficient lighting. The reasons are obvious: LEDs not only have a long service life, but are also particularly energy-efficient due to their low power consumption. Compared to a conventional incandescent lamp, they require around 80 percent less energy and still have a strong luminosity. In addition, the maintenance expenditure is reduced. Many LED lamps are infinitely dimmable and can be operated remotely via voice control and app.*







# Enough food for needy children

Night Star Express donates 1,500 euros  
to the Unna Association

*Fruit, vegetables and warm & healthy meals every day: For many children this is a matter of course, but unfortunately not for girls and boys from socially disadvantaged families. The association "Aktion für Kinder in Unna e.V." is committed to alleviating some of the hardship. Night Star Express is supporting the association's tireless commitment this year with a donation totalling 1,500 euros. The money is needed more urgently than ever.*

Children are suffering from poor and unhealthy nutrition right on our doorstep? This is difficult to reconcile with our affluent society, but it is nevertheless a bitter reality. Maria Walter, chairperson of the association for 17 years now, could tell a few stories about this: "Just recently, we supported a single mother so that her children could have a decent school lunch in all-day care. She found it difficult to fill out the necessary applications. So that not too much time passes and the children don't have to watch others eat, we bridge the time until the applications are approved and the necessary financial resources are made available," reports the 70-year-old, who, like all her fellow campaigners, works on a voluntary basis. It is not possible to compensate for the social imbalance completely, but the aid helps to avert the worst. "We are actually spending most of our time plugging holes because the need is growing far too rapidly and across the board." The money is not only earmarked for school meals. Contributions and donations also go towards fruit and vegetable baskets for kindergartens and international classes at vocational colleges. The next project to be set up is a super project together with child and youth organ-

isations. What does a sensible diet look like? How can suitable menus and shopping lists be made, even with little money? The association also carries out important educational work in this direction. Maria Walter: "In times of fast food and convenience food, many parents have forgotten how to cook for themselves. A balanced breakfast and a packed school bag with a proper break time meal – some children can only dream of this. They suffer from social stigma and have health limitations, even at a young age."

**NO CHILD SHOULD FEEL EXCLUDED BECAUSE OF POVERTY**

For Matthias Hohmann, Managing Director of Night Star Express, the financial support from the company and all employees of the night express service provider is a real concern. "With our donation of 1,500 euros, we are helping in various places, because even small amounts make children in Unna fuller, healthier and happier. None of them should be excluded because money is tight at home." Maria Walter is delighted about the generous grant. "Every cent, every euro goes exactly where it is needed. Almost 20 percent of children in Unna al-

ready suffer from poverty. In view of the general development, the numbers will probably increase even more in the future. This fills us with great concern."

If you would like to actively support the association by contributing your time, you are welcome to contact Maria Walter. New ideas are also very welcome.

■ **MARIA WALTER**  
**PHONE 02303 9791844**  
**E-MAIL: MARIA.WALTER@T-ONLINE.DE**

You can find out more about the association at: [info@aktionfuerkinderinunna.de](mailto:info@aktionfuerkinderinunna.de)

Would you like to donate?

■ **SPARKASSE UNNA KAMEN:**  
**IBAN: DE76 4435 0060 0000 1120 37**

■ **VOLKSBANK UNNA**  
**IBAN: DE48 4416 0014 6343 1625 00**

A donation receipt will be issued upon request.





# Always a few steps ahead

## Night Star Express present at trade fairs

The world of logistics is evolving particularly rapidly. Acquiring new knowledge, exchanging ideas and spotting new trends all give Night Star Express a strong position in a busy industry, and a competitive edge. Attending trade fairs and professional events is therefore a matter of course for the overnight express service provider and proves to be a successful marketing tool.

Benjamin Mäße's trade fair calendar is full to bursting: Only recently he was at the IAA TRANSPORTATION in Hanover. "The fair is internationally regarded as the largest and most important platform for the transport and logistics industry. The dimension with more than 1,400 exhibitors from 41 countries was already very impressive. Accordingly, the impressions gained and the knowledge transfer were also extensive. The professional presentation formats alone ensured this," he reports in his function as Head of Sales at the Night Star Express system headquarters. A portion of fascination also resonates: "I experi-

ence every time what a high value our very special service as a night express service provider has in the most diverse industries. Trade fairs such as the IAA are an extremely attractive platform for further expanding our business activities, identifying trends and positioning ourselves accordingly. It's well worth the visit and time very well spent."

Digitalisation, optimisation of supply chains, automation, artificial intelligence, sustainability or the expansion of electromobility with the associated charging technology: These are the topics that are currently occupying the logistics industry

intensively. But legal framework conditions, the global political situation and the impact on the energy industry are also at the top of the agenda when experts from all over the world meet to exchange ideas. Benjamin Mäße: "There is lively discussion at the events and people share their experiences. Nowadays, no company can escape global material bottlenecks, political decisions or a sometimes very high cost development, especially in the energy sector. But at the same time, solutions are sought together, which in turn unleashes new ideas for cooperation, networks or the development of products and services. We are therefore in a constant future-oriented process. The logistics sector can provide crucial and system-relevant support here. And Night Star Express is at the forefront of developments."

### SUCCESSFUL DISTRIBUTION

Attending trade fairs and other events, however, serves a completely different important goal: "It is a blessing to be able to exchange ideas in person

again after the fierce waves of the pandemic. Digital formats certainly have their advantages, but being present on site is something completely different," says Benjamin Mäße. "What is also not neglected is networking and the opportunity to make new contacts with potential customers and decision-makers. After all, successful sales thrive on this. Night Star Express has a very good name as an industry leader. We are regarded as a reliable and innovative business partner. This is another piece of good news we regularly bring back from our face-to-face meetings." Matthias Hohmann, Managing Director of Night Star Express, can only confirm this statement: "Our tailor-made services concerning overnight express deliveries enable our customers to expand even more attractive sales channels and business areas. It's a win-win situation for both sides."



Benjamin Mäße



# HOELZLE AG cooperates with Night Star Express

## Delivery option integrated in the webshop

*For some time now, HOELZLE AG (Switzerland) has been offering the night delivery service via Night Star Express (NSE). The main advantage of this service, according to Simon Baumann from the management, is its plannability: The required repair parts are already delivered when work starts early in the morning. This delivery option is activated in the HOELZLE webshop with one click. Night Star Express processes the shipment overnight and delivers it to the address of your choice. As simple as this service can be selected, as challenging is its implementation.*



### A JOURNEY ACROSS SWITZERLAND

A customer in Crissier in the canton of Vaud (CH) orders two flasher units and selects the "night delivery service by NSE". The order is checked at HOELZLE, set up and registered with NSE. At 5.30 pm the appropriately labelled package is collected by NSE – the journey begins. At 7.45 pm the package arrives at the NSE shipping centre in Wolfwil, Solothurn. The delivery route is already noted on the shipping chain and the parcel is sorted accordingly. The drivers now load their vehicles. All labels are also scanned in the process. From around 11 pm onwards, the drivers set off on their routes – with the aim of having all the parcels deposited at the right place for the customers on their route before 7 am. Empty roads at night and optimised routing help the drivers to achieve this goal. So this package is also delivered at 4.51 am in Crissier, and the customer can fit the items into the vehicle right at the start of work.

### NIGHT STAR EXPRESS – WHERE LOGISTICS MEETS IT

Every day, NSE delivers 6,000 to 8,000 parcels with an average total weight of around 45 tonnes to workshops throughout Switzerland. With a clear focus on the automotive industry,

NSE can deliver several packages from different workshop suppliers per customer. In addition to this synergy effect, a top software, which was specially developed with partner 1st Log, helps to maintain an overview. The complete flow of goods and quality control is mapped in the software, from the automatic data exchange during dispatch registration to route assignment and route planning to the GPS-tracked scanners of the drivers.

### TRAINED NSE DRIVERS – THE WELCOME "BURGLARS"

Not every driver is suitable for the challenging job of NSE courier. Since most people are asleep during NSE working hours, the drivers must not only work quickly and precisely, but also quietly and discreetly. The drivers are also trained in this. Where there is a custodial agreement, it is important to open and close doors quietly and to switch any alarm systems off and on again. A high level of supply security in accordance with the motto "Ordered today, delivered tomorrow" is the most important promise that HOELZLE makes.

Night delivery service – a service that pays off. In addition to the aforementioned plannability, the speed of the overnight delivery service has

already impressed 25 percent of HOELZLE customers. Many also appreciate the efficiency and the security against theft. Thanks to the highly recommendable depot agreement, no work is generated with the receipt of the parcels. And when a key is handed over, the parcels are safely deposited in the building.

**MORE INFORMATION ABOUT HOELZLE AT: [WWW.HOELZLE.CH](http://WWW.HOELZLE.CH)**



Simon Baumann





# The youngest client in our network

## We present: TVH Parts NV

*TVH Parts NV offers its German customers a "first class" night express – via the Night Star Express network. The starting signal for the first night transport was given on 28 February this year. In the meantime, we are in the last quarter of 2022 and the entire "transition process" has been successfully completed. In February, two vehicles took off daily for the West-HUB in Düsseldorf. After full implementation, six vehicles currently drive to the new West-HUB in Leverkusen every day. TVH Parts can offer its customers overnight express shipments throughout Germany – with guaranteed delivery before 7.00 am or before 8.00 am.*

### TVH PARTS

As a global player, TVH Parts is a parts specialist for forklift trucks, industrial vehicles, construction and agricultural machinery, among others. With a range of more than 46,000,000 articles for industrial trucks, industrial vehicles and construction and agricultural machinery, the company has an overwhelming assortment.

### TVH PARTS: GLOBAL PLAYER AND SOUGHT-AFTER PARTS SPECIALIST

The company is headquartered in Waregem, Belgium. The US market is served from the regional headquarters in Kansas, USA. In addition, there are 81 branches on all continents. "The Hub", TVH Parts' new headquarters since March 2022, is a state-of-the-art building with an area of 13,000 m<sup>2</sup> that provides space for

the company's more than 2,500 employees in Belgium. The more than 5,000 employees worldwide are committed to achieving the best possible results every day.

The subsidiary Bepco Parts, the world's leading supplier of spare parts and accessories for tractors and agricultural machinery, has also been part of the Night Star Express network for many years. Night Star Express Hellmann handles night transport for Bepco Parts in Germany, Belgium and the Netherlands as well as next-day (express) transport in Austria and Switzerland.

### THE START-UP PHASE BETWEEN TVH PARTS AND NIGHT STAR EXPRESS

Every day, many overnight deliveries for the German market leave the Belgian town of Waregem. For the drivers, this means a daily race against time: To get to the West-HUB in Leverkusen, they have to travel over 300 kilometres. During the start-up phase, a phased plan was adopted to gradually integrate all customers into the Night Star Express network. A strategy that worked brilliantly! TVH Parts has many thousands of customers in Germany. From February to September 2022, the majority of all customers were switched to the Night Star Express network. In the first months, two vehicles drove to the West-HUB daily. As the number of customers grew, so did the number of vehicles travelling to the West Hub. Thanks to the close communication between the TVH Parts and Night Star Express Hellmann teams, this process went smoothly. During the transition phase, the relocation of the West-HUB was also completed. The HUB has been located in Leverkusen since mid-September. With good and ongoing arrangements, both teams ensured that customers noticed little to nothing of both the transition phase and the new (and larger) West Hub in Leverkusen.

**Herbert Sercu (Corporate Traffic Manager, TVH Parts):** "Due to the immense number of delivery addresses TVH has in Germany, the start with Night Star Express was a real stroke of luck. We took the time to start in several phases to make the implementation process as smooth as possible. In the meantime, the implementation has been completed and we look back with satisfaction on the professional approach of both parties. With Night Star Ex-

press, we have been able to significantly improve our delivery reliability in Germany, which is not always a matter of course, given the many logistical challenges we face on a daily basis."

**Stijn Dholander (Manager Traffic, TVH Parts):** "Despite the great challenge and a relatively short period of time, we can speak of a success story here in terms of implementation. The mutual understanding of each other's needs and questions and the expertise of all involved have ensured this extremely speedy start. The most important thing, of course, remains the implementation in daily business. We from the entire TVH traffic team can clearly say that this is going according to our expectations in many areas."

**Christophe Decaluwe (Traffic Manager Regional DCs EMEA-APAC):** "Based on the experience we have had with Bepco Parts and Night Star Express for our shipments to Germany and the Benelux countries, we have also decided to put TVH Parts' shipments in the trusted hands of Night Star Express. The combination of the excellent services and good customer care is a recipe for long-term cooperation. Of course, a business launch of this magnitude (thousands of delivery addresses) does not happen overnight. Nevertheless, we managed

– with the necessary preparation of both parties – to make everything work flawlessly. We are already looking forward to a long-lasting partnership."

**Patrick Löwenthal (CEO of Night Star Express Hellmann):** "We are delighted to be able to carry out the night express shipments in Germany for TVH Parts. TVH Parts is a major international player with whom we have been in (in)direct contact for many years. The fact that the cooperation has now actually started offers good prospects for the future of our entire network. That's why I'm pleased that we have taken this path together and successfully!"

**Daniel Siemes (Business Development, Night Star Express Hellmann):** "Both teams can look back on a great project. Thanks to the effortless and pleasant communication, we hardly encountered any problems with this major project. A great success for both teams. In the meantime, we have been handling the entire volume for the German market for about two months. This involves several hundred shipments being delivered every day. The good service, but also and especially the fast communication between the customer service of TVH Parts and Night Star Express ensure that the customers receive a first-class service!"





