

CargoTime

 **CargoLine** CUSTOMER MAGAZINE



The appeal of general cargo

What makes this line of business so exciting



Why Bursped remains cool in contract logistics [▶ Page 10](#)

Optimum temperature



How CargoLine partners helped during the flood of the century [▶ Page 15](#)

Up to their necks



What nature can be happy about [▶ Page 16](#)

CO₂ footprint



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Dear readers,

We forwarders simply go from A to B with the bill of lading in our hand. At least, that's what most people think. And who can blame them? No one, really. After all, hardly anyone can see how sophisticated our transport architecture for the on-time delivery of cargo is. This is precisely why we want to grant you a look behind the scenes and show you what, to us, is "the appeal of general cargo".

The appeal begins with the urgently needed spare part which must be shipped to the recipient overnight and delivered early the next morning, continues with picking and packing goods, and extends through to the transport of hazardous goods and frost-sensitive shipments. Every hour we adjust to new, individual customer requests and merchandise. More than ever, the maxim is: time is money. Shipments must arrive at the recipient's location ever more quickly while on the other hand traffic density on the street keeps increasing. It is only the painstakingly precise scheduling of short- and long-haul vehicles, exactly coordinated truck-meets-truck transports, cross-docking warehouses where every move is perfectly executed, our competent staff and state-of-the-art IT that enables us to ensure a shipping accuracy of over 96 per cent.

However, the consolidation and transport of cargo is not merely about customer satisfaction and economic aspects. We also have great responsibility for the environment. For this reason we are just as exacting when it comes to reducing our CO₂ footprint. You will learn more about this on page 16. Furthermore, we would like to introduce Mory to you, our longstanding partner in France, which recently merged with Ducros. You will find out why you, too, stand to profit from the fusion on page 14. Plus, this issue of CargoTime tells you how Bursped and Stulz always keep their cool and how our new product ThermoLine protects your shipments against icy times. We are thus perfectly prepared for next winter.

I hope you enjoy reading these and other articles!



Jörn Peter Struck
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FOCUS**The appeal of general cargo**

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What do groupage transports and the game Tetris have in common? How does one coordinate 1,500 line-hauls operated by 45 domestic CargoLine partners day to day? And how does the cooperation manage to fulfill all kinds of customer requirements? In this article, you'll find the answers to these and other questions.

PRACTICE**Logistics for people with a sweet tooth**

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Thanks to Osnabrück-based company Windel and their logistics provider Koch International there's never a shortage of goodies.

Optimum temperature

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Computer centres, hotels and offices are often equipped with air conditioning systems by the Hamburg-based company Stulz. CargoLine partner Bursped is responsible for storing, assembling and transporting these devices.

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INTERNATIONAL**Et voilà: Mory Ducros**

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No other French transport and logistics provider boasts such a range of services as Mory Ducros. What's more, the company knows perfectly how to combine its vision with its tradition.

INSIDE CARGOLINE**Up to their necks**

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Huge catastrophes require a lot of willingness to help others. This is also true for the flood of the century this summer. Numerous CargoLiners provided help.

STRATEGY**Green light for the measures we have introduced**

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The most recent determination of its network carbon footprint proves that the measures CargoLine has introduced to reduce pollution have been effective. And thanks to the network's CO₂ calculator, even the emissions per shipment can be determined.

CURRENT ISSUES**Overcoming the challenges facing logistics**

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Modern software makes the administration of storage space, staff or transport more efficient. This article shows you how.

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How can frost-sensitive products be shipped adequately? With ThermoLine, of course!

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The appeal of general cargo

At first glance, general cargo shipments seem to be a simple matter. But to get a shipment to its destination on time requires extremely sophisticated organisation, state-of-the-art IT, professional competence and sometimes even a bit of luck.

► At shortly before seven in the morning, there is already a great deal of hustle and bustle on the courtyard of the forwarder Schmidt-Gevelsberg in Schwelm. Brakes are screeching here, a truck engine is revving up there, you hear shouts and laughter coming from the loading dock. It is rush hour for the CargoLine partner's department of short-distance transport. Now that loading is finished, truckers climb into the cab of their truck to first deliver the shipments near Schwelm so they can later do their pickups along the southern edge of the Ruhr Region, at the border to the Bergisches Land. Between all of them, a special vehicle called "weasel" shunts the hundreds of neatly lined up swap trailers.



At shortly before 7 a.m., there is already a great deal of hustle and bustle on a Cargoline partner's courtyard.

"What's up?" says Torsten Huberti to one of his longstanding drivers by way of hello before the latter presses down the accelerator and leaves the premises. The head of the domestic dispatch department has managed the logistics planning and organisation as well as the fleet for Schmidt-Gevelsberg for four years. "We are a classic cargo operation with 180 vehicles ranging from 7.5 to 40 tonnes in domestic transport. Every day we forward about 3,000 shipments with them. They weigh between 30 kilograms and three tonnes and fit onto a pallet or in a stillage," explains Huberti. "People often look down at forwarders, because they believe all we do is drive from A to B with a bill of lading in our hands. But the world has changed, and today our work comes with extremely high organisational and technical requirements. Every transport needs to be planned precisely so it runs smoothly and we can satisfy the wishes and requirements of the customers," says the expert. For economic as well as ecological reasons, a cargo shipment cannot be delivered individually but must be consolidated with others into a single transport. "We receive an average of 1,100 pieces of consolidated cargo every day here and put 2,100 ship-

ments into the outgoing deliveries area of the domestic long-distance transport," Huberti explains the scope of activities of just one partner of the CargoLine network. Deliveries and pickups are done with the company's own short-distance vehicles or those of other, external trucking companies that are commissioned for that purpose. They distribute the goods or pick them up from the customers to take them into the new – 8,000 square metre large – cross-docking warehouse in Schwelm, where they are consolidated and put into the spaces for the respective destination points. Subsequently, specialists load the goods onto the long-distance vehicles' road semi-trailers and swap trailers on the 88 ramps of the warehouse. At the destination point, the individual shipments are delivered via the respective transshipment terminals of the receiving carrier.

Sophisticated transport architecture

Nowadays everything is done "just in time": the individual shipments are becoming smaller, the shipment frequency is increasing and the goods must get to the recipi-

ent faster, who often does not run his own or only a small warehouse. Moreover, the wishes of the customers and the individual shipments themselves are often highly varied: whether the shipments involve set deadlines that must be kept precisely, merchandise of which the recipient must be notified ahead of time or the transport of hazardous goods such as fireworks articles or chemicals. The latter is subject to the so-called ADR, regulations concerning the transport of hazardous goods that apply throughout Europe, and it requires special training of the forwarding staff and drivers. There are also temperature-controlled transports as well as transports with a specific schedule. All shipments must sometimes be loaded onto one and the same truck so they can be transported as consolidated cargo along one route in the main carriage and then delivered according to the individual customer requests.

If this is to be accomplished, all transports must be timed and coordinated perfectly, no matter whether a CargoLine partner goes all the way from A to B, whether a truck each of the destination and receiving carrier ►

meet halfway in truck-meet-truck transport to exchange their swap trailers or if a truck heads for the network's central hub. Every day, more than 1,500 consolidated domestic cargo transports leave the logistics centres of the 45 affiliated CargoLine partners. "System transports must be planned very carefully," says Bernd Höpner, CargoLine's Deputy Managing Director. "Trucks do not just take off at random times but are precisely scheduled for truck-meets-truck, relay and other types of transports in time slots and intervals and are monitored via GPS. If a truck is to start at 8 p.m., then that's precisely when it leaves. Otherwise we would not be able to make the connections at the hub or early delivery schedules at the receiving carrier's location. Behind this is a sophisticated transport architecture that focuses on every single truck, controls its schedule and can intervene directly when something goes wrong. In this manner we ensure the quality we promise our customers."



Orderliness is imperative: an employee in the cross-docking area brings a shipment to the point of departure.

Loading cargo with a trained eye

At 1.45 p.m., exactly on time for the beginning of the shift at Schmidt-Gevensberg, so-called loaders take care of professionally stowing the pallets that were picked up from the customers in the course of the



Scanning the shipment at each of the seven interfaces makes it entirely digital and transparent. All data flows into CargoLine's track & trace system.

morning onto the more than seven metre long swap trailer of a long-distance vehicle or the attached trailer of a trailer-truck twice that size. To perform this task, everything has to be in its proper place, because the shipments are not only organised by transport routes in the cross-docking warehouse but may have to be stored for a few days, depending on the schedule, so they can be channelled back into the transport scheme later on. Other goods may demand preferred treatment. Sometimes a shipment that was pre-packed in the warehouse may have to be consolidated with other shipments before it is forwarded. All of these work routines follow an exact loading plan which has been prepared by the dispatchers. They also take into account shipments that cannot be stacked or which do not allow any weight put on top of them and require a trained eye: "It's almost like playing Tetris," remarks one of the staff members. The delivering carrier must load all of these shipments onto the truck in such a way that they arrive undamaged

and the receiving partner can unload them in the best possible or required sequence.

Also moving along the information highway

Conventional cargo transport takes place in seven steps: picking up a shipment, putting it into the delivering carrier's cross-docking warehouse, transport to the receiving carrier, putting it into the receiving carrier's cross-docking warehouse, loading it onto the short-distance vehicle, delivering it, and warehouse inventory. Here and there loading documents are still used, but all seven interfaces of the complex work process are already registered and managed digitally in their entirety, including the registration of the shipment on a CargoLine partner's website. The goal is to have entirely paperless procedures and to make a packing slip, the bill of lading and a trade invoice completely superfluous in future. All data flows into the network's shipment tracking system, Cepra 3.0. This allows the principal and his customer to

localise a package at any time, round the clock, in real time via the Internet and to retrieve the delivery receipt digitally.

No pallet is like any other

The perfect planning of the pickup of the goods and the main carriage is one challenge and delivery in short-distance transport another. Let's take a truck full of pallets that were shipped to Hamburg overnight from all parts of the country. Most of these pallets are not time-critical. One, however, contains a fairly large spare part for a harvester that is currently in service. It is urgently needed so the harvest is not delayed. For this reason it must be loaded as a time-sensitive shipment to be delivered by 8 a.m. Next to it is a pallet with fertiliser for the lawn of a football stadium. This is a shipment requiring a dispatch notification: after all, groundsmen are not always present at clubs, so the delivery must be announced ahead of time and coordinated. In the front section of the swap trailer are also two pallets with leaf blowers – special sale merchandise of a home improvement chain. As a NightLineFix product, they are delivered on exactly the requested day and must be put into interim storage for a few days at the receiving CargoLiner's location if necessary. Moreover, the trailer train also carries a so-called FOB (free on board) shipment which must arrive at Hamburg harbour at a specific time of day so it can be prepared for loading into a container as well as ship transport. This makes planning the delivery tour and the appropriate truck loading plan an intriguing puzzle for the dispatcher. Nowadays this is of course done by computer, which makes dispatching considerably more convenient than planning with paper, pencil and rubber, the customary method in the olden days.

A new world every day

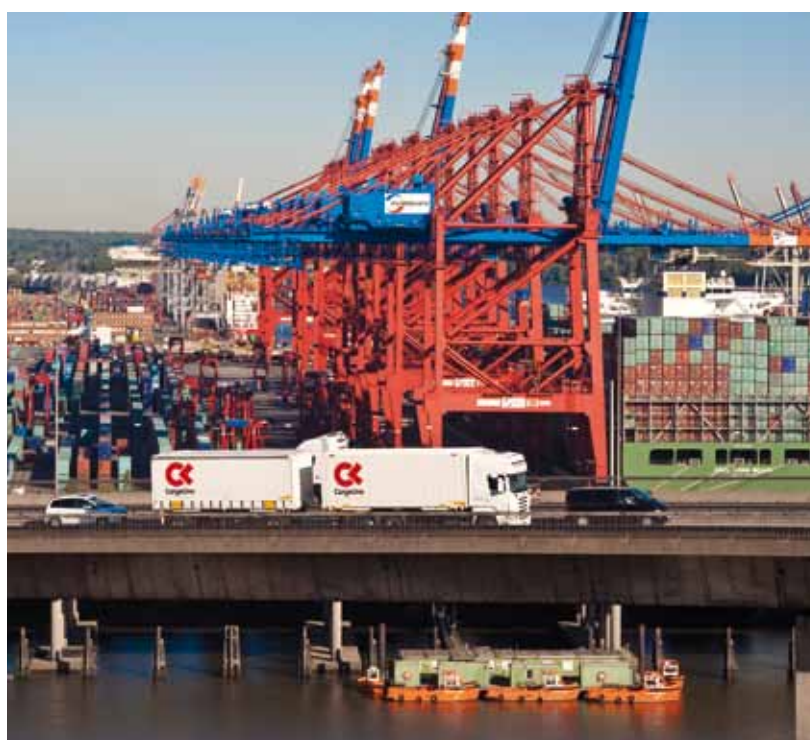
Normally cargo shipments are completed in a 24-hour period at most within the CargoLine network. In more than 96 per



This is a job for skill-gamers: designing the optimal loading plan compares to playing Tetris.

cent of all cases, delivery at the customer's location is ensured within this standard period. Traffic jams, blocked roads or bad weather conditions, however, can thwart even the best planned job. Non-intentional standing times at the dock of a trading company or a defect in the truck can have serious consequences. In this case, the delivering as well as receiving partners' dispatchers must recalculate the schedule as quickly as possible and put together a new route. This is just what happened most

recently during the flood in eastern Germany: water levels were reached during this disaster that were never seen before. Since the situation changed by the hour, no binding promises about deliveries or pickups in the flooded areas could be made. The warehouses were also in danger of becoming overcrowded because of shipments that had been halted. In order not to jeopardise the production processes, all guaranteed deadline shipments and deadline deliveries were given high priority, and shipments that were not time-critical were quickly put into interim storage at the locations of CargoLine partners in the area. Fortunately, this state of emergency lasted only a few days. Challenges of this kind make the job "exciting and fascinating", too, though, says Torsten Huberti, who is already going to celebrate his 30-year anniversary in forwarding next year: "Goods, customers and tasks that must be mastered change all the time. And so a new world opens up to us every day." ♦



CargoLine shipments on their way to the port of Hamburg where they need to arrive precisely on time.



What would December be without a chocolate Santa Claus and a Valentine's Day without filled chocolates? The Osnabrück-based companies Windel and Koch International make sure people with a sweet tooth always get their money's worth.

► The Advent calendar with music, the jewellery chest with milk cream chocolate balls for Barbie fans, the rose with nougat hearts for the girlfriend or mother – we encounter products by the sweets manufacturer Windel in the supermarket, at railway terminals, airports and filling stations. The company put the first presents of this kind on the market as far back as 1968. Today the enterprise, which was founded in 1900 as a sweets wholesaler, is highly successful, prevailing in a market environment that is marked by fierce competition on the manufacturer side and the market power of the major trade corporations on the customer side. According to the Executive Director Fred Windel, the company's secret to success is the clever combination of food and non-food products, innovation, an advanced level of technology, the efficient organisation of manual production, professionalism in the seasonal business and synergies within the Windel Group. Windel once again shows his pioneering spirit with his latest development: an Advent calendar app which combines the classic chocolate calendar and virtual animations on smartphones. The sweets manufacturer, who has 250+ employees, introduces a total of 20 to 25 new products onto the market per year. Plus there are a large number of product alterations as well as additions and modifications in the business divisions Windel (sweet presents) and Confiserie Heidel (fine chocolates & pralines).

Retailer supply goes beyond the shipment of sweets. "It is also important that our products sell well. Therefore we offer our customers modular placement solutions for all sales channels. This ranges from stand-up display cartons and shelf placements through to quarter and semi pallet displays," says Windel.

Peak performance by the manufacturer and the logistics specialist

The product portfolio is inseparably connected with seasonal peaks at Easter and, especially, at Christmas. A challenge not only for Windel, but also for its transport and logistics service provider, Koch International in Osnabrück: "The production of the Christmas items has its peak in July/August. Retailers are supplied in September/October. This does not leave us much time to pick and ship the numerous orders," explains Thorsten Roux, Head of Logistics Projects at Koch International. That it works anyway is due in part to a regular staff of ten, whose members have been with the company for many years and are perfectly familiar with the different procedures involved. During the seasonal peaks, about four to eight temporary assistants reinforce the team, many of them "old hands". In addition, keeping retailers' deadlines by providing the necessary cargo capacities is a demanding task which Koch masters brilliantly – also thanks to the CargoLine network. As is advertised on the Windel website: "High-performance

Logistics for

logistics guarantees on-time delivery of the products on the requested date."

Completely traceable

All food items must be traceable by law. Due to the way production is organised, however, Windel cannot allocate a batch to a single recipient but divides it up between several customers. "This requires very special care on our part: the barcode of every batch is scanned, matched precisely with the respective recipient and the data is transmitted back to Windel so it can be traced," explains Roux. IT is ever-present in other areas of the day-to-day business as well: the sweets manufacturer transmits the barcodes of the merchandise leaving the warehouse to Koch via remote data transmission (RDT), where they are matched to the storage bin. In this way it just takes the push of a button to see where any merchandise is

► WINDEL

The Osnabrück-based specialist in sweet gifts offers a broad portfolio of products for many different presenting occasions, target groups and budgets. Effective in-house product development keeps generating new impulses and innovative concepts. Windel exports its products to more than 50 countries all over the world and ships to all kinds of retail outfits plus specialist wholesalers, specialist shops, department stores and toy shops. Windel GmbH & Co. KG with its divisions Windel (sweet presents) and Confiserie Heidel (fine chocolates & pralines) is at the heart of Windel Group that also includes Farüchoc Schokoladenfabrik and Kim's Chocolates (Belgium). www.windel-candy.com

people with a sweet tooth

shelved. Transmitting the order data for picking and taking out of storage is also done electronically direct from Windel's inventory control system. Since the goods are scanned at all interfaces, an order can be traced throughout the shipment process within the CargoLine network at any time. Labelling the cardboard boxes, displays, quarter and semi pallets according to the recipients' specific instructions, compliance with the hygiene requirements according to the International Food Standard IFS and the British Retail Consortium BRC, partly first in/first out inventory and providing air-conditioned warehouses and trucks according to the requirements for the chocolate products complete the tasks that the logistics service provider has to master.

The collaboration, which has been in place since the 1980s, is marked by a spirit of

▶ KOCH INTERNATIONAL

The owner-managed family enterprise provides all logistics services, from transport to warehouse management and through to value-added services and complex outsourcing programmes. The centrepiece of the new company headquarters in Fürstenauer Weg in Osnabrück is an 18,700 square metre cross-docking warehouse and logistics building with more than 8,400 pallet storage spaces, 1,000 square metres of picking and 12,000 square metres of cross-docking space as well as 129 truck ramps. Parts of the warehouse are temperature-controlled and additionally meet all quality requirements for customers of the food and pharmaceutical industry.

www.koch-international.de

partnership on both sides and joint further development. "Since the beginning of our collaboration, there have been regular meetings at the different company levels, where the day-to-day business is discussed and ways of boosting efficiency are sought. This has enabled us to continuously further improve our work," Fred Windel is happy to say. Error-free picking is standard today. Currently Koch is working on speeding it up in order to reduce processing times as well as further combining the shipment of the Christmas items. This would make it possible to lower the costs for storage and handling.

On the road with courage

The new picking floor will also help reaching these objectives: in

July of this year, the CargoLine founding partner moved into a plant in Fürstenauer Weg in Osnabrück which is run in a sustainable manner. Many of the more than 700 staff members have since worked on an area of nearly 15 hectares which contains central administration, a 12,000 square metre cross-docking warehouse as well as a little over 6,000 square metres of a partly temperature-controlled warehouse with a mezzanine floor. Numerous optimisations boost efficiency as well as the quality of the work procedures while at the same time reducing emissions. This also includes the integration of an underfloor chain conveyor in the logistics

operation as well as the combination of several warehouses, which eliminates the need to shuttle shipments back and forth. Fred Windel does appreciate this development: "With the new location, Koch has set another milestone in its history. We are happy to be working with a logistics partner who has the courage to opt for growth in a difficult market environment. We equally benefit from the boost in efficiency this entails." ◀



Optimum temperature

Hamburg-based family business Stulz develops, produces and distributes high-quality air conditioning systems, which are transported and at times stored and assembled by CargoLine partner Bursped.

► Computer centres, technical rooms and mobile phone transmitter stations require a compatible temperature, as sensitive servers only run smoothly over long periods within precisely defined temperature ranges. But they heat up as the demand to process ever greater volumes of data at ever faster rates grows, and hence require cooling. That's why many well-known Internet, IT and other companies use Stulz's precision air conditioning systems. Developed and produced in Hamburg to meet customers' individual requirements, they are deployed around the globe.

People also like pleasant temperatures, which is why Stulz has been the exclusive distributor of the air conditioning division of Mitsubishi Heavy Industries in Germany since 1969. Its comfort air conditioning systems are used in hotels, offices, shops and residential properties.

Air conditioning experts forecast that demand will continue to grow in both these business segments. And Bursped's operations have become equally diverse over recent years as Stulz expands. Bit by bit the cooperation has grown, particularly in the area of value-added logistics.

12,500 square metres for contract logistics

Stulz's comfort air conditioning systems arrive from Mitsubishi Heavy Industries in Japan at the port of Hamburg, where the carrier assumes responsibility for the containers and transfers them to the logistics terminal, where they are unloaded. Details of each individual unit are entered

and stored in the inventory management system once the incoming goods have been inspected. The carrier also assumes responsibility for all customs clearance formalities. According to the instructions received by Stulz, its employees assemble the orders and deliver them to specialist dealers in Germany, mainly via tail-lift vehicles. Bursped uses CargoLine's network for this.

Up to 170 deliveries per day are assembled at peak times, consisting of as many as 20 units plus remote controls, refrigerant distributors, copper pipes and other spare parts and accessories. As Bursped has access to the air conditioning specialist's inventory management system when processing orders, both partners always know

what and how many units are in which storage location.

Bursped provides its customer with 12,500 square metres of warehouse space in the logistics terminal for the storage of the comfort air conditioning systems, accessories and spare parts. Because the individual parts are extremely diverse and variable, "the units must be assembled quickly and efficiently, and cannot therefore be stored in a high-rack facility," emphasises Garlef Reincke, responsible for the commercial management of Stulz's air conditioning and humidification systems business unit. Stulz decided to outsource this activity as the number of units increased enormously and the storage demands became ever greater. Andrea Waschek, Head of Sales at Bursped, is proud of the fact that although Stulz tried to manage these operations a few years ago with a group haulage concern, it soon returned to its regular ship-



STULZ Cyber Air 3 precision air conditioning system cools data processing centres.



High-tech climate for big properties: comfort air conditioning system Mitsubishi Heavy industries KX6.

ping agent. “An SME suits us much better, because it responds faster and with greater flexibility to our individual needs,” says Garlef Reincke. As examples of this he cites the rapid adaptation to changes in procedures, the flexibility of picking staff and the option for Bursped to maintain inventory management directly in Stulz’s computer system.

Just-in-time delivery

One of the vital demands that Stulz places in its carriers is just-in-time delivery. The reason for this is that at some installation sites such as computer centres and mobile phone transmitter stations, the delivery of the air conditioning units can require a

great deal of effort if very large and heavy outdoor units have to be mounted on the roof. Cranes are sometimes needed at these locations, and occasionally even entire roads are closed to accommodate delivery. Delays in the transport process would incur additional costs for the deployment of equipment and police, road closures and to pay mechanics. “But this kind of situation is more or less once in a blue moon thanks to CargoLine’s premium products and their proactive incident management,” says Reincke.

Over the course of their collaboration the business partners have worked hand in hand to improve and optimise the complex

transport packaging these units require. So now and because of this, the damage rate has been reduced to practically zero. Regular quality circle meetings take place to address these and other such issues: “So we can discuss everyday challenges and how to improve processes together,” says Andrea Waschek, reporting on the pleasant atmosphere prevalent within the collaboration, too. ◀

STULZ

Stulz-Klimatechnik is a global company with distributors in 110 countries, as well as 15 subsidiaries and five production plants in Germany, China, Italy, India and the USA.
www.stulz.de

BURSPED

As well as Spedition Bursped, founded in 1948, the Bursped Group includes the general cargo company Köster & Hapke in Hanover, the subsidiary and fleet operator ELKAWE, and Bursped Logistik which specialises in European charter business. Bursped holds an interest in BHS Spedition in Bremen and in the Bremen-based contract logistics company Lorel. In 2012, Bursped’s 400 employees generated turnover of 90 million euros, while the entire group’s 900 employees returned 180 million euros.
www.bursped.de

No. 1 election officials

► On 22 September, 1.3 million Hamburg residents were asked to vote on the composition of the German Federal Parliament and on the repurchase of the Hamburg power grid. CargoLine’s partner Bursped was charged with smooth running of the logistically complex ballot; its first-class references and experience in managing the 2009 and 2010 elections had helped secure the city of Hamburg’s tender. The carrier’s task was not only to deliver 1,300 ballot boxes to almost 900 polling stations during the week

before the vote – it was also responsible for preparing and putting together the materials required. Its first task in this was to remove any traces of the previous ballot from the boxes. It then placed legal texts, 2.6 million ballot papers and materials in the correct containers for each constituency, secured them with padlocks and marked them properly. Before distributing the filled boxes and 3,000 booths, five Bursped employees phoned about 4,000 polling stations located in schools, fire stations and day care centres for senior



citizens to discuss the local delivery conditions. And on the Sunday of the ballot there were stand-in vehicles and staff on hand to deal with any unforeseen incidents. Collecting the ballot boxes and destroying any remaining materials rounded off this well-handled job.

Watch a short video on www.bursped.de. ◀

CargoLine unveils new website



► CargoLine’s redesigned website is clear, concise and just what the Internet age provides for. Fresh, bright visuals which elegantly integrate the alliance’s corporate design, and enhanced navigation with a clear menu structure are the main features of the relaunch. Popular items such as the partner search function – either alphabetically, by postcode or by country – the track and trace function, references and product range information complement the new

topics like the sustainability category. In addition, readers can still browse CargoTime as an e-journal or download it as a PDF document. Individual additions provide the cooperative’s partners’ websites, which are now given a new appearance, too. Already back in 2007 when they were first launched they based their look on www.cargoline.de. Now the alliance’s website has truly broken into the “Internet age”. ◀

Prospects for young people

► During the apprenticeship year 2013/2014, CargoLine partners are once again offering 360 young people the opportunity to learn such professions as management assistant in forwarding and logistics services, expert in storage logistics, driver or IT specialist. The cargo network is currently training 987 young people for the entire three years of apprenticeship, which equals 13.7 per cent of all employees throughout Germany.

Meanwhile, a new phase in life within the cooperation began for 233 apprentices who completed their apprenticeship at the end of the 2012/2013 school year: they are now working as full-fledged employees in the different departments. The retention rate was thus at an above-average 65 per cent. This is in line with the network’s credo, which understands “sustainability” as also to mean long-term employee retention. The partner companies achieve this through continuous advanced training and education in the form of attendance and e-learning seminars as well as flex time work schedules, amongst other measures. ◀



Top employer in South Tyrol

► The Brigl Group recently scored well in the “Best Employer in South Tyrol” competition, which gauged the mood of more than 8,000 employees at over 100 companies in South Tyrol. The Bolzano-based CargoLine partner secured a place in the top ten for companies with 50+ employees.

Evi Mitterhofer, Group President, acknowledged that “as a local, traditional company, we have ensured for many decades that our employees enjoy working for us, identify with Brigl and enjoy investing their expertise in our operations. And that has a positive impact on both employees and employer.”

An internationally recognised programme is at the heart of the competition. As a regional marketing initiative, it is intended to help keep skilled staff in the area or to bring them back. In line with this, Brigl also supports an initiative by South Tyrol Trade and Services Association, hds, committed to enhancing the status of different professions under the motto “my job, my life”. According to Mitterhofer, “there is no formal training for the freight forwarding profession in Italy. Which is another reason we want to promote our line of work and highlight its importance for the local economy.” ◀

CargoLine gets it done



► A despondent girl receiving a motorbike tyre instead of the long-awaited doll? And a biker bashfully hiding a doll from his mates, whilst their motorbike stays jacked up due to an undelivered tyre? “Some things should simply be left to those who know what they’re doing. Namely CargoLine.” That’s the message of the general cargo co-operative’s first image film. The entertaining three-part series – in which also a foreman, florist, woman in love and plumber are bemused by the deliveries they receive – can now be viewed on CargoLine’s channel on YouTube.

The idea for the film was created by the Stuttgart-based advertising agency, LässigMüller. It was filmed by Prestigefilm Filmproduktion in Karlsruhe on 11 and 12 May 2013. Tobias Lindörfer produced and directed the film with co-producer Andreas Fieser responsible for editing and sound. Director of photography was André Pfennig. ◀



Outstanding commitment

► Göppingen-based carrier Wackler recently became the proud recipient of the “Training Certificate”. The Federal Employment Agency uses this award to recognise companies that are particularly committed to help young people gain professional qualifications. “At our Göppingen site alone, we are currently training 40 young people in four occupational areas. When compared with the size of our company, this is an extremely high number. Furthermore, we plan to considerably increase the number of trainees at our recently expanded Wilsdruff site,” says Eva Fuchs, HR Officer and Trainer at Wackler.

Wackler attends education fairs with the aim of presenting itself as an attractive employer. The CargoLine partner is also involved in



Proud owners of the “Training Certificate”: Gabi Schwarz, Eva Fuchs (left) and Oliver Schwarz (right) from Wackler.

numerous social initiatives in its local area. In April, Wackler took advantage of the nationwide “Logistics Day” for the first time, thus presenting itself to a wide audience. Almost 40 potential applicants used this opportunity to learn more about the various processes and professions in a modern forwarding company. ◀



Swiss inspiration for Qatar

► The next Handball World Championship, to be held from 11 to 27 January 2015 in Qatar, is fast approaching. Although Switzerland will probably not qualify for a game in the famous Aspire Zone, it is already indirectly involved with the event in the form of the World Championship logo, as it is based on a jump shot by the Swiss handball player, Sandro Strübin (photo: Robert Varadi), whose regular occupation is to work as Head of Logistics at CargoLine partner Interfracht.



As the World Championship organisers explain on their website, they have “translated” the jump shot’s energy and momentum into graceful Arabic calligraphy, bathing it in warm yellow to reflect the sun over Qatar.

By the way, the left-winger of national league champions RTV Basel was unaware that he had inspired the logo until it was officially presented. But Strübin is not seeking a career in modelling, much to the relief of his boss Roland Fürer. ◀

Et voilà: Mory Ducros

Mory has been the CargoLine partner for France for nine years. Recently the company fused with Ducros, to become MORY DUCROS – and connected to the cargo network's European hub. As a result, customers are offered an even broader range of services.

► Someone who goes shopping in a French supermarket might wish for roller skates. After all, giants such as Carrefour have a sales floor of up to 25,000 square metres. This space always needs to be filled with products. The company in charge of delivery is Mory Ducros – the official forwarder of numerous French supermarket chains. It carries the merchandise of hundreds of suppliers across the country and delivers it to them. Then there are also transports for luxury goods manufacturers, for the chemical and pharmacological industry as well as companies such as the German toy manufacturer Ravensburger. Mory Ducros manages no less than 2,200 tours with 70,000 shipments per day. “An efficient network is indispensable here,” says Soumaya Ben Maimoun, the company's international director.

Constant expansion of the network

Mory has been a CargoLiner since 2004. “We collaborated with Schmidt-Gevelsberg and Koch as early as in 1999. Then Köster & Hapke, BHS, Wackler, Bursped and others joined as well. We are a big family that keeps growing,” Soumaya Ben Maimoun is pleased to say. The French forwarder also relies on the cargo network in the Netherlands, Belgium, Italy, Denmark, Bulgaria and Greece. Moreover, as of recently it also uses its European hub. All partners throughout Europe are connected through this hub and the daily tours heading and departing from there.



“Thanks to the hub, our customers can offer new routes and solutions,” says Ben Maimoun.

These solutions are something special: no other logistics provider in France has a product range as broad as Mory Ducros. Whether it is time-definite deliveries or the preferred handling of specific goods: every query is given an appropriate answer. This is possible thanks to staff members dedicated to handling customer queries as well as state-of-the-art IT. In addition, the service provider has the densest integrated network: after all, since its complete fusion with Ducros, it has 85 sites with approximately 5,200 employees.

As usual in mergers, prophecies of doom were proclaimed during the preparation of the merger – the international director is perfectly aware of that. “And yet, we are making good progress. In July of this year, we already had completed 90 per cent of our merger-related tasks. What's more, with 700 million euros, we are ranked a solid second on the list of French logistics companies, and first independent actor – and our management is pursuing clear goals.” Thanks to international transports,

for instance, revenues are supposed to climb by 15 per cent in the next year – and the connection to CargoLine's European hub offers the ideal conditions to achieve that.

Vision and tradition

Nicolas Toussaint Mory laid the foundation stone of the company way back in 1804. Therefore it not only has a vision, it also looks back at a long history and tradition. Even though some sites were relocated in the wake of the merger, most employees therefore remained with the company. “Some of them have even been employed here for more than 40 years,” says Soumaya Ben Maimoun. “They not only know perfectly well how Mory Ducros ticks, but also how France does.” After all, the country has its very own structure: while in Germany factories are to be found everywhere, in France they are concentrated in four big cities. Paris with its population of eleven million is also quite special. Where else would you find supermarkets with a sales floor of 25,000 square metres? ◀

Up to their necks

CargoLine's partners were on hand during the flood of the century, providing monetary donations, transporting relief supplies and organising voluntary rescue and clean-up operations. Just two examples illustrate the extent of the disaster and people's willingness to help.

♦ "Fischerdorf was completely flooded, and we were right in the middle of it," says Karl Wimbauer, a driver with CargoLine partner Graßl in Plattling. A dirty, brown mixture of water, oil and faeces over a metre deep stood for days in his storeroom, garage and stable as well as in the ground floor of his house. The floors, windows, kitchen, bathroom, furniture and heating were all destroyed.

He had to demolish and rebuild the stable and storeroom. An expert assessor will determine the extent of the damage to the house's masonry. The ground floor will be habitable again in the winter, and it will probably take two years to repair all the damage.

Furniture abandoned to the water

Wimbauer was unable to save much during the short advance warning of the flooding. He only had time to move the fridge, washing machine and computer to the floor above, before rushing to help the neighbouring farmer save his animals, abandoning his furniture to the water. "You don't really think about it, you just help each other in times of need," he says. He estimates the damage caused by the flooding to come to 300,000 euros or more. 80 per cent will be paid by the government's emergency fund, and he is expected to shoulder the remainder himself. As most of those affected, he is not insured against flooding due to the high premiums.

Wimbauer is therefore grateful for the rapid and unbureaucratic assistance he received from Senior Manager Georg Graßl, who

witnessed damage in the Deggendorf district himself and collected donations via the Lions Club. He also made an appeal for donations to his colleagues at CargoLine, and a great many responded. The CargoLine driver received a gift of 5,000 euros raised from Graßl employees alone.



Finsterwalder, one of many CargoLine partners who provided help during the flood of the century.

Where the Weiße Elster flows into the Saale

The disaster also hit CargoLine partner Finsterwalder in Halle an der Saale. Although its premises above the Saale valley were spared from the flood water, many employees remained absent for days and weeks, repairing their houses or working as volunteers. In Halle, the point of confluence between the Weiße Elster and the Saale, high-water levels exceeded the previous seven-metre record, dating from 1947, by over a metre.

"We provided staff, vehicles and equipment for the relief operations," reports the group's spokesman Sven Köcke. Finsterwalder's employees filled sandbags and its forklift trucks, pallet trucks and vehicles with drivers provided support to the THW



(Technisches Hilfswerk = Federal Agency for Technical Relief), fire service and army.

Once the Halle flood subsided, an emergency call was received from the state capital: a major power plant was in danger of being flooded. Within a few hours, thousands of sandbags no longer needed in Halle had to be transported to Magdeburg. Finsterwalder provided several 40-ton trucks and drivers free of charge. The drivers were released and leave was not deducted. In total, Köcke estimates the value of Finsterwalder's relief operations at around 15,000 euros, not including costs for absent employees and missed customer orders. Financial support was also provided to the worst-hit employees, and the company's own craftsmen helped with the repair work.

In a natural and spontaneous spirit of assistance, the following CargoLine partners and their employees also provided monetary donations, free transport services, released staff or became personally involved: amm logistics (Konradsreuth), Balter (Mülheim-Kärlich), BTG (Bocholt), Englmayer (Wels/Austria), Kissel (Stockstadt), Koch International (Osnabrück), Kochtrans (Neufahrn), Köster & Hapke (Sehnde), Lebert (Kempten), Lebert (Baienfurt), Maier (Singen), Nellen & Quack (Mönchenglöblich), Schmidt-Gevelsberg (Schwelm), Streck (Freiburg), Streit (Obertraubling) and Wackler (Wilsdruff). ♦



Green light for the

In the summer, CargoLine determined its network carbon footprint (NCF) for the second time. It constitutes the basis for the network's CO₂ shipment calculator. The unequivocal result confirms the effectiveness of the measures that were introduced.

▶ A conference room in Seeheim-Jugenheim on 17 September 2013. The general assembly of CargoLine's franchisees is in full swing. The participants are anxious to hear the report of the head of the network's Sustainable Development Division, Peter Räuchle. As in the previous year, all partner companies of CargoLine and their subcontractors had set their detailed CO₂ footprint over the course of several weeks in the summer. Had the effort of taking the measures for reducing their emissions, sometimes at considerable cost, been worthwhile? At 11.17 a.m. came the grati-

fyng news: the group had managed to improve its network carbon footprint by a good seven per cent!

"Beforehand we simply could not tell if the measures we had taken throughout our cooperation would in fact achieve the desired effect. This clear improvement pleases us all the more. It shows that all partners are acting in concert and our efforts are worthwhile," CargoLine's Managing Director Jörn Peter Struck stated with satisfaction.

Such measures as the installation of photovoltaic systems, using a greater share of green electricity as well as moving many business trips from the road to rails resulted in reduced emissions in the area of administration and stationary processes. What's more, the consumption of water, paper and electricity also went down in the partner companies and the hubs.

An excerpt from our list of environmental measures:

- ▶ driver training seminars on reducing fuel consumption
- ▶ use of low rolling resistance tyres and tyre pressure control systems
- ▶ modern fleet, test with gas/diesel drives
- ▶ new lift trucks and forklifts
- ▶ combined transports
- ▶ avoiding empty trips thanks to modern route planning software
- ▶ reduced stop frequency
- ▶ city logistics
- ▶ installation of solar systems
- ▶ installation of skylights and LED lighting in warehouses, light management
- ▶ new construction of energy-neutral forwarding facilities
- ▶ reduction of electricity, paper and water consumption
- ▶ truck washes with ecological water treatment
- ▶ process optimisations

Effective measures

In the main hauls, which contribute the most to the improvement, the partners were able to considerably reduce diesel consumption in the direct and relay transports. This was mainly due to the driver training seminars which almost all CargoLiners have introduced by now. Other measures, such as improved route planning, low rolling resistance tyres and tyre pressure control systems, also proved effective. In addition, capacity utilisation was improved compared to the same period in 2012.

This increase in shipments also resulted in more consolidated pickups in short-distance transports and hence to fewer emissions per shipment. Moreover, there were further reductions in this area thanks to tour optimisations.



measures we've introduced

Next steps

So what's on the cards next? "Now and then customers ask us about climate-neutral transports. For this reason we have started a pilot project with the climate compensation provider ARKTIK and decided to compensate for all business trips for which staff members from the central office take their company car," explains Rächle. The project supports the renovation of central heating and steam boilers in Germany and the resulting CO₂ reductions. Specifically, a kindergarten in North Rhine-Westphalia is getting a new energy system. The entire compensation procedure at ARKTIK, a spin-off of the Technical University Hamburg's Institute for Technology and Innovation Management,

is regularly checked by TÜV NORD and carries the TÜV Tested Certificate Management seal (TN-CC 002). This guarantees that 100 per cent of the carbon dioxide emissions that have been determined are in fact compensated for.

"We quite deliberately decided on a regional project involving few administrative expenses. This makes it easy for us to check if all promises have been kept. Moreover, we know that the money for our compensation shares is used in a sensible and sustainable way," explains Struck. The CargoLine partners are free to join this project at any time.

Irrespective of this project, the network partners are working on defining new en-

vironmental measures for themselves right now on the basis of the current results. These are intended to effect further reductions by the time the CO₂ emissions are assessed next. "We are already anxious to find out the future results. To be sure, they should be below the more than seven per cent we have currently achieved, because we have, for instance, already realised almost the full optimisation potential for short-distance transport. But in the main hauls and in the area of administration and stationary processes there is still room for improvement," Rächle forecasts with bold optimism. ♦

► THE CO₂ SHIPMENT CALCULATOR OF CARGOLINE

The CargoLine partners have had a CO₂ shipment calculator since November 2012. It allows them to tell forwarders at any time the emissions caused by every single one of their shipments. All CargoLiners and their subcontractors have collected and documented the pertinent basic data on their own. The result is a greenhouse gas balance sheet or a network carbon footprint according to DIN EN ISO 14064 with real data which takes the geographic and structural differences of the partners into account.

But how do CargoLine and its customers benefit from the labour- and cost-intensive process? Why does the network consider it to be better than industry typical blanket data according to the HBEFA (Handbook Emission Factors for Road Transport) or than average figures which were collected once by concern headquarters and then applied to the different branches?

The answer is: transparency. One and the same shipment causes very different emissions, depending on the extent to which it is transported in hilly or flat terrain (keyword diesel consumption), whether it is picked up or delivered in a rural or a metropolitan area (keyword reduced stop frequency) or on whether the transport is direct or takes place via hub or as a main haul via rail – to name just a few examples. If forwarders have to generate their own environmental balance sheet, CargoLine is able to provide them realistic figures. It also supplies reliable environmental figures for invitations to bid.

Moreover, thanks to the actual data and the comparison between the companies, the partner enterprises know exactly in what area they are doing better than their colleagues and where there may be improvement potential. In this way the assessment creates an incentive for all partners to take very specific measures to reduce their individual CO₂ footprints.

This is as good for the environment as it is for the partner's budget, and therefore contributes to the firmly established CargoLine objective of achieving sustainability.

Incidentally, it is a special characteristic of said CO₂ shipment calculator that it is one of only a few in the industry that have been certified according to DIN EN 16258. The method for calculating the transport-specific CO₂ footprint that the network uses thus officially meets the standard, which was expressly developed for transport services and is valid throughout Europe: the standard specifies that all greenhouse gases be recorded and their carbon dioxide equivalents (CO₂e) calculated. Therefore not only carbon dioxide but also such gases as methane, nitrogen oxides and fluorocarbons, among others, are included in the calculation.



Overcoming the challenges facing logistics

Data is the oil of the new millennium – this applies to logistics equally and especially. But to benefit from the flood of data you need to cherry-pick the relevant information. In an interview with CargoTime, Daniel Braß, Account Manager at software manufacturer Infor, shows how we can make a start.

► Mr Braß, what can Infor do for the logistics industry?

Infor is one of the world's largest software suppliers with access to an extensive range of industry-specific solutions, together with applications for cross-divisional sectors such as supply chain management. Our operational tools, i.e. Supply Chain Execution, include those used in warehouse, transport and HR management. Our strategic and tactical planning functions called Supply Chain Planning include modules such as Network Design, Demand/Advanced Planning & Scheduling and Sales & Operations Planning. Each of these take account of the specific requirements within an industry, trade, logistics and logistics services perspective. Some CargoLine customers already benefit from these solutions.

How does Infor turn data into information?

Take our Warehouse Director: the warehouse management module has integrated dashboards & business analytics functions. Thanks to its modern, clear design, users always have an excellent overview

of historic, current and future operations within the company – even when they're out and about.

What are the general trends in supply chain logistics?

The challenges include increasing globalisation, rapidly expanding product portfolios, shorter product life cycles and also empowered, better informed and more demanding customers. It is the job of IT to respond with practical solutions.

What particular challenges is warehouse management facing?

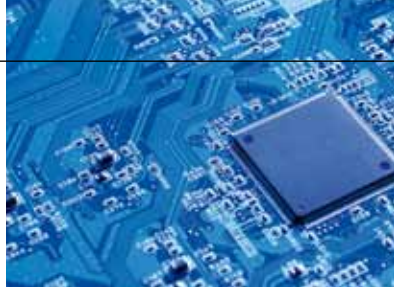
The above-mentioned trends have a direct impact on warehousing. Industrial, commercial and logistics companies therefore require innovative forecasting and planning systems, ideally a combination of warehouse, HR and transport management. Modern solutions also offer features such as voice control and the use of mobile devices. So just as we are always online and kept informed via smart phones and tablets in our private lives, companies also experience improved efficiency when using mobile solutions thanks to faster

processing, quicker decisions and shorter response times, and therefore ultimately greater customer satisfaction and increased customer loyalty.

Design seems to play a major role at Infor. Why?

A practical interface design means that users can obtain information faster, quickly grasp situations and use this to make their decisions. This is why Infor focuses on design and user-friendliness – we call this “Beauty as a competence”. When designing the interface, our internal design agency, Hook & Loop, uses elements which resemble social networking. They support the actual functions and promote collaboration between all those involved in the supply chain, both internally and externally.

Our applications are as easy to use as private apps, with no need for additional programming and extensive training. They are based on the middleware Infor ION, which integrates supply chain management with the ERP solution. It enables old and new systems to work together, regardless of the manufacturer, meaning that prior investments are secure. ◀



Winter is coming – get ready!

What do shaving cream and exterior paints have in common? They both need special protection in cold weather. Thanks to ThermoLine's new nationwide service, sensitive products can now be transported at the optimum temperature.



▶ This February, record lows of minus 23 degrees Celsius were recorded in Oberstdorf in Bavaria, whilst northern Germany once again experienced glacial temperatures. And the weeks of snowy weather in the spring confirmed that our winters are getting harsher. This is a cause of concern for many companies, such as manufacturers of environmentally-friendly paint and dyes with a high water content. The solution: "When it's cold outside, we rely on the temperature-controlled transport service of our logistics partner, Bursped. This assures the quality of our goods, even if the winter is as long and cold as the last one," explains Sven Fugmann, Head of Logistics at Allnex Germany GmbH.

Since 1 October CargoLine has provided these transport services throughout its German network under the name "ThermoLine". To do this, the cooperative has set up automated processes to ensure that orders can be processed quickly and accurately. Andrea Waschek, Head of

Sales at Hamburg-based carrier Bursped, is pleased that "whilst frost-sensitive goods previously had to be registered well in advance, laboriously scheduled and their handling personally monitored, we are now able to transport these sensitive shipments throughout Germany via daily departures from Monday to Thursday from our temperature-controlled trailer hub."

Extremely versatile

During the main transport cycle, i.e. the transportation of general cargo from the collection to the delivery depot, the cooperative transports cold-sensitive goods in temperature-controlled trailers. The temperature is reliably determined using a temperature recorder connected to the trailer's telematics system. For short collection and delivery distances, thermal covers are used. Put succinctly, a structured service which lends itself to the distribution of many frost-sensitive products: be they the aforementioned dyes and paints, or drinks, pharmaceuticals, cosmetics, resins, coatings, surface finishes, rubber and plastic components, automotive or electronic components.

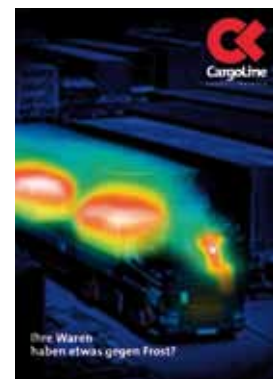
Münzing Chemie, a customer of CargoLine partner, Fritz GmbH in Heilbronn – which like Bursped is a pioneer of temperature-controlled transport – is delighted with the service: "Due to the changing requirements placed in our products, we increasingly require reliable handling in the frost-free temperature range," says Björn



Fortvingel, Head of Supply Chain Management at Münzing Chemie. "CargoLine provides the ideal solution for this."

Main features at a glance

- ▶ Quality assurance thanks to comprehensive frost protection from collection to delivery (operating temperature at least plus five degrees Celsius)
- ▶ Delivery the next working day
- ▶ Comprehensive availability throughout Germany
- ▶ Can be combined with other CargoLine premium services
- ▶ HACCP compliant order processing
- ▶ Transport in accordance with SQAS guidelines
- ▶ Shipment status and proof of delivery via the group's online track & trace tool Cepra 3.0



Transport logistics. Contract logistics. Right across Europe. One of our partners is never far away.

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