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## Baptism of fire for the logistics industry

How Night Star Express coped with coronavirus



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# EXPRESS IN THE TIME OF CORONAVIRUS

## NIGHT STAR EXPRESS STILL OPERATING WITHOUT CONSTRAINTS



Dear readers,

With the exception of the special digital issue in early April, this is the first print issue of express magazine in the time of coronavirus. After the first few weeks, where we all had to keep on our toes and react and adapt to new situations, a little “normality” has now returned to Germany and to Night Star Express. I hope that you and your loved ones are all healthy and doing well.


Right from the start, we adopted a range of measures to prevent infections among our staff, and these measures have proven themselves effective. Mandatory face masks, shift systems, extra supplies of disinfectant – all of these things have made their way into our lives and helped us to ensure that our customers’ consignments are still delivered with the same reliable quality standards. This issue reports on precisely these positive

things. Once again, we would like to thank our customers, who issued the relevant status certificates for our drivers quickly and unbureaucratically at the start of the crisis so that they would not be held up by official checks. And thank you for the support that we have received.

We will also inform you about our other news because there’s more to life than just coronavirus!

Happy reading and stay healthy.

Best wishes,

  
Matthias Hohmann

# TEST PHASE LAUNCHED

## KOLIBRI RESEARCH PROJECT



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.

Under the consortium leadership of the Fraunhofer Institute for Material Flow and

Logistics (IML), the project partners are developing a mobile KOLIBRI app for inter-company, dynamic route comparisons and optimisations with real-time data and use in real-life conditions. The KOLIBRI app pools the data for delivery routes for multiple companies. This will enable the handover point and time to be agreed automatically and flexibly so that any urgently needed replacement parts can be delivered even more quickly and reliably. Night Star Express and another logistics company are contributing the logistic requirements and their practical experiences to the research project.

In the current KOLIBRI project phase, alternative handover points are being given a practice run. By looking at overnight routes, daytime courier services and where service technicians are working, the app determines where the most logical handover point is for consignments.

In early March, a Kern GmbH parcel terminal was set up at the Fraunhofer Institute for Material Flow and Logistics (IML). The parcel terminal is integrated into the KOLIBRI app for delivery drivers and service technicians. This facilitates not only the delivery, but also the collection of consignments.

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# ROYAL

# RELOCATIONS

## HIGHLY SPECIALISED TRANSPORT LOGISTICS

When the bees start buzzing again after the winter, Night Star Express’ bee transportation service commences once more. Lots of beekeepers around Germany buy queen bees in order to ensure that the gene pool of their colonies does not become weakened by inbreeding. And when these winged sovereigns need to travel, they require the greatest care. This is exactly what Night Star Express provides with its bee transportation service.

Whether it’s humans or bees moving house, the experience is stressful, which is

why we transport these useful creatures at night, when they are less active. The insects are picked up in the late afternoon and reach their destination the next morning before 8 a.m. Their travels often take them to the furthest reaches of the country.

The transportation boxes, which we designed ourselves, are shockproof and air-permeable, while the fine plastic mesh ensures that the bees cannot get out. In this way, the bees are moved to wherever they are needed with the very least amount of stress and with nearly 100% survival rates.

Even moving an entire bee colony to another part of the country is not a problem and can be done within just 12 hours.

“Bee transportation is something special for us, because we see it as our way of making a small contribution towards maintaining healthy bee colonies. Without these important insects to pollinate our plants, our supermarket shelves would look pretty empty,” summarises Stephan Meyer, Head of Sales, West, for Night Star Express Hellmann Worldwide Logistics.





# SHAPING THE FUTURE WITH 60 YEARS OF EXPERIENCE

## VISITING THE GLOBAL MARKET LEADER BOMAG



**We are delighted that we were able to meet Dennis Kapell, Head of Parts Sales at BOMAG, and Bernd Dietrich, Operations Manager at logistics partner company EBL-Ehrhardt + BOMAG Logistics GmbH, just prior to the start of the coronavirus crisis. Meike Stephan from the editorial team and Night Star Express Hellmann & Honold GmbH contact partner Marco Greuling travelled to the beautiful River Rhine in late February.**

Everyone will have seen a BOMAG machine at a construction site or roadworks site: The black and yellow machines are as unmistakable as they are essential when it comes to heavy-duty tasks. BOMAG is the global market leader in compaction technology and manufactures machinery for the compaction of soil, asphalt and waste. The small company that was set up in a garage in Boppard in 1957 has, over the past 60 years, gone on to become an international company with 2,500 staff around the globe. The headquarters of the company, which has belonged to the French FAYAT Group since 2005, are based in Boppard, a beautiful town in the Rhine Gorge. The family-run FAYAT Group is able to provide the right machine for any task, from the smallest road repair to the construction of a new road.

Right next to the BOMAG site are the grounds of EBL-Ehrhardt + BOMAG Logistics GmbH. The cutting-edge EBL logistics centre is the result of a partnership with Ehrhardt + Partner Gruppe (EPG) – one of the leading logistics experts in the world. EBL has been taking care of global replacement parts logistics for BOMAG GmbH since 2012. The warehouse is continually updated with the latest technologies and is seen as a trailblazer in the world of logistics.

Due to the immediate proximity of EBL, BOMAG has an innovative partner just a stone's throw away. "The fact that we are right next door is a huge plus," say Bernd Dietrich and Dennis Kapell. "The partnership was established in 2012 and works really well. We regularly have meetings together and review and analyse our processes."

One of the latest innovations at EBL is known as "pick by voice" – a voice-directed system for picking goods. This system incorporates what is known as an order-picking jacket, which contains all of the components for reliable order picking, including a microphone and speaker. Thanks to its exceptional comfort, the employees benefit from

optimised ergonomics and freedom of movement in the workplace. It also improves productivity and reduces the error rate. In the course of day-to-day operations within the automated high-bay warehouses and small parts warehouses, machines constantly measure vibrations and temperature changes in highly sensitive components in order to be able to gather information about wear and tear on components and the availability and maintenance interval frequency of the facilities. These technical innovations are not only of interest to university students of IT and logistics completing their integrated degree programme at EBL – the high-tech warehouse is also drawing groups of international visitors who want to tour the facility. Here, Night Star Express uses several vehicles to pick up replacement parts every evening, with consignments destined for Benelux countries picked up from the depot next to EBL in the late evening.

"The partnership between BOMAG GmbH and Night Star Express was established back in 2004," explains Marco Greuling. "The consignment volume has rocketed in the past two years." Dennis Kapell has an explanation for this: "One reason for this is the launch of our online shop for replacement parts. Small machinery clients can also order replacement parts in the parts online shop." The portfolio is enormous: "The smallest parts we do, such as washers, weigh in at just a few grams, while the heaviest weigh over five tonnes."

"Our customers can place their orders before 6 p.m., either online or by phone, and will receive the replacement parts via Night Star Express by 8 a.m. the following morning at the latest," says Dennis Kapell. "We also offer phone support as a special service. The expert team advises customers as to which replacement parts are right for them. It is very important that the parts get to where they're needed quickly. Otherwise, an entire construction site may be brought to a standstill."



*From left to right: Bernd Dietrich, EBL-Ehrhardt + BOMAG Logistics GmbH, Marco Greuling, Night Star Express Hellmann & Honold GmbH, Dennis Kapell, BOMAG GmbH*

Night Star Express picks up the parts from EBL in the early evening. "Lots of customers wait all day to see which parts they need for the following day and only place their orders at 6 p.m.," says Bernd Dietrich. Bernd Dietrich and Dennis Kapell find the flexible loading capacity particularly positive. "We always plan enough loading volume," explains Marco Greuling. "Sometimes, an additional collection vehicle is required, which we can then provide at short notice."

"We are really impressed with the degree of flexibility at Night Star Express!" continues Dennis Kapell. "One of our regional fitters always received parts delivered to his car at 7.30 a.m., for example, but needed to set off earlier. By changing their route planning, Night Star Express was able to accommodate our request for earlier delivery, even at short notice. It wasn't a problem at all. The delivery quality is also exceptional. It's not just us that have high quality standards. We want to be able to offer our customers a logistics partner that lives up to our ideals in terms of performance and quality, including during transportation." Dennis Kapell is also a fan of the easy contactability: "No matter whether we have questions about tracking or proof of delivery, they always have a fixed contact partner available for us! That gives you a much more positive feeling than just ending up in some call centre somewhere. And we would also like to reiterate here how great the service is. We are actively informed if there are delays as a result of traffic jams, for example, and can then proactively inform our retailers and customers. That goes across really well."



*"Pick by voice" with the order-picking jacket  
Source: EBL-Ehrhardt +BOMAG Logistics GmbH*





# HIGHLY EFFECTIVE CRISIS MANAGEMENT

NO INFECTIONS; DELIVERIES  
WITHOUT CONSTRAINTS

We dedicated a special digital issue to the topic of coronavirus in April. We would like to take this opportunity to publish a brief review now that the worst is over. While the risk is still with us, the Night Star Express crisis management strategy has worked very well so far.



André Jehn

Since early March, coronavirus or COVID-19 has brought the world to a standstill. To date, Night Star Express has managed to make its way through this challenging period without any infections or major constraints thanks to its extensive range of countermeasures. A carefully honed crisis management strategy contributed towards this. Here are the key points:

- Informing customers and business partners regarding potential delays
- Issuing drivers with essential goods status certificates from clients to allow them to access areas under lockdown

- Extensive hygiene measures in our hubs:
  - Provision of hand sanitiser
  - Mandatory wearing of masks and gloves
  - Communication and visualisation of distancing and hygiene regulations
  - Implementation of a shift system in order to avoid transmission of the virus and to be able to fall back on a team with full operational capability in the event that the other team becomes ill
  - Explanation of the correct steps to take if someone becomes ill or has contact with someone who is ill
  - Getting rid of meeting points by switching off coffee and vending machines

- Worst-case scenario route planning with back-up routes if one company is quarantined
  - Office staff now work from home
- André Jehn, Head of System and Transport Planning, says of the measures: “In my opinion, we did everything right and everything we could in order to protect our staff and the Night Star Express system. Thanks to our fast reactions, we were able to prevent the worst. We all contributed towards this and are still able to deliver all of our consignments successfully as usual.”

## A STRONG SENSE OF SOLIDARITY AND CONSIDERATION

### AN INTERVIEW WITH MATTHIAS HOHMANN ON THE CORONAVIRUS CRISIS

The coronavirus crisis has, so far, left Night Star Express unscathed. There were reductions in volume, but all customer consignments were delivered as usual. Thanks to extensive safety measures, our staff were able to avoid infections. We asked Managing Director Matthias Hohmann how he felt the past few months went.

**Editorial department:** “Mr Hohmann, coronavirus or COVID-19 has been uppermost on everyone’s minds for quite some time now. When did you first realise that the situation was serious?”  
**MH:** “Back in early March, the media was already reporting widely on the fast spread of coronavirus in China and other countries. We knew that something big was coming our way – something that we should not underestimate.”

**Editorial department:** “How did you prepare for this situation?”  
**MH:** “We set up a crisis committee and made sure we stayed abreast of the latest developments. With several video and telephone conferences every day, we agreed on a suitable course of action.”

**Editorial department:** “What protective measures did you adopt? And who did they affect?”  
**MH:** “First of all, anyone who didn’t absolutely have to be in the office switched to working from home. For operations staff, we developed a shift system and ensured that there was sufficient hand sanitiser and protective equipment available. At times, this was quite difficult because there was, of course, a huge demand for these items and they weren’t always easy to come by. For example, we were able to obtain masks from the company that manufactures our flags. The company expanded its range during the crisis and now also sews protective face masks.”

**Editorial department:** “How did business operations go? Didn’t anyone get ill?”  
**MH:** “Of course, we planned for the worst



and were able to adapt our route planning just in case one of the companies had to be quarantined. But, luckily, none of our staff fell ill – neither in Germany nor in any of the other countries where we have partners and our own companies.”

**Editorial department:** “Were vehicles still able to get through everywhere, or were there restrictions in areas under lockdown?”  
**MH:** “We were able to cross the borders and our drivers did not have to join the long queues of trucks because we generally only use vans under 7.5 tonnes for our deliveries. In order to access areas under lockdown, we had to prove that we were transporting essential goods. Our customers really helped us out here, quickly and effectively! There weren’t any official entry permits or any option to certify our status as a company delivering essential goods. As a result, we asked our customers to confirm in a letter that we were transporting goods that were essential for public life. The



*feedback was astonishing! Within just a short period of time, we received letters, generally accompanied by the sender's gratitude and very best wishes. I was really delighted with such a positive partnership. And it also shows how satisfied our customers are with our work."*

**Editorial department:** "What financial toll has the crisis taken? Were there any redundancies or other measures taken?"

**MH:** "We held up very well in this respect. While there was a minor decrease in consignment volume, the much higher decrease in weight transported and number of items transported posed a much bigger challenge. As a result of continual changes on the market, we considered the necessary operational changes with great care. This resulted in a highly goal-oriented creative approach. Sales and Operations staff mastered March and April, the peak of the coronavirus crisis, in fine style thanks to their close consultation with one another. We

*showed that we were able to adapt to the new situation very quickly. We also used short-time working hours as a mitigating instrument in the areas where it made sense to do so. But we should also point out that this is not possible in every area. In the operational areas, staff continued to work hard even in more physically demanding conditions. By doing this, we were able to prevent the worst-case scenario and also secure all jobs, which, of course, is a huge relief."*

**Editorial department:** "What would be your personal summary of the past few months?"

**MH:** "Every crisis has a positive facet and brings with it a new beginning. Even if this crisis is not yet over and no-one knows what is yet to come, we should still try to see the positive sides. From the very start, I was impressed by the solidarity and respectful attitude that reigned within the Night Star Express system. Our warehouse employees continued to work to their usual high quality

*standards uncomplainingly, occasionally under difficult conditions, wearing gloves and masks. Overall, everyone worked with commitment so that we could make the best of the situation. And, so far, it has been a great success!"*

**Editorial department:** "Thank you, Mr Hohmann, for giving us this personal statement!"



# 24-HOUR COURIER AND EXPRESS SERVICE ESTABLISHED

NIGHT STAR EXPRESS HELLMANN B.V., 'S-HEERENBERG

## OVERWHELMING COMMITMENT THANK YOU TO OUR BUSINESS PARTNERS AND EMPLOYEES

Our special issue in April already dealt with the topic – but we would once again like to take this opportunity to say THANK YOU!

In early March, Night Star Express had to make some important decisions very quickly. The outbreak of the COVID-19 pandemic in Germany meant that we were all faced with an unprecedented challenge. Safety measures had to be put in place in order to protect our employees, and we had to coordinate with our customers and inform our hauliers, warehouse and office staff and drivers of the next steps and measures.

Suddenly, entering areas under lockdown in Germany and in neighbouring countries became a problem. We didn't have the necessary official permits so this is where the Night Star Express sales staff stepped in. They asked customers to confirm that we were transporting essential goods. And the feedback was impressive. Not only did we receive the letters of confirmation extremely quickly, they were often accompanied by the sender's gratitude and very best wishes. A positive and

stable partnership is particularly important in times of crisis, so we would like to thank you all once again from the bottom of our hearts.

Another big thank-you went out to our Night Star Express employees on 20/03/2020 when Managing Director Matthias Hohmann published an official letter of gratitude to the logistics staff via social media and email.



On 1 May 2020, Night Star Express Hellmann B.V. founded Hellmann Express Services B.V. (HEXS). The new company offers courier and express services from its headquarters in 's-Heerenberg to the Benelux countries, thus building on the existing overnight express service. By doing so, Night Star Express Hellmann B.V. is responding to the constantly rising demand for a 24-hour courier service that offers same-day deliveries from a single company. With the automotive industry as a strategically important core customer segment, the seamless, same-day delivery of replacement parts is in increasingly high demand.

Furthermore, the service portfolio of HEXS is also set to be expanded with direct load services this year in order to offer all-inclusive solutions for supply chains and thus leverage efficiencies on the one hand and protect resources on the other. The aim is to position Night Star Express Hellmann B.V. as a one-stop shop for the Benelux countries over the long term and to tap into new markets.

The foundations for the Night Star Express network were laid in the early 1990s. As a subsidiary of Hellmann Worldwide Logistics SE & Co. KG, Night Star Express Hellmann

B.V. now handles over two million consignments per year, making it one of the key players in the express services segment in the Benelux countries.

"We now have a network in the Benelux countries and beyond that has matured over the past decades. Based on this existing infrastructure, our new company HEXS B.V. means that we can now collect consignments both during the night and day with very short response times, and deliver them

domestically or abroad within one day," explains Patrick Löwenthal, Managing Director, Night Star Express Hellmann B.V.

"Given that we want to significantly expand our express activities throughout Europe over the next few years, establishing the new Hellmann express service marks the first milestone in our comprehensive strategy," says Wilfried Hesselmann, Chief Operating Officer (COO), Courier, Express and Parcel, Hellmann Worldwide Logistics.





# HIGH IDENTIFICATION AND MOTIVATION LEVELS FOR 23 YEARS

MATTHIAS HAMMANN, HAULIER FOR  
NIGHT STAR EXPRESS HAMBURG

**With an impish grin and a sonorous voice, Matthias Hammann appears content and relaxed when we meet him for an interview on 10 March 2020 at 11 p.m. in the Night Star Express branch in Hamburg's Allermöhe district. The 48-year-old lives with his wife, two sons (aged 18 and 16) and a daughter (14) in Soltau, 75 km to the south of Hamburg. We get to know the father of three and owner of the company Matthias Hammann Transporte as someone who knows exactly what he wants from life. He has acquired in-depth expertise in transport and logistics throughout a 23-year partnership with Night Star Express system partner Hellmann Worldwide Logistics in Hamburg. And the overnight express business is still one of his three great passions.**

When Matthias Hammann applied to Hellmann Worldwide Logistics for a job as a driver in the overnight express segment in March 1997, he had no idea of the impact that Night Star Express would have on his career. "I loved being out on the roads during the night – I was my own boss," says Hammann. "When I was offered a fixed route after just three months, I didn't have to think

twice and I took the leap into self-employment. I started off in July 1997 with an enormous delivery area (from Hamburg to Lüneburg to Uelzen), making an average of 20 stops. Which actually isn't much by today's standards," Hammann grins, "but I was enthralled by the entrepreneurial spirit, and the job itself, being out on the road at night, was something that made me happy. I

had made it and I felt that my perfectionism helped me to provide an exceptional service. Financial success wasn't far behind. The continual increases in Night Star Express consignment volumes have led to healthy growth for the company over the years. With my team, which now comprises nine drivers and my wife, who takes care of the office work and book-keeping, we are responsible for nine delivery and collection routes south of the River Elbe during the night, with an average of 30 stops. After 23 years, I find this a healthy and manageable company size. Although we could have easily expanded

more as a result of the constant growth in consignment volume here in Hamburg, I made a conscious decision to keep the company this size. After all, you can only produce quality if the conditions and environment are right. From a professional perspective, this includes having a motivated team and reliable drivers. So that we all enjoy what we do, I provide my drivers with my own personal favourite delivery vehicle, a Mercedes Sprinter. From my experience, this vehicle is the best – it has air-con, good lighting and is equipped with a rear-view camera, which is important for our work. Furthermore, my drivers live in their delivery area, so don't have far to travel to get home and can take the vehicle with them. These might be lots of little things, but, together, they help to create a positive environment and encourage good results within the team. For me, that means more peace of mind and time for my other two great passions. Firstly, my family, or my children, who I like to spend lots of time with doing all sorts of things – football, handball and American football with my sons and I enjoy going riding with my daughter, who now has her own Icelandic

horse. Being present to experience my children growing up was always extremely important to me. This was possible for me right from the start because I worked at night and my schedule during the day was different.

And, secondly, there is my passion for acting as stadium announcer for MTV Soltau football and handball teams at the weekend. All of this represents the necessary counterbalance to my working life and makes me very happy and content." Night Star Express and Matthias Hammann are linked by a partnership that deepens in quality as time goes by. "Together, we are highly successful in our relevant market. Over the many years of our partnership, the link has become closer and the level of trust continues to grow. We continue to develop together and can rely on one another 100%. After all, first-class service is our top priority, including when it comes to our internal relationship, too."



*Before coronavirus, from left to right: Fabian M., Michael D., Roger H., Michael S., Daniel M., Fabian B., Patrick T., Marcel S., Matthias Hammann, Marcel W.*





# G. ENGLMAYER BRINGS SERBIA INTO THE FOLD!

## NEW BRANCH FILLS GAP IN THE MARKET

**The republic that made up the largest part of what was formerly Yugoslavia is located at the heart of the Balkan peninsula and has borders with Romania, Bulgaria, Kosovo, Albania, Macedonia, Hungary, Croatia, Montenegro and Bosnia and Herzegovina. This market offers plenty of opportunities for development and economic potential, with growth forecasts even exceeding those of the People's Republic of China.**

Most Serbians are academically educated young employees who are highly motivated to face the challenges of the 21st century economy because they believe in the economic potential of their country.

### **A GOOD REASON TO EXPAND THE G. ENGLMAYER NETWORK!**

Founded in October 2019, ENGLMAYER Serbien d.o.o. went into operation on 8 January 2020 and currently employs four office staff.

The primary areas of focus for this very new team are in the field of international network transport (from the EU markets to Serbia, Montenegro, Kosovo, Albania and Montenegro, and vice versa), customs

clearance, national distribution, FTL\*, LTL\*\* and project business.

The company is entering the market with its own consignment volume and the high degree of customer focus associated with the ENGLMAYER name.

\* In logistics, FTL is the international abbreviation for full truckload. The term refers to a truck that is carrying a single consignment and is therefore at full capacity. An FTL consignment is picked up from one dispatcher and transported directly to a single recipient without the need for handling or storage.

\*\* LTL (less than truckload): A partial load is a consignment that does not fill the entire freight space of the vehicle. In such cases, the dispatcher can use the available freight space for other partial consignments. The partial consignments are separated at the destination and delivered to the relevant recipients. In this way, the transport is still able to make a profit. Consolidated cargo is another alternative to a partial consignment.

Just like the other ENGLMAYER sites, all of this is accompanied by the necessary IT infrastructure and a total of 161 years of expertise from the Austrian parent company based in Wels.

Together, this ensured the seamless entry into the Serbian market, which is set to continue successfully despite the challenges posed by the pandemic.

With daily departures to Serbia from Wels, Leopoldsdorf (Vienna) and Biatorbágy (Hungary), Night Star Express customers are now able to make the most of fast processing times for their deliveries to recipients in Serbia, which are only slowed slightly due to customs clearance processes, which are very complex and time-consuming in Serbia (due to "Locator", a kind of electronic monitoring system for goods being transported from the border to the customs warehouse). In the current crisis, this is all made even more complicated by the fact that the COVID-19 restrictions are causing major delays at border crossings and also in terms of customs processing.

The Englmayer family still looks towards the future with positivity, however. The restrictions and constraints are being carefully lifted here, too, as they are across Europe, making it possible for us to gradually return towards "normality".



*Milan ZLATANOVIC (MAS), Managing Director of Englmayer Serbien RS d.o.o.*



# TIME AND TIME AGAIN

## ELITE EXPERTISE: MEASUREMENT CARGO

**Within CEP logistics, measurement cargo is an elite area of expertise but not always the most popular dispatch option among service providers. Whether items are long or bulky, Night Star Express Switzerland is happy to accommodate even the trickiest dimensions.**

Whether it's in the form of trim strips, mudguards, agricultural hooks, mowers, side doors, car bonnets or boots but also hoses and cables on reels, pipes measuring three to four metres long or plastic conduits, we're all familiar with measurement cargo. Such items are the less popular "passengers" among CEP service providers because loading vehicles with them requires a special kind of expertise. Night Star Express has turned this artful way of processing such complex and bulky consignments into a core area of expertise.

"Our consignments are not processed via belt or roller conveyors," says Marcel Tüscher, co-owner of Night Star Express Schweiz AG. "Our strength lies in providing ideal processing conditions for the product type throughout the entire process – from collection to dispatch," he continues. "Our existing specialist customers in the automotive, agricultural, municipal machinery and construction accessory sectors appreciate this straightforward, manual

product processing along the transport route. It ensures consistently high quality and thus a low loss ratio. The drivers receive special training and instruction in checking and loading these items."

The importance of such consignments and their handling is anchored in the DNA of the overnight service provider. "CEP, and overnight express in particular, does not mean that priority is given to consignments by type and shape, even though perhaps some process participants would prefer that this were so. Rather, we are aware that tyres, car bodywork or safety equipment, for example, may be very urgently needed. The safety of a vehicle or the productivity of a combine harvester or tractor may directly depend on such replacement parts," explains Giovanni Iorio, co-owner of Night Star Express Schweiz AG.

Products that need to be specially packaged by the dispatcher and go through specific additional processes to be processed normally by a standard parcel service

provider often affect the total cost accounting more than the customer may think.

One major advantage of Night Star Express is that cargo is rarely charged on a parcel basis but usually on a consignment basis. For this reason, it is no more costly if the company placing the order does so three, four or five times a day. After all, order picking, packaging and special processing is not needed in each case and the goods can be processed individually and prepared for collection.

In this way, bulky goods are treated as if they were standard items. Night Star Express will also be offering various tariffs for bulky goods as of July 2020. After all, why should a consignment measuring three metres long be charged at the same rate as one that is 4.20 metres long?



