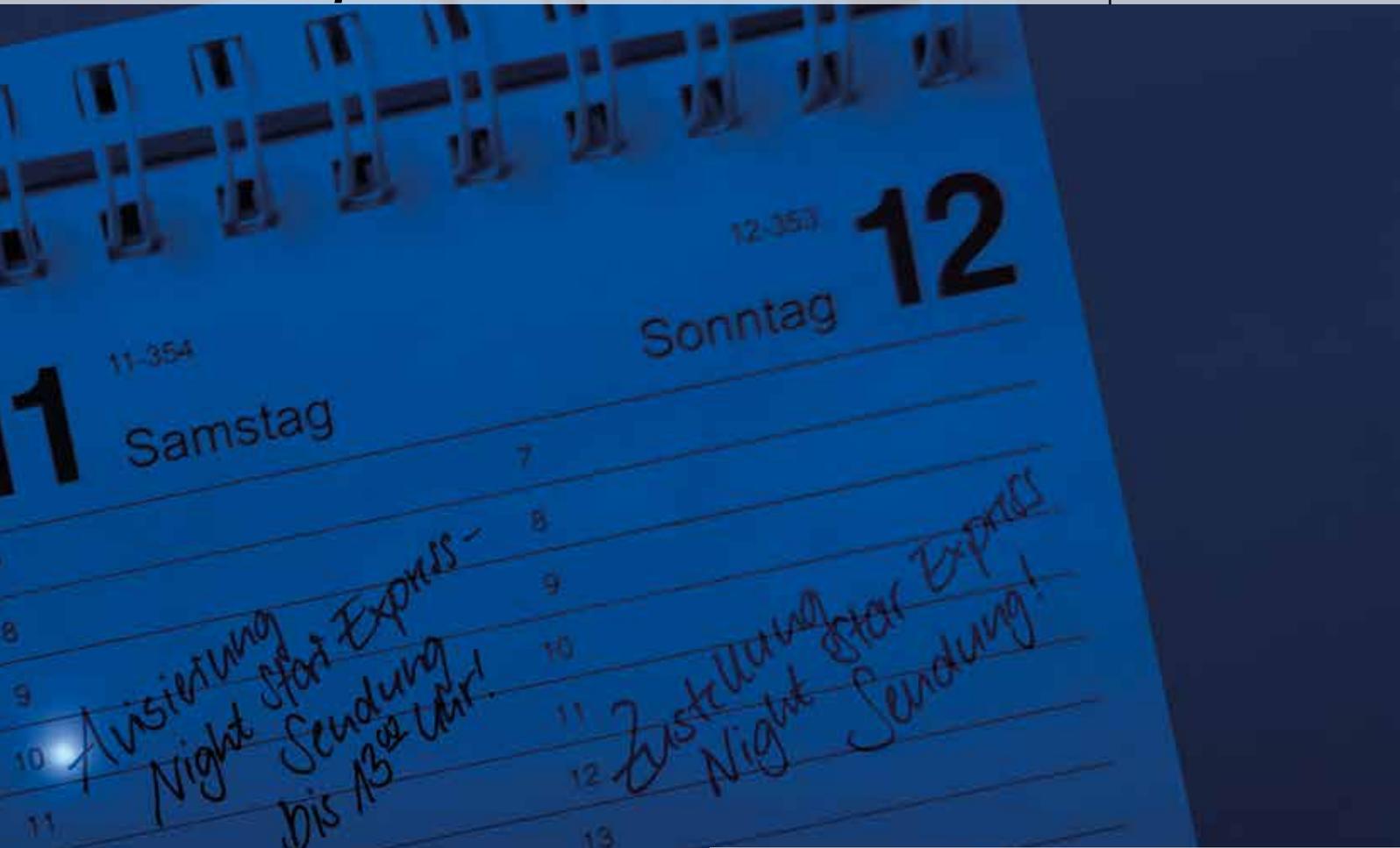


nightstar express



Night Star Express

Customer magazine
2/2016



11-354
1 Samstag
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Anlieferung
Night Star Express -
Sendung
bis 13⁰⁰ Uhr!

12-353
12 Sonntag

11
12
Zustellung
Night Star Express
Sendung!

SIX-DAY WEEK
SATURDAY COLLECTIONS FOR ANYONE



First Class

Nightexpress



TAKING CARE OF YOUR PROCESSES

QUALITY AND ENVIRONMENTAL MANAGEMENT



You can trust us to take care of various processes for you because our business model is not just about delivering your consignments by 8.00 a.m. – it's also about processes. And it goes without saying that these processes comply with the latest quality management norm, ISO 9001:2015. Night Star Express is due to be recertified in line with this standard this year.

However, the best thing about our processes is that they

generate ever-fewer greenhouse gas emissions. Our carbon footprint fell once again last year – this time, by 10 per cent. By slashing CO₂, we are taking our environmental responsibility seriously. We are still working on ways to reduce our greenhouse gas emissions further.

You can find detailed information about both subjects on this page and on page 3. Our editorial team has come up with lots of other interesting news articles for you as well. As always, I hope you enjoy reading the magazine.

Herzlichst

Ihr Matthias Hohmann

BREAKFAST FROM THE RADIO

LOCAL STATION DONATES BUFFET FOR NEW COLLEAGUE



Andrea Picker, who joined the team at the central coordination office on 1 April 2016, thought up a special way to get to know her new co-workers and entered the weekly "2nd breakfast" competition

run by local radio station Antenne Unna. She won! On 20 April, her colleagues were treated to a large buffet breakfast. The event was broadcast live with presenter Jaqueline Kindling.

DOWN 10 PER CENT AND THAT'S GOOD NEWS!

How can a reduction be good news? Easy: although Night Star Express handled more consignments – and therefore more weight – in 2015, we released considerably fewer greenhouse gases into the atmosphere, namely 0.265 kg of CO₂ per kilo of goods we transported. We are delighted with this development, because it means that we have continuously reduced our carbon footprint over the last five years.

The latest sharp fall in our CO₂ emissions was primarily thanks to the constant modernisation of our vehicle fleet and regular route optimisation. Approximately 80 per cent of our vehicles now comply with the Euro 5 or Euro 6 standard. In addition to this, Night Star Express regularly optimises routes. GPS-supported route planning helps with this, enabling us to cover as few kilometres as possible right from the start. Staff attend regular environmental training sessions which teach them how to conserve resources, and energy from alternative sources is used wherever possible.



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Published by:
 Night Star Express GmbH Logistik, Unna

Editor-in-chief:
 Christine Kuhlmann, central coordination office in Unna
 (christine.kuhlmann@night-star-express.de)
 Heinrich-Hertz-Straße 1, 59423 Unna, Germany
Tel.: +49 (0)2303 98688-0
Fax: +49 (0)2303 98688-67

Editorial board:
 Kirsten Willenborg, Hellmann Worldwide Logistics
 Carolin Heinrichs, Zufall logistics Group
 Benjamin Maße, Night Star Express Sales,
 Spedition Gertner GmbH
 Marcel Tüscher, Night Star Express Schweiz AG
 Josef Schöllhuber, G. Englmayer, Spedition GmbH,
 Austria
 Wilm Mulder und Robert Overgoor, Night Star
 Express Hellmann B.V.

All of the above can be contacted via:
 Editor-in-chief

Editorial team: Tina Pfeiffer-Dresp, transparent
 (tptransparent@t-online.de)
 Marienstraße 4, 58642 Iserlohn-Letmathe, Germany
Tel.: +49 (0)2374 50399-11
Fax: +49 (0)2374 503380
 www.tptransparent.de

Design: Y-Design, Michael Franz
 (info@ydesign-online.de), Burchardtstraße 5
 63741 Aschaffenburg, Germany,
 www.ydesign-online.de
Tel.: +49 (0)6021 929783
Fax: +49 (0)6021 929782

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A MATTER FOR THE BOSS

ISO 9001:2015 – A NEW EDITION OF THE QUALITY GUIDELINE

The fifth edition of the quality management standard ISO 9001:2015 increases the senior management's responsibilities. But that is not all: it also incorporates clients more strongly into process reviews. The editorial team from nightstar express spoke to Ulfert Horlitz, Senior Quality Manager at the central coordination office, about the other changes and what they mean for the forthcoming recertification of Night Star Express.

Editorial team: Mr Horlitz, Night Star Express has been successfully certified in line with the quality management standard 9001 since 2005. What are the main changes in the 2015 edition of ISO 9001?

Ulfert Horlitz: *All in all, the new standard has a considerably stronger focus on processes and incorporates customers to a greater extent. In addition to this, the quality management system now has to be linked with the*

company's strategic alignment. In the future, the company's management team will be responsible for the effectiveness and performance of the QM system.

Risks and opportunities now have to be dealt with systematically – that's completely new. This marks an initial move towards risk management.

However, there is no longer such a sharp focus on documentation: records can now be kept

digitally or online. A QM handbook in paper form is no longer compulsory. Knowledge in particular is seen as a crucial success factor in the new standard. As a result, a corresponding knowledge management system has to be established.

Editorial team: Night Star Express is due to be recertified this year. In concrete terms, how will preparing for the audit change?

Ulfert Horlitz: *The preparations will remain broadly the same, but the audit itself will change considerably. Although the auditor will still check the documentation as before, they will take a much closer look at the processes overnight and assess them.*

Editorial team: Some of the company's processes are heavily geared towards individual customer projects and cannot always be transferred to the whole transport system. With this in mind, has it become more difficult to implement the standard in a process-oriented fashion than it was with the previous version?

Ulfert Horlitz: *No, quite the opposite. The requirements of the new standard spur us to further intensify our customer-oriented approach. I should also add that staff have always been our critical success factor. The idea of systematically utilising employees' knowledge to ensure that customers are really impressed by our service tallies exactly with our company philosophy.*



*Matthias Hohmann,
Managing Director of Night
Star Express GmbH
Logistik, and Ulfert Horlitz,
Senior Quality Manager at
the central coordination
office in Unna*



Travelling across Germany to make an overnight express delivery of a part: Krone marketing assistant Kristin Dierkes and Manual Osuna, a driver at Night Star Express

Kristin Dierkes and her camera team came along on an overnight express delivery to a stockist by the name of Marep some 500 km away in Teterow, Mecklenburg-West Pomerania (north-eastern Germany).

4.28 p.m.: The Krone warehouse management office receives an order for a connecting rod for the BiG Pack 1290 HDP from its stockist Marep. The order initially went to the regional warehouse in Dambeck, which is responsible for Teterow. Although the part is in stock there, we wanted to show that a spare part can be delivered to any address in Germany overnight – from the moment the order is picked to the end customer taking delivery of the machine – even from the company’s central warehouse. Because of that, we accompanied the delivery from Spelle, western Germany.

Krone has seven dealerships and more than 250 stockists all over Germany to ensure that parts are readily available. Stockists are experts who carry the most important spare parts and components that are subject to wear and tear. If the nearest stockist does not have the part a customer needs, an express delivery can be made from a regional

THERE IN NO TIME KRONE EMPLOYEE HITS THE ROAD WITH NIGHT STAR EXPRESS



Daniel Deventer from the Krone warehouse management office releases the order for picking

For manufacturers of agricultural machinery like Krone, it goes without saying that parts ordered late one afternoon are with the customer by 8.00 a.m. the next morning. Krone employee Kristin Dierkes wanted to see what actually happens to consignments like this, what distance they travel and how much work goes into delivering them. To find out, she accompanied an overnight delivery from her own company.

warehouse or straight from the central warehouse in Spelle. Speed is of the essence, especially during the peak farming season. In very urgent cases, high-speed special deliveries can be made so that the machine is operational again as quickly as possible, within a matter of hours. In other words, Krone moves heaven and earth for the sake of its clients.

An overnight delivery is sufficient in this case – the customer wants to carry on baling the next morning.



The part is quickly packed and prepared for collection. It is ready in good time. Now, Night Star Express can take the parcel.

4.32 p.m.: Warehouse management assistant Daniel Deventer releases the order. Once the order has been released, it appears directly on the warehouse operatives' scanners. The part is picked in no time at all, scanned for documentation purposes and sent to the packing station, where staff get it ready to be dispatched.

4.44 p.m.: The connecting rod is ready to go. Now, Night Star Express can collect the parcel.

TIME TO HIT THE ROAD

6.33 p.m.: Night Star Express pulls up at the Krone gate. The NSE driver Manuel Osuna loads up all the parcels, including ours, to take them to Osnabrück. The journey starts here – we get into the van too.

There are lots of parcel delivery firms, but very few genuine overnight express services. Sophisticated logistics are needed to guarantee that an order received in the late afternoon can be delivered anywhere in Germany the next morning. That is why Krone works



At Night Star Express in Osnabrück. It's all go here. All of the parcels are sorted by region for the next leg of their journey.

with the Night Star Express shareholder Hellmann in Osnabrück.

7.14 p.m.: We arrive in Osnabrück. Here, all consignments are sorted by country or by recipient in the case of domestic deliveries. They are grouped together by destination area and sent on. Everything seems well organised, but everyone is working quickly – there's no time to waste.



Still in Osnabrück. The van is being loaded. The next stage of the journey, to Lehrte, will start shortly.

7.58 p.m.: The pallet containing our part is packed, wrapped securely and loaded into the back of another van. We say hello to the next driver and continue on our journey eastwards. Our next stop will be in Lehrte, near Hanover.

10.15 p.m.: After driving for about two hours, we arrive in Lehrte. At the consolidation point here, entire standard loads are trans-shipped quickly to reduce the throughput time.

10.30 p.m.: We watch as our parcel is loaded into the van, which then sets off on its way to the delivery company in Bochow near Berlin.

1.40 a.m.: We arrive in Bochow. The goods are unloaded. The Night Star Express partner in charge of delivery scans the parcel. Once again, the parcels are loaded into different vehicles – all of the consignments are allocated to delivery routes.

1.45 a.m.: We meet Gunther Jahnke, who will be taking us – and our parcel – with him on his delivery route through Brandenburg and Mecklenburg-West Pomerania. A tiring night begins. We make a total of 19 deliveries before finally arriving at Teterow, our parcel's destination.

THERE AT LAST

6.32 a.m.: We arrive at Marep in Teterow. The driver looks for the right key in a box and opens the gate to the stockist's site. The parcel is placed in the drop-off box and its delivery documented via a scan in the box along



There at last. The parcel is carefully placed in the drop-off box at the Krone stockist Marep's site.

with a photo. We say goodbye to the driver – it is the end of a long journey for us. While we wait for the stockist to open up, he carries on delivering: he has seven more parcels on his list.

7.00 a.m.: Michael Toppe, Parts Manager at Marep, opens the doors for us and takes receipt of the parcel. He checks the delivery and passes the part on to the fitting team. Willy Pripke fits the part to the BiG Pack



In the space of just one night, the connecting rod is ordered and delivered to the stockist Marep in Teterow, ready to be fitted. Left to right: Dirk Fülster, Head Fitter, Kristin Dierkes, Parts Marketing Assistant at Krone, Michael Toppe, Parts Manager,

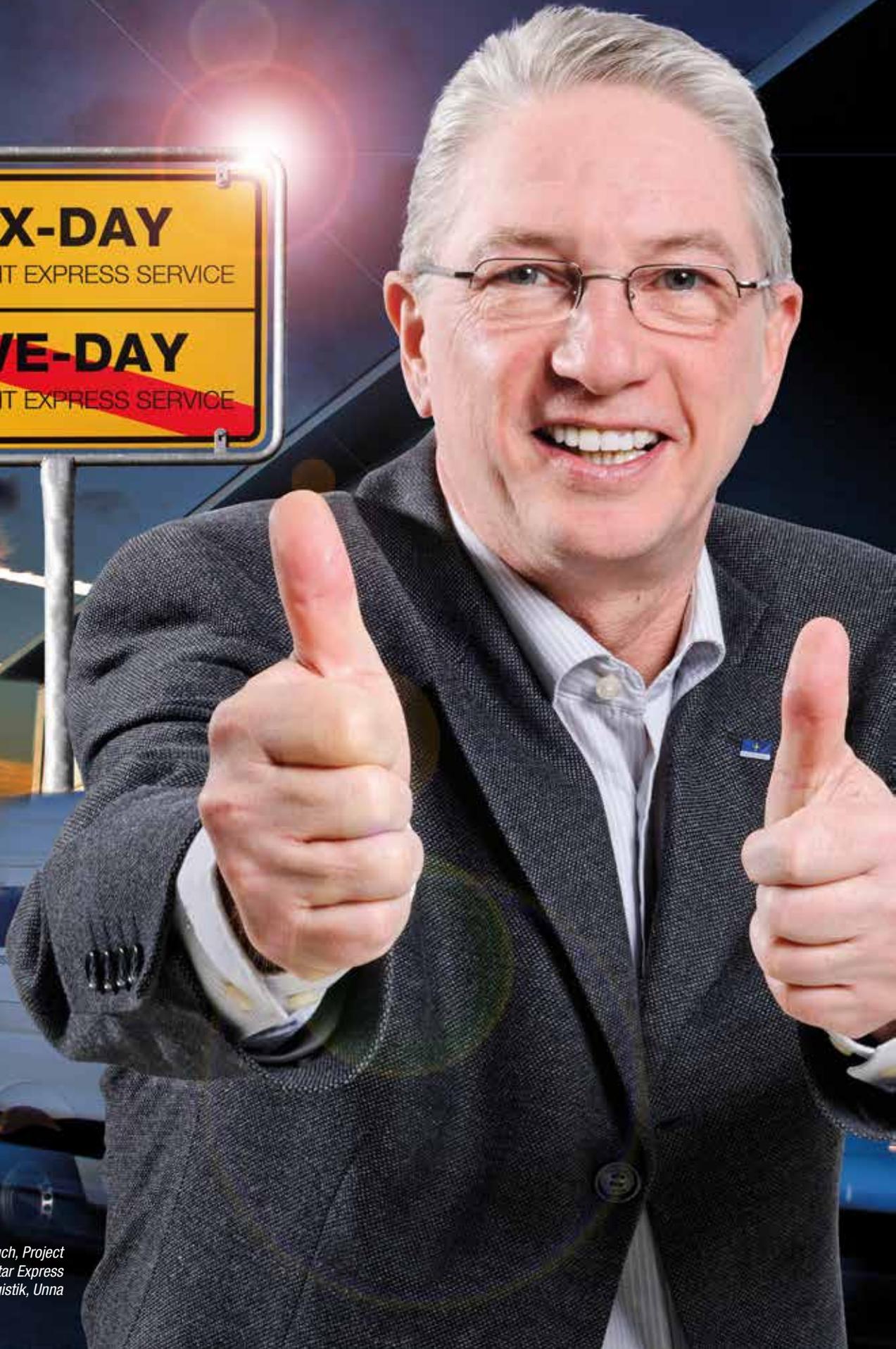
1290 HDP HS.

7.39 a.m.: Job done: the connecting rod has been fitted and the baler is ready to be used again. Now, it can go back to the customer's farm.

We conclude that operating a good parts service relies on sophisticated logistics and demands a lot of hard work from everyone involved. However, it took just one night for the machine to be repaired – from taking the part off the shelf and sending it on an overnight express service all the way across Germany to delivering the baler back to the end customer. This means that it is extremely important for manufacturers of agricultural machinery to offer high parts availability and fast, reliable service as well as top-quality original parts. We have a great deal of respect for everyone involved in the overnight service, who did such a tough job well.



Willy Pripke, one of Marep's fitters, installing the new connecting rod



*Joachim Zeuch, Project
Manager at Night Star Express
GmbH Logistik, Unna*

FOR ANYONE AND ANY WEEKEND

SUNDAYS ARE SPECIAL ...

... because that's when Night Star Express comes calling. We have been offering our existing and potential clients a new premium service for the last six months. This service is special because it gives our customers an extra collection day for parcels – every Saturday all year round, whether it is peak season or not. Urgent consignments which are booked in with the relevant Night Star Express base by 1.00 p.m. can be delivered to addresses in Germany and Benelux by 8.00 a.m. on Sunday.

Joachim Zeuch, Project Manager at Night Star Express GmbH Logistik, is responsible for the premium, cross-industry service launched by Night Star Express, which is currently the only one of its kind in the sector. The editorial team from nightstar express visited him and asked:

Editorial team: Mr Zeuch, what makes the new Night Star Express premium service special? Who uses it and, above all, why?

Joachim Zeuch: *The outstanding feature of this service is that we are offering Saturday as an extra collection day for customers from any industry, i.e. all senders whose goods need to reach their destination by 8.00 a.m. on Monday at the latest. To find out why people want this option, I suggest you speak directly to one of our clients who already use the new service, such as Olaf Giesen, Sales Manager for Germany, Austria and Switzerland at EUROPART Trading GmbH.*

Editorial team: Mr Giesen, why does EUROPART Trading GmbH use the new premi-



Olaf Giesen, Sales Manager for Germany, Austria and Switzerland, EUROPART Trading GmbH

um service operated by Night Star Express to further optimise its parts logistics and its customer service?

Olaf Giesen: *It is absolutely crucial for our clients' businesses that lorries – and especially buses – are off the road for as little time*

as possible. This means that repairs and servicing work are often carried out at the weekend as well as during the week. Night Star Express complements our delivery service perfectly, enabling us to be a reliable partner for our customers.

ONE THE UP AND UP!

FAMILY-RUN COMPANY

TRANSPORTE TURZER, LEEZEN



The editorial team from nightstar express went all the way up to Leezen – just a few kilometres beyond Schwerin in north-east Germany – to visit the family-run company Transporte Turzer.

25 April 2016. It is a sunny day. We ring the doorbell on the newly built, pale yellow bungalow where the firm is based. Elke Turzer opens the door and welcomes us warmly. “Good of you to come. Would you like a coffee first of all? My son Ben will join us any moment. He’s just popped over to the trans-shipment depot and he needs to organise a couple of routes.” It soon becomes clear that roles are clearly allocated within the Turzers’ family-run company. Ben Turzer is responsible for operations, while his mother Elke takes care of the business side of things with the help of her sister Silke. This set-up has been working perfectly since the company was established in 2001.

Less than five minutes later, Ben Turzer comes into the office, talking on his mobile phone. He is speaking to his brother Dennis, a professional driver who works for the firm, to make the final arrangements for an upcoming route. “Now it’s over to you,” Ben Turzer says, laughing, by way of welcome. “I’ve got time now – we can make a start.” The business was born in 2001. Ben Turzer went self-employed and drove routes for a number of courier, express and parcel delivery services in north-east Germany as a haulier. He soon found success. After just a year, he was ready to grow his business. The fleet was expanded and additional drivers were hired. The company also made a name for itself transporting laboratory samples for vets during this time. These days, Ben Turzer only

gets behind the wheel when the firm is short-staffed. Apart from that, the 40-year-old concentrates fully on managing operations at the growing haulage company.

In 2012, the team at the Night Star Express shareholder Hellmann Worldwide Logistics in Hamburg became aware of the Turzers’ haulage company. They contacted the firm and Ben Turzer sat down with Sandra Dreves, Manager of Night Star Express in Hamburg, to discuss working together. It didn’t take long for them to reach an agreement. Transporte Turzer started taking care of overnight distribution from Hamburg to addresses with postcodes beginning with 19, right the way up to the northerly town of Wismar.

The company continues to go from strength to strength. “We now have 15 vehicles in our fleet,” says Ben Turzer. “More importantly, however, we have 16 happy employees including drivers on permanent contracts. We also work with two other hauliers who I can completely rely on. At the moment, we cover up to eight delivery routes per night for Night Star Express through the large, rural area we serve. On top of this, we take care of extra pick-up orders, hub runs to Hünfeld and various daytime deliveries for the agricultural machinery sector.”

In time, the volume of consignments increased to such an extent that the handling area at the base in Hamburg became too small. Once again, the partners sat down together to consider



*Ben Turzer with his mother
Elke Turzer*

how overnight handling could be further optimised.

“We came up with the idea of setting up our base in Leezen as a satellite hub for Night Star Express Hellmann Worldwide Logistics in Hamburg,” continues Ben Turzer. “We have been acting as one ever since: every night, two scheduled services from Hamburg arrive here along with one direct delivery from Hünfeld. The goods are transhipped here and go out for delivery from 4.30 a.m. It is a special kind of partnership because right from the start it has been

hallmarked by mutual respect, a great deal of trust, satisfaction all round and a shared goal: further establishing the Night Star Express ‘first-class’ overnight express service in our region. And we’ll succeed in doing that too,” says Ben Turzer confidently. “The last three and a half years of working together have been fast-paced and good, and the years ahead of us will be the same. It’s thumbs up all round!”



Heike Hinze: *We can't yet claim to have systematically put together mixed-age teams. At the moment, this tends to happen by chance or on the basis of skills. However, we are currently preparing to tackle this issue systematically. With this in mind, we held three workshops in 2015 with representatives from the bases/central units (aged 16 to 34 and 35 to 67). Our initial goal was to find out how the staff – who were deliberately split into these two age groups – felt about the generation issue in the workplace and what attitude and approach they took to their work. It was really interesting to see the answers. Although the participants emphasised different values, certain expectations and wishes in relation to the workplace were voiced time and time again by all of the generations. This is illustrated by the fact that the staff who took part in all the workshops identified the following issues as having priority: incorporating all generations into decision-making, enhancing emotional and social skills, and cross-generational information and knowledge sharing. Three more workshops on this topic are planned in August. This time, we will mix the generations up, however. Each workshop will be run by an office manager or the director of marketing and communications.*

Ahead of this, we plan to conduct a survey of all trainees and apprentices whose contracts start on 1 August 2016 because we want to incorporate the expectations and wishes of the youngest generation and discuss them as part of the workshop.

Editorial team: What are your plans? What will happen next after the workshop in late summer 2016?

Heike Hinze: We will process the results of the workshop, draft measures and present them to our staff development task force in September. Next, this committee will decide exactly what should be

YOUNG AND OLD IN THE WORKPLACE

CAN TWO BENEFIT FROM ONE ANOTHER?

A lot has been said and written about multigenerational workforces and their characteristics. Many people have now taken these ideas on board. Generations have different mentalities when it comes to work. This means that companies face the question of how to deal with different ethos in a way that could successfully combat the shortage of skilled workers. New staff development concepts are needed to address this issue.

Accommodating different generations, boosting productivity, reducing fluctuation rates and ensuring a steady influx of top talent is a tremendous challenge. However, changing labour markets make it essential for businesses to tackle this issue if they are to succeed. So how can companies remain successful as their employees become older and older? One possible solution is to bring youngsters and older workers together to develop new ideas. The editorial team from nightstar express asked Heike Hinze, HR Director at the Night Star Express shareholder Friedrich Zufall GmbH & Co. KG, whether the firm has already put together mixed-age teams and to what extent the employees benefit from one another.

put into place and how it should be done. They will also set deadlines. The most important thing for me is to raise awareness of this issue throughout the group of companies, without aiming to bring about major changes straight away. I am convinced that old and young can benefit from one another in the workplace. Young people can often contribute up-to-date specialist knowledge and fresh ideas, while their older colleagues have the experience to plan and implement work packages and projects successfully. Ideally, their skills should complement one another. That is why the Zufall Logistics Group aims to attract staff of different ages to keep safeguarding its success – even though it is not always easy for different generations to work together. Successful multigenerational cooperation relies above all on employees being tolerant and appreciating one another. This in turn means each generation has to see the other's perspective as valuable and not dismiss it as "old-fashioned" or "out of touch". Everyone should try to develop the right mindset.

Editorial team: Thank you for talking to us, Ms Hinze.



SPONSORSHIP: THE NEED FOR SPEED AND CHARITY

CSR AT NIGHT STAR EXPRESS SCHWEIZ AG

Night Star Express Schweiz AG is a dedicated partner when it comes to supporting socially minded associations, charities and companies. From youth development to amateur sport, Night Star Express Schweiz helps youngsters to achieve their sporting goals.

FOOTBALL ACADEMY

“Sport is absolutely essential for many young people affected by social problems. The football academy ‘Fussballschule Offensiv’ is well aware of this problem and fulfils its responsibility by means of targeted youth development and integration,” according to a statement by the academy.

We at Night Star Express in Switzerland wholeheartedly share this sentiment and believe that actively supporting youth develop-

ment – especially among financially disadvantaged groups – is an important, sustainable undertaking for the sake of our children and young people. Every year, we enable children and young people from financially disadvantaged families to take part in training camps both in Switzerland and abroad.

R+R MOTOTEAM

It goes without saying that speed has an irresistible appeal, as does the kick of pushing oneself closer and closer to the limit to achieve more ambitious goals. This also ties in with our own attitude to our products and perfecting our services for our customers. With this in mind, we support R+R MotoTeam when they race in the “Superbike Open up to 1000 cc” category on a bike sup-

plied by our client Frankonia, Suzuki’s sole importer in Switzerland. The driver and co-owner of R+R MotoTeam, Remo Lehmann, had this to say: “We managed to win a number of races last year and that is our goal again in 2016. We want to rank among the top ten in the final placings at the end of the season.”

CHARITY WORK

We are open to new projects and are delighted when we can make a difference by donating money or services. Our charity work focuses on helping young people and socially minded organisations which have realistic goals and a high level of commitment themselves. What could be better than helping people to make progress and succeed?

COMPREHENSIVE, EXPERT PROVIDER OF CUSTOMS SERVICES

NEW EU-WIDE CUSTOMS
LEGISLATION CAME INTO FORCE
ON 1 MAY 2016



In late April 2016, the phones were ringing off the hook at the offices of customs specialist G. Englmayer, Zoll und Consulting GmbH. New customs legislation – the UCC or Union Customs Code – came into force throughout the EU on 1 May 2016. Since this date, a new, single set of rules and regulations has applied in 28 countries. The closer the date came, the more clients and general enquirers contacted the G. Englmayer Group’s customs specialists.

Customs have always been an important issue for G. Englmayer Spedition, which was established almost 160 years ago as a warehousing business and coal merchant. The company’s first deliveries were carried out by horses and carts. The firm was designated as an “officially authorised imperial and royal customs agent” by the monarchy back in 1882 – something which had a considerable effect on the company’s development.

Until recently, G. Englmayer, Zoll und Consulting GmbH mainly dealt with the collection of customs duties and charges. Now, however, it focuses on areas such as central customs handling, special customs approvals, preferential agreements and restrictions/bans relating to imports and exports. On top of all this, they provide consultancy and installation services for interdisciplinary customs processes. Klaus Gasperlmaier, Managing Director and authorised signatory at G. Englmayer, Zoll und Consulting GmbH, has been at the firm for 37 years. He started a vocational training course in freight forwarding at the age of 15, but he was very interested in customs right from the start. “The first sharp upturn in customs came in the late 70s and early 80s when express deliveries started being offered from Germany,” explains Gasperlmaier, now 52. “The consignments arrived overnight in Wels, having been transported by rail from Germany. We cleared them through customs in the early hours, then forwarded them via an express rail service.” The company started operating its own routes quite quickly, guaranteeing same-day delivery in focal regions. These services utilised the network of branches and partners which was already growing at a rapid pace. “The next major change came when we joined the EU in 1995,” the authorised signatory tells us. “We lost 90 per cent of our customs clearance work overnight. That represented a huge short-



Always up to date: Klaus Gasperlmaier regularly shares the latest developments with his customs team

term slump. However, the open borders and subsequent waves of EU expansion to the East also prompted a rise in foreign trade around the world – there was still a need for customs services. During this time, we were also able to take over a large number of companies’ customs clearance work, enabling us to keep growing.” It is only possible to achieve this with dedicated staff, of course. At present, 28 highly qualified employees take care of all the services offered by the firm, from customs clearance, INTRASTAT* and seminars on customs changes to supporting and advising companies seeking to gain AEO status.

- 2012 Customs academy established.
- 2015 Customs clearance office opened in Ennschafen.
- 2016 Customs clearance office opened in Wolfurt.

* INTRASTAT is a method of producing statistics on trade within the EU. This system requires companies to submit declarations if their dispatches to other EU Member States and arrivals from other EU countries exceed the value of EUR 750,000.00 per year. Firms must check the value of their arrivals (incoming goods purchased within the EU) and dispatches (deliveries to other EU countries) separately to see whether they exceed the threshold.

FIND OUT MORE AT:
WWW.ZOLL-BERATUNG.AT
WWW.ZOLL-AKADEMIE.AT
WWW.ENGLMAYER.AT

OTHER MILESTONES

- 2008 Customs department spun off into a separate company (GmbH) for a neutral, independent image.
- 2009 Becomes one of the first companies in Austria to be granted AEO status as part of a pilot project in conjunction with the ministry of trade and industry.



Klaus Gasperlmaier, Managing Director and authorised signatory at G. Englmayer, Zoll und Consulting GmbH, walking briskly to a customs seminar

FLEDGLING

PARTNERSHIP

YANMAR EUROPE B.V. CHOOSES
NIGHT STAR EXPRESS

The Dutch city of Almere is home to the European branch of Yanmar Europe B.V., part of the Japanese firm Yanmar Co. Ltd. Yanmar supplies technology-related solutions, products and services for diesel engines and other drive systems.

In January 2016, Yanmar Europe B.V. started using Night Star Express for deliveries to its authorised dealers in the Netherlands. We decided it was high time the editorial team visited the site in Almere and talked to Arnold van der Ploeg, Senior Sales Supervisor in the Parts Department, to find out more about the fledgling partnership.

*Arnold van der Ploeg,
Senior Sales Supervisor in
the Parts Department at
Yanmar Europe (left), and
Dirk Roorda, Business
Relations Manager at
Night Star Express
Hellmann B.V.*



Editorial team: Mr van der Ploeg, what preceded the switch to Night Star Express Hellmann B.V.?

Arnold van der Ploeg: *The Japanese company Yanmar has been striving to deliver nothing but the best possible quality for over a hundred years. With this in mind, we are always trying to optimise our internal workflows. That doesn't just apply to the products we make: it goes for customer service as well, of course. For that reason, we issued a tender for overnight express deliveries to our 60 authorised dealers in the Netherlands in 2015. One of the important criteria for choosing a service provider was – and remains – being able to cater for our customers' changing needs now and in the future. This was a major consideration.*

Editorial team: What ultimately led you to choose to work with Night Star Express Hellmann B.V.?

Arnold van der Ploeg: *Several reasons came together to cause us to switch to Night Star Express Hellmann B.V. Firstly, the late collection time of 8.00 p.m. With 200 orders comprising almost 1,500 products a day, this gives us much greater flexibility when it comes to supplying our customers. On top of this, the Europe-wide Night Star Express network opens up more possibilities for us in the future. The simple, transparent pricing structure and the associated financial consolidation also played a major role in the decision-making process. All of this simplifies our administration processes and gives us a clear picture of our operating costs. Combined with the effective Night Star Express tracking system and the promised delivery performance – which has proved highly satisfactory in practice with a delivery rate of 99.7 per cent – this enables us to further optimise our customer service.*

Editorial team: How was the switch completed and how did your customers react to it?

Arnold van der Ploeg: *We wanted our clients – the dealers – to notice the switch as little as possible. By involving several authorised dealers in the process, we were able to create a sound basis for a relatively fuss-free changeover. During the preparatory phase, the customer support assistants from Night Star Express actually helped us by taking action quickly, visiting all the recipient addresses in the various port areas in person and specifying how and where the consignments*



should be unloaded. Above all, we have seen a clear improvement in the proactive approach to irregularities right from the start, and our customers notice that too, of course. In my opinion, the fact that we can contact the team at Night Star Express easily is a major advantage – as is the fact that the same people take care of both customer service and planning at Night Star Express.

Editorial team: What are your expectations regarding your future partnership with Night Star Express?

Arnold van der Ploeg: *The partnership has proved excellent so far. Thanks to the service framework offered by Night Star Express – including, for example, the late pick-up time for consignments – we will be able to gradually push back the order deadline for our dealers to a later time in the afternoon. This corresponds extremely well to the changes in market demand and our clients' need to be able to order later but still receive their parts by 8.00 a.m. the next morning. In most cases, the parts are needed because a machine or vehicle is broken – and that costs money. Thanks to the service framework outlined above, we can set ourselves apart in the*

market. With this in mind, we are very optimistic about the future of a long-term business relationship with Night Star Express Hellmann B.V.

YANMAR EUROPE B.V. – FACTS AND FIGURES

The company was established in 1912, when Yanmar's founder, Yamaoka Hatsudoki Kosakusho, started producing gas engines. The first small horizontal diesel engine was designed in 1933. Over the years, the Japanese firm has established six globally active business units, which manufacture industrial engines, marine engines, large diesel engines, energy systems, agricultural machinery and production machines. In the past hundred years or so, this has allowed Yanmar to evolve into a firm with sales of 5.7 billion, 15,000 employees and 67 group companies.

Approximately 140 members of staff from 24 different countries work at the site in Almere. Products from Almere are sent to dealers throughout Europe and Africa. In addition to a parts store spanning 6,000 m² and a production facility for marine engines, the Almere site has a fully equipped training centre.



www.night-star-express.de



Night Star Express