

# CargoTime

1/2022

The  CargoLine magazine

ALTERNATIVE DRIVES PUT  
TO THE TEST

## Making the right choice



### Let's go East

CargoLine and LEMAN in the  
land of the dragon

### An old flame never dies

New key account manager likes  
the human connection

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Unbureaucratic support  
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Dear readers,

*As we go to press at the end of March, a war is raging in Europe. We are all deeply shocked and empathise with those affected, our Ukrainian colleagues and their families in the country, but also with all peace-loving Russian citizens who may be losing loved ones, too. But what can we do to make a difference? Our partners, their workforce and customers and in turn their customers are providing practical, unbureaucratic help: they are helping in a great many different ways – sooo many that our section on the subject fills two whole pages (see pages 20–21).*

*In addition to the humanitarian effects of the war, there are the economic consequences as well. Fuel prices are rocketing, and the call for alternative energy sources is becoming ever louder. In light of climate change, we are in any case called to make an active contribution to the urgently needed change in transport policies. But how? Starting on page 6, we get to the bottom of this question. We highlight the challenges and possibilities that alternative drive systems hold, with some CargoLiners leading by example. One of these partners is Gruber Logistics (page 14): the South Tyrolean company skilfully combines ecological and social responsibility with digitalisation. These are also topics that Uwe Hofmann from our advisory board encourages and supports. You can get to know him up close on page 11.*

*Further, meet Frank Weidenfeller (page 19) – as the key account manager at system headquarters, he discloses what he especially cherishes about the corporation and which developments intrigue him. Curious to find out more? From page 16, we look in detail at the status quo of these developments and at CargoLine's evolving plans – and of course at what advantages these bring to the shippers, their customers and our partners.*

*Speaking of customers: together with BHS as a fulfilment service provider, European Aquaristics imports exclusive aquariums (page 12/13). The products are predominantly manufactured in Asia, which brings us to the next article on page 22 – a report about our expanded cooperation with LEMAN. In cooperation with the Danish forwarder, we are taking our sea freight services to the next level.*

*In the hope of peaceful times, I wish you, as always, much inspiration while reading CargoTime.*



Jörn Peter Struck  
Chairman of the Management Board



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6



19



20



22



- 6 | FOCUS  
**Spoilt for choice**  
Whether by e-battery, overhead line, hydrogen or liquid gas: there's no shortage of ideas when it comes to alternative drives. Yet the infrastructure and investment security are lacking. Logisticians are therefore having a hard time getting the mobility transition off the ground. In light of climate change and political guidelines, there is urgent need for action. Reason enough to take a closer look at the current situation and identify innovative avenues to take. Some CargoLiners are already exploring some of them.
- 11 | UP CLOSE  
**A man to confide in**  
Uwe Hofmann represents the franchisees on CargoLine's advisory board with a great deal of dedication. He is highly familiar with their interests: after all, Hofmann Spedition, as a medium-sized family business, is a classic network partner that is heavy on horsepower – befitting the 55-year-old's hobby.
- 12 | PRACTICE  
**Glass – handle with care!**  
The mention of the name “European Aquaristics” will set aquarium lovers' pulses racing. After all, the supplier has specialised in particularly exclusive models from Asia and the USA. To ensure that everything runs smoothly when it comes to import and distribution, the northern German company relies on BHS as its fulfilment partner – which in turn is backed by the CargoLine network.
- 14 | INTERNATIONAL  
**On green soles**  
Social and ecological responsibility plus state-of-the-art IT – the South Tyrolean forwarding company Gruber shows how to live up to corporate values.
- 16 | STRATEGY  
**Investment in the future and in customer satisfaction**  
Standstill for the general cargo cooperation? No such thing. In 2021, it forged ahead full speed, advancing its digitalisation, business continuity management, the expansion of its portfolio, its start-up hub and much more. This pays off for customers and partners alike.
- 19 | IN BRIEF  
> **An old flame never dies:** interview with Key Account Manager Frank Weidenfeller.
- 20 | SOCIAL  
**Just doing it**  
Whether baby food or bread, tea or drinking water, medicine or medical equipment: numerous CargoLiners, their employees and their customers are facilitating vital relief supplies to reach the people in Ukraine and the adjacent regions quickly and unbureaucratically.
- 22 | IN BRIEF  
> **CargoLine and LEMAN united in the land of the dragon:** a new cooperation agreement strengthens procurement logistics from the Far East > **Peaks of quality:** the network honours the “International Partners of the Year”.
- 23 | TRANSPORT & LOGISTICS  
**Automatically collaborating at a faster pace**  
Practical: with the EIKONA Data Integration module, orders from shippers can be seamlessly transferred to their logistics service providers' transport management systems.
- 24 | PARTNER OVERVIEW

# Spoilt for choice

BEV, CNG, HVO, FCEV or ...? Welcome to the jungle of alternative drive systems. Those wanting to penetrate it struggle not just with the abbreviations, but with a considerable number of questions, too, which makes the switch to more climate-friendly commercial vehicles harder. This slows down the mobility transition. But where exactly do the challenges lie? And what will get the industry off the ground?

**B**lue sky, bright sunshine – glorious weather in Munich. Best conditions for a truck to accumulate solar energy – namely with solar modules that completely envelop its trailer. Dreams of the future? Yes and no. After all, even today, the conversion of a conventional truck into a photovoltaic vehicle is already an option. This is because Sono Motors, a start-up based in Bavaria, is replacing classic truck paintwork with wafer-thin PV modules. In ideal conditions (so, in that glorious weather described above), this means that up to 82 kWh can be stored per day: whether to supply the cooling system of a refrigerated transport vehicle with electricity or to extend the driving range of an e-truck.

## It's all in the mix

So, why the talk of dreams of the future then? Because the sheer variety of emission-reducing drives with their

respective advantages/disadvantages and uncertainties currently makes it difficult for fleet operators to decide which alternatives to focus on. When does the change make sense both ecologically and economically? What is needed to go through with it? And how far do political objectives diverge from the requirements of everyday logistical life? One thing is certain: a mix is required to master the future. The Heilbronn University Graduate School (HUGS) confirms this, too: in close cooperation with CargoLine and headed by Prof. Dirk Lohre (see also the “shipment calculator” box on page 9), HUGS master's students' specifically explored alternative drives in a general cargo network for the conversion of the fleet. Their conclusion: “Only a combination of drives can fully replace fossil diesel – provided that the acquisition costs of vehicles and production costs of (green) fuels are reduced, an appropriate refuelling infrastructure is created and every truck class (up to 40 tonnes) is covered.” ◇



CargoTime unveils the details of the project study in this article, which also looks at other aspects of alternative drives.

### Charged up

Electromobility is a broad field. The Heilbronn students therefore focused on battery electric vehicles (in short BEV), the most widely used form of e-mobility. For BEVs, basically the following applies: the larger the driving range, the bigger, heavier and more expensive the battery. This is why, until now, commercial vehicles have been largely limited to smaller models with a range of up to 250 km. CargoLine shareholder Rhenus uses smaller vehicles for pre- and post-haulage. It consciously wants to help shape the climate transition in logistics and therefore began using alternative drives as early as 2005 – initially in the form of bio-fuels and later also in the form of BEVs. “In 2011, we commenced operation with the world’s first hybrid truck, a Mercedes Atego, which we tested over a period of three years,” says Sascha Hähnke, Managing Director of Rhenus Transport. As there is a lack of heavy commercial vehicles that come with an electric drive, the CargoLiner also commissioned several smaller companies to convert various diesel trucks. Including prototypes from well-known manufacturers, Rhenus now has a large fleet of electrically operated heavy trucks at its disposal. “The vehicles have had their teething troubles, of course. But they also prevent emissions and drive almost silently. This is a great advantage, especially when it comes to noise protection,” says Hähnke.

The first series manufacturer to supply a long-distance 40-tonne truck in Europe will probably be Volvo, with the FH Electric. The semi-trailer tractor is to be produced from the middle of the year onwards and is available with six battery packs (540 kWh) if required. Although these weigh an impressive two tonnes and take up an accordingly large amount of space, their charge lasts for around 300 km or more (and, with a short break, even up to 500 km). The heavyweight required only half as much energy as a comparable diesel model in the on-road test.

### From up above

There is another way to travel electrically. The Elisa<sup>2</sup> project, in which Rhenus is involved, shows how – with a hybrid truck in service for Contargo on the “E-Highway A5” – one of three test routes. In this case, the vehicle can source its required energy directly via a net-



Whether it be light electric vehicles, cars, trucks, trailers or buses: with solar integration from Sono Motors, the vehicle can be charged while driving using environmentally friendly solar energy.

◇◇ *We use alternative drive systems at our company. We want to act as pioneers and encourage other forwarders to join in. At the same time, we’ve already acquired a lot of valuable experience that will give us a head start when things really get off the ground with the respective drive.* ◇◇

Sascha Hähnke, Rhenus



work of overhead lines and simultaneously charge its battery for the onward journey. To do so, as with a tram, a trolley pole pulls out. When swerving or overtaking, the pole is automatically folded down. So far, so good. However, since the test tracks themselves are only a few kilometres long, the additional energy accumulated there is only sufficient for a few more kilometres. So longer distances are required (Siemens Mobility is currently testing a 100-km corridor), but also more vehicles with appropriate drive technology – after all, not every manufacturer is convinced of the future viability of the idea.

The Fraunhofer Institute IAO is taking a different approach. Together with partners like the Heilbronn University of Applied Sciences, it carried out the “StratON” study, which the Federal Ministry of Transport wants to use as a basis to convert the most highly frequented 4,000 km – almost one third of the German motorway network such as this. “If we build an overhead line network such as this, direct greenhouse gas emissions from long-distance road freight transport alone can fall by up to 12 million tonnes of CO<sub>2</sub> per year. This is equivalent to more than a third of the emissions from heavy goods transport by road,” says Florian Hacker, the head of StratON.

### Revvng up

The most established diesel alternative in road freight transport to date is liquefied natural gas (LNG), which is obtained from



compressed natural gas (CNG), which has been cooled down to  $-164^{\circ}\text{C}$ . LNG takes up little space and is at the same time highly efficient – ideal for long distances and heavy transports. About 20 percent of  $\text{CO}_2$  can be saved in the process, according to the Heilbronn study. LNG trucks are therefore already part of the fleet for CargoLiners such as Finsterwalder, Gruber, Hartmann, Hugger, Köster & Hapke and TLT. The next step is refuelling with biofuels, which even promise entirely emission-free mobility – especially HVO, a synthetic fuel from hydrogenated vegetable oils. While the first HVO generation still came from raw materials that could also have been used as food (so “fuel tank vs dinner plate”), the youngest generation is expected to be based mainly on waste. For many, this is persuasive, resulting in HVO becoming ever more popular in Europe.

## H<sub>2</sub> without O

When oxygen (O) is separated out of water molecules ( $\text{H}_2\text{O}$ ), what remains is hydrogen ( $\text{H}_2$ ): a non-toxic gas that is available in huge amounts. If this is converted via fuel cells into electricity, an electric motor can be operated with it. Such fuel cells are significantly lighter and smaller than current electric batteries and allow ranges of up to 1,000 km or more – ideal for heavy payload traffic. However,



According to the “StratOn” study, electric trolley trucks have a high potential for  $\text{CO}_2$  reduction in road freight transport.

## ◆◆ We’ll do everything, but need confidence in infrastructure and investment ◆◆

Jörn Peter Struck, Chairman of the CargoLine Management Board

many aspects of the alternative fuel are still in the test or research phase. This is why CargoLine partner Fritz has dedicated itself to initiatives that advance its development. Meanwhile, Gruber has already pre-ordered a hydrogen truck. And Rhenus is already gaining experience through its sister company Remondis via two of its own test cars in order to be prepared for the first forwarding vehicles. In addition, as one of only five logistics companies, Remondis is a pioneering project partner of MAN Bayernflotte.<sup>3</sup>

Hyundai is also demonstrating what can already work today in a project in Switzerland that is unique worldwide: 46 Hyundai Xcient Fuel Cells have travelled through the mountainous country for almost a year. During this time, the 36-tonne trucks covered a joint total of around one million kilometres, saving more than 630 tonnes of carbon dioxide as compared with diesel variants. The Swiss fleet is to be increased to 1,600 trucks by 2025. In addition, Hyundai Hydrogen Mobility (the name of the joint venture lying behind it) intends to expand further within Europe this year. Iveco from Italy and Nikola from the USA are also undertaking to procure supplies: they recently opened a factory for battery- and fuel-cell-powered trucks in Ulm. The plan is that at the end of 2023 the Fuel Cell Electric Vehicle (FCEV) will be rolling off the production line. The manufacturer Hyzon Motors in turn has already gained ground in the Netherlands. Like many others, it wants to push the expansion of hydrogen trucks


and filling stations with the Hydrogen Europe consortium.

So a lot is happening in terms of alternative drives. Or to put it in Sascha Hähnke’s words: “Looking back over the past few years, what’s taking place now is huge.” Yet there is still a lot to do, unfortunately. Especially in regard to the charging infrastructure, acquisition and operating costs as well as environmental protection.

## Fill it up, please!

What’s easy with diesel is quite complicated with its alternatives. Let’s take (bio)LNG and hydrogen as examples: both can be used to fill up the tank quickly. But where? For trucks, there are hardly any appropriate refuelling stations. In the case of hydrogen, the pressure from the “pump” also needs to be built up again after each refuelling session (duration: 20 min), whereby different bar values are required depending on the vehicle. And it still needs to be clarified how to get the  $\text{H}_2$  to the refuelling station in the first place. This also applies to the huge amounts of (ideally green) electricity that are required to supply all e-vehicles (including passenger cars) effectively to meet demand in future. And even now already, there is a lack of sufficient parking spaces in service areas: how are vehicles in large numbers supposed to have their batteries recharged there over several hours at the same time?

What’s already abundantly clear is that without a functioning infrastructure, there is no chance that logistics service providers will be able to achieve the requirements as laid out by policymakers. The European Automobile Manufacturers Association (ACEA) therefore calls on the EU to set up a total of 42,000 public charging points for electric buses and trucks by 2030.

A joint venture between Daimler Truck, Traton and Volvo could provide an impetus for area-wide expansion: together, they want to establish up to 1,700 charging points within the EU. Not only stations for longer charging periods (e.g. overnight) are in planning, but also high-performance columns and megawatt charging systems<sup>4</sup> – the latter are to 

### Let’s talk shipment calculator:

Prof. Dirk Lohre also gathers the standard data for CargoLine’s carbon footprint and its shipment calculator. This allows customers to determine the carbon footprint of their

consignments and include these in their life cycle assessments (see CargoTime 1/21). The CargoLine partners provide more information on this service.

supply long-haul trucks with full power within 45 minutes. But you don't always have to charge the battery fully, as Sascha Hähnke says: "Since time is of such immense importance in the forwarding business, we use predictable breaks at our own locations, and these are well equipped with charging infrastructure. In this manner, a route appropriately planned in advance by an IT solution can be handled well."

Speaking of which – equipping your own locations with charging infrastructure is, of course, essential for the operation of BEV trucks. However, when Cargoliner TLT wanted to build electric charging stations in joint forces with another forwarding company on the site they share, the city of Potsdam refused to lay the necessary power supply line to the site due to cost reasons. The planned energy and mobility transition must at any rate see a change in mindset if it is to succeed.

### Money, money, money

With an eye towards financial investments, various advantages and disadvantages of alternative drive technologies also need to be taken into account. If a vehicle is equipped with such technology, the maintenance costs can drop, for example, since an oil change may not be needed. The fuel consumption, too, may be significantly lower than that of diesel. Hydrogen presents the prospect of exactly this. But since one kilogramme currently costs 9.50 euros<sup>5</sup>, the calculation doesn't yet quite work out. For electricity or liquefied petroleum gas, in turn, the costs vary greatly from one refuelling station to the next and from day to day.

Things don't look much better in terms of procurement: while a diesel truck is available for 100,000 euros, for example, a comparable hydrogen model costs a good five times as much. Although the state pays up to 80 percent of the additional costs – in this case, 320,000 euros – this still means an investment of 180,000 euros for the buyer! In the case of the project presented by Hyundai, a lease is in force that includes all costs from importation to technical support and refuelling. The aim is to make it easier for prospective customers to get started with the technology and to offer them more planning security. It would be desirable if this security were also available



The methane refuelled by Gruber does not require fossil fuels, as it is produced entirely from agricultural waste.

in terms of financial benefits regarding tolls, taxes or other government incentives.

### A greener shade of green?

In addition to the above, one thing should not be forgotten: environmental protection itself. Is it enough to simply compare CO<sub>2</sub> emissions? Not really. After all, electric batteries require rare raw materials from distant countries, the production of which is often questionable. Companies' battery production is very energy-intensive, which also applies to electrolysis in the case of hydrogen or compression and/or hydrogenation in the case of (bio)LNG gas. The construction of an overhead line network with its numerous steel beams and lines requires appropriate resources. Input and output around alternative drives must therefore always be as green as possible. In the Swiss Hyundai project, for example, 100

percent of the hydrogen comes from renewable energy sources. The Daimler Truck joint venture also relies on green electricity to supply its charging stations. This gives us reason to hope – as does the fact that technological and ecological developments will continue to progress in the coming years. Who knows – maybe the trucks will no longer need to be fuelled at the charging station, but will simply be able to exchange their empty battery for a charged one. Or they may source their power from algae as bio-fuels – or from solar panels around their trailers. Dreams of the future? Not as long as policymakers chart the right course. ◇

<sup>1</sup> The following master's students were involved in the study: Viktor Kechler, Maximilian Klose, Yannick Lederer, Felix Oberst and Daniel Zügel.

<sup>2</sup> Read more (in German) at <https://ehighway.hessen.de/elisa>.

<sup>3</sup> Read more (in German) at <https://press.mantruckandbus.com/corporate/de/man-beschleunigt-wandel-zu-nullemissionsantrieben>.

<sup>4</sup> BEV trucks can be charged with different levels of power (50 to 750 kW). The local CCS standard (Combined Charging System) for trucks is to be supplemented/replaced by the higher-performing MCS standard (Megawatt Charging System) in future.

<sup>5</sup> Status: April 2022.

# A man to confide in

Uwe Hofmann has been representing the interests of franchisees on the advisory board of the CargoLine family for over six years. A family-like atmosphere prevails at his own company, too.

When Uwe Hofmann goes into work at the company each morning, the temptation is tangible: the 55-year-old feels the itch to release the roll-up door of the hall at the back of the haulage company's premises, sit down in the driver's seat of his beloved American Kenworth truck – built in 1999 – hear the rich sound of the large-volume Cummins engine and let the characteristic signal horns sound at least for a moment. He owns two of these US racers and also has a penchant for American technology when it comes to two-wheelers: even before the Terminator films, he loved his "Fatboy". However, the company manager lacks the time for his engine-centric hobbies, as his life, he says, "now entirely belongs to the company," adding with a smile: "... if you ask my wife, that is." The Harley has been gathering dust in the garage over the last three years, also due to Hofmann's sense of responsibility and the high accident risk.

## A true family business

"I definitely can't complain about having little work," says Uwe Hofmann – and it's not surprising: with his brother Helmut, he runs Hofmann Spedition, a medium-sized forwarding company in Biebesheim, Hesse, with over 300 employees and 80 of their own trucks. His parents started the company 60 years ago with only one combine harvester and a two-axle tipper. After studying business administration at the Mannheim University of Cooperative Education, Hofmann joined the company in 1989 and took over the reins of the parental road haulage freight forwarder with his brother, who is four years his senior.

His wife works in the accounting department, his 26-year-old daughter and 23-year-old son



have meanwhile joined the company, and his brother's two daughters are also in the process of getting started – a true family business. In addition to the transport of general cargo, also on an international scale, the Hofmann Group offers a wide range of services from special transport tasks to value-added services in both transport and storage. Providing solutions for the pharmaceutical industry (according to Good Distribution Practice, GDP) and the chemical industry are also part of the company's day-to-day business.

## Connecting within CargoLine

After being in personal contact over several years, the freight forwarder became a franchisee of CargoLine for the Frankfurt, Mainz and Wiesbaden area at the beginning of 2015. For Hofmann, the focus was on effective networking with the CargoLine partner companies. "You can't build and maintain

something like this on your own," he says emphatically. Just one year later, the likeable entrepreneur was elected to represent the franchisees on CargoLine's advisory board. He has meanwhile been re-elected to the panel twice: a testimony to his trustworthy manner in representing the franchisees' interests. Hofmann participates in all advisory board and shareholders' meetings and has detailed knowledge of the special situation of the network. In his committee work, he devotes himself in particular to the task of helping young people to get connected and supporting them in adapting to roles in general management, as well as intensifying digitalisation. In the process, he has campaigned successfully to ensure that, alongside the shareholders, the franchisees, too, can participate and get involved in CargoLine's newly founded start-up hub, Cargo Digital World (CDW).

## A network for everyone

Uwe Hofmann often sees his role as a franchisee representative as a balancing act, but he knows how to walk the rope well. "CargoLine is a very heterogeneous cooperation, which of course requires different approaches at times. There are forwarding heavyweights on the one hand and small but special companies on the other. The weakest link can't determine the development of the entire network, of course. But it's still important to include every partner in one's considerations." CargoLine just with shareholders wouldn't work: "We need all our partners. And this community is precisely what makes us strong," he says in summing up his many years of activity.

# Glass – handle with care!

The northern German company European Aquaristics imports customised high-cost aquariums from Asia and the USA and sells them exclusively via pet shops and online shops in Europe. The business could not be run this way were it not for the fulfilment partner BHS from Bremen and the CargoLine network.



A shoal of blue-red neon tetras gently glides through a glittering underwater landscape with bizarre roots, green grasses and ferns. In the wild, these sensitive fish can be found in the upper Amazon basin. For them to feel at home even in an artificial environment, they require a constant temperature, pH levels of the water that are precisely calibrated and lots of bright light that simulates the effects of sunshine. Jörg Buhlmann is fully aware of these requirements. With a small brush, he meticulously cleans algae from the inside of the open-topped aquarium. He's in his element: even as a child, he kept fish in his grandmother's pickling jars. Though a long time ago, the experience stuck with him, which is why the now 54-year-old turned his hobby into a career ten years ago. A daring undertaking, as the successful self-made entrepreneur had to give up his former life as the managing director of a wholesale and retail business with more than 2,000 employees to do it. It was when he personally got to know the famous aqua designer Takashi Amano at a trade fair workshop in Germany at the end of 2011 that the decision to import his products to Europe matured. Until then, the aquariums with their transparent silicone adhesives and a particularly clear special glass had not been available in these latitudes. The trade with the tanks that cost several thousand euros apiece with appropriate accessories such as filters, pumps and special lighting was only

something for great aficionados and an "absolute niche business," says Buhlmann.

## From a niche to a boom

The demand for high-quality aquariums has increased significantly in recent years. Buhlmann started with a 150-square-metre warehouse and the import of two containers per year. He now has an almost 800-square-metre high-bay warehouse with a components section at his disposal on the premises of his cooperation partner BHS in Bremen, and he handles 30 to 40 containers there per year. Buhlmann's impression is that the different use of time resources during the coronavirus pandemic has fuelled the trend

in the scene towards quality and durability. "The 'cheap is sexy' mentality is a thing of the past. The buyers of our high-end products are not the rich and wealthy, however, but young people who love the brand, who scrimp and save for their hobby and consciously refine it," he explains on the basis of insights gained through discussions and blogs in relevant social media.

## Lean structures require strong partners

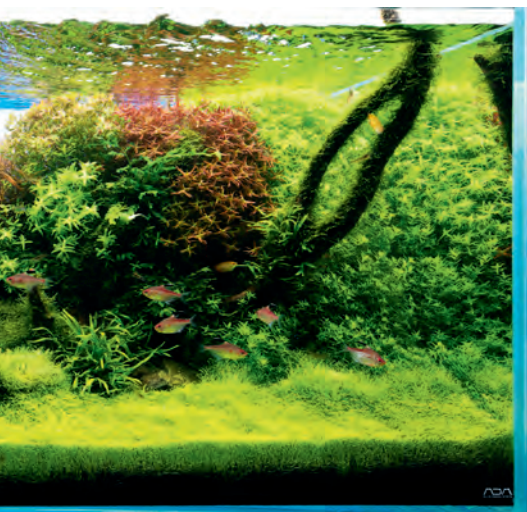
From the outset, Buhlmann has placed great value on super-lean operating structures and has outsourced everything that is not absolutely necessary to external service providers

## Aquascaping – the art of Zen

Simplicity, clarity and order are the central aspects of the centuries-old philosophy and meditation methods of Japanese Zen Buddhism. And tidy, peaceful and clear is also how the freshwater worlds of "aquascaping" appear, a branch of aquaristics initiated by Takashi Amano from Japan. The renowned photographer, designer, author and cyclist was a passionate aquarist until his death in 2015. He conceived the near-natural aquarium design as a contemplative alignment towards nature. His concept combines moments of Japanese garden art with the best

materials and state-of-the-art technology as a visual work of art. Well-conceived, customised and perfectly coordinated underwater worlds of river and pond landscapes "en miniature" inspire thousands of fans of this sophisticated hobby across the globe.


**Tip:** The specialist shop AquaDesign in Oldenburg ([www.aquadesign.de](http://www.aquadesign.de)) or the Hamburg online shop Garnelenhaus ([www.garnelenhaus.de](http://www.garnelenhaus.de)) will give you an impression of this form of aquarium design.



120 x 60 x 60 cm in size and the accessories must be picked up from the manufacturers in Japan or the USA, loaded onto containers and safely brought to Hamburg by ship. Then it's a matter of unpacking the goods in Bremen, inspecting them, order picking them, storing them and finally delivering them quickly and safely to the specialist store or, via the store's online shop, directly to the customer in Europe or even Israel.

### Service from a single source

The forwarding and logistics company BHS has been providing this central all-round service for him since the beginning of 2020 – “par excellence,” as Buhlmann puts it. The freight forwarding company, which was previously entrusted solely with the ocean freight to its former warehouse in Schleswig-Holstein, is a Bremen-based joint venture between the two well-established CargoLiners Bursped and Schmidt-Gevelsberg and the international logistics company a. hartrodt. “All three partners had a branch office there, and together they came up with the idea of merging the particular potential of each one: Schmidt-Gevelsberg is strong in terms of national truck traffic, Bursped in international truck traffic and hartrodt contributed the air and sea freight,” explains BHS Managing Director Torsten Dahl. For the company, otherwise more established in the automotive sector, the fulfilment order regarding aquariums was a challenge that enabled the new business line to successfully take root, too.

“We have learnt a lot from each other in recent years,” Dahl and Buhlmann agree. “Everything is working out really well, and it was the right step for me,” says Buhlmann emphatically. “This is precisely because I know that everything is in good hands with BHS for the many different individual tasks – including the entire customs clearance and the flexible use of the warehouse.” Torsten Dahl is also highly satisfied with his “A” customer and the influx of orders. “This year, we have 40 percent more sales than in the previous year, with the trend rising,” he notes with a smile. Asked whether he would now be setting up a Takashi Amano aquarium in the administration building, he answers with a touch of regret that the peace and quiet are often lacking in the workings of a forwarding company: “There’s always just too much going on.” 

### EUROPEAN AQUARISTICS

... is the leading importer and brand supplier of high-end aquariums and accessories in Europe from Aqua Design Amano and other aquarium design companies.

Imports from Japan, Korea, Taiwan, India and the USA

Sales in Germany, an additional **15** European countries and Israel

[www.europeanaquaristics.com](http://www.europeanaquaristics.com)

and freelancers. “I deliberately did not want to launch a large company with administration, office blocks, warehouses and so on. It’s only the customer service for my 120 dealers and the product management that I do myself – everything else I outsource.” He only employs two remotely-based members of staff, as “that’s all you need in a digitalised world nowadays,” Buhlmann says with conviction. However, this only works if you have strong partners with a reliable network who are willing to deal with challenges when the going gets tough. After all, the fragile aquariums of up to



After arriving from Japan, the designer tanks are expertly packed by BHS employees for onward transport by truck.

### BHS

... is a medium-sized forwarding and logistics company founded in 2004 and based in Bremen. It belongs to the corporate group of the three logistics service providers a. hartrodt, Bursped and Schmidt-Gevelsberg and is a CargoLine partner in the Bremen region.

**70**  
employees

Transshipment warehouse of **5,000** sqms

**6,000** sqm  
of external storage space

[www.bhs-spedition.com](http://www.bhs-spedition.com)

# On green soles

The multinational transport and logistics service provider Gruber Logistics, CargoLine partner for the regions Veneto, Emilia-Romagna and parts of Lombardy, is working hard to promote alternative fuels and optimised digitalised processes. In terms of corporate values, its workforce and partners in the network are at the top of the list.



**S**ustainability has many faces, and the degree to which companies take its implementation seriously varies greatly. There are those that do it for show. And then there are those for whom it is not just a trend they follow, but a conviction that governs the way they manage their company. Right down to the shoes the employees are offered to wear.

One of the companies that take matters seriously is Gruber Logistics. The Bozen-based company has recently been held up as benchmark for the Italian logistics sector by the country's media. International Forbes magazine even included the logistics company as one of the best employers in the Italian market, highlighting the good management of its workforce, its reliability in paying social benefits, the safety of its employees and much more. "We have declared sustainability one of the cornerstones of our strategy, considering both social and environmental aspects as key elements for the development of the company," Managing Director Marcello Corazzola says. "Sustainability also means decarbonising transport and logistics. To achieve this, the company builds on three pillars: intermodality, alternative fuels and logistics optimisation."

## Credible, innovative dedication

In all its business areas, the logistics company upholds sustainable criteria as far as possible: the company buildings have energy-saving lighting, and disposable plastic cups have no place at the company. At its headquarters in Auer near Bolzano, the company's own cogeneration plant, fuelled by wood pellets, supplies

the required energy for the company as well as another 1,000 households in the neighbourhood. The truck fleet consists of 1,500 state-of-the-art vehicles that meet the Euro 6 emission standard and are no more than two years old. All drivers are trained in energy-saving driving techniques. "Our highly diversified vehicle fleet is a very important tool to reduce our ecological footprint," explains Andrea Condotta, responsible for public affairs and innovation at Gruber. The expert is also Vice Chair of the zZERO initiative, representing all logistics sectors on the board of the partnership that was set up by the EU in order to promote emission-free mobility.

A top priority for Condotta are sensible alternatives to conventional transport solutions: he advocates the consistent optimisation of intermodal transport, i.e. the combination of road with rail and shipping. On his initiative, last year alone, Gruber Logistics purchased 100 new IVECO trucks that are powered with liquified natural gas (methane). But it doesn't stop there – since June 2021, these trucks are being driven across the Brenner Pass under climate-neutral conditions. This is enabled by a unique facility that Gruber supports which can fill liquified bio-gas produced from residual agricultural products into the tanks in a purified form – without any of the blending with fossil fuels that usually takes place. This can reduce emissions of carbon dioxide and nitrogen oxides by 95 percent. Moreover, Gruber operates 80 SCANIA trucks that are equipped with engines that only use bio-diesel.

## Fewer emissions – more digitalisation

The third pillar for Gruber Logistics' decarbonisation is linked to its capacity to optimise transport networks and unit capacities. Optimising these elements is a focus for both economic and environmental sustainability. "The European Commission has



found that the European transport network presents great inefficiencies. Some calculations cite empty runs close to 30 percent. This figure comes from unbalanced flows, i.e. a lack of round trips, and the lack of exploitation of cargo capacity in volume or weight. For instance, improving cargo exploitation by 10 percent means 10 percent less emissions and fewer trucks on the road," says Condotta with conviction. Managing Director Marcello Corazzola agrees: "This process of optimisation is strictly connected with digital innovation. I'd say that currently any kind of external and internal initiative is linked to or requires digital improvements. That's why we've decided to include digitalisation in our corporate strategy with the aim of making processes



more fluid and of simplifying the daily exchange with our customers and suppliers."

This transparent concept has several building blocks: in addition to a uniform internal information system, it includes electronic data interchange (EDI) and an application programming interface (API) which allows the creation of digital eco-systems with partners and customers. Furthermore, the company has designed an app for smartphones and tablets enabling the drivers to directly contact the dispatching department. That way they can make possible changes to the tour or incorporate spontaneous requests made by recipients without losing time. It also makes geolocation of the vehicle possible at all hours. Using the "Gruber Beyond MyDesk" platform, customers and suppliers are able to autonomously manage all their orders and invoices and track the delivery in real time.

### Growth in times of crisis

Despite – or perhaps because of – the coronavirus crisis, the family-owned company which was founded in 1936, has invested on a grand scale over the last two years and experienced significant growth in doing so: with 40 branches in ten different countries, the logistics heavyweight generates 420 million euros in annual turnover. In Italy alone, new logistics space comprising 100,000 square metres has been created in this period. Specific investments have been made in order to expand the LTL and groupage sector, which now covers all of the Italian Peninsula.

This successful development would never have been possible without a motivated workforce and a reliable network, of this company owner Martin Gruber is certain: "In the more than 80 years of our operating activities, we have always sought to take ethi-

»» **For us, sustainability and digital optimisation go hand in hand.** ««

Marcello Corazzola, Managing Director, Gruber Logistics



cal decisions by investing in our employees' development, reducing the environmental impact of our vehicle fleet step by step and building solid and transparent relationships with our partners."

Resting on a sound footing, its contact with CargoLine has already existed for many years. The Verona branch has been working with the network since 2004. "We consider CargoLine the leading general cargo network for the German market. Over all this time, our cooperation has developed in the best possible way," Marcello Corazzola says, praising in particular the respectful relationship on equal terms,

the reliability, the quality of services and the extensive environmental certification and life cycle assessment. At the next business meeting, it will be interesting to see whether the representatives of Gruber Logistics and CargoLine Managing Director Bernd Höppner will be wearing the green-soled sneakers made of 80 percent recycled materials that Gruber Logistics has had developed specifically for its employees. «

#### Gruber Logistics in figures:

**40**

branches in ten countries

**1,300**

employees

**1,500**

vehicles

**420** million euros  
in annual turnover in **6** different  
business segments

# Investment in the future and in customer satisfaction

The continuous digitalisation of processes, the expansion of business continuity management, our own start-up hub, product expansion across borders and not least an updated CO<sub>2</sub> balance: 2021 was a highly productive year for CargoLine. Shippers, their customers and the partner companies of the network all stand to benefit from this.



**A**s part of a systemically relevant industry, CargoLiners have never needed to complain about a lack of transport or contract logistics orders. Especially not since the outbreak of the pandemic. Yet unfazed by consignment growth and coronavirus-related challenges – in terms of personnel as well as in the face of interrupted supply chains – the headquarters and the working groups of the network

continued to work steadily in 2021, too, on carrying out the plans set out in their balanced scorecards (BSC). They all contribute to an overarching goal: to continually make the general cargo cooperation even more attractive for existing and potential network partners and customers by virtue of advancements in the areas of service, production and IT.

## From tracking tool to information hub

One of these undertakings is the continuous progression of the online portal Cepra. The software module, which was originally designed for tracking shipments on a cross-partner basis, meanwhile offers comprehensive services for shippers and their customers. Since the beginning of last year, for example, Cepra gives them the option of finding out how many stops away the truck with their shipment is from the address of the recipient. If the delivery is delayed due to the traffic situation or any other obstacle, the forecast is automatically adjusted. “Commercial recipients benefit from this prediction of the arrival time – also known as Estimated Time of Arrival or ETA – as they gain process reliability. End customers, in turn, can better coordinate the receipt of their delivery with their activities on that

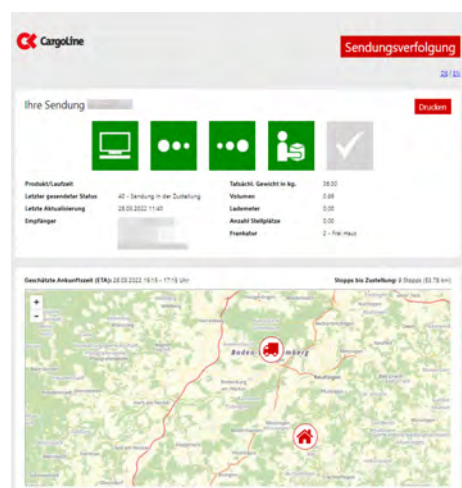
respective day,” says Jörn Peter Struck, Chairman of the Management Board at CargoLine, in summing up the essential advantages of this service, which only very few transport service providers offer in the industry.

For consignors, it is now also very convenient to be able to handle their entire communication with the relevant CargoLiner via chat and email functions in the customer portal. It means that they do not have to switch between different applications and have all the information about a shipment together in one place. In addition, the portal offers the possibility of archiving important documents such as the proof of delivery there and to store the applicable tariff.





Cepra offers forwarders in the network in turn the opportunity to evaluate a number of key figures and compare their own performance with that of other cooperation members. “This allows them to work on specific topics in a targeted manner and thereby maintain high efficiency and customer satisfaction on an ongoing basis,” explains Struck. As an example, he mentions the duration that a shipment stays with the delivering CargoLiner before it is supplied to the recipient. Last year, the network also integrated software into my.cepra.de which identifies impending incidents in the freight forwarding process and communicates them to the respective recipient or originator in a timely manner. This allows them to take corrective action before it’s too late.



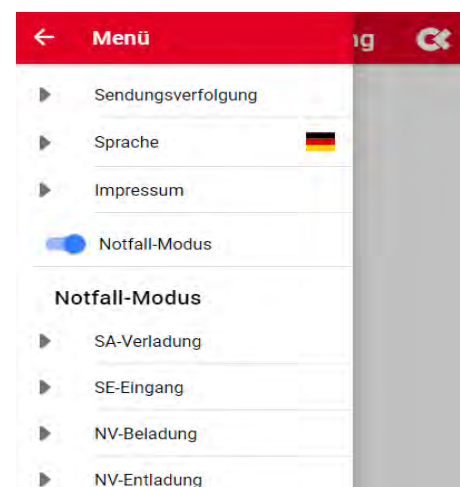
## Well-considered handling of risks

The number of recorded cybercrimes has increased steadily in recent years – alone in 2020 by nearly eight percent to 108,474 cases, as can be read in the latest National Situation Report (Bundeslagebild) on Cybercrime that the Federal Criminal Police Office (BKA) issues.

Hackers are increasingly also targeting logistics companies. CargoLine has therefore expanded the scope of its business continuity management to include a sophisticated IT emergency concept. This contains clear instructions for action in the event that IT applications which are critical for business are unavailable or data backups are also infected when a cyberattack occurs. The concept complements the IT security measures that the network put in place ten years ago in accordance with the requirements of ISO 27000. Among other things, it requires redundancy, i.e. the double provision of IT systems and circuits, in order to ensure the constant protection of all data and a smooth workflow.

Sebastian Grollius, Head of IT & Project Management of the general cargo cooperation, explains: “The main goal is to prevent the halls from being filled with shipments, causing not only the affected partner, but also the entire network to go off-balance.”

Once again, Cepra is the key component of the emergency concept, as in this case the ex-



tensive information hub operates as a cross-partner backup for the individual transport management systems of the CargoLiners. “If a partner is temporarily unable to access its own business-critical applications and remote data transmission, the platform enables it to exchange shipment data, process transport orders, store status messages and generate delivery receipts,” says Grollius. To this end, the emergency concept also provides for the use of a web app and a mobile app. Coupled with Cepra, they ensure that all shipments are registered completely and only once. After resumption of normal operation, this greatly facilitates direct shipment processing as well as retroactive data maintenance.

## Programmed attractiveness

The systematic expansion of online customer services, the cross-partner digitalisation of processes and the expansion of the KPI system: all these measures ensure that Cargoline will continue to be attractive as a service provider and a “home” for medium-sized freight forwarders. The development of platform-based business models such as Cargoboard complement these efforts. Together with four young entrepreneurs, Cargoline successfully brought the launch of the online freight forwarder off the ground in 2019. With Cargocast, which forecasts consignment volumes, and Cargonative as an online freight space exchange, two further start-ups emerged within a very short time.

In April 2021, the time was ripe for the next step: the founding of Cargo Digital World AG, or CDW for short. Their task is to develop and scale ground-breaking technology-driven business models. “We want to react



CDW board member Dr Tim Brühn (centre) is looking for and develops new start-ups for Cargoline.

dynamically in times of rapid market change and thereby open up further growth opportunities,” says Struck. “With Cargoboard, for example, we focus specifically on the needs of low-volume shippers and those who want to organise their logistics from anywhere, from any place.” Further start-ups in the areas of warehousing/e-fulfilment and ocean freight are currently being developed.

## CO<sub>2</sub> footprint made visible

As wonderful as it is to witness a booming business, forwarders, recipients and transport companies leave a carbon footprint with every shipment that is sent. The cooperation has been lodging this since 2013. To do so, greenhouse gas emissions are determined on the basis of the kilometres a consignment travels, its weight and the partner-specific emission values. The latter are based on an



One of many myclimate offset projects: providing water with the help of a 450-litre water treatment plant at Nkumba Talemwa Junior School in Entebbe, Uganda.

extensive survey, which is carried out regularly under the expert guidance of Prof. Dirk Lohre of FORLOGIC\* (see CargoTime 1/21).

While the emissions caused were previously reported upon request, since April 2021 they are also being reported in the aforementioned – Cebra portal. This information enables forwarders to account for the topic of logistics in their own sustainability report with minimum effort and to compensate for the carbon footprint caused by their shipments via third-party partners such as myclimate or Atmosfair.

However, the climate balance prepared by FORLOGIC is not only used to calculate the shipment-specific emissions. It also shows the successful efforts of each individual Cargoline partner to reduce emissions since the last survey. In addition, it provides information on the areas in which there is still scope for improvement.

## Exciting year ahead!

The cooperation has big plans for 2022 as well. The first step this April was the introduction of a loading-off permit for private customers. The client thereby grants the delivering Cargoline partner permission to

leave the expected shipment at a specific location if the recipient is not at home at the time of delivery. This makes it even easier for end customers to receive an online order quickly and without complications, while

## Online shopping without borders

The reactions to the coronavirus have further fuelled the already booming trend of online purchasing. As a result, more goods are being ordered and delivered across borders. Cargoline has therefore expanded the availability of the B2CLine product to include Austria, Belgium, Denmark, France, Luxembourg, the Netherlands, Poland and Switzerland. When booking the service B2CLine Europe, private consignees in these countries will now also be actively alerted about the planned delivery slot. They can thereby schedule the delivery into the course of their day or postpone the delivery, and with appropriate authorisation they are able to view the status of their shipment in Cebra.



“Private customers meanwhile expect the same level of information from freight forwarders as they are used to from parcel service providers. With B2CLine Europe, we can now also accommodate this need abroad, with online retailers scoring with their customers in terms of service as a result,” says Bernd Höppner, Managing Director of Cargoline and responsible for the International Land Transport division.

increasing the service level of the respective Internet retailer.

This magazine will report on further developments in its subsequent editions. Stay tuned! ◇

\*Steinbeis Consulting Center Forwarding and Logistics Center, Frankfurt upon Main.

# An old flame never dies

Since July 2021, Frank Weidenfeller has been serving the CargoLine headquarters as a key account manager. For the associated partners, he is no stranger – he was one of them himself from 1994 to 2016. In an interview with CargoTime, the experienced salesperson explains what he appreciates about the network and which developments he finds particularly exciting.

## **CargoTime: Mr Weidenfeller, why did you return to CargoLine?**

*Frank Weidenfeller:* At the risk of it sounding like empty rhetoric, CargoLine is really something quite special – we often refer to it as “family”. The reasons for this are the many owner-managed companies, the managing directors who know the challenges of day-to-day business, a certain spirit of trust and the good relationships that the group fosters. It puts people first, and in an environment in which I feel very much at ease.

## **Has CargoLine changed?**

As I see it, CargoLine’s ability to innovate has increased significantly. Globalisation, digitalisation, scarcity of resources, demographic change and not least environmental protection are issues that we face every day. The world is spinning ever faster – and we’re organised in such a way that we are able to keep up with the pace.

## **What are your responsibilities as a key account manager?**

The tasks are highly varied. They range from inspecting, qualifying and coordinating enquiries to creating concepts for projects in the field of contract logistics through to maintaining existing business and expanding the scope of business. In addition, from our headquarters, we also support the partner companies in their tendering processes and thereby feel part of the bigger picture. To sum it up, it’s a colourful mix, no day is like the next.

## **You also worked in sales at Balter Logistics. How has the line of work changed in recent years?**

There has been a further increase in anonymisation. Years ago already, larger companies began to rotate the contact persons in purchasing departments at steady intervals for the relationship with the service provider not to become too personal and thus for it to become more exchangeable. Tendering portals also play a major role: once the entry hurdles have been overcome, it’s



often the price alone that matters. The auctions top this up a further notch – but, depending on the auction, we decline to participate in that.


## **What do you think is particularly important when dealing with customers?**

To meet each other as equals and to treat each other fairly. My experience is that this usually pays off.

## **What three things do you especially like about your job?**

First, the different people that I get to interact with. Second, our industry is constantly changing – it never gets boring. And third, the start-ups that we are launching under the umbrella of Cargo Digital World (CDW) are highly exciting and innovative. Instead of chasing after developments, we ourselves are developers – which is wonderful.

## **What do you hope for the future?**

It shouldn’t need a pandemic to know that the logistics industry is systemically relevant. We have an essential role to play in terms of how the future pans out! The image that society and policymakers have of us must change accordingly. This is the only way to get more young people excited about this amazing industry. 

### **Frank Weidenfeller**

worked for the former CargoLine shareholder Balter Logistics for 24 years, most recently as a member of the management board. After a detour into the construction industry, he returned to the cooperation in 2019, initially in an advisory capacity before taking over the key account management in July 2021. The 54-year-old

also likes to be active in his private life. He comes up with all sorts of leisure activities to lure his teenage children away from their mobile phones, takes long walks with his dog, does sports on a regular basis, such as canoeing on the river Lahn, and enjoys rock music – live if at all possible.

# Just doing it

Medicine, medical equipment, drinking water, hygiene products, non-perishable food – the list of supplies needed in Ukraine and its border regions is long. But so is the list of CargoLine partners, their employees and customers who are involved in helping out.<sup>1</sup>



Balsam for battered children’s souls: in addition to relief supplies, games and cuddly toys also found their way to Ukraine.

There were moments when Stephan Graf temporarily didn’t know what to do. For example, when much-needed petrol stations no longer had any diesel fuel left or were blocked off by security. Giving up? This was not an option for the member of the executive board at **Streit+Co**. Especially not when he was so close to the Ukrainian border in Hungary with his son and a batch of in-kind donations. But his son Marinus not only had the idea of driving relief supplies for the Regensburg organisation Space Eye to the war-torn country. He is also a member of a WhatsApp group of the Wörth on the Danube fire brigade, which was on site as well and which spontaneously made contact with a Hungarian mayor. With the help of them both, father and son were able to acquire the urgently needed supplies for the tank and were able to resume their journey.

Marinus’ employer Dachser in Regensburg covered the costs for the rental truck, while CargoLine partner Streit largely financed the fuel for the tour. “A strong network of dedicated people is worth its weight in gold,” father and son agree. Even the customs and border officials were helpful when they entered Ukraine. Despite some obstacles, the goods therefore landed as planned at their intended destination in Uzhgorod – and the two Bavarians made it back to their home town of Obertraubling.

Johann Goßmann, fleet manager, and Jan-Per Bergemann, partner of **John Spedition** in Eichenzell near Fulda, also followed the philosophy of “just doing it”. They transported donations in kind to Krakow, where

these in turn were transferred to trucks destined for Ukraine. There, they met two Ukrainian mothers with their four children. The two men offered to take them to Eichenzell, where the Bergemann family found accommodation for them. Another Ukrainian refugee was spontaneously granted the opportunity to work in the John Spedition warehouse after arriving in Fulda.

On the initiative of a colleague who is a native of Ukraine, the staff of the **SCHMELZ Group** collected food and hygiene products for refugees on the Polish-Ukrainian border. In addition, the company donated 10,000 euros to the non-governmental organisation Doctors without Borders. Employees working at Schäflein also took diligent care of urgently needed relief supplies and handed them over to the “Hinsehen und Helfen” non-profit association. They managed to succeed in encouraging their customers Bosch in Waiblingen and the municipality of Röhlein – the company headquarters of the forwarding company – to take part as well.

A Bursped employee, in turn, took in two young women from Ukraine. Her colleagues are supporting her with donations in kind, with money and time. Another **Bursped** employee’s husband, a long-time football coach and youth coordinator, offered the Hamburg-Rahlstedt reception centre regular training sessions for Ukrainian children and teenagers in order to distract them and to provide a physical outlet. In addition, employees and companies supported the campaign of their customer Makita Engineering with free transports and goods. “We raised six mesh transport boxes and three large trolleys of durable food, hygiene products, candles and soft toys,” reports Bursped sales manager Andrea Waschek in awe. The CargoLiner’s fleet manager also built a supply bridge with a non-profit organisation in Ukraine, which met the Bursped drivers closely enough for the goods to be reloaded safely. This was an enormous relief for convoys



**1** Johann Goßmann (left) and Jan-Per Bergemann from John Spedition are about to leave for Krakow with a van full of donations in kind for Ukrainian refugees. **2** Lorenzo Gozzo and Manuel Moretto from Brigl pack relief goods into boxes **3** which are distributed by this Ukrainian couple to their compatriots. **4** On their way to Ukraine, Stephan Graf (Streit+Co) and his son Marinus could count on a strong network. **5** Not only did the Schmelz Group staff collect relief goods, but the company also donated 10,000 euros to Doctors Without Borders


from Hanseatic Help and “Hamburger Tafel” – which Bursped saw through with five trucks plus replacement drivers in accompanying minibuses. Much appreciated: the freight forwarder received a generous amount from its business partner Shell Germany to finance the diesel fuel for these transports. In-kind donations collected by employees of Bruno Bock Chemische Fabrik and several pallets of tea from Dethlefsen & Balk – both of these Bursped customers – also supported the campaign.

Elsewhere, too, customers and freight forwarders are working closely together. **Köster & Hapke** transported, free of charge, around 30 europallets of brand-new care products worth 180,000 euros from Lavera to the non-profit platform Innatura, which in turn will transfer them to reputable agencies in

Ukraine. In cooperation with its Polish partners, **Koch International** delivered 32 pallets of packaged bread and other relief goods from its customers Höfelmeier Waagen and DIOSNA Dierks & Söhne – as well as their customers – to the neighbouring country. Added to this were donations that the ROLLING-HOSPITAL association had collected. Thanks to the forwarding company’s pro bono transports, important medical equipment, beds, surgery couches and an emergency power generator, among other things, reached Ukrainian hospitals safely – an incubator for transporting newborns was part of the package, too.

Around 15 tonnes of medicine, drinking water and other required goods reached the Polish-Ukrainian border via transport organised by Borne Logistik. In coordination with regional initiatives, **Klumpp + Müller** also conveyed

such goods to the border area. **BTG Feldberg**, meanwhile, transported beds and provided pallets and cartons worth several thousand euros for the packaging of in-kind donations free of charge. And the **Hofmann Group** provided swap bodies for collecting relief goods for the German lifeguard association DLRG in Stockstadt (Rhine), supported activities for its customer T.O.M. with free transport, and more.

International freight forwarders are of course active, too: **Brigl** in South Tyrol, for example, organised a transport of relief supplies together with friends from Verona, which began in the city of Bolzano. 

*<sup>1</sup> The list reflects the status as at the editorial deadline on 18 March 2022 and lays no claim to completeness.*

## CargoLine and LEMAN jointly in the land of the dragon

The extent to which industry and trade depend on imports from Asia and what can happen when supply chains are interrupted was all too apparent last year (see CargoTime 2/21). In this situation, it's good to have strong partners like the Danish transport and logistics service provider LEMAN at hand. CargoLine signed a cooperation agreement with the company on 1 March 2022. As a first step, it lays out the procurement logistics by sea freight from currently six Chinese cities to Hamburg and the distribution of the shipments within the European group's network consisting of 83 partners. In addition, LEMAN offers CargoLiners easy access to the rapidly growing Chinese market.

"LEMAN is a strong and reputable player that operates in Shanghai, Ningbo, Qingdao, Shenzhen, Beijing and Tianjing, with a total of 100 employees in its own branches. From these locations we are now able to offer forwarders door-to-door rates and end-to-end consignment tracking to Europe. Door-to-door tariffs for other Chinese regions will gradually follow," explains Bernd Höppner, Managing



The cooperation between LEMAN and CargoLine, which was expanded on 1 March to include procurement logistics from China to Europe, offers customers of the groupage cooperation many benefits, including door-to-door rates to Europe and end-to-end tracking and tracing, as Henrik Hansen, Commercial Business Partnering Director at LEMAN (left), and Bernd Höppler, Managing Director of CargoLine for the International Division, explain.

Director of CargoLine and responsible for the International division. "The agreement adds to existing contracts with co-loaders on the subject of the import and export of general cargo shipments from and to overseas. It thereby strengthens our SeaLine product,

with which we offer sea freight, European overland transport and other services from a single source."

"The potential is huge, especially in the area of groupage transport from China to Germany, with LEMAN serving as the entry gate for CargoLine. In the long term, we aim to extend the cooperation to include air freight, combined transport and FTL," says Henrik Hansen, Commercial Business Partnering Director at LEMAN. "The cooperation offers us a very good opportunity to continue growing, to increase both the level of brand awareness and our reputation in China and to create a good foundation for further expansion."

For many years, the two companies have been cooperating on a basis of trust in the area of German-Danish general cargo transport. In China, LEMAN maintains a central coordination point for the general cargo network in Qingdao, which initially takes care of the operational handling in China. ◇

## Peaks of quality



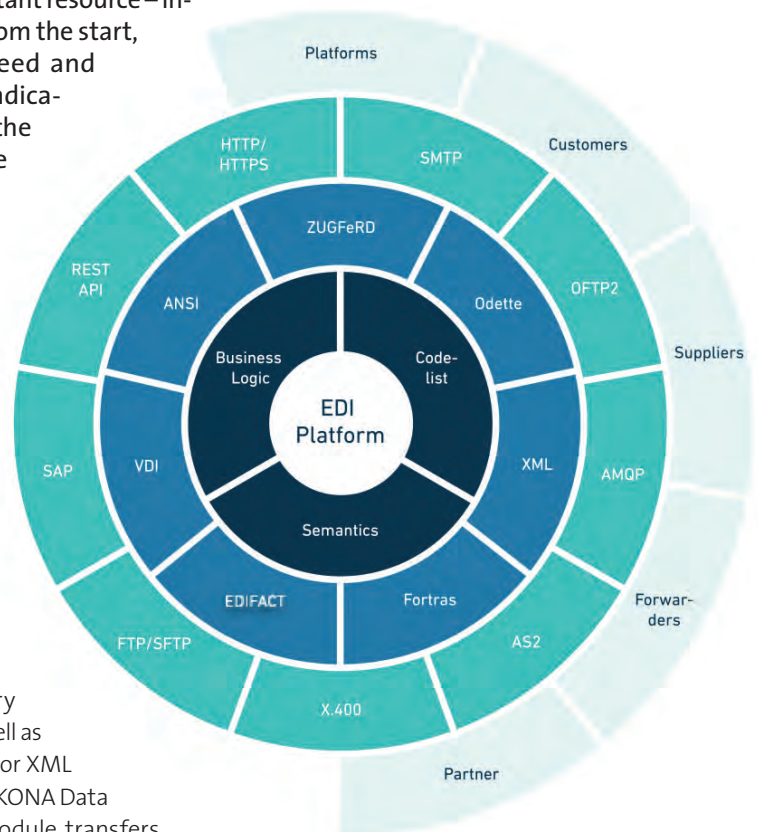
The pandemic has changed many things, but not the international CargoLine partners' aspiration to land one of the top three spots in the corporation's annual quality ranking. This is why Rhenus Switzerland (formerly Interfracht), Englmayer (Austria) and Lebert (Switzerland) were delighted upon learning that they had done exceptionally well. As always, the award was based on operative and sales key figures, which were evaluated every month throughout the previous calendar year.

The cooperation also presented the so-called Quality Award to M & M Bulgaria and Cargomax (Latvia/Estonia). This award marks special appreciation for those colleagues who best meet CargoLine's quality requirements.

Photos of the award ceremony, which took place on 26 April as part of the international partner meeting in Oberursel/Taunus, will be published in CargoTime's October issue. ◇

# Automatically collaborating at a *faster* pace

For the cooperation between a shipper and a forwarding agent, it's the most important resource – information. This is because, right from the start, information affects quality, speed and efficiency. And it is a powerful indicator: the faster and more precise the flow of information between the partners, the more closely connected they are with each other. An automatic data exchange tool enables this very possibility and now links them more easily



**P**ick-up and consignee address, type and quantity of the goods in transit and the desired transport product: this is the basic data that shippers must transmit to their carriers when placing an order. However, clients and service providers have always used their own data formats in their IT systems – which do not correlate with each other in terms of content. This becomes time-consuming and expensive for both parties and allows scope for misunderstandings. In contrast, the data exchange occurs faster and much more favourably in terms of pricing with the help of an EIKONA Logistics Cloud module – which transfers the content of the consignor's orders into the logistics service provider's working method. As a result, the logistics service provider is able to continue to work seamlessly with data such as products, franking and packaging materials in its transport management system (TMS) without having to post-process entries manually.

## A tool for electronic data exchange

Ever-faster flows of goods also mean that both customers and their logistics specialists need to keep up with the pace. This is why EIKONA Logistics, with its more than 20 years of industry experience, has developed a solution that makes data exchange significantly

easier and more flexible. On the basis of established industry protocols, as well as individual CSV or XML formats, the EIKONA Data Integration module transfers orders from consignors directly into the appropriate logistics' structures and formats with the appropriate code lists of companies and cooperations. The application automatically converts the data and passes it on to the recipient in real time. For shippers and forwarding agents, this means being able to work directly in ERP (Enterprise Resource Planning) and TMS (Transport Management System) as usual, while at the same time having full access to all order and status data. The tool enables this with the following functions:

- ▶ Networking of the partners through various transmission protocols, such as: FTP, SFTP, FTPS, HTTP/rest API, AS2
- ▶ Transmission of one technical data format into another (syntax)
- ▶ Translation of different business logics (semantics)
- ▶ Real-time conversion
- ▶ Proactive monitoring of data flows

## Direct integration into the process chain

Particularly customers in industry and commerce benefit from this data integration. This is because they now also receive all progress data for the transports directly in their ERP – without shipment tracking in external systems. They have access to the estimated time of arrival (ETA) of a shipment, for example, and can directly monitor which items from their order will arrive when and where. For CargoLine customers, too, the collaboration with their forwarding agent via the EIKONA Data Integration module acquires a new quality: transport is directly integrated into the value chain and all progress information is available in real time. ◊

# Transport logistics. Contract logistics. Right across continents.

## One of our partners is never far away.

### ► German postcodes starting with 0....

L. Wackler Wwe. Nachf. GmbH  
01723 Wilsdruff  
Finsterwalder Transport und Logistik GmbH  
06112 Halle/Saale  
Franz Transport GmbH  
07580 Ronneburg

### ► 1....

TLT Berlin GmbH  
14478 Potsdam  
Sander Logistics GmbH  
18146 Rostock

### ► 2....

Sander Logistics GmbH  
21129 Hamburg  
KG Bursped Spedition-GmbH & Co.  
22113 Hamburg  
Sander Logistics GmbH  
25224 Itzehoe  
CargoLine Apen  
c/o CargoLine GmbH & Co. KG  
BHS Spedition und Logistik GmbH  
28197 Bremen

### ► 3....

Carl Köster & Louis Hapke GmbH & Co. KG  
31319 Sehnde  
HARTMANN International GmbH & Co. KG  
33106 Paderborn  
Erich Schmelz GmbH & Co. KG  
Internationale Spedition  
34123 Kassel  
John Spedition GmbH  
36124 Eichenzell  
Friedrich Zufall GmbH & Co. KG  
Internationale Spedition  
37079 Göttingen  
Ritter Logistik GmbH  
39126 Magdeburg

### ► 4....

Rhenus Freight Logistics Düsseldorf GmbH  
40597 Düsseldorf  
Nellen & Quack Logistik GmbH  
41066 Mönchengladbach  
BTG Feldberg & Sohn GmbH & Co. KG  
46395 Bocholt  
Rhenus Freight Logistics GmbH & Co. KG  
47229 Duisburg  
Heinrich Koch Internationale Spedition  
GmbH & Co. KG  
49090 Osnabrück

### ► 5....

CargoLine Cologne  
c/o CargoLine GmbH & Co. KG  
Borne Logistik und Speditionsgesellschaft mbH  
54311 Trierweiler  
Gustav Helmraath GmbH & Co. KG  
55543 Bad Kreuznach  
CargoLine Polch  
c/o CargoLine GmbH & Co. KG  
Leopold Schäfer GmbH, Spedition  
57290 Neunkirchen  
Schmidt-Gevelsberg GmbH  
Internationale Spedition  
58332 Schwelm  
Rhenus Freight Logistics GmbH & Co. KG  
59425 Unna

### ► 6....

Kissel Spedition GmbH  
63814 Mainaschaff  
Hofmann Internationale Spedition GmbH  
64584 Biebesheim am Rhein  
CargoLine Saarlouis  
c/o CargoLine GmbH & Co. KG  
Mannheimer Transport-  
Gesellschaft (MTG) Bayer GmbH  
68169 Mannheim

### ► 7....

Rentschler Transport + Logistik GmbH  
72213 Altensteig  
L. Wackler Wwe. Nachf. GmbH  
73037 Göppingen  
Fritz GmbH & Co. KG  
74078 Heilbronn  
Rüdinger Spedition GmbH  
74238 Krautheim  
CargoLine Karlsruhe  
c/o CargoLine GmbH & Co. KG  
Klumpp + Müller GmbH & Co. KG  
77694 Kehl  
Hugger Logistics – Zweigniederlassung der  
Bächle Logistics GmbH  
78554 Aldingen  
Streck Transportges. mbH  
79108 Freiburg

### ► 8....

Hinterberger GmbH & Co. KG  
Spedition u. Logistik  
84503 Altötting  
Kochtrans Patrick G. Koch GmbH  
85375 Neufahrn  
CargoLine Gersthofen  
c/o CargoLine GmbH & Co. KG  
Noerpel Kempten GmbH  
87437 Kempten  
Noerpel Baienfurt GmbH  
88255 Baienfurt  
Honold International GmbH & Co. KG  
89231 Neu-Ulm

### ► 9....

Amm GmbH & Co KG Spedition  
90451 Nuremberg  
Streit+Co Internationale Spedition GmbH  
93083 Obertraubling  
Spedition Georg Graßl GmbH  
94447 Plattling  
amm logistics GmbH  
95176 Konradsreuth  
Schäflein Spedition GmbH  
97520 Röhlein  
AXTHELM + ZUFALL GmbH & Co. KG  
99428 Nohra

### ► International partners

G. Englmayer Spedition GmbH  
A-4600 Wels  
H.Essers ZN & Int. Transport NV  
B-3600 Genk  
M&M Militzer & Münch BG Co. Ltd.  
BG-1336 Sofia  
Rhenus Logistics AG  
CH-4133 Pratteln  
Lebert AG  
CH-8280 Kreuzlingen

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CZ-252 19 Chrast'any  
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SALVAT LOGÍSTICA S.A.  
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F-59223 Roncq (Lille)  
Ziegler France, Région Alsace-Lorraine  
F-67720 Hoerdt (Strasbourg)

Dimotrans Group  
F-69330 Pusignan  
DCS Transports S.A.S.  
F-94456 Limeil-Brevannes  
FREJA Transport & Logistics Oy  
FI-20100 Turku  
M&M Militzer & Muench S.A.  
GR-19300 Aspropyrgos  
Englmayer Hungaria Kft.  
H-2051 Biatorbágy  
Englmayer Zagreb d.o.o.  
HR-10000 Zagreb

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I-00040 Pomezia (RM)  
Stante & Ecotrans Srl  
I-22071 Cadorago (CO)  
GRUBER Logistics SpA  
I-37139 Verona  
Brigl AG, Internationale Spedition  
I-39100 Bozen  
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LV-1012 Riga  
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Lusocargo-Transitários SA  
PT-4470-777 Maia (Porto)

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