

CargoTime

A full-page background image of a female sprinter in mid-stride on a track. She is wearing a black sports top, black shorts, and bright red running shoes. Her arms are extended forward and back, and her legs are in a powerful running motion. The background shows a large stadium filled with spectators under a dramatic, cloudy sky at sunset or sunrise, with warm light illuminating the scene.

2/2021 The  CargoLine magazine

WORLD TRADE SLOWED DOWN

How CargoLine continues to get cracking

Cast off

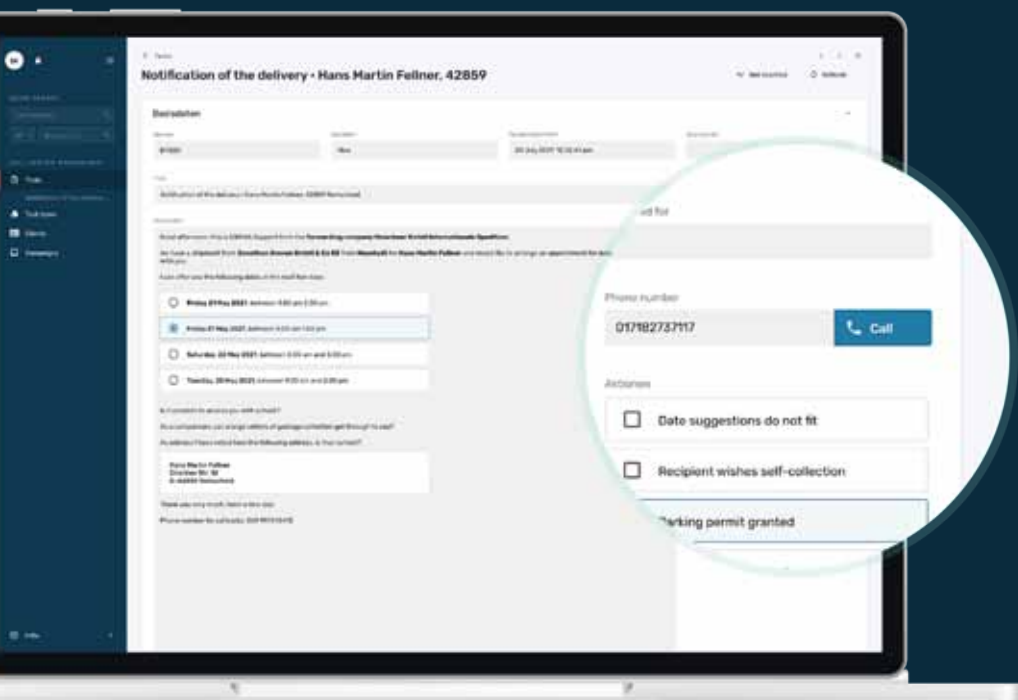
... for the Irish branch of Lombard PLC, a new CargoLine partner

Avoiding stagnation

... is the aim of the emergency concept with which the group is expanding its security measures

An inspiring job

... is what many young people dream of. For Felix Marth this has come true – thanks to top marks



Free
Trial

Module EIKONA Call Center

SERVICE CALLS IN A STRUCTURED WAY

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Dear readers,

Systems in which all the elements are perfectly aligned are usually extremely stable and functional. But what happens when individual parts of the chain break? Well, then everything can get out of sync – and we have seen the results in the logistics sector over the past 18 months. Here, the turmoil of the coronavirus pandemic has caused a major shake-up in global trade. Overcoming these problems and offering reliable logistics solutions requires a lot of experience, first-class contacts and new ideas. And this is exactly what CargoLine and its partners can offer. Discover more from page 6.

Anyone whose computer has been paralysed knows the damage that other “viruses” can cause. However, power outages and other unforeseen events can bring companies to a near standstill as well. CargoLine has introduced a sophisticated concept to ensure its partners always remain operational (page 20).

As well as dealing with crises and emergencies, successful businesses of course also have to master the challenges of everyday life. The freight forwarders Hofmann and Streit are excellent examples here (pages 12 and 14, respectively). While Streit makes express deliveries for its customer EFAFLEX, the world market leader in high-speed industrial doors, Hofmann is extremely flexible when it comes to outsourcing. The Cargoliner has expanded its IT, built two extra tinting lines for mixing akurit paints and plasters exactly according to customer specifications and has come up with something special for transporting them. We would also like to introduce you to our new international partner in the network: the Irish branch of Lombard PLC, which is helping Irish importers and exporters to overcome difficulties caused by Brexit. Details can be found on page 18.

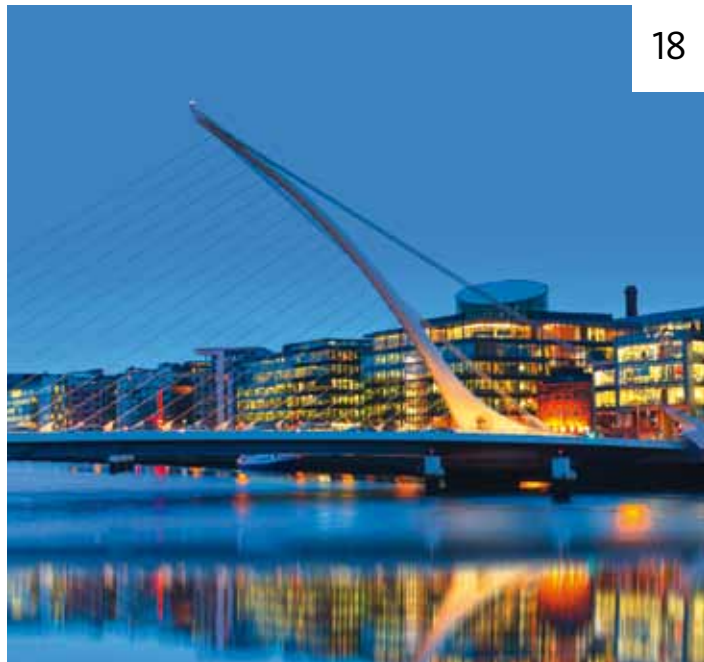
Where there's a will, there's a way. This is also the philosophy the industry initiative “Blut transportiert” lives by, about which we report on page 22. I heartily recommend the article to you – because together we can make an enormous difference.

With this in mind, I hope you find this issue of CargoTime to be rich in insight and inspiration!



Jörn Peter Struck
 Chairman of the Management Board





	FOCUS
6	(Supply) Chain reaction From containers and ships to personnel – there are currently shortages of everything in international transport. One problem seems to lead to another. Yet while global trade has slowed significantly, the CargoLine alliance continues to operate at full speed. CargoTime offers insights into the ideas that are inspiring its partners, the new solutions awaiting their customers, and the actions that shippers can take to ensure punctual delivery of their goods.
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	PRACTICE
12	As punctual and colourful as the sunrise As Cargoliner Hofmann knows, outsourcing has many facets. The logistics specialist not only delivers shipments on the dot for the akurit brand, but also mixes its paints and plasters. An exciting and ground-breaking project for both partners.
14	Fast, faster, fastest Customers who require the most reliable industrial doors often make EFAFLEX products their first choice. The freight forwarder Streit also contributes to their excellent reputation. It has already delivered more than 2,200 finished doors and around 4,500 spare parts on behalf of its customer, right at the point of when they are needed.
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20	STRATEGY Business continuity management boosts operational resilience In 2012, CargoLine implemented comprehensive security measures based on the requirements of ISO 27001. It was the first general cargo cooperation to meet this high standard. Now it is taking the next step – an IT concept that ensures smooth logistics processes throughout the network, even in an emergency.
22	SOCIAL Saving lives with a swab It cannot be manufactured synthetically and yet it is so important: blood. Cargoliners are supporting the industry initiative „Blut transportiert“ (translated as „Blood conveys“) in the fight against leukaemia and other blood diseases.
23	TRANSPORT & LOGISTICS Pre-structured service calls at the perfect time EIKONA Logistics has created a software solution with digital and database-supported telephony functions that also offers many advantages for the logistics sector – including optimised coordination of appointments.
24	PARTNER OVERVIEW

(Supply) Chain *reaction*

From mobile phones to dog bowls, from lumber to semiconductors – almost every product, every raw or building material is currently affected by massive bottlenecks and price increases. World trade has gone off the rails. CargoTime has talked with Cargoline members – and come across some new ideas.

Currently out of stock.” Rarely have these four words had such a global impact as they do right now. From manufacturers and retailers to tradespeople and consumers – almost everyone is having to exercise patience and spend more than usual as they search for urgently needed goods. The reason for this is a chain of unfortunate events that began with the emergence of Covid-19 in early 2020. Production around the world experienced dramatic cutbacks, sea freight was restricted, ships diverted or taken out of service and repaired. Whether in ports or on board, in many places staff had to be quarantined. Unloading cargo was unthinkable. As a result, there has been a lack of containers in the supply chain.

At the same time, demand changed: countless people suddenly were required to set up a home office and order the necessary furniture, laptops, etc. online. Or they wanted to improve their homes and gardens or buy sports equipment. Financial incentives increased the urge to buy, e.g. the German government reduced the rate of VAT and millions of citizens in the USA received checks for US\$ 1,400. As the first wave abated

in China, many of its factories started up again. Shipments from the major Chinese ports can reach the American West Coast comparatively quickly with the result that key ports, such as Los Angeles, were soon on the verge of collapse. The solution chosen by many shipping companies was to take the route to the American East Coast – via the Suez Canal. When the Ever Given container ship ran aground there on 23 March 2021, it was a breaking point for world trade. Meanwhile, the virus raged on – especially in India, home to many mariners who were and remain sorely missing from the industry. And as if things were not bad enough, Yantian in China – the fourth largest port in the world – also closed down for weeks this summer.

In summary: there is a global shipping traffic jam, with one delay causing another – especially at ports like in Los Angeles that receive goods from Asia. However, ports in western Europe, such as Rotterdam, Antwerp and Hamburg, have also been bursting to the brim for months. Even Bremerhaven has arrived at its limits. At the same time, ships, personnel and containers are desperately needed elsewhere for shipping the next loads. ◇





The situation remains difficult

In July 2021, ship delays reached a new high of three weeks. Many German automobile manufacturers had to wait for just-in-sequence components for as long as four weeks. The shortages are not only creating delays, but also higher costs. While the rate for a sea freight container was around US\$ 2,000 in 2019, this figure rose to US\$ 16,000 in the summer of 2021. Businesses have felt the pain of these increases. According to a survey by the Ifo Institute in Munich, more than 90 percent of German companies were suffering under the price increases for materials and intermediate products in June this year.

“There are problems with both equipment and prices, especially in imports,” explains Torsten Dahl, Managing Director of Bremen-based CargoLiner BHS. “Here, the goods are often smaller in size and the demand is higher. Prices have risen less in the export sector, which is dominated by machines, car parts and other high-value goods. However, the shortage of containers is also noticeable there, of course.” This tricky situation is being exacerbated firstly by peaks due to the Christmas season, and secondly by renewed standstills, e.g. during Chinese festivities such as Golden Week and New Year. For experts like Dahl, it comes as no surprise that the situation remains difficult. “At least until the middle of next year – maybe even till 2023. It’s only then that the new large ships are scheduled to be launched,” he says. ◇

Much appreciation for SeaLine

Even if global logistics are currently completely out of step, projects run by the CargoLine network continue to benefit from the experience and contacts built up over many years with partners who have enormous experience in the sea freight sector, e.g. BHS, Bursped, Koch International and Schäfer & SIS. CargoLine customers can profit from this via the SeaLine product, which the cooperation launched in 2019. With it, a general framework has been created that pays off even in times of crisis.

“In June alone, exports were up 30 percent from the previous month. Despite this, we were able to secure space for our CargoLine customers and load their goods under the conditions we’d promised,” says Dahl.

Pooled procurement offers many advantages

“We set up freight rates with established NVOCC¹ partners – being a network gives us the advantage of enjoying a stronger negotiating position due to our purchasing volume,” adds Bernd Höppner, Managing Director of CargoLine, who is responsible for the alliance’s international operations. The cooperation uses the lower prices it achieves to mitigate the worldwide increase in container rates for its customers. Exceeding a critical volume also ensures that co-loaders² actually make the promised slots available rather than allocating them to large shippers at short notice. CargoLine can thus guarantee prompt departures.

SeaLine: ideal for the worldwide export and import of general cargo

SeaLine is the alliance’s product for linking Europe-wide land transport with worldwide sea freight services. In other words: customers can load both their European and intercontinental shipments onto a CargoLine truck. These are then fed into the network and distributed according to their destinations. The same applies to procurement: SeaLine enables you to receive supplies from all over the world in a single step. This simplifies processes and saves time. CargoLine’s partners offer a wide range of additional and complementary services (see below). The alliance thus provides loaders with all the services they need from a single source.


- ◇ One-stop shopping: joint collection/delivery of general cargo
- ◇ Bookable anytime and anywhere – throughout the network
- ◇ Reliable transit times due to regular shipments
- ◇ Optional additional services: seamless pre- and on-carriage to/from seaport, customs clearance, transport insurance, contract logistics, tailor-made procurement and distribution logistics

In view of the increasingly international nature of many loaders and the resulting rise in demand for sea freight, the cooperation naturally strives to continuously optimise its market position. “We work closely with well-known business partners in Asia and the USA,” says Bernd Höppner. “Our goal is also to be able to give up-to-the-minute quotations and ensure that no further enquiries are required regarding door-to-door rates (e.g. for the pre-carriage in China).”

Full commitment – with local service and night shifts

Cargoline’s specialisation in general cargo is an advantage in the current situation. Because while with FCL³ it is the shipping company alone that decides whether or not to take goods on board, with LCL³ there are many more options available – it is always possible to fit a couple of extra boxes or pallets into a container. The basis for this is a good relationship with one another. “Our sea freight partners are all highly accomplished global operators. Moreover, we have known each other for a long time, work together in a spirit of trust and are able to clear up many questions through direct channels,” says Torsten Dahl. Customers also benefit from the alliance’s ethos of partnership – typical of SMEs – and the excellent local service offered by the network. “Here, everyone understands the importance of each individual consignment. We know what has to be done to ensure it reaches the container before it is closed and lands at its destination as promised. This means our deliveries are all made within a perfectly acceptable timeframe – regardless of whether they are exports or imports.”

To ensure that everything runs smoothly – despite the tense situation of the past year – video conferences with the agents overseas are scheduled on a daily basis. Due to the time differences and greater challenges of international supply chains, many employees work shifts. From midnight to four in the morning, for example, staff regularly make phone calls to colleagues in China.

Torsten Dahl: “The be-all and end-all is hard work and maintaining our contacts, which benefits all CargoLiners and their customers. They have priority booking rights for shipments.” 

New terminal for new business models

Building a network that is preferably both stable and diverse – which also makes it possible to act flexibly in times of crisis – requires franchisees to be courageous and willing to invest in their facilities and services. Together with two other freight forwarders, CargoLine’s founding partner Koch International won the European tender to operate a new terminal at the port facility in Osnabrück (see box on next page). “Entering into this partnership was a conscious decision as it allows us to further pool order volumes. In addition, we are always looking for ways to help develop and shape the logistics infrastructure of the Osnabrück region. We want to offer our customers the modern and flexible transport connections they need to trade globally in a constantly changing market,” explains Uwe Fieselmann, Managing Director of Koch International.

The logistics specialist is now establishing rail connections in cooperation with its partners, e.g. via gateways such as the mega-hub in Hanover-Lehrte. From there, the containers are re-routed to begin their onward journeys: either within Europe or – given a connection –

through a western European port to the rest of the world by SeaLine. “When you consider that we can reach the Ruhr area very quickly and the Scandinavian borders or Dutch and Belgian coasts in just four hours, this is an outstanding location with excellent logistics opportunities. We are confident it will be a valuable asset in creating many new flows of goods,” says Uwe Fieselmann.

Setting the train in motion

The terminal is not only an exciting expansion for Koch’s existing customers, but also for other CargoLiners and their clients. Consequently, the company is currently working with international partners to identify main runs that can be pooled and – when the timing makes sense – shifted to rail, as well as ways to jointly design new traffic flows. New options are also opening up for national network partners – especially those nearby, such as Hartmann, BTG Feldberg, Schmidt-Gevelsberg and Rhenus. “Moreover, we can also use our terminal to process overhangs in the network,” says Uwe Fieselmann. When trains are used for transports over longer 



One of the new terminal’s cranes in action.

distances, trucks are only required for the short onward journey to the forwarder's premises – thus freeing up capacity.

Of course, there are further arguments for increasing the quantity of goods transported by rail. "Due to the problems of climate protection, dwindling resources and staff shortages (especially among drivers), we support the German government's initiative to shift goods flows to rail. Furthermore, our customers are demanding ever higher ecological standards – simply because of CO₂ taxes in road traffic," explains Uwe Fieselmann. "Shifting goods to rail makes environmental sense for transport distances of as little as 350 km. If the quantities are sufficient for a half or block train,⁴ shorter routes can also be made sustainable," says the CargoLiner. ◇

The bi-modal terminal in Osnabrück

... will open in October 2021. It is operated by Container Terminal Osnabrück GmbH, whose shareholders also include the CargoLiner Koch International.

Site covers approx.
9.5 hectares

4 transshipment tracks for block trains up to **700** metres long

2 gantry cranes, each **40** metres high and **50** metres wide

Capacity: handling area for **2,000** TEU

Looking ahead

Thanks to its orientation towards general cargo, its networking and portfolio of services – which includes all modes of transport – CargoLine is very well positioned. Nevertheless, all connections remain in high demand. What does this mean for customers? The specialists from BHS and Koch International are in full agreement: "Inform the freight forwarder and book any transport as early as possible!". It is important that customers and logistics partners work closely and openly together, discuss the available options and decide what is realistically possible. The result may be that a shipment is not transported via Hamburg – as is usually the case – but via Rotterdam or Wilhelmshaven. "It may cost more, but it also ensures that the goods arrive on time," explains Torsten Dahl. "The current trend clearly shows that a just-in-time mentality and the cheap products to which we have become accustomed are history. The shipping costs have risen too drastically for that."

Flexible supply chain design

Uwe Fieselmann therefore recommends that customers rethink their production planning in both the short and long term. "Customers should be asking themselves how they can expand their supplier networks so they are not dependent on one transportation route. And which goods really need to be on site in 24 hours." According to Torsten Dahl, supply chains are already visibly changing to reflect these considerations. For many, the first step is to create warehouse capacity in Germany or elsewhere in Europe – even if this involves developing new connections and higher storage costs. The next step could then be to relocate production, e.g. to North Africa or south-eastern Europe, so that goods can be transported by truck, if necessary. "The key is to stay flexible," Dahl advises.

Optimised infrastructure

Despite possible relocations to eastern Europe or the Maghreb, it seems certain that global



trade will continue to grow over the next five years. "The majority of global transports will continue to take the sea route in the future – only ships offer the necessary capacity," explains the Managing Director of BHS.

To cope with this growth, shipping companies are expanding their fleets considerably with new, even larger ships, the first of which will be launched in 2023. "These new vessels mean that traditional ports, such as Hamburg, must be expanded and deepened. We should also consider using alternative ports," says Torsten Dahl. "While Piraeus in Greece and Koper in Slovenia are likely to gain in importance in southern Europe, many ships in the west are already being diverted to Wilhelmshaven. This is the only deep-sea port in Germany where the tide doesn't play a role – unlike in Hamburg."

It is vital that logistics systems do not slump as the economy grows, so alternative routes and modes of transport will become increasingly important in the future. Measures include – in addition to the availability of more ships and containers – improving railway infrastructure, e.g. by optimising hinterland connections or even further developments around the Iron Silk Road, the expansion of which is continuing (despite the expiry of subsidy programmes in China), as Uwe Fieselmann reports. "The first container train from China arrived in Wilhelmshaven in mid-July. So it seems quite conceivable that our Osnabrück site will also be served in the future. One of our customers, for example, is expecting another 300 containers by Christmas. Consignments like these could probably be rolling directly into Osnabrück via the Iron Silk Road as early as next year." The future is full of challenges but certainly remains exciting. We are also looking forward to seeing what ideas CargoLiners will develop and implement over the coming years. ◇

¹NVOCC = Non-vessel operating common carrier

²Co-loader = Master loader who consolidates several LCL consignments from different customers into a full container, books shipping space with the actual carrier (ship owner) and organises the shipping

³FCL = Full Container Load & LCL = Less than Container Load, like with general cargo

⁴Block trains (700 m long) correspond to about 40 semi-trailers, half trains (350 m long) to about 20 semi-trailers

Practical experience

counts

Felix Marth started his apprenticeship as a commercial clerk for forwarding and logistics services at BTG Feldberg and graduated as one of the best in his year. Now he is happy to be in an inspiring job with friendly colleagues and to have chosen the right career.



Freight forwarding and logistics services clerks are the architects of the transportation business, or so they say in the industry. They organise national and international freight traffic, draw up schedules, select suitable means of transport and complete the necessary formalities.

During the two and a half- to three-year dual study course for this responsible job, students gain profound practical experience of the freight forwarding sector. Moreover, it offers knowledge of IT, safety and environmental issues in freight transport, as well as building strong English language skills.

Top marks

One of the best young talents in this field is Felix Marth from Wesel on the Lower Rhine. Now 29 years old, he started his apprenticeship at the freight forwarder BTG Feldberg in Bocholt at the beginning of February 2017. Passing his final written exam with flying colours in November 2019, he then glided through the oral examination in January 2020 with top marks. At the semi-annual examinations run by the local Chambers of Industry and Commerce, just 87 of the 2,373 participants nationwide in his graduation year achieved the highest grade.

“It was a conscious decision to enter this varied profession,” says Marth. After complet-

ing his Abitur (A-levels) examinations at a vocational college – specialising in economics – and a “heady” five-semester business administration degree in Duisburg, he realised that he wanted to do something practical in logistics instead. He wanted a job where he could deal directly with people.

Business experience and a little luck


Felix Marth is quite laid-back by nature. The final top grade he achieved hasn’t gone to his head. When asked for the secret behind his success, he points to his effective training at BTG as well as a portion of luck. In the oral examination, he was able to choose from two randomly assigned task areas: sea freight or ecology and sustainability in road transport. He chose the latter because he had learned a great deal about fuel-efficient driving and CO₂ auditing at BTG. “I knew about the systems that are currently available and was also familiar with technical terms, such as the retarder system that recovers energy during braking,” Marth recalls. “The hands-on experience I was able to gain in the different departments and stations at BTG was also extremely valuable.”

Collegial atmosphere

After completing his training, Marth was taken on immediately and is now very happy working in the department for handling and

loading equipment – directly at the interface with the drivers. He personally issues transport documents to them, is responsible for correct accounting and frequently fills in for colleagues on the night shift. He loves the friendly atmosphere in the open-plan office that he shares with up to 20 colleagues. “Everyone is very nice and it’s really fun to work with them. I get to work with all kinds of different people and love the daily variety,” stresses Marth, who can’t imagine a better department.

Heavy metal music, light nature

In his spare time, Felix Marth likes to ride his old Dutch bicycle or go for walks with his “hunting pug”, a cross between a pug and a terrier. These gentle pursuits contrast starkly with his taste in music: heavy metal of the hard variety, preferably at live festivals, which he misses a lot. “We’re going to spend this summer renovating,” explains the family man, who also loves honing his DIY skills. These will come in handy when he takes ownership of a 40-year-old terraced house with a small garden, where he will live with his wife and their two beloved daughters aged one and three and a half. 

When colour and timing always hit the spot

High-quality system solutions from akurit protect, insulate and embellish buildings both inside and out. Transport and logistics provider Hofmann ensures the perfect shade of akurit's pasty plasters and paints and that particularly construction site logistics run smoothly.



The human eye is remarkable. Its photoreceptors can distinguish about 200 colours, i.e. light of different wavelengths in the range from 400 to 700 nanometres. Varying the intensity results in about 500 gradations per shade. Changing the proportion of white adds another 20 variants per shade. In total, human beings can thus perceive approx. two million shades of colour. No wonder everyone defines colours a little differently. For example, at what point does light blue become medium blue? And is Bordeaux closer to brown or purple?

Knowing the answers to questions like these is vital when designing and decorating buildings. Colours add context to architecture with sophisticated accents, influencing our thoughts and sense of well-being. Misunderstandings between builders and tradespeople regarding colours can lead to nasty surprises, as can inconsistencies in post-produced batches.

More flexibility through outsourcing

Hofmann understands these challenges. The CargoLine partner from Biebesheim am Rhein not only transports the paste-like finishing plasters and paints made by the Osnabrück brand akurit, it also mixes them. And there is a good reason for this, as Heiko Riggert, the

product manager ETICS¹ at akurit, explains. "We offer a standard range of 360 selectable shades. These are complemented by customised mixtures. Due to our extensive range of plasters and external thermal insulation composite systems, which we produce at various locations, it was sometimes difficult to consolidate mixed orders and deliver them at the required time. In addition, we were not always able to react quickly to trends and customer wishes. The desire to overcome these difficulties inspired us to combine transport, storage and tinting with one service provider."

Nothing left to chance

akurit chose Hofmann due to the company's flexibility and willingness to explore new possibilities together. For example, the freight forwarder and its new client have installed three tinting lines in an area directly adjacent to the logistics hall. The CargoLiner has also hired five new full-time employees. "They are responsible for implementing akurit's high colour accuracy standards. They were trained on the different products and in the operation of the tinting lines. At the end of each colouration process, they check that everything has been mixed cleanly, take smears from the individual buckets and compare them under daylight conditions. They then assign a batch number to these samples and archive them so that we can reproduce exactly the same col-



our at any time in the future," explains Stefan Seemann, the responsible project manager at Hofmann.

Preparations for the partnership started in January 2020 and were supplemented by SAP training courses and the programming of an IT interface at Hofmann. This interface transfers the customers' own delivery notes directly to Hofmann's warehouse management system (WMS), which reports back, e.g. the batches that have been stored and re-



and delivery of the products in perfect condition are therefore extremely important. Every delay, every bucket that is not delivered or incorrectly delivered can have a serious impact on the progress of the construction work or the costs,” explains Riggert.

Learning from mistakes

There were some hurdles to overcome at the beginning of the cooperation as far as the condition of the products upon delivery was concerned. “The partners in the CargoLine network first had to learn that you can’t stack our pallets. But they learned that quite quickly. After all, you don’t easily forget breaking a paint bucket inside a truck,” says Riggert with a smile. He particularly praises Hofmann’s willingness to work together to find solutions to teething problems with packaging and load securing of the containers, as well as the company’s ability to implement them quickly. “We designed extra hats with the message ‘Please do not stack’ in several languages and put them on the pallets. In addition, we now put a layer of cardboard between the buckets and fix the lids with staples. This prevents them from opening and spilling paint during transport. Finally, we double-wrap each pallet with stretch film and mark them with a warning tape,” says Hofmann’s forwarding manager Lars Taiber.



trieved. In addition, SAP controls the number of high-quality colour pigments that must be added to the products in the tinting lines to obtain the desired shade.

Construction site challenges

Service-oriented construction site logistics are the second important element of the partnership. “Construction companies and tradespeople throughout Germany usually order materials to be delivered directly to the construction site at specified times, and often in small quantities, i.e. in single containers on mixed pallets. Almost 100 percent of these orders must therefore be delivered on a fixed date – depending on when the relevant tradespeople are scheduled to be working there. Careful order processing, punctuality

Growing together

After the disruption of supply chains due to the coronavirus pandemic, some countries are currently experiencing extreme growth, e.g. China, USA and Germany. Even though shortages of raw materials are currently making production and delivery difficult, akurit is planning to expand its product range. “We are delighted to have a partner like Hofmann at our side at this exciting time. They give us so many measurable advantages, e.g. a great freight forwarding location, quick availability of our goods due to the very short distances between the tinting line, warehouse and cargo handling hall as well as the fully EDI-controlled process flow. We also appreciate the excellent communication, the fast decision-making processes you would expect from an SME and their willingness to look for solutions and address new topics. In short: it truly is a partnership of equals and we are looking forward to expanding the cooperation,” says Riggert. 

¹External thermal insulation composite systems

akurit

... is a professional brand for plasters and external thermal insulation composite systems. True to the motto “Systems achieve more”, the company offers high-quality system solutions, which are precisely matched to each other and can therefore be applied quickly, easily and safely. Coupled with service-oriented construction site logistics, it has quickly established a strong market position. Today, akurit accounts for almost one third of the sales of the corporate umbrella brand Sievert SE (Osnabrück), a specialist in professional building materials and logistics solutions in Europe and China. Founded in 1919 as Habadü Handelsgesellschaft für Bau- und Düngestoffe (Habadü trading company for construction and fertiliser materials), Sievert SE companies today have:

1,700

employees

60

locations worldwide

www.akurit.de

www.sievert.de

Hofmann

... is a family business with over 55 years of tradition. It specialises in national and international freight transport, contract and pharmaceutical logistics. The company, based in Biebesheim am Rhein, has been a member of CargoLine since 2015.

39,000 sqm
logistics area

4,500 sqm
cargo handling area

36,600
pallet storage spaces

300
employees

1,800
shipments/day and **420,000** tonnes/year

80
own trucks

www.hofmann-spedition.de

Fast, faster, fastest

The Bavarian company EFAFLEX is the world market leader for high-speed industrial doors. CargoLine partner Streit+Co transports these and all the necessary spare parts. Just in time!



When a new car rolls off the assembly line to undergo the manufacturer's final inspection, everything has to happen quickly. The doors between the various halls have to open automatically and immediately, otherwise processes can come to a standstill. Moving at four metres per second, a high-speed door manufactured by EFAFLEX in Bruckberg (Bavaria) is the fastest of its kind in the world. Admittedly, it's not as fast as an Olympic 100-metre sprinter, but 14.4 km/h for a mighty rolling metal gate that's approx. seven metres wide and six metres high is a remarkable feat of engineering.

◇◇ **CargoLine is a premium network.** ◇◇

Patrick Piwinski, dispatch manager at EFAFLEX

can be on site that very night to repair it." Of course, this only works smoothly if the necessary spare parts are also available in good time. "That's why absolutely reliable express deliveries are crucial for us," emphasises the logistics specialist, who trained and worked in the scheduling departments of several freight forwarding companies for around 20 years. It was during this phase of his career that he first encountered CargoLine and learned to appreciate its reliability. "For us, it is one of the strongest alliances in the logistics sector in Germany: a premium network."

eral cargo via CargoLine. In the first two and a half years of the cooperation, Streit+Co has already delivered 2,200 doors and 4,500 spare parts. Up to 15 Streit+Co trucks now drive onto the EFAFLEX site every day to receive and transport goods. "We transport spare parts throughout Germany and to Austria via the CargoLine network – 80 percent of these are just-in-time shipments via the cooperation's premium services," explains Brunner. The seasoned sales expert is delighted by the highly successful partnership with the door manufacturer. "We enjoy a very good and close working relationship with daily con-

Service and delivery on point

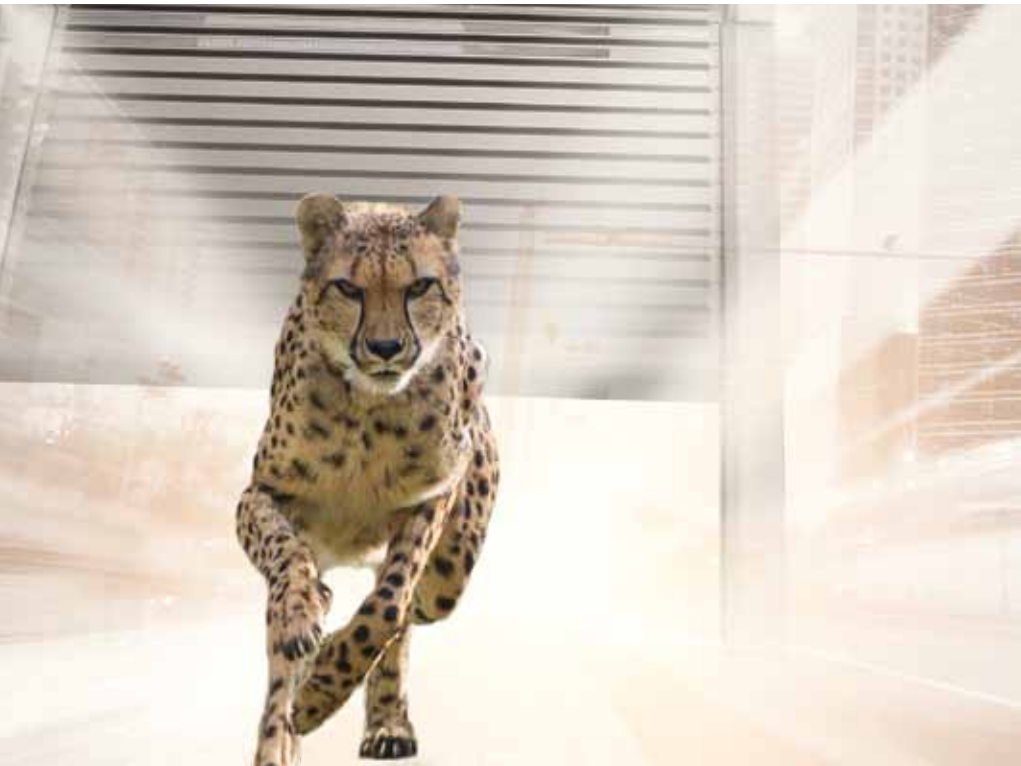
The factory's own service teams must work as quickly and reliably as the doors themselves open and close. Several mobile assembly groups are therefore on duty around the clock – in case, for example, a forklift damages a door while manoeuvring. "It's our job to respond to problems and ensure that everything is repaired immediately," explains Patrick Piwinski, dispatch manager at EFAFLEX. He specifies this by saying: "If the gate that the team buses drive through at the Volkswagen Arena in Wolfsburg is damaged in the evening and the Bayern Munich football team is due to arrive the next morning, our fitters

Perfect delivery via the network

A supplier of international logistics services, CargoLine partner Streit+Co is located just under 70 km away from the EFAFLEX headquarters near Regensburg. EFAFLEX is one of its top clients and the partnership has now been running for three years. "It started small – then gradually we were entrusted with more and more branches of its business," recalls Vanessa Brunner, Sales Manager at Streit+Co. Initially, the freight forwarder only transported the finished doors as partial or complete loads on its own vehicles. Then EFAFLEX commissioned the company to provide shipment of all its spare parts as gen-

High security

High-speed doors are used indoors and outdoors to optimise traffic flow, improve the indoor climate and save energy. Depending on requirements, they can be manufactured to be waterproof, odourproof, gasproof and dustproof. Particularly when used in outdoor areas, they must also meet increased security standards. With the EFA-SST® Secure, EFAFLEX recently launched the world's most secure high-speed door. It is certified to the high Resistance Class 4 (WK/RC 4) according to the DIN standard by ift Rosenheim. This means that the door can withstand even experienced intruders equipped with saws and hammers, offering excellent protection against break-ins and vandalism.



❖❖ **Three quarters of all shipments are delivered using our time and fixed date services.** ❖❖

Vanessa Brunner,
Sales Manager at Streit+Co

tact and support from our customer service department, which also oversees all spare parts shipments.”

All about the package

Patrick Piwinski is very satisfied with the well-coordinated cooperation. He is convinced by the package and performance that Streit+Co provides. “They have their own fleet of ve-

hicles with their own drivers, a highly efficient general cargo network behind them and flexible storage capacity when we need it. Everything from a single source – that’s exactly what we want,” he stresses. “The experts at Streit+Co really understand their business. You always know that you’re in good hands.”

The two partners are now planning to switch to completely paperless processes, digitise all their communications and thus transfer key information as quickly as possible. “We want our fitters to know where their spare parts are at any given moment – via their tablets – and when exactly they will arrive,” says Patrick Piwinski. With Streit+Co’s help, he is confident that all his customers’ doors will continue to operate perfectly – and very quickly. ❖



About 15 trucks a day arrive in the large loading yard of EFAFLEX’s headquarters in Bruckberg to load goods and transport them to their destination.

EFAFLEX

... is the leading manufacturer of industrial, rolling and folding doors in Germany and the world market leader for high-speed doors. The family-owned company was founded in 1974 in Bruckberg, Bavaria, and has subsidiaries in Germany, Austria, Switzerland, the United Kingdom, Slovenia, the Czech Republic, Poland, Belgium, Russia and China.

1,200
employees worldwide

Sales to
53 countries

www.efaflex.com

STREIT+CO

... is a medium-sized freight forwarding and logistics company which was founded over 80 years ago in Karlsbad. Its headquarters are located in Obertraubling. The service portfolio ranges from national and international transport services by truck, rail and ship to flexible and customised procurement, distribution and contract logistics solutions. The company has been a member of CargoLine since 1998.

200
employees

90
own vehicles, plus contractors

35,000 sqm
of usable floor space with **3,000** sqm cargo handling area

High-bay warehouse with
6,000 pallet bays

6,000 sqm
storage area

www.streitcargo.de

175 years of Wackler – a rather unusual company anniversary

Anyone who can look back on 175 years of company history has good reason to celebrate and plenty of stories to tell besides. While celebrations are currently out of the question due to the coronavirus pandemic, these stories can still be told. This is what the Schwarz family, owners of Wackler Spedition & Logistik in Göppingen-Holzheim, has decided to do. "In the current situation, it is particularly important to us that this special occasion does not pass us, our customers, partners and employees by without a trace," emphasises Gabriele Schwarz, authorised signatory of the Schwarz Group, who is in charge of organising the anniversary.

Open dialogue

Events and activities have been taking place throughout the year, e.g. the lecture series "Traditions, generations and innovations" at the Friederike Wackler Museum in Göppingen. These were attended by Lukas Petrasch, Managing Director of Cargoboard and winner of the Global Student Entrepreneur Award, Nicola Buck from Buck & Hirmer, and Walter Jerusalem, Managing Director at Zeller+Gmelin – as well as Oliver Schwarz, his son Maximilian and other members of the Schwarz family. "Generations" was the topic of the second talk. Maximilian Schwarz joined Wackler in October 2020 as Business Development Manager and is the fifth generation of the family to enter the business. Both father and son offered insights into their start in the company: quite casual in the case of Oliver Schwarz, much more target-oriented for his son. Conflicts between the generations have



Representatives of the fourth and fifth generation of the Schwarz entrepreneurial family – Beate, Gaby and Oliver as well as Maximilian (second from right) and Julia (centre) – proudly present the company's anniversary magazine.

not arisen so far. "Despite our different points of view, we are open to each other's ideas. That's why it works well," explains Maximilian Schwarz.

Lots of surprises

Even more personal insights were provided by members of the Schwarz family and long-serving employees in *Extrablatt*. When the large-format anniversary magazine appeared in March, Oliver, Maximilian, Gabriele and Beate Schwarz distributed it personally to all their employees. Speaking of employees: this year alone, there are no less than 49 employees celebrating anniversaries in the group who together have been with the company for a total of 885 years. To thank everyone for their daily efforts, Wackler has been posting

on social media channels and giving staff a surprise gift every month. For example, the company set up water dispensers and distributed drinking bottles to coincide with the start of summer. "Everyone was really pleased and I can see that many of our employees are using the bottles," says Gabriele Schwarz with shining eyes. Employees were also thrilled when the company distributed cosy softshell jackets with the Schwarz company logo to everyone in September. "This is a special anniversary year and we are very satisfied with it so far. I think it's nice to use it to show our employees how much we appreciate them. That's particularly important in our industry where everyday life is often quite tough," she concludes. ◇

Happy birthday, Kochtrans!



On 1 June 2021, the CargoLiner Kochtrans, which is based in Neufahrn near Munich, celebrated its 25th anniversary. The company has been a member of CargoLine since 2009 and a wholly owned subsidiary of the general cargo alliance since 2011. The freight forwarder was in poor shape when it was taken over

and the business's rapid return to profit is mainly thanks to its Managing Director Erich Baumgärtel. Over recent years, he has effectively developed a strong team and a solid client base. CargoLine wishes him and his 80+ employees a happy birthday and many more successful years together! ◇

Fundraising campaign for flood victims

Nobody knows how high the flood wave was that destroyed the Ahr valley on 14 July: the water level gauge was simply swept away by the mass of water. At around 8.45 p.m., the final reading recorded a level of 5.75 metres. The authorities estimate that at least 133 people died and more than 17,000 directly lost possessions or are faced with significant damage.

The event caused bewilderment and evoked compassion throughout Germany – and completely overshadowed the fact that there was also comparable damage elsewhere. Around Stolberg near Aachen, for example, the river Vicht burst its banks with fatal consequences.

Maik Heyden, a temporary driver at Amm Spedition in Nuremberg and commander of the Mimberg volunteer fire brigade, decided to launch a fundraising campaign for the vic-

tims of this less reported flood disaster. The offers of help from the citizens and companies of Mimberg and its neighbouring villages were overwhelming. Heyden's employer, Ralf Amm, did not hesitate to offer his support – providing three trucks free of charge for the campaign. Members of the volunteer fire brigade loaded these to the brim with donations, such as pumps, tools, generators, food, toiletries, clothing, etc., and drove them to Stolberg, where they were gratefully received by the crisis management team.

It's ingratiating when "Partnership that moves" is more than a slogan on a truck and is actually put into practice in real life.¹

¹ The help provided by Maik Heyden and Amm Spedition is representative of a whole series of CargoLiners who – as in 2013 for the Dresden flood disaster – collected donations and provided trucks free of charge.



The floods in July did not only devastate the Ahr region, but other areas as well, e. g. on the river Vicht. With the support of Amm Spedition (Nuremberg), Mimberg's Volunteer Fire Department provided assistance to the residents.

New partner in the north of the Black Forest

Rentschler Transport + Logistik, based in Altensteig in Baden-Wuerttemberg, joined the CargoLine network on 1 September 2021. Founded in 1948, the company's own unique transport system ensures reliable collection and delivery in the high-volume and topographically challenging Black Forest region. The new CargoLiner also offers customised, value-added logistics services.

**RENTSCHLER
TRANSPORT + LOGISTIK**

"We are very pleased to welcome Rentschler to our network. This new partner allows us to optimise transport routes for the benefit of our shippers. At the same time, it relieves the burden on our neighbouring alliance partner Wackler," says Jörn Peter Struck, Chairman of the CargoLine Management Board.



Smooth sailing

At the beginning of July, CargoLine added a new partner to its network – the Irish branch of Lombard PLC. Brexit has created serious challenges for trade and border traffic in the island nation. Lombard is now pioneering new routes to the European mainland.



As soon as I boarded the steamer, I could see, hear and smell that I had crossed a frontier,” wrote Heinrich Böll at the beginning of his classic memoir “Irish Journal”, published in 1957. At that time, the Republic of Ireland was still an underdeveloped agricultural backwater compared to its industrialised European neighbours. Accession to the EU in 1973 was key to breaking down trade barriers, eventually bringing an economic boom to the country from the 1990’s.

The island nation primarily exports pharmaceuticals, chemicals, electrical products, medical-technical systems and foodstuffs. Its major imports include machinery and vehicles, computers, chemicals and petroleum products. The IDA Independent Development Authority (Irish Government Agency) has been very successful in attracting Foreign Direct Investment (FDI) particularly from large US Multinationals to set up operations in the Republic of Ireland. This is primarily due, amongst others, to the well-educated English speaking workforce and a Corporation Tax of 12.5 percent.

Until recently, most of the traffic between mainland Europe and Ireland had been by truck via ferry through the UK. This “land bridge” runs right across the south of the UK

and about 150,000 trucks per year take the 20-hour journey. Brexit – the UK’s departure from the EU’s single market and customs union – has now reintroduced controls, bureaucratic hurdles and tariffs. Moreover, no country has been more affected by this than Northern Ireland (UK territory) and the Republic of Ireland (EU).

Pre Brexit, only a few freight forwarders chose the more time-consuming sea route via the ports of Dublin and Rosslare to Rotterdam, Zeebrugge, and Cherbourg. Brexit is changing all that. In addition to the added hurdle of British import and export charges, the details of which are still unclear, many shippers are starting to question the time advantage of the land bridge. Before Brexit, for example, up to 10,000 trucks passed through the British ferry port of Dover every day. Any customs clearance used to take an average of about two minutes. Port operators warn that extending this time by just another two minutes would create a truck traffic jam nearly 30 km long outside the town.

A bridge for Europe

Since July of this year, the Irish subsidiary of the UK freight forwarder Lombard PLC has been a new partner in the CargoLine net-

work. The Dublin-based company will now specialise in providing transports to and from mainland Europe, especially Germany, which bypass the UK land bridge entirely. The goods are packed into sea containers at the CargoLine partner depots in Germany and shipped to Dublin via the port of Rotterdam – and the same from Ireland to Germany

“We have to take the sea route via Rotterdam and avoid going through the UK,” explains Robert Cashman, Managing Director. “There are no customs involved as it’s a direct transport from Europe to Europe and we’re just as

Lombard Shipping in figures:

5

locations in the United Kingdom and the Republic of Ireland

28

employees in the Republic of Ireland

3000 sqm

of cross dock space

4

tractor units and **25** trailers

www.lombardshipping.com



Cargo Digital World – the CargoLine spin-off – launches new start-ups

In April 2021, CargoLine announced its intention to play a decisive role in shaping the future of the logistics industry through Cargo Digital World. Just six months later, the CargoLine spin-off is launching two technology-based companies that help freight forwarders to reorganise partial and full loads and significantly simplify and improve resource planning.

fast! We were pioneering this system long before Brexit. Importers and exporters need a way to avoid these very complicated customs processes. It's a big advantage for them."

The European-minded logistics expert was appointed by Simon Fraser, MD of Lombard PLC in the UK, to generate new business between Ireland and the other European countries. Cashman has known and appreciated CargoLine "for a good 22 years". As he puts it, he is "very impressed by the outstanding long-term consistency, loyalty and professionalism of this network of medium-sized businesses."

From the outset, the team in Frankfurt provided very quick and competent support, especially in the area of IT. Cashman now works closely with the CargoLiners Schmidt-Gevelsberg, Koch International, Schäfflein, Lebert, Schmelz and Wackler. "We operate direct line services with these partners and have plans to expand," says Cashman. He believes that Ireland's direct economic relations with other European countries will continue to grow because of Brexit. "That's why CargoLine is also very important for Ireland, it bridges the gap between us and the rest of Europe." 

Cargo Digital World (CDW) aims to develop innovative business models for the logistics industry and launch them successfully onto the market. Cargonative and CargoCast are the first such start-ups to take this step. Using logistics and other data, CargoCast produces shipment forecasts that enable CargoLiners to deploy the required resources efficiently at an early stage. The forecast is generated with the help of specialised algorithms and artificial intelligence.

Cargonative, on the other hand, is a next-generation platform for scheduling partial and full loads. Although currently still geared towards the needs of CargoLine partners, it wants to open up to other transport companies and shippers outside the alliance in future. The service allows them to post information about orders and available loading space, make binding bookings for both, call up information on the shipment status and estimated time of arrival (ETA), and exchange transport documents. Orders are processed in accordance with the quality guidelines of the CargoLine partners, which are already applied in the general cargo sector.

"Our goal is to provide digital services that meet a range of our customers' logistics needs. We want to give shippers a one-stop shop where they can organise their shipments at the click of a mouse. CargoLine partners and other transport and logistics service providers profit from pioneering business models that elegantly complement their own core competencies. For investors, we offer an attractive combination of muscle power and high tech," explains Dr Tim Brühn, CEO of CDW.



Dr Tim Brühn, CEO of CDW

"CDW is proving its commitment to the company's creed – 'Creating the logistics of tomorrow' – every single day," says Jörn Peter Struck, Chairman of the CargoLine Management Board. "As a medium-sized general cargo alliance, we are proud to have been successfully driving platform-based business models in logistics since 2017. Among other things, they enable us to achieve key goals, such as reacting dynamically in rapidly changing markets and seizing growth opportunities wherever they arise. The best example of this is our first project Cargoboard, the online freight forwarding service for general cargo that we initiated and which has been operating profitably since April 2019." 

www.cargodigitalworld.com
www.cargonative.de
<https://de.linkedin.com/company/cargocast-de>
<https://cargoboard.de>

Business continuity management boosts operational resilience

Despite investing in preventive measures, even the best logistics companies are not immune to system failures. The consequences can be serious – both for them and their customers. A sophisticated IT emergency concept helps CargoLine to ensure that its partner companies remain operational and keep shipments on the move even if business-critical IT applications fail.



In our digitised world, a single massive power outage, a disenchanted employee who wants to take revenge or a hacker can bring a business to a complete standstill. Attacks from the web, in particular, are playing an increasingly notorious role. According to the latest cybercrime situation report from the Federal Criminal Police Office in Wiesbaden, the number of hacker attacks rose by a total of 7.9 percent last year to around 108,000 recorded cases. However, not all attacks are reported because companies are worried about potential damage to their reputation or difficulties with insurance. Experts therefore assume that the number of unreported cases is high.

Prevention is better than pain

CargoLine has long been aware of the importance of IT security. As early as 2012, its partner companies implemented comprehensive and uniform information security measures based on the requirements of ISO 27001. At the time, CargoLine was the first general cargo network to operate in accordance with this high standard. Among other things, it requires redundant systems, i.e. the double provision of IT systems and power circuits, to guarantee the permanent protection of all data and a smooth workflow.

The alliance has now supplemented these precautions with an IT emergency concept as part of its business

continuity management system. This concept provides clear instructions to be followed in the event that business-critical IT applications are not available or, in the event of a cyberattack, the data backups are also infected. It aims to ensure that every CargoLiner remains operational in such a situation, at least to a limited extent.

“The ultimate goal is to prevent halls from filling up and not only the affected partner, but the entire network getting out of sync,” explains Sebastian Grollius, Head of IT & Project Management at the general cargo alliance.

Cepra – a saviour in the hour of need

The linchpin of this concept is the cooperation’s track-and-trace system – Cepra. It acts as a cross-partner backup for the CargoLiners’ individual transport management systems (TMS), which they use to exchange shipment data. They can also use it to organise and process transport orders, store status messages and generate delivery receipts – especially if a partner is temporarily unable to access its own business-critical applications, such as TMS and remote data transmission.

For the latter case, the IT emergency concept allows partners to use a web and mobile phone app: if a scanner can no longer feed the shipment data on a package




the cooperation's track-and-trace system to make this possible. As a result, shipments are visible to the partners concerned – even if their TMS is not working.

“The IT emergency concept is the result of a process that took about a year. We initiated it together with EIKONA – our IT service provider – and implemented it with the full involvement of our partners,” explains Grollius. Adds Stefan Seufert, Member of the Board at EIKONA Logistics: “We started by performing a thorough analysis of the business processes at our partner companies to see how they work. Then we had to identify alternative options that must be available to ensure that CargoLiners can meet their obligations to customers and partners even in the event of a system failure.”

The partners are now responsible for implementing the clearly structured concept adequately into their respective companies. They must ensure that each of the points specified by CargoLine is worked through, including the provision of a task force to manage the implementation of the concept in the event of an emergency.

Practice, practice, practice!

Just like a fire drill, the (information) processes defined in the emergency concept must be practiced again and again after they have been implemented: from maintaining company smartphones loaded with the emergency app, functioning laptops and mobile printers, to reporting the emergency, scanning real shipments and processing their data in Cepra. The implementation is checked via regular audits. Every step must become second nature – ideally, employees should know exactly what to do in an emergency and be able to just leave the IT emergency concept lying in the drawer as a memory aid. “This is really important because in the event of a power failure or infected system, it's no use having a nice PDF stored on the server,” says Grollius with a smile. 

into the TMS due to a power/server failure or network problems, the hall personnel simply scans it in with a mobile phone. The emergency app then transmits the data together with photos of the label and the package directly to Cepra and checks with the platform to determine whether the shipment has already been recorded. The photos allow forwarding agents in the office to manually add information in Cepra that is not stated on the shipment label, e.g. the type of load carrier. Existing loading lists can also be edited and new ones created.

The advantages of direct customer connections

Even under “normal circumstances”, customers can benefit from entering their consignment data directly into Cepra via so-called FTP accounts or using CargoLine's tracking and recording function to enter their shipments on the Cepra website. If they have not done so, alternatives can now be set up at short notice. The software developer EIKONA Logistics has expanded

BUSINESS CONTINUITY MANAGEMENT for everyone

Whether you work in logistics or manufacturing, carelessness is out of place when dealing with business risks. After all, a company's economic foundations can quickly crumble if its IT systems fail over a period of several days. Businesses can implement precautions by taking a few pragmatic steps – developing an emergency plan based on a precise risk assessment, testing it and training staff to use it in the event of an emergency. That is the essence of business continuity management.

The questions that need to be addressed include the following:

- ▶ How do business processes function if IT systems or cooperation partners fail?
- ▶ What alternatives does the company have to access its data in the event of a system failure?
- ▶ How can the company continue to operate – despite these problems – in such a way that it still meets its obligations towards customers and partners?
- ▶ How many successive days of IT downtime can the company afford without irreparable damage being done to it?
- ▶ Is there a communication plan in place to ensure that information can be exchanged without emails, etc.?
- ▶ Is emergency equipment kept on hand, e.g. mobile phones, laptops, extension cords and basic network technology?
- ▶ Is the offline availability of access data and contacts secured?
- ▶ Do IT support contracts include rapid responses in the event of an emergency?
- ▶ Does the existing insurance adequately cover the expected damage?

(Source: EIKONA Logistics)

Saving lives with a swab

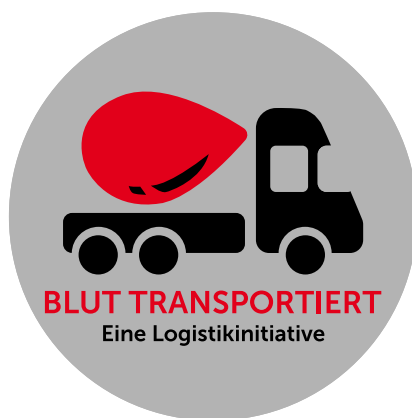
CargoLine partners are supporting the industry initiative “Blut transportiert” (translated as “Blood conveys”) in the fight against leukaemia and other blood diseases.

Blood is a very special substance that cannot be produced artificially, but only in the body. In addition to the liquid blood plasma, it consists of 45 percent solid components. Our heart pumps five to six litres of blood per minute through a 100,000 km (!) long vascular network. In one day, that's a whopping 7,000 litres of blood that supply us with nutrients and oxygen as well as transporting various messenger substances – as long as you're healthy.

Sadly, every twelve minutes someone in Germany receives the devastating diagnosis that they have blood cancer. In children, the disease, also called leukaemia, is the most common cause of cancer-related deaths. Malignant white blood cells multiply uncontrollably and destroy the immune system. If the disease is detected and treated in time, e.g. with chemotherapy, it is often curable. However, if this does not happen or if it is an aggressive form, the only treatment option is a stem cell transplant.

Blood diseases don't stop for corona

Blood donations have been in sharp decline since the start of the pandemic in Germany. Blood supplies are already running low in intensive care units; surgeries are having to be postponed. In addition, only two thirds of the usual number of volunteers had themselves typed as stem cell donors in 2020. This alarming trend has prompted Nicolas Gallenkamp, Managing Director of a logistics service provider in Osnabrück, to take action in the trans-



port industry. He lost his younger sister to leukaemia 14 years ago. Last year, he launched an industry initiative under the motto “Blut transportiert” (translated as “Blood conveys”). This aims to provide active support for the efforts of the DKMS (the largest donor database in Germany) and the children's cancer charity Deutsche Kinderkrebshilfe. “I suppose we're drawing a parallel between the bloodstream and the logistics industry,” says Gallenkamp, highlighting the importance of both in keeping complex systems running. The new initiative specifically does not ask for donations in cash or in kind, but instead encourages partners to run their own campaigns, such as company blood donation days or typing appeals for stem cell donations.

Making a difference together

Two of the first partners to respond to the campaign last year were the CargoLiners Koch International (Osnabrück) and Wackler Spedition und Logistik in Göppingen and Wilsdruff near Dresden. Koch wants to inspire its employees both to donate blood and participate in typing at the DKMS. The company has promised to pay the laboratory costs and release its employees from work for

the duration of the stem cell donation. Unfortunately, Wackler was not able to launch its own campaign during the lockdown but has already announced its participation in the partnership via social media and plans to bring a mobile blood donation bus to its premises as soon as possible. “This type of commitment to health is very important to us,” emphasises Stefanie Rademacher, Human Resources Officer at Wackler, “after all, leukaemia can affect anyone.”

“CargoLine's headquarters also wants to support this good cause wherever possible,” says Managing Director Jörn Peter Struck, calling on all partners in the network to do the same. ◇

How to donate stem cells

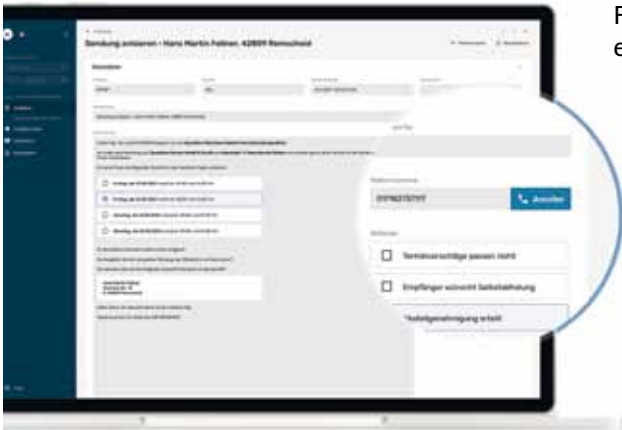
Any healthy person of legal age can donate blood stem cells. However, to exclude health risks, the maximum age is 61 years. During stem cell donation, some of these cells – which can constantly renew and multiply themselves – are taken from the blood. To this end, cannulas are inserted into two veins: the blood exits from one and the stem cells are extracted – the blood then flows back into the body via the other. The procedure takes about four hours.

If you are interested in registering as a stem cell donor, contact the donor databases to find out more and have your tissue characteristics typed. This is usually performed by taking a sample from the oral mucosa using a cotton swab. If you would like to become a donor, you can register at www.dkms.de.



www.blut-transportiert.de

Pre-structured service calls at the perfect time



For online retailers and manufacturers, initiating a dialogue with customers in day-to-day business is often challenging, e.g. you need to know when your customer and indeed your own employees are available to speak on the phone. A software product that provides model dialogues for service calls and can feed the outcome of the call directly back into operational systems offers a solution.

Tested at CargoLine

CargoLine partners face the first of these challenges whenever they have to notify customers about deliveries of consignments. So, how do you contact the right person? A software solution that pre-structures dialogues for service processes has proven itself a valuable ally. CargoLiners use the EIKONA Call Center module (at CargoLine: Dialog Center) to ensure that customers receive their goods significantly earlier. They record the desired delivery dates and can thus reduce the transport time by a day, or sometimes even more. The cloud application enables the logistics specialists to meet the needs of their customer contacts extremely efficiently. Freelance employees working on behalf of the freight forwarding alliance also call private households outside normal business hours so they can reach the recipients when they are at home. The software contains digital telephony functions for this purpose and directly establishes the connection to the recipient. The agreements reached during the call are also transferred directly into the route planning for the next day via a web service interface to the freight


forwarder's transport management system (TMS) or the CargoLine IT platform OCTOBUS. In addition, employees can record information on the delivery situation and make it available to the truck driver.

Dialogue software with real-time connection

The EIKONA software can be connected to any operational system, e.g. a shop system, warehouse management system or ERP (enterprise resource planning). It processes data from prepared workflows and uses them in real time. For example, this allows online retailers to coordinate their own assembly

teams and service appointments. This is possible because the software allows users to freely configure individual workflows and dialogue templates. Moreover, it can be connected to existing IT infrastructures via all modern interface types. The pre-defined templates help employees to handle service tasks with confidence.

For forwarders, industry and online retailers: friendly and convenient appointment coordination

Personal after-hours service is usually very convenient for recipients of goods. A friendly phone call provides them with precise answers to their questions and they profit from faster delivery. In addition, they can rate how satisfied they were with the ordering process in a telephone consultation after receiving their delivery. The EIKONA Call Center module is also ideally suited for these calls. Questions about product satisfaction can be included for your customers in the conversation and the results directly transferred with a click. 

EIKONA Call Center

- › Web service for use by external service providers
- › Database-supported telephony (CTI)
- › Works with any operational system
- › Data transfer in real time
- › Conversation and text templates
- › Structured dialogue with clear results

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
25524 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 Helmrath 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 GmbH Spedition + Logistik
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
Lebert-Noerpel GmbH & Co. KG
87437 Kempten
Lebert-Noerpel 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
Schäfflein Spedition GmbH
97520 Röhlein
AXTHELM + ZUFALL GmbH & Co. KG
99428 Nohra

► International partners

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H.Essers ZN & Int. Transport NV
B-3600 Genk
M&M Militzer & Münch BG Co. Ltd.
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Lebert AG
CH-8280 Kreuzlingen

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DK-2670 Greve
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E-08040 Barcelona
Ziegler France, Région Nord
F-59223 Roncq (Lille)
Ziegler France, Région Alsace-Lorraine
F-67720 Hoerdt (Strasbourg)

Dimotrans Group
F-69330 Pusignan
DGS Transports S.A.S.
F-94456 Limeil-Brévannes
FREJA Transport & Logistics Oy
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M&M Militzer & Muench S.A.
GR-19300 Aspropyrgos
Englmayer Hungária Kft.
H-2051 Batorbágy
Englmayer Zagreb d.o.o.
HR-10000 Zagreb

Stante Srl
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)
M&M Militzer & Munch Romania SRL
RO-077096 Jud. Ilfov
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