

nightstar express



Night Star Express

Customer magazin
1/2018



PUTTING THE CUSTOMER FIRST

WHAT OUR CUSTOMERS SAY ABOUT US



“PUTTING THE CUSTOMER FIRST”
CONSISTENT ALIGNMENT WITH THE “FIRST-CLASS”
OVERNIGHT EXPRESS PHILOSOPHY

5,370,000 times during 2017, we delivered your items to their destinations in under 14 hours – that’s an average of 25,000 consignments per night, safely and punctually. Despite ongoing price pressure and the associated customer losses, we were still able to achieve a slight increase in consignments in the past business year. At this point, I would like to express my deepest gratitude to our staff for their exceptional work. Without their commitment, we would not have been able to balance out the significant loss of consignments by the end of the year.

As an overnight express service provider, we are a major link in the value chain for our customers and create added value for them. If their recipients don’t have all the goods they need in time to start work, their orders

cannot be processed on time. But what’s behind this added value? What additional benefit does this really result in for the customer? To find out the answers first-hand, we asked some of our customers in Germany, Switzerland and the Netherlands, who use completely different Night Star Express services, and their extensive responses are published in this 2018 edition of nightstar express.

I can look back with more than a little pride on this issue because precisely those services mentioned in the individual interviews with customers are the ones that bring additional benefits, or added value. And this added value is created by people who are dedicated to making things run smoothly, day in, day out – to offer you even better services.



The consistent alignment of our service with the “first-class” overnight express philosophy is thus the focus of our activity this year, too. Extensive investments in quality are in the pipeline. After all, it is only with exceptional quality and flexible services that we will be able to maintain the trust of our customers and expand our client base. Furthermore, by the middle of the year, we will have fully implemented our new IT infrastructure so that we will be able to optimise our processes with even more flexibility. We expect to see a significant increase in volume for the current financial year.



It is with this sense of optimism and with some excellent services on board that we enter into our anniversary year. On 1 May 2018, Night Star Express will be turning 25. We are all very excited about this and can already announce the publication date of the anniversary issue of nightstar express – which is already in the preparation stages – for June 2018. Join us in celebrating our anniversary!

Yours,
Ihr Matthias Hohmann



CONGRATULATIONS ON THE
NEW ADDITIONS!
WEEKEND SERVICE FOR HORSE
BREEDERS RESUMED

When the horse-breeding season starts in early March, business operations at Night Star Express go into overdrive, including at the weekend. After all, the valuable horse sperm has to arrive with the mare within 24 hours.

Horse sperm is a very sensitive substance and time is very precious when it comes to horse breeding. If the temperature is too high or it spends too long in transit, the product will suffer. Every year during the breeding season, which lasts from March to August,

we offer horse breeders who don’t want to take this risk a specially tailored weekend service. This service sees consignments of fresh sperm picked up on Saturday and delivered on Sunday by 8 a.m. Consignments to be sent to neighbouring countries can also be delivered with prior notification.

On the next few pages, you can find out why the Paul Schockemöhle stud farm puts its trust in this service for breeding successful horses.

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WHERE TRUE CHAMPIONS ARE BORN

“FIRST-CLASS” OVERNIGHT EXPRESS
SERVICE FOR TOP-CLASS HORSE SPERM

The name Paul Schockemöhle is inextricably linked with the world of equestrian sports. As a consecutive three-time champion in the German Showjumping Championships and Olympic medalwinner, he was a key author of showjumping history in the 1980s. After the end of his showjumping career, he stayed true to equestrian sports as an expert in the field and made a name for himself, not least in horse breeding. His stable saw the rise of world-class riders such as Ludger Beerbaum, Franke Sloothaak and Dirk Hafemeister, who all also went on to win medals at the Olympics.

However, it is not just as a breeder of show-jumping champions that Paul Schockemöhle is exceptionally successful, but also as the horse expert behind what has, over the past few decades, become a highly prestigious stud farm. His stables are home to stallions such as Totilas, Sir Donnerhall and Sandro Hit, who, as national champions, have already gone on to produce successful progeny. The horse sperm is as valuable as these achievements suggest, and has to be sent to breeders throughout Germany and around Europe as quickly as possible. This is where Paul Schockemöhle's stud farm, run by Christoph Hinkel, draws on the expertise and many years of experience of Night Star Express in the transportation of sensitive goods.

To coincide with the resumption of weekend services for horse breeders at the start of the season, the nightstar express editorial team talked to Christoph Hinkel in order to find out what experiences the high-profile stud farm has had in terms of fast deliveries of fresh horse sperm via Night Star Express.

Editorial team: Mr Hinkel, Totilas is well known even to many outside the industry as one of the most successful dressage horses of all time. How many foals has he sired?

Christoph Hinkel: *It's hard to give a definitive answer because Totilas has been at stud since 2011 and has successful progeny both in Germany and abroad.*

Editorial team: How many stallions does the stud farm currently have? And how many horses are stabled here in total?

Christoph Hinkel: *The current collection features 45 stallions, of which around 35 are stabled in Mühlen. Some of the stallions live elsewhere and the semen is sent from there. Another department here in Mühlen is for sport horses, meaning that a total of around 400 horses are trained and cared for in Mühlen.*

Editorial team: How many orders do you receive per day in the breeding season?

Christoph Hinkel: *At the peak of the breeding season, from April to July, we receive around 150 orders per day. The majority are met by dispatches from the stud farm or via direct pick-ups.*

Editorial team: What is the percentage of horse sperm that is dispatched and how of-

ten do breeders bring their mares to you? If breeders bring their mares to the farm, do you use live cover?

Christoph Hinkel: *The proportion of semen that is dispatched is much higher than is used on the farm. In addition, in the peak season, we have over 250 mares on our farm. Mares staying at stud for a longer period of time have regular access to our paddock.*

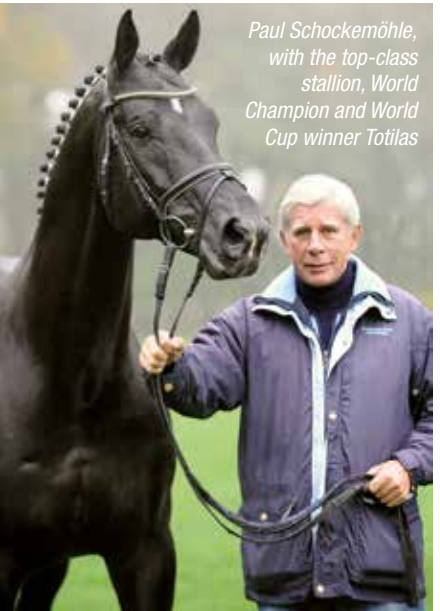
We don't practise live cover on the farm because the risk of injury and infection would be too high to both the mare and the stallion. Live cover is also barely practised any more, although some farms offer a pasture stallion for difficult mares. However, it is still practised for some pony breeds.

Editorial team: Where is the horse sperm sent? To which countries?

Christoph Hinkel: *We differentiate between fresh semen and deep-frozen semen. Fresh semen is sent all over Europe. The order needs to be received by 10 a.m. so that the fresh semen, which has a short expiry, is sure to arrive at its destination the following day. Logistically, that can be a bit of a challenge. Deep-frozen semen generally gets shipped overseas, although it is still sent within Europe, because the deep-frozen semen is stored in a container and has an unlimited expiry, which means it can be used at any time.*

Editorial team: Is there a service promise that you offer breeders in terms of transportation?

Christoph Hinkel: *With regard to transportation, yes. The fresh semen needs to reach*



its destination safely and intact the next day. The fresh semen is dispatched from our farm chilled and packed in polystyrene with cool packs and transported reliably by Night Star Express so that it reaches its recipient the following morning. For German customers, it arrives by 8 a.m.

Editorial team: What were the main reasons for choosing to work with Night Star Express?

Christoph Hinkel: *In our experience, Night Star Express is able to deliver the semen quickly and reliably throughout Germany and neighbouring countries.*

Editorial team: What criteria do you use for evaluating the quality of the Night Star Express service? What makes it special from your perspective?

Christoph Hinkel: *For us, what makes the difference is that the semen needs to be delivered punctually to the waiting mare and also that the company can reliably dispatch to delivery addresses that are sometimes hard to find.*

Editorial team: Mr Hinkel, we wish you every success for the upcoming breeding season and would like to thank you for the interesting conversation.

MORE INFORMATION
WWW.SCHOCKEMOEHLE.COM

TOP SERVICE FOR 25 YEARS

REGIONAL STRATEGY: THE KEY TO SUCCESS

Night Star Express will be celebrating its 25th anniversary on 1 May 2018. The group of seven high-profile logistics companies has become the second-biggest overnight express network in Europe. The aim: To pool logistics expertise within an alliance in order to be able to better meet the demands of the growing CEP market.

Right from the start, everyone involved was aware that successfully entering the overnight market would only work out if everyone pursued a common strategy. In addition to maintaining a consistent, high-quality focus on the customer, the basis for the successful growth of the past 25 years was on the network of small and medium-sized businesses. They not only bring regional proximity to the customer but also a high level of decision-making ability among all system partners. Added to this, the network lives by values such as reliability. All these aspects are reflected in the “first-class” overnight express corporate philosophy.

BUT HOW DOES THE CUSTOMER ACTUALLY BENEFIT FROM THIS REGIONAL STRATEGY?

The nightstar express editorial team found out more from Berlin-based company GREENCAR, the leading specialist in exhaust after-treatment. Its core business involves the repair of diesel particulate filters and catalytic converters for cars and commercial vehicles. The company’s service promise is a guarantee of 12 months or 15,000 km for a reconditioned component.

“Night Star Express’s regional customer service is unique,” explains GREENCAR operations manager Frederic von Verschuer in

a conversation with Benjamin Maße, customer advisor to Night Star Express system partner Gertner in Berlin. “The ability to make fast, binding commitments makes our day-to-day work much easier. We are proactively informed of the overnight dispatches every morning. And if there are any discrepancies, the Night Star Express colleagues in Berlin can always find a solution very quickly. We aren’t aware of any other service provider that is able to do that.”

GREENCAR not only offers its customers a sustainable service for the complete reconditioning of diesel particulate filters and catalytic converters – with a Germany-wide 48-

INFO

GREENCAR was founded by Mirco Ortlieb in Berlin in 2009 and currently employs 14 people at two sites. In addition to the reconditioning and cleaning of diesel particulate filters and catalytic converters, the company also offers retrofitting for diesel vehicles of all sizes – from compact cars to diesel locomotives.

MORE INFORMATION
WWW.GREENCAR.EU



From left to right: Benjamin Maße, Night Star Express Berlin customer advisor, and GREENCAR operations manager Frederic von Verschuer

hour express service, including pick-up and dispatch, the company also scores points for its fast service promise. Thanks to the early, reliable deliveries via overnight express, expensive vehicle idle times, particularly for commercial vehicles, are reduced to a minimum – which is essential for successful growth in this market segment.

NIGHT STAR EXPRESS FACILITATES PREMIUM SERVICE

Thanks to its partnership with Night Star Express, GREENCAR has been able to offer its customers another premium service since early 2018: pre-exchange. It works like this:

GREENCAR sends a reconditioned particulate filter to its customer in a specially de-

signed returnable box. The customer then exchanges the new part for the old one the following morning. The used part is packaged in the returnable box ready for dispatch and is picked up by Night Star Express the same day. GREENCAR in Berlin receives the old particulate filter the following night, where it is reconditioned and then returned back to the materials cycle. “Thanks to having a fixed, expert contact at Night Star Express, it

was easy to launch this premium service,” Frederic von Verschuer continues. “If you want to offer a new service, it is also enormously helpful to have contact partners in the area that you are familiar with. The informal approach makes the whole thing much easier, since new questions often pop up during day-to-day operations. They are then discussed and clarified immediately.”



Particulate filters after cleaning



EXCLUSIVE SUPPLIER OF SPARE PARTS FOR MAN TRUCKS

NEW BUSINESS FOR NIGHT STAR EXPRESS

Throughout Germany, MAN Truck & Bus AG puts its trust in the service offered by Night Star Express. In the latest bid for tenders for spare parts supply in north Germany and Belgium by the parts distribution centre (PDC) in Salzgitter, the experts for urgent overnight express deliveries were able to win out over the competition. The region of south Germany is already supplied by Night Star Express Honold from the PDC in Dachau. This makes Night Star Express the exclusive supplier of spare parts for MAN trucks in Germany.

Business commenced on 1 October 2017. As is standard in the automotive industry, MAN categorises its spare parts deliveries as either rush orders, which are delivered by 7 a.m. after picking them up from the PDC that evening, and forward orders, which must reach the recipient the next day. The condition of the tender was to find a service provider that was able to cope with both types of order as part of a more streamlined supplier management system.

TAILORED SUPPLIER CONCEPT FOR NORTH GERMANY AND BELGIUM WINS THE BID

Under the leadership of Tender Manager Stefanie Ferkau, Night Star Express developed a tailored supply concept for the MAN tender that covered both north Germany and the Belgian market. This includes separate schedules for rush orders and forward orders. The rush orders leave the PDC in Salzgitter at 6.30 p.m. By changing drivers

halfway, it is possible to cover the 460 km to the Night Star Express distribution centre in Maasmechelen, Belgium, within 6.5 hours, without having to take a break. The consignments are loaded up there, distributed between delivery vehicles and delivered by 7 a.m. at the latest. The forward orders are driven directly to Genk, where they are then accepted by our partner Mainfreight Europe and delivered the following day. Within Germany, rush orders and forward orders are

The Hellmann team representing MAN, from left to right: Niklas Meyer, Nora von Grotthus, Oliver Henke, Marc Halbe and Mark Lüders (not shown: Masuhn Kilinc and Steffen Müller)

bundled overnight, which offers major advantages for both parties. In total, Night Star Express delivers 260 consignments, or 45 tonnes of goods, every day in this way. To do so requires 12 trailers and a 16-tonne truck every night, two of which head for Belgium and the rest drive to the Night Star Express sites in north Germany for distribution.

OPERATIONS TEAM IN LEHRTE PROCESSES MAN ORDERS

All transports for the MAN regional warehouse are processed by the Night Star Express operations team at the Hellmann branch in Lehrte. Here, MAN is managed by Nora von Grotthus, Oliver Henke and Masuhn Kilinc. The operations team is supported by the project team



under Marc Halbe and Niklas Meyer when it comes to implementation.

Night Star Express and MAN are already uniting to make history together. From 2007 to 2013, Night Star Express Hellmann was already operating what was known as PDC

Süd (South) in Neufahrn near Munich as a warehousing service provider and processing all transports at the same time. The recent partnership is testament to the trust that MAN has in the quality offered by Night Star Express.

WORLD CUP GUESSING GAME



OUR 2018 WORLD CUP GUESSING GAME

TRY YOUR LUCK!

Football fans all over the world are already eagerly awaiting the whistle that kicks off the World Cup in Russia. As the current champions, Germany is one of the hot favourites, alongside Spain, France, Belgium, Brazil and Argentina.

But we'll have to have a little patience until 14 June, when the best of the best will run onto the pitch and once again put the world of football under its spell. We think everyone is looking forward to the event – and we are

certainly looking forward to it at Night Star Express. It is, therefore, with a little excitement that we can announce the Night Star Express guessing game, which can be found on our website. From 15 May 2018, you can register at www.night-star-express.de/tippspiel and play along!

Get into the spirit of the game with Night Star Express and the German team and look forward to the final. Enter your guess for the individual matches and collect points as you go!



STILL AT THE TOP OF OUR GAME!

160 YEARS OF G. ENGLMAYER

The company G. Englmayer, Spedition GmbH was taken over by Franz Wiesinger from Bad Ischl 111 years ago in 1907, and it has been owned by the Wiesinger family ever since. The company started specialising in customs business very early on, with the company achieving certification as an “officially authorised imperial and royal customs agent” in 1882. In the meantime, G. Englmayer has become Austria’s leading specialist in customs business. In 2009, it was one of the first companies in Austria to receive the status of full AEO, or authorised economic operator. With this service, G. Englmayer is able to offer its customers expert advice and support in all questions concerning customs management. In 2012, the company even founded its own customs academy.

Just when the first deep-sea cable was laid in 1858 between south-west Ireland and Newfoundland with the exchange of congratulatory telegrams between Queen Victoria and the American President James Buchanan, Martin Dollhäubl founded his haulage company in Wels, Austria. This laid the foundations for 160 years of success for the company G. Englmayer. When his stepson, Georg Englmayer, entered the family business four years later, the company received the name it still bears today. The name G. Englmayer, Spedition GmbH is now a highly familiar brand in Austria and eastern Europe.

With the fall of the Iron Curtain in the late 1980s, G. Englmayer quickly recognised the potential of the east European markets. The first international office was opened in Hungary in the 1990s, making the first step towards expanding the company’s business eastwards. Today, the company has a total of 22 sites in Austria and neighbouring countries,

with 13 in Hungary, the Czech Republic, Romania, Slovakia, Croatia and Serbia alone.

Another milestone in the company’s history was the entry into the Austrian overnight express market in 1993, which laid the foundations for the partnership with Night Star Express. In addition to overnight express and daytime express deliveries in Austria, the partnership with Night Star Express has been continually expanded since 2009. In 2014, a direct route was opened from the Night Star Express hub in Hünfeld to Prague. In this way, deliveries to the Czech Republic can reach their destinations in under 24 hours, with some postcodes receiving their deliveries even earlier. In Hungary, consignments are delivered to the greater Budapest area via the Night Star Express network on day B by early afternoon. And in Slovakia, consignments from Germany are delivered to the greater Bratislava area by 1 p.m. the following day.

The Englmayer Group’s 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 logistics concepts that are tailored to the individual requirements of the customer. 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 the customer.

160 years of successful company history are reason enough to celebrate and thank the many people who have led the company to success: its staff. In early June 2018, they can look forward to a big company get-together with a fun, full programme of activities.

WWW.ENGLMAYER.AT



NO NEWS

IS GOOD NEWS

KRAUTLI – A MAJOR PLAYER IN THE SWISS AUTOMOTIVE SPARE PARTS MARKET

Dimitrij Koch: Hello, Mr Zani! First of all, thank you for taking the time to speak to us today. We have been aware of Krautli for some time as a major player in the Swiss automotive spare parts market. We are delighted to have gained you as a customer last year.

Dimitrij Koch: Can you explain to our readers what “Krautli” is and what makes the company tick?

Flavio Zani: *Krautli (Schweiz) AG was founded in 1941 as a retailer and repairer of vehicle instruments. Today, we are one of the leading retailers in Switzerland and a recognised partner to the automotive industry and to the independent automotive parts trade. Our range spans more than 40,000 stock items and our expert sales advisors manage 1,500 active customers. Over 150 consignments are dispatched every day. Our excellent logistics guarantee the delivery of goods either during the night or on the following day.*

Dimitrij Koch: What is Krautli’s core area of business?

Flavio Zani: *Within the spare parts business, we focus on electric and electronic components for vehicles – from light bulbs*



and spark plugs to tachographs. Our technology department also has its own repair workshop. Every day, we repair tachographs and instruments of all kinds and diagnose problems using cutting-edge methods. This service is guaranteed for all of the products we

sell. Since the company was founded, we have stayed true to our principles: cutting-edge technology, the highest-quality products and exceptional service.

Dimitrij Koch: How long has Krautli (Schweiz) AG been using the overnight express service for its customers in Switzerland?

Flavio Zani: *For over 15 years already. Overnight express deliveries are an essential part of our industry. They are a fixed component in our supply chain for the customer and directly influence our productivity.*

Dimitrij Koch: Why has Krautli been looking for a new logistics service provider?

Flavio Zani: *Perfect logistics have become an integral part of our customers’ requirements. Furthermore, our product mix has changed a lot recently. In the digital era, transportation costs have become a very important component. We were looking for a partner who would be able to cover all of our requirements to perfection, taking into account our customer-oriented, economic and quality principles and found this perfect partner in Night Star Express.*

Dimitrij Koch: What reasons in particular spoke in favour of Night Star Express Schweiz AG?

Flavio Zani: *Well, there are quite a few! First and foremost, the fact that NSE Schweiz was already a high-profile partner in our business. They have specialised expertise within the automotive industry and orders are processed to a very high quality level. Another important point is the flexibility and individuality of the pricing, for example. You can see*

straight away the direct link to the practical side of things and that they know their stuff. Also the highly cooperative and professional team, the proximity to the customer and the existing synergies were also all major indicators. As I mentioned, digitisation is a driving force for us and we have found in NSE Schweiz a highly persuasive online solution.

Dimitrij Koch: Did you have any concerns prior to the switch to Night Star Express Schweiz with regard to the sensitive overnight deliveries to your customers?

Flavio Zani: *Of course, it is natural to have concerns and you wonder: “Will it be a smooth transition from the old partner to NSE for the customers? Will deliveries be made on time? Will the returns handling work properly?”, and of course, you are a little nervous before the big day.*

Dimitrij Koch: So, how did the changeover actually go?

Flavio Zani: *98% of it went off to our complete satisfaction. We had no major problems, and we were very happy with that.*

Dimitrij Koch: Were there any specific effects on your business and daily operations?

Flavio Zani: *Yes, there are advantages here, too: For example, we were able to save the packaging for batteries with NSE Schweiz. This makes the handling of this product much, much easier in terms of our logistics.*

Dimitrij Koch: Are you happy with the service and quality offered by Night Star Express?

Flavio Zani: *I can put it quite succinctly: “No news is good news.” If we don’t receive any complaints from our customers, then the customer service and quality of the service are excellent. At the moment, that is the case with NSE.*

Dimitrij Koch: What effects are you hoping to achieve in the future with Night Star Express?

Flavio Zani: *We hope that NSE will remain as creative and customer-focussed as we have come to expect, and that it will continue to surprise us with new, innovative logistics solutions.*

Dimitrij Koch: What could Night Star Express Schweiz improve on for Krautli?

Flavio Zani: *There’s nothing to improve on at the moment – everything’s going really well. But what would be helpful for us and really round things off would be if NSE*

Schweiz were also able to deliver us pallets overnight – that would be the icing on the cake.

Dimitrij Koch: Would you choose to switch to Night Star Express again, given the chance?

Flavio Zani: *Without a shadow of a doubt! Launching our partnership with NSE was absolutely the right decision.*

Dimitrij Koch: Mr Zani, thank you very much for the interview and interesting conversation.

Dimitrij Koch, Night Star Express Schweiz AG (left on photo) talking to Flavio Zani, CEO and Head of Sales at Krautli (Schweiz) AG (right on photo)



IN EVERY CORNER OF THE NETHERLANDS

“FIRST-CLASS” OVERNIGHT EXPRESS FOR WIM VAN BREDA B.V.

In the Netherlands, Wim van Breda B.V. is the specialist for roads, hard shoulders and ditches: an importer without which it is hard to imagine the ancillary building trade and “green sector” in the Netherlands. Based in Geldermalsen, the company represents a total of 17 different brands. Thanks to its wide-ranging activities, Wim van Breda B.V. can offer its customers a broad range of services from a single source.



The portfolio includes long-term and short-term machine hire and its own online shop with around 26,000 items! From its Geldermalsen base, the company offers customers from the agricultural sector cutting-edge, profitable machinery. Since September 2017, Wim van Breda B.V. has entrusted its entire parts distribution business to Night Star Express Hellmann. The editorial team talked to Johan de Leeuw, Service Manager, Wim van Breda B.V., and Robert Overgoor, Commercial Manager, Night Star Express Hellmann.

Editorial team: How did Wim van Breda B.V. become the company it is today?

Johan de Leeuw: *Wim van Breda B.V. has a long history, which goes back to 7 November 1957, when the ambitious Wim van Breda set up his own farm machinery business. The company grew quickly. In 1975, the company moved to its current headquarters at Oudenhof in Geldermalsen. A large workshop and the new showroom ensured that the customer base of professionals and end customers in the agricultural sector expanded continually. The son, Dick van Breda, went on to take over the running of the business. The garden equipment segment was fully integrated into the mechanisation company. Since then, this has gone on to become one of the major pillars of the company's business. The company is now active throughout the Netherlands as a retailer and importer for the green sector. Some of the well-known brands that play a key role in the Wim van Breda B.V. range include Herder, Massey Ferguson, Votex and Veenhuis.*

Editorial team: How did your partnership with Night Star Express Hellmann come about?

Editorial team: *Night Star Express Hellmann had already been taking care of the overnight deliveries for some time, and to our full satisfaction. To keep things as simple as possible and to bundle the consignments, we quickly made the decision to get Night Star Express Hellmann on board as a partner for all of our dispatch activities. The big advantage to this was that many of our delivery addresses were already well known to Night Star Express Hellmann.*

The parts we send out to our customers vary widely in terms of dimensions and weight. Our orders are primarily delivered overnight – from small standard parcels weighing un-



der a kilo to very heavy pallets. The number of problems that we have had with these deliveries is zero! And if anything ever does go wrong, the communication is so efficient that a solution can be found immediately. With Night Star Express Hellmann, we are fully able to focus on what we are experts at: the delivery of components into every corner of the Netherlands.

Editorial team: Mr Overgoor, was Wim van Breda B.V. already a well-known company within the Night Star Express network?

Robert Overgoor: *We have been familiar with the name Wim van Breda B.V. for some time. As a major Dutch player in the ancillary building trade and green sector, we drive to Geldermalsen every night on behalf of several customers. Additionally, we have also delivered several consignments for Wim van Breda B.V. as overnight express deliveries. In 2017, this resulted in a great partnership with countless consignments leaving 's-Heerlenberg every day for recipients all over the country. Furthermore, the number of consignments for export is steadily increasing – which is testament to the growth of this company.*

Editorial team: Mr de Leeuw, what does overnight express mean to Wim van Breda B.V.?

Editorial team: *Every day, our customer service department helps to ensure that our customers can work properly with their machines. Because our customers are located all over the country, picking up components often isn't an option. With overnight express, we can deliver the required parts quickly and*

reliably so that the customer does not have to wait around for the delivery during the day. Night Star Express Hellmann complements our service and represents a major factor in terms of all-round customer satisfaction – particularly when it comes to the dispatch of pallets and parts with unusual dimensions via overnight express. In short, overnight express deliveries are essential to the green sector and will continue to increase in popularity.

Editorial team: Mr Overgoor, how do you imagine the future between Night Star Express Hellmann and Wim van Breda B.V.?

Robert Overgoor: *The launch in September 2017 went very well. Even then, the number of consignments was already at an astonishing level – and that was in the off-peak season. Now, we are making great progress towards the peak season and it is already clear that the consignment volume is continuing to grow every day. Wim van Breda B.V. is primarily active in the agricultural machinery industry and therefore is the ideal affiliate for our network. The company is a major customer, and one that we will gladly serve with excellence as part of our “first-class” overnight service.*

MORE INFORMATION
WWW.WIMVANBREDA.NL

