

nightstar
express



Customer magazine
1/2017



SETTING THE AGENDA
A CONVERSATION WITH MATTHIAS HOHMANN

5.36 MILLION CONSIGNMENTS IN 2016 GROWTH THROUGH COMMITMENT

HORSE BREE- DING SEASON STARTS IN EARLY MARCH



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 – and that’s seven days a week. The weekend service for horse breeders isn’t just available for consignments within Germany, but can also be arranged with prior notice to neighbouring countries.



I will only reflect briefly on the business development of the past year at this point, which was once again positive and highly satisfactory, with growth in consignment volume of around 5%. What I would prefer to focus on is thanking our employees for their amazing commitment, without which this result would not have been possible – particularly in 2016.

After all, growth on the overnight express market last year was shaped by some not insignificant changes and these new conditions have also made themselves felt at Night Star Express. We still had to deal with major customer losses as a result of undercutting by business rivals. Yet despite this, we were still able to register a growth in consignments. Without the incredible dedication of our staff, this would not have been possible.

I am proud to be part of such a great team.

If you would like to find out more about the developments on the overnight express market and at Night Star Express, we have put together some more in-depth information for you on pages 8 to 10.

Best regards,
Matthias Hohmann

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CHANGE IS THE ONLY CONSTANT

NIGHT STAR EXPRESS KLIPPHAUSEN

While things remain much the same at the Night Star Express operation in Klipphausen near Dresden, everything is also somehow different. Effective 1 October 2016, the operation was separated from the Rhenus & Hellmann joint venture and fully integrated into Hellmann Worldwide Logistics. For Night Star Express customers, not much has changed. If you call the fa-

miliar number, you'll still get through to your usual contact partner. Customers only have to get used to the new e-mail addresses and the Hellmann website.

NEW OPERATIONS MANAGER

The reorganisation saw Sebastian Zschirpe take over as Operations Manager and thus also take over responsibility for oper-

ations in Klipphausen. Since then, his predecessor and operations manager of many years, Katrin Franke, has switched to the Sales team and visiting local customers.

A SMOOTH TRANSITION

It's all down to the great work by the whole team in Klipphausen that the transition was not only seamless for its customers, but also for the whole Night Star Express system, with no real problems to speak of – which is quite remarkable given that a new Hellmann IT system was installed for staff during normal operations, including training and induction.

We would like to extend our warmest thanks to our colleagues and wish them all the very best and every success for the future.



Sebastian Zschirpe, Operations Manager Klipphausen (left), and Katrin Franke, Sales Klipphausen (right)



QUALITY BUILDS TRUST

TOP PERFORMANCE FOR
SANITOP-WINGENROTH

Warendorf is known as the town of horses. But it's not just our four-legged friends who feel at home here – a whole range of medium-sized companies do, too. With a wide range of high-quality and innovative products and services, they serve national and international markets from this location in western Germany.



At the forefront is the plumbing supplier and full-service, full-range company Sanitop-Wingenroth. For 80 years now, the company has successfully been an expert link between international industry and the professional DIY trade. With sales in the hundreds of millions and 350 employees, Sanitop-Wingenroth is one of the leading suppliers in its segment in Europe. A modern, up-to-date product range, combined with cutting-edge logistics and a wide range of consultancy options and services that is constantly being expanded are the key to its ongoing success.

A major pillar of Sanitop-Wingenroth's operations is the logistics centre, and its importance is increasing all the time. The logistics centre alone employs 150 people and the modern facility covers a total area of 50,000 m². The 30,000 m² site houses around 17,000 different plumbing and installation products, stored on 22,500 pallets and in 29,500 bin spaces. From light to heavyweight, it's home to the full range. This warehouse makes deliveries to retailers and to customers with whom the full-service, full-range supplier has developed a well-honed service and logistics concept that goes beyond plumbing products alone – and all from a single source. The housing industry is a major driver in the segment. Since mid-2012, Sanitop-Wingenroth has been working with Night Star Express to provide an exceptional level of performance to this sector.

The nightstar express editorial team asked Head of HR and Logistics Management Axel Hehmann, Head of Logistics Michael Borkowski, and Assistant Head of Logistics Dominik Dirkmann, as well as Night Star Express customer advisor Dominik Möller from Hellmann Worldwide Logistics Osnabrück what all this means in practice.

Editorial department: Mr Hehmann – since mid-2012, you have been offering suppliers in the housing industry a range of services that goes far beyond the sale of plumbing products alone. What does this package include?

Axel Hehmann: *A range of added-value services that have led to significant cost savings in the process chains of our customers from the housing industry. These include the tailored coordination of a plumbing product range and the provision of a customer-specific order platform for site managers and fitters from the company in question. Everyone involved has access to this order platform. The parts ordered there are delivered directly to the fitters' vehicles in a single consignment before the start of the working day, by 7 a.m. Mr Borkowski and Mr Dirkmann will now explain exactly what that means in practice.* ▶



CUSTOMER PORTRAIT SANITOP-WINGENROTH



with the logistics experts at Sanitop-Wingenroth, we already started offering an additional logistics service to benefit the housing industry a good two years ago. It goes by the name of renovating empty space. This covers the provision of a whole package of products and materials, including from third-party providers, direct to the flat for renovation purposes. To do this, we receive a key to the flat. This differs from the previous procedure in that before fitters from the housing associations could start work, they first had to carry the renovation materials delivered to the doorstep up to the correct floor – a very time-consuming process. Since mid-2014, Night Star Express Osnabrück has offered Sanitop-Wingenroth customers in the housing industry this consolidated logistics service, which sees the necessary material arrive at the address three days before work is due to start.

Michael Borkowski: We offer the housing industry a product supply concept that is currently pretty unique in the industry. In the past, where the fitter had to drive to the specialist wholesaler himself to obtain the required parts or materials before starting work, he or she can now find them in their vehicle before the start of the working day – and that goes for any order received by 4 p.m. This means that the fitter does not lose any time and can focus on his or her actual work on the construction site. Around 650 fitters across Germany are now registered with us and benefit from this advantage. In order to meet such a complex logistics challenge, however, we need partners – professional and flexible logistics partners that provide added-value services, just like we do. Night Star Express was the perfect fit for us. We first contacted Dominik Möller at Night Star Express Osnabrück in February 2012. His presentation of the range of services and the company's proven expertise in supplying technicians, including managing several hundred vehicle keys, was all we needed to hear. Shortly after this, on 1 April 2012, we started a test phase with four fitters. The results and feedback from our customers were extremely positive.

Dominik Dirkmann: The partnership, which includes daily oral reports between me and a fixed Night Star Express team in Osnabrück, has now been in place for five years. Since then, we have offered Sanitop-Wingenroth and the housing industry high-quality logistics services with a quality of delivery of over 99%. This not only makes our customers happy – we're pretty happy with it, too!

Dominik Möller: High-quality logistics performance for our customers – that's our aim at Night Star Express. And that's why we are constantly working on expanding and improving our portfolio of services. Together

Michael Borkowski: Night Star Express has proven itself to be the ideal partner, and one that we trust. We are delighted with the results, with the exceptional level of commitment and the quality of delivery – and we'll be putting our trust in them in the future, too. I'm sure that we will be able to work with Night Star Express to develop this service in the future.

Editorial department: Thank you for your time.

MORE INFORMATION AT
WWW.SANITOP-WINGENROTH.DE

From left to right: Dominik Dirkmann, Assistant, Michael Borkowski, Head of Logistics, Sanitop-Wingenroth, and Dominik Möller, Night Star Express customer advisor for Hellmann Worldwide Logistics Osnabrück.



SOON IT WILL BE **LIGHTS DOWN,** **SPOTLIGHT** ON IN MUNICH

NIGHT STAR EXPRESS AT THE 2017 TRANSPORT LOGISTIC FAIR

From 9 to 12 May 2017, it's once again time for transport logistic – the leading global trade fair for logistics, mobility IT and supply chain management – to open its doors in Munich and present the entire value chain from the transport and logistics sector. This will be Night Star Express's tenth year in a row as an exhibitor there. This year, the spotlight will

be on tailored overnight express solutions.

LEADING INDUSTRY EVENT

We would like to take this opportunity to invite you to join us at the leading industry event and would be delighted to see you in Munich. Take a seat and allow us to take care of you in the Night Star Express lounge in Hall

A5.205. Experience value-added services from Night Star Express. Our trade fair team is already looking forward to your visit and would be happy to advise you on high-performance overnight services in replacement parts logistics.



READY TO TAKE
ON THE FUTURE

INVESTMENTS IN NEW IT
AND QUALITY DEVELOPMENT

The world is changing faster than ever. Communication density and the amount of information available have increased to never-before-seen levels. As a company, we have to face this development, revise our structures and processes, act in a flexible way and develop a core set of basic values. Particularly in an industry that gets more things moving than in perhaps any other – logistics.

Change has been part of the Night Star Express corporate culture since the very start. An essential aspect of this was changing perspectives, or the method of considering the business model and range of services from the point of view of today's – and tomorrow's – customers in order to assert our market position and to continue to build on it. The company is currently involved in this dynamic and exciting process of market analysis. Night Star Express is working on a new, future-oriented business strategy and is making great headway setting a successful course for the future. The nightstar express editorial team asked Managing Director Matthias Hohmann about the pillars behind this strategy in an interview.

Editorial department: Mr Hohmann, is Night Star Express ready to take on the future? In order to get this appointment with you today, we had to look through your diary of appointments for quite some time. Are you currently very busy dealing with precisely this issue?

Hohmann: *Night Star Express is and has always been ready to take on the future. What plays a decisive role here is that requirements and developments are considered from an external perspective and that the corporate strategy is constantly held up to scrutiny. This is the process that Night Star Express is currently involved in and, of course, this makes up the bulk of what I do.*

Editorial department: What is Night Star Express working on, and what is the company equipping itself with in order to continue its success into the future?

Hohmann: *Currently, we are preparing for the integration of a completely new IT solution, which is to go online as soon as possible.*

Editorial department: Night Star Express is investing in a new IT system! What is the new infrastructure like and what kind of time frame have you provided for its implementation?



Hohmann: We are implementing a solution by our Swiss partner – one that is already customised to meet the requirements of an overnight express service provider. It comprises various modules that have been adapted to our requirements. It's a cloud-based solution that represents the logical development of the system we use today. In addition to a new database for recipients and a returns tool, a central communication platform is the basis for the new system. In the future, our drivers will work with apps that will support them from loading their vans to making their deliveries. The system is due to be fully rolled out across all companies by mid-2018.

Editorial department: The most important criterion in Night Star Express's success is quality, and the company is doing very well in this regard. Will the new IT influence this and/or what is the reason behind the aim to push ahead with boosting quality?

Hohmann: Of course the new IT solution will have a positive impact on quality. Even if we just take the driver app, for example. Here, drivers are provided with all the relevant information for their delivery route: the drop-off information from their recipients, anonymised information about keys and access to drop-off points, a navigation system and photos of the recipients' drop-off boxes. The app is simple and intuitive in its operation, making

our drivers' day-to-day work easier, which will have a positive effect on quality.

Editorial department: Let's consider staff. In addition to tailor-made digital solutions and exceptional quality, people also play an irreplaceable role. Night Star Express repre-

sents continuity in this regard. How important is the dedication of the many long-serving employees to the company's success?

Hohmann: The commitment and dedication of our staff cannot be valued highly enough – particularly given the developments on the market over the past year. As I already mentioned in the introduction to this issue, we had to accept customer losses as a result of undercutting by our competitors. The fact that we were still able to finish the year with a growth in consignment volume is solely due to the exceptional work by our team.

Editorial department: Has Night Star Express felt the changes in recent months from its competitor nox overnight express, formerly known as TNT Innight? What do you think of the acquisition of TNT Innight by an investment fund?

Hohmann: I already answered the first part of the question above – to move onto the second part of the question: I don't see the entry of a financial investor into the overnight express market as an inherently negative thing. After all, an investor wants to earn money and they can only do that if a company makes a profit.

Editorial department: Mr Hohmann, thank you for speaking to us today.



Zoll
G. Englmayer

Logistik - ganz persönlich



AEO – THE AUTHORISED ECONOMIC OPERATOR

NIGHT STAR EXPRESS PARTNER G. ENGLMAYER
OFFERS STREAMLINED CUSTOMS PROCESSING

In the world of international business, reliability, conformity and certified quality are gaining significance. After all, for economic operators, it is becoming more and more important to secure their supply chains. To do this, customs authorities offer certified companies additional privileges when it comes to customs processing.

In response to the terrorist attacks in the US in 2001 and the security measures adopted afterwards, the EU launched its AEO (authorised economic operator) status.

CHALLENGES AND OPPORTUNITIES IN GLOBAL GOODS TRAFFIC

The audit is carried out by the relevant customs authorities in accordance with EU-wide standardised criteria, making the AEO certificate valid across the whole of the EU.

Mutual recognition of the safety standard has already been secured via international agreements with several non-member states, including Switzerland, Liechtenstein, the US, China, Norway and Japan, and privileges adopted for AEO companies from the EU in these partner countries.

Two types of certificate can be applied for from the customs authorities:

- AEO-C – “Customs simplification” (customs privileges)
- AEO-S – “Security and safety” (streamlined security-relevant customs controls)

In order to fulfil the requirements, Articles 38 and 39 of the Union Customs Code require compliance with the following points:

- Prior appropriate adherence to customs and tax requirements
- Adequate accounting and logistics system
- Proven financial solvency
- Practical or professional qualifications
- Appropriate security and safety standards (for AEO-S only)

After a self-assessment by the economic operator, the customs authority carries out the audit. At the applicant’s site, the customs body evaluates the facilities, standard practices and existing safety and security measures.

G. Englmayer, Spedition GmbH was one of the first companies to take part in the pilot

customs project and acquired full AEO certification in 2009. Certification then followed for G. Englmayer, Zoll und Consulting GmbH and its Hungarian subsidiary Englmayer Hungária Kft.

The AEO certificate as proof of security, safety and quality standards highlights companies that place great importance on the security of their supply chain, the careful selection of their partners, the safe handling, storage and transportation of their customers’ goods and on trustworthy staff.

Thanks to regular auditing by the customs authorities, compliance with the AEO standards is continually checked and confirmed at Englmayer.

The customs privileges associated with the AEO-C certificate enable the customers of the Englmayer Group to offer streamlined, faster and higher-quality customs processing thanks to the broad range of services offered by G. Englmayer, Zoll und Consulting GmbH.

For more information on AEO, please visit <http://www.zoll-beratung.at/dienstleistungen/beratung/aeo-begleitung.html> or get into touch with one of our contact partners.



THE FRENCH ARE COMING

NIGHT STAR EXPRESS
SCHWEIZ AG

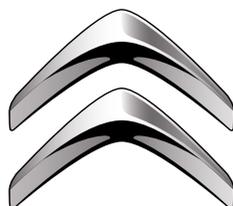
The PSA Group, which includes car manufacturers Peugeot and Citroën, is changing its logistics concept in Switzerland, transferring responsibility for deliveries to western Switzerland, as well as parts of central, northern and southern Switzerland, to Emil Frey Betriebs AG.

Emil Frey Betriebs AG, which has central warehouses in Safenwil and Härkingen, is one of the biggest players in the automotive replacement parts business in Switzerland. With a total warehouse area of 73,000 m², it stores around 250,000 items on behalf of 31 customers and 55

brands, processing an order volume of over 4,500 orders every day.

The latest names to get in on the action are Peugeot and Citroën, which make up around 19,500 cars sold, or over 6% of the market share in Switzerland. From 3 April 2017, the 235 retailers in the Basle/Ticino/western Switzerland region will be supplied once a day and overnight from the Emil Frey Betriebs AG central warehouses.

The overnight deliveries will be handled by Night Star Express Schweiz AG.





Emil Frey AG
ZENTRALLAGER

The company is already responsible for the entire replacement parts overnight business of the Emil Frey Group, right across Switzerland. “With up to 7,000 parcels processed every day in our central Wolfwil depot, we are

one of the top three service providers in Switzerland,” says Marcel Tüscher, Managing Director of Night Star Express Schweiz AG. “With regard to quality, however, we lead the field.”

Hans-Peter Anderes, Managing Director of the Emil Frey Betriebe AG central warehouses, adds: “We’ve been working with Night Star Express since 2011. Its consistently high quality – that is, its punctuality and careful processing of our sensitive products – and the large degree of flexibility in peak and off seasons show us that we have at our disposal a great partner in Night Star Express in Switzerland, and one that provides exceptional performance.”



MORE INFORMATION
AT WWW.ZENTRALLAGER.CH



SUCCESS AND GROWTH BRING PEOPLE TOGETHER

4MOTIVE B.V. AND NIGHT STAR EXPRESS HELLMANN SIGN NEW SERVICE AGREEMENT

On 2 February 2017 in Uithoorn, the Netherlands, the contract between 4Motive B.V. and Night Star Express Hellmann was extended by a further four years. Since it was founded in 2012, 4Motive B.V. has experienced rapid growth. This is also reflected in the overnight express business: In the past five years, consignment volume has increased by a factor of ten or more.

Although it took a while for owner Paul van Diemen from 4Motive to choose Night Star Express, he is now a satisfied customer in every regard. That's why it's now time to pay our customer a visit. The nightstar express editorial team spoke to Paul van Diemen,

Managing Director and founder of 4Motive B.V.

Editorial department: How did 4Motive B.V. get off the ground a few years ago?

Paul van Diemen: 4Motive is the result of



G

my passion for vehicle accessories and parts. Before founding 4Motive, I worked for years in various sales, marketing and management positions in the automotive industry – all involved with the import and export of vehicle accessories and parts.

I always wanted to set up my own business, so, when the conditions were right, I did not hesitate and I set up 4Motive.

Editorial department: What does the name 4Motive stand for?

Paul van Diemen: I knew I wanted a company name that started with a number. This because our industry sees a lot of enquiries made online and, because my company name starts with a number, we always appear right at the top of the list. Another advantage is that we're always listed first on exhibitor directories at trade fairs. 4Motive is pronounced in English: 4 = "four" also sounds like "for"; "Motive" is the abbreviated form of "automotive". So it sounds like "for automotive".

Editorial department: How did you come across Night Star Express Hellmann at that time?

Paul van Diemen: I used to be Managing Director of Quinton Hazell Nederland and we always had another company deal with our logistics. Robert Overgoor from Night Star Express Hellmann must have approached us about ten times to discuss switching to them and I had to let him down just as often. When I set up my own company, I decided to give Night Star Express the opportunity. I'll never forget saying to Robert Overgoor: "Robert, I've been turning you down for so long but it's time to arrange a meeting."

Editorial department: What expectations did you have of your future partnership?

Paul van Diemen: In our industry, punctual deliveries of the ordered goods and replacement parts are essential. If they arrive too late, it means that the customer will look for another supplier very quickly. So I expect that consignments are delivered punctually and as arranged. Since Night Star Express Hellmann took over our logistics, this has all worked perfectly. That's why I decided to make it a long-term partnership.

Editorial department: What do your customers think of overnight deliveries?

Paul van Diemen: It's the ultimate solution for our industry. Customers can order from us by 5.30 p.m. at the latest and they will have the ordered parts on site by the start of the next working day.

Editorial department: Why did you choose Night Star Express Hellmann?

Paul van Diemen: In our highly competitive market, it is vital to offer a good service. This includes competitive pricing, but this must never be at the expense of quality. Night Star

Express Hellmann is the right partner for us, offering exceptional quality for a fair and acceptable price.

Editorial department: From your perspective, what are Night Star Express Hellmann's greatest strengths?

Paul van Diemen: It is an international company that plays an ambitious role on the relevant market. The contact we have is always very personal and the communication pathways are also agreeably streamlined.

Editorial department: Robert Overgoor, what do you think of 4Motive and your future partnership?

Robert Overgoor: It took a while before we could actually initiate a partnership with Paul van Diemen. It didn't work out with Quinton Hazell Nederland, where he used to work. However, since he set up his own company in 2012, Paul turned to Night Star Express and a partnership with a highly valued customer was born – to the complete satisfaction of both parties. The growth that 4Motive B.V. has experienced in recent years is truly remarkable and I expect that the company will continue on this trajectory. I am also very satisfied with the close partnership that has arisen between the two companies. We get on very well with each other and always find solutions quickly. In short, it's a great partnership between two companies that both provide "first-class" service!

Robert Overgoor, Manager, Night Star Express Hellmann, and Paul van Diemen, CEO, 4Motive B.V.



