

CargoTime

2/2017

The  CargoLine magazine



MAXIMUM PERFORMANCE EVERY DAY

Why it's time to step up

Smooth transports

How Kochtrans delivers made-to-measure packaging for ratioform

Cooperative learning

How CargoLine and InstaFreight are digitalising the freight forwarding industry

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Dear readers,

The logistics business increasingly resembles riding along the edge of a razor blade. As service providers, we must invest continuously – in new trucks with even lower emissions, in alternatives for urban traffic, in qualified employees who are becoming ever more scarce, and thus more expensive, and in processes. However, this is becoming more and more difficult given that the profit margin in the general cargo sector remains stubbornly in the low single digits. A growing number of freight forwarders and hauliers are throwing in the towel. You and we have already felt the effects: during a turbulent period of business in the early part of the year, the entire industry experienced – sometimes severe – bottlenecks. As the autumn season approaches, we have taken a variety of measures to counteract this problem, such as creating a group-wide vehicle pool which our CargoLine partners can access at any time. In this respect, we are prepared for the next busy period. You can read more about other ways the logistics sector is having to adapt as from page 6.

Our feature on the CargoLiner Kochtrans (“Practice”, page 10/11) shows how well we as medium-sized businesses are adapting to this difficult environment. It convinced its customer ratioform with its delivery rate, amongst other things. However, whichever partner you work with in the CargoLine network, everyone is obliged to maintain the same high standards – standards we regularly revise to comply with the latest regulations (page 15). We are also committed to improving areas such as operations in cargo handling halls, scheduling and service. This is why we created the event Fit4CargoLine which took place for the first time at REYHER – a customer of our Hamburg partner Bursped (page 19).

You may also be interested to hear that we have a new addition to our family in France. Find out more in our article about DGS Transports on page 17. One page later you can read the latest news about our pioneering modular IT system which guarantees greater flexibility and reliability for the future. The digitalisation of the sector continues unabated and is one of the reasons that our alliance has entered into a partnership with the start-up company InstaFreight. This innovative freight exchange offers its customers fixed prices and reliable logistics partners (page 14).

But there is more to life than regulations and efficiency gains, of course. We also want to introduce you to three social projects which our partners support passionately (page 16).

With this in mind, I hope you find this edition of CargoTime an enjoyable and stimulating read.



Jörn Peter Struck
Chairman of the Management Board



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Riding the razor's edge



Costs are rising for all freight forwarders, for example due to the poor condition of transport infrastructure and changes in the composition of cargo consignments. At the same time, enormous investments

The roads are still quiet at around 6 a.m. when Michael Messmann drives to work at Schmidt-Gevelsberg. The radio is reporting just one traffic jam in North Rhine-Westphalia – due to an accident near Münster – as well as congestion caused by roadworks between Essen/Gladbeck and Gelsenkirchen-Buer. There is also heavy traffic around Cologne because the bridge over the Rhine at Leverkusen is closed to lorries.

The daily madness

Landesbetrieb Straßenbau NRW, the state road authority, reports that roadworks are currently in progress at 62 locations on motorways in North Rhine-Westphalia alone. And a further 32 projects have been announced for 2018. The majority involve laying new road surfaces, adding extra lanes, repairing dilapidated bridges, renovating parking areas or building noise barriers. Many of them have been “kicked down the road” for a number of years. Consequently, they cost more and last longer than if they had been performed more punctually. Traffic disruption is therefore guaranteed. The German motoring association ADAC counted more than 694,000 delays on the country’s roads in 2016 – an average of 1,900 per day. Drivers in North Rhine-Westphalia alone spent 124,000 hours in traffic jams.

3.5 hours for 20 km

As team leader at Schmidt-Gevelsberg in Schwelm, Michael Messmann is responsible for the company’s national scheduling. He understands

are required – in highly qualified employees, real estate and IT – to maintain the efficiency of logistics processes. With a profit margin of just one to two per cent, this is like riding a razor’s edge.

the true impact of these abstract numbers around the Wuppertal-Nord motorway junction, close to the CargoLine partner’s headquarters. Due to the roadworks there, the return trip to one of its largest customers, with loading and unloading, takes 3.5 hours – “for a normal journey of one hour or 20 km as the crow flies.” The bottleneck has been exacerbated further by the three-year closure of a major national road and another road through Wuppertal.

“But we are paid according to the weight and size of the consignment and not by the hour,” adds Messmann’s colleague Karin Dahlmann, who manages short-distance traffic at Schmidt-Gevelsberg.

Flexibility is everything

Michael Messmann and his team have to schedule around 4,500 shipments every day in such a way that they can be collected and delivered at the agreed times despite these obstacles. “We know where the roadworks are, take account of them in our schedules and avoid them wherever possible.” Naturally, he and his staff cannot predict where or when accidents will occur. “When a vehicle encounters a longer delay, we immediately inform the customers affected and adjust flexibly the schedule to the new situation.”

“Almost all our customer contacts have first-hand experience of the conditions on our roads and are understanding about delays over which we have no control,” says Michael Messmann. This should not

be taken for granted as delays can also generate additional labour costs for customers or disrupt their production plans.

Intelligent solutions for the road

These problems are compounded by the fact that consignments are not only becoming ever more voluminous but also lighter. The space required to transport the cargo is growing and the individual trucks can no longer cover their costs. Five years ago, Schmidt-Gevelsberg trucks carried an average load of around 15 tonnes, today this has fallen to just 10 tonnes. The trend has led CargoLine to invest in HighCubes that allow for double-deck loading. "Although these are significantly more expensive than normal swap bodies, they have two loading decks," explains Bernd Höppner, CEO of CargoLine: "This helps us to keep cost increases at a manageable level." Over the coming years, the alliance will gradually replace 3,500 of its swap bodies with HighCubes.

Labour and tolls push up costs

In 2016, production costs for an average general cargo consignment rose by a total of 1.6 per cent. This was confirmed by the cost index for consolidating forwarders, published for the fifth time by the German Haulage and Logistics Association (DSL). The index measures changes in costs for labour, fuel, tolls and materials over the past twelve months and is based on an annual volume of 19 million exemplary general cargo consignments transported by CargoLine and eight further general cargo networks.

Desperately seeking professionals

Labour and tolls were identified as the key factors in driving costs. The former rose by 3.7 per cent in 2016. "When unemployment is low, the service sector has difficulty finding qualified and motivated employees – in every area from lorry drivers to warehouse workers and IT specialists," explains Karin Dahlmann. "You can only attract good staff by offering them career prospects in the growing logistics market and competing with the salaries offered in prestigious sectors."

This is due to the need to work shifts and the sometimes physically demanding nature of the profession. Moreover, professional drivers and warehouse staff face growing demands in terms of training and professional development. They must be comfortable working with new technologies such as telematics or mobile data collection. The



In Germany, lorry drivers are hard to come by. This is why finding suitable drivers is becoming more and more difficult in the logistics sector.



More than 694,000 delays were counted in 2016 in Germany alone. That's about

individual employee's responsibilities within and for the process are also growing.

Winning customers with value-added services

Experts estimate the average profit margin in the sector to be in the range of one to two per cent. Under these conditions, even this is becoming a challenge. "We are continuously making our processes more efficient in order to stay profitable. We are constantly looking for additional processes we can digitise to generate more value. But that is no longer enough to remain viable. Logistics companies must therefore pass on additional costs – for qualified staff, investment in centralised state-of-the-art IT, complying with EU regulations, infrastructure spending and taxes – to shippers," says Höppner describing the difficulties with which the alliance is dealing. "We can only invest if we are profitable. That should also be in the interests of our customers who expect us to offer them good service," he adds.

After all, simple transportation of goods from A to B is becoming ever less important because it is considered a standard service. On the other hand, value-added services such as international track & trace in real time, proactive messaging, digital receipts and comprehensive reporting are becoming ever more significant. "We at CargoLine – including all our partners – are making major investments to develop and enhance the latest information standards together with customers," says Höppner.

Karin Dahlmann confirms the importance of the strategy. "A growing number of shippers that have previously switched to a different freight forwarder are returning to Schmidt-Gevelsberg. Our standard of customer service is a key reason for this," she says. "Customers are realising that quality is bound to fall if freight forwarders are unable to cover their costs."

Diesel-free cities?

Schmidt-Gevelsberg – like all the partners in the alliance – has invested promptly and prudently in smaller vehicles and those which comply with Euro 6 emission standards for inner city deliveries. Clearly, lorries cause pollution. However, unlike cars, trucks have already been subject to emissions testing in real traffic conditions since 2013. Trucks registered in Germany meet the required standards – in contrast to some from Eastern Europe. Research conducted by ZDF television and police checks in Poland at the beginning of the year have uncovered widespread criminal manipulation of truck emissions in the region.¹



1,900 a day.

However, the threatened ban on diesel vehicles entering city centres affects all trucks equally – including those operated by Schmidt-Gevelsberg. Michael Messmann is already well aware of this from his previous experience with environmental zones and bans. There is an air quality measurement station on a major road close to the railway station in Hagen. When its light turns red, the road is closed to trucks. They must now take a 7.8 km detour to reach the city centre. Michael Messmann is sceptical about whether this makes environmental sense. As a scheduler, he is also concerned about delays which make it even more difficult to guarantee punctual delivery.

Restricted productivity, higher costs

“From the point of view of health, nobody can dispute the need to exclude some vehicles from city centres. But we need to make exceptions for clean trucks and find suitable alternatives which automobile manufacturers and politicians have so far neglected. It is also vital that truck manufacturers make significant advances in the area of electromobility. And we must have the financial means to retrofit our fleet in future,” says Bernd Höppner expressing his concerns.

“In addition, city centre exclusions restrict our productivity, for example by adding parameters which make it more difficult to calculate prices accurately. Ultimately, every truck has to achieve a certain number of stops to be profitable. Factors such as banning diesel

engines from city centres – as well as roadworks, traffic jams and consignments which are expanding in volume – mean we can no longer achieve this quota. But we still have to meet our customers’ delivery expectations. Whatever solution we choose, it will generate additional costs.”

Reliable forecasts, relaxed delivery

There is another challenge to be mastered alongside those already described above. It arises specifically when business is as strong as it is at the moment: at peak times, Schmidt-Gevelsberg’s cargo handling hall is full to bursting. This is due to more voluminous shipments, an increase of up to 15 per cent in group shipments and daily up to 250 consignments for private customers with fixed notification times. “Strong business in the first half of the year has highlighted the limits of our spatial capacity,” says Karin Dahlmann. However, the company’s site in Schwelm offers no space for further development. If necessary, new sites will have to be found nearby and developed for certain business areas.

Furthermore, the number of trucks available on the market at short notice is barely adequate to distribute the large number of consignments quickly and efficiently. And, as not only economists know, growing demand and lower supply lead to higher prices.

For Bernd Höppner, the situation is clear: “If our customers could give us earlier notice of their expected capacity requirements in the spring and autumn, we could use these forecasts to plan our capacity more efficiently. We could then manage our processes more specifically, hire vehicles early at lower cost and make the delivery process more relaxed for everyone involved.” <

¹ Watch the film (German language) in the ZDF Mediathek: <http://bit.ly/zuNeJ8>



In order to avoid driving bans, it is crucial that the producers of trucks concentrate on the further development of electro mobility.

A perfect fit

ratioform is a German market leader in the packaging materials sector. For fast and reliable delivery of its cardboard boxes, films and cushioning materials, the company puts its trust in Kochtrans–CargoLine’s Munich partner.



From online orders to supplying retail chains, from dispatching electronic components to shipping industrial products: using the right packaging and cushioning materials is vital to ensure that digital cameras, 3D printers and clothing reach the customer in perfect condition, graphics cards for video games are not damaged by mechanical stress and semi-finished pumps get to the next production site intact. As you might expect, the challenges are complex. The aim is to avoid claims and production delays. In addition, air freight consignments from “known consignors” must be secured to prevent manipulation. Moreover, the shipping materials should look attractive – like a good business card – and create a positive shopping experience. At the same time, it is important to reduce the burden on the environment wherever possible, e.g. by using folding boxes with two adhesive seals – one for the delivery and one so that the customer can use the same box to return the goods if necessary. And the packaging should be as compact as possible to minimise shipping costs, of course.

Packed and sealed

This is the specialist area of ratioform in Pliening near Munich. The company offers retailers, online and industrial customers every imaginable type of packaging solution, comprehensive consulting services, an online product finder and a packaging

adviser. The focus is on supplying them quickly with the goods they need. In addition, the specialist develops customised cardboard boxes, films and cushioning materials together with its clients. These not only ensure that the goods are well-protected but also help to optimise the packaging process. Dominik Sager, Head of Logistics at ratioform, advises customers to look at the process as a whole when considering costs. “Materials only account for about 20 per cent of the total costs of packaging. The remaining 80 per cent include warehousing, shipping, labour, procurement and administration costs.”

Ordered today – delivered tomorrow

According to ratioform, optimum planning, modern materials and intelligent warehouse management can generate packaging cost savings of up to 30 per cent. Fast delivery times are critical. “Our customers can place orders for next day delivery until 4 p.m. and we meet this target over 95 per cent of the time,” says Sager.



Fast, accurate workflows are therefore everything to him. Each customer order arrives in the warehouse no later than 15 minutes after being received. “From that moment, the clock begins to tick,” says Sager. The orders are picked and dispatched immediately. The average time

required to process an order is currently around one hour. “We hand over the consignments to our parcel services and freight forwarders by 5.30 p.m. These departure times enable the service providers to connect with the main leg of the shipment. The goods then spread out overnight from Munich to the rest of Germany, Austria, Italy, Spain, Sweden and Switzerland. In the early hours of the following morning, they are unloaded and transferred to delivery vehicles. The next step is then the customer,” says the logistics specialist, explaining the rapid process.

The acid test

ratioform owes the high quality and punctuality of its deliveries to the freight forwarder Kochtrans, which has been handling all its general cargo deliveries in Germany since 2016. Disputes between ratioform and the two previous freight forwarders as well as the complete reorganisation of ratioform’s logistics processes resulted in a number of tasks being re-tendered. After several conversations with Erich Baumgärtel, Managing Director of Kochtrans,

and an eleven-day test phase, ratioform decided to engage the 100 per cent subsidiary of CargoLine. “The results were so positive that within four months we switched all our German general cargo shipments to CargoLine,” says Sager.

As well as offering excellent quality and punctuality, Kochtrans also handles large volume goods, simultaneously collects general cargo as well as full and partial loads and provides services such as delivery to the point of use, delivery with a lifting ramp and express deliveries. “I am very proud of our team which displays enormous dedication every day. They are prepared to think laterally in order to solve problems and process shipments in just the way our customers require. The fact that ratioform clearly values our efforts provides us with even greater motivation,” explains Erich Baumgärtel, Managing Director of Kochtrans.

SME beats industry giants

Dominik Sager has now known the alliance for ten years and his assessment is clear. “For me, CargoLine is the best general cargo network in Germany. It is a match for the networks operated by the industry giants.” However,

in the areas of flexibility and problem-solving skills in every area of transportation, Kochtrans has its nose ahead. “The mentality of the medium-sized company is important to us. It’s one of the things that makes ratioform different,” he emphasises. “That’s why we work so well together.”

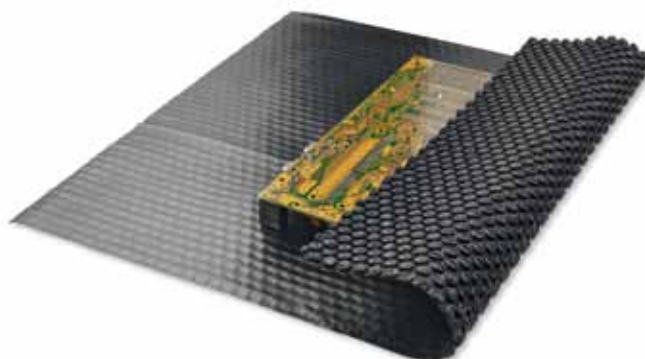


A qualified economist, Sager understands the business well. The 34-year-old has already spent half his life in logistics. In 2008, he started working as assistant to the head of logistics at ratioform. Five years later, he succeeded him when his superior moved to a different company. Today, Sager is Head of National and International Logistics and Distribution. He is responsible for 90 employees in the central warehouse in Pliening covering an area of over 30,000 square metres and for another dozen locations throughout Germany and Europe.

80,000 shipments per year

One of the major challenges facing Sager was the re-organisation and concentration of general cargo shipments. To supply the company’s regional warehouses, he switched from groupage consignments to direct deliveries. He also optimised workflows and centralised dispatch operations in Pliening. “We tripled the number of shipments from 25,000 to around 80,000 per year,” he reports proudly.

The coming years also promise to be exciting. The rapid increase of online trade is generating growth and creating a need for changes in delivery operations. For this reason, ratioform is currently working on a drone-compatible packaging product. <



ratioform

... has its headquarters in Pliening near Munich and is a market leader in packaging products for shipping, storage and offices. As a B2B multi-channel sales organisation, it employs around 300 staff at twelve locations in five European countries. Over 6,400 items stand ready for immediate shipment in a total of 68,000 pallet bays throughout Europe. Up to 2,000 shipments leave the central warehouse every day. ratioform has been a subsidiary of TAKKT AG in Stuttgart since June 2012. www.ratioform.de

Kochtrans

... was founded in Unterschleißheim in 1996. In 2005, the company moved its headquarters to Neufahrn near Freising. The company has been a wholly-owned subsidiary of CargoLine – the general cargo alliance – since 2011. It is now one of the most successful logistics service providers in the Munich area. With a daily total of 40 direct transports and more than 2,000 incoming and outgoing shipments, the company moves nearly 180,000 tonnes of goods every year. Employing 78 staff, it generates annual sales of nearly 25 million euros. www.kochtrans-muenchen.de

Spotlight on load safety

On 1 January 2017, major regulatory changes came into force in the area of load safety and the transportation of hazardous goods. To update its employees and partners on the latest developments, WIGO Chemie in Bad Kreuznach invited Dipl.-Ing. Gerd Kölb, an expert on the subject from Limburg, to a meeting on hazardous goods and load safety. As well as 14 employees from WIGO's own production and logistics departments, the meeting was attended by four employees of the CargoLine partner Helmrath. Throughout the day, they studied the theory and practical application of the new regulations focusing on the loading and unloading of tankers and securing hazardous loads in mesh pallets.



The 14 staff from WIGO's production and logistics departments and the four Helmrath warehouse staff, Waldemar Weber, Claudia and Frank Gehring (first row on the left) as well as Andreas Marten (second row, third from the left), were highly motivated and returned to their workplaces with many new and valuable insights.

Helmrath has been a freight forwarder for the service provider and manufacturer of cleaning, care and maintenance products for well-known international companies since 1962. Regular joint training courses contribute to the spirit of partnership the two companies enjoy. They also ensure that both companies comply with high quality and safety requirements throughout the supply chain until the goods reach the customer. <

International partners on the podium



(From left to right) Tara Furer (Member of the Management Board & Head of Logistics, Interfracht, Switzerland), Markus Weber (Branch Manager, Lebert, Switzerland), Carsten Nitz (Nordic Director, LEMAN, Denmark), and Machiel Roelofsen (Managing Partner, Rotra, Netherlands) accept the "International Partner of the Year 2016" trophies on behalf of their companies.

"Lebert is an extremely dynamic member of the CargoLine alliance and makes an outstanding contribution to setting and achieving our common goals. The company is a worthy winner in every way." With these words, Bernd Höppner, CEO of CargoLine, concluded his address and presented Markus Weber, Branch Manager of the Swiss provider of transport and logistics services, with the "International Partner of the Year 2016" trophy.

The freight forwarder based in Kreuzlingen scored highly in the alliance's internal competition especially due to continued growth in shipments and exemplary implementation of its quality standards. Participation in certification audits such as DIN EN ISO 9001 incl. HACCP concept and contract logistics as well as DIN EN ISO 14001 had a positive effect in the rankings.

Photo finish

Rotra from the Netherlands and LEMAN from Denmark shared second place with identical scores. Despite this, CargoLine decided to award a trophy for third position to the Swiss company Interfracht which was just a few points adrift of the two second place companies.

This year's "International Partner of the Year" award ceremony took place in Porto, home of the Portuguese CargoLiner Lusocargo. The award is based on 18 quantitative and qualitative criteria as well as a sophisticated points system which measure the achievements of the alliance's partners. The annual competition aims to encourage seamless compliance with uniform standards throughout Europe and strengthen the network still further. <

CargoLine subsidiaries Kochtrans and TLT on the road to success



As the owner of Kochtrans in Munich and TLT in Potsdam, CargoLine is now involved at two of the alliance's locations on a permanent scale for the first time. A plan which clearly contradicted the franchise's principles has proven to be an effective means of ensuring the coverage and stability of the network in the absence of alternative medium-sized companies. Moreover, the two companies are enjoying success thanks to strong management and motivated teams.

Turnaround achieved

Kochtrans has been in the black since 2016 (see CargoTime 1/2016, "A strong community") and recently won another major customer. Now TLT has also completed its turnaround. "Our predecessor company left a great deal of scorched earth. This made it difficult to persuade shippers in the Berlin-Brandenburg metropolitan region that TLT was a reliable partner. However, after making a fresh start

and introducing a strict quality assurance system, we were able to make progress," explains Jörn Peter Struck, Chairman of the CargoLine Management Board. For example, TLT recently won the order to supply a well-known retail chain in the Berlin area. With its business growing, TLT has recently expanded its cargo handling area from 12,500 to 18,500 square metres.

Network integrity is the top priority

"Independent transport and logistics service providers which are a good fit for our alliance in terms of size and philosophy have become a rare species. The experience we have gained with Kochtrans and TLT leaves us feeling well-prepared to operate one or more locations ourselves if this should become necessary in future," explains Struck proudly. "In the area of network integrity, all the CargoLine shareholders and franchisees are dedicated to working together." <

Successful and relaxed trade fair



CargoLine's new 216 square metre stand was designed to be open and inviting while offering quiet spaces for in-depth conversations. In May, it had its premiere at the transport logistic trade fair. Eye-catching graphics, a real maple tree, a beach chair made from red pallets and an inviting "market place" as the central meeting point clearly illustrated the philosophy and beliefs of the alliance: "Choosing the right logistics partner is often the key



to a relaxed evening." In addition, around 100 red mini-pallets were used as trays and charger plates in the catering facility as a special staging of the CargoLine key visuals. They were made in a workshop which offers employment for disabled people.

The concept was popular with visitors and the atmosphere relaxed despite the hustle and bustle on the stand. On Wednesday and Thursday, in particular, the twelve-strong trade fair team was in constant demand. They explained the advantages of CargoLine and its products in the areas of pan-European transports, B2C, procurement and contract logistics to a stream of interested visitors. <

From star feature to source of shade



The maple tree on CargoLine's stand at this year's transport logistic was over two metres tall and a truly eye-catching feature – even if it included a few ants and snails. It was too beautiful to throw away, so Munich CargoLine partner Kochtrans bought the little tree at an auction. It now has a permanent home in Pastetten near Munich where it provides shade for people and animals at Fendsbacher Hof – a workshop for people with disabilities. <

Erich Baumgärtel, Managing Director of Kochtrans (right), was determined to plant the maple tree himself while a number of the residents of Fendsbacher Hof attended the planting.

Employees love Brigl

There is a shortage of logistics specialists in South Tyrol. To attract highly qualified staff it is therefore vital to have a reputation as a good employer. CargoLine partner Brigl in Bolzano is an excellent example and was recently presented with the "Top Company Award South Tyrol 2017". The unusual feature of this award is that the participating companies and their corporate cultures are rated by their own employees. The winning companies achieved outstanding results in last year's anonymous employee survey.



Business Pool Managing Director Barbara Jäger is delighted to present Evi Mitterhofer (right), Chairwoman of the Board at Brigl, with the "Top Company Award".

"We are extremely proud to receive this award! It shows that our employees understand and appreciate that we invest in them and try to live by our values, such as respect, honesty, sustainability and flexibility. With a team like this behind us, we are confident that we can continue to achieve healthy growth and be a good, reliable employer for more than 200 families in the region. That is definitely our goal," explains Evi Mitterhofer, who took over the reins of the nearly 100-year old Brigl Group from her father in 2008. She now manages it in close partnership with Andreas Goggi and Renzo Marras, the group's two Managing Directors.

The Top Company Award was created six years ago by the recruitment agency Business Pool. It is presented annually in cooperation with the Bolzano Chamber of Commerce, the Employment Department of the Autonomous Province of Bolzano and the APL Institute. <

Wily veterans and wild start-ups



Together CargoLine's Managing Director Jörn Peter Struck (left) and Philipp Ortwein, Managing Director at InstaFreight, want to impact the digitalisation of the logistics sector.

The starting shot for the partnership sounded at transport logistic in May. Since then, CargoLine has been a general cargo partner of InstaFreight, the B2B online freight forwarder. The platform has a unique feature: it immediately offers customers a binding, final price for a given order volume and then purchases high quality transport solutions appropriate for the order from vetted partners for packages, general cargo, full and partial loads. The instant quote saves shippers time and also gives them the security of knowing that their order is being processed professionally and reliably by a well-known transport service provider. The service also provides track & trace in real-time, transparent invoicing and high quality customer service.

“We are now in our 25th year and still hungry to improve and move with the times. This includes shaping and profiting from the digital transformation of the transport and logistics sector,” says Jörn Peter Struck, Chairman of the CargoLine Management Board, explaining the reasons why the network decided to team up with the subsidiary of the start-up incubator Rocket Internet (incl. Zalando). “We profit from InstaFreight’s IT know-how and flexibility while contributing our professional experience and functioning network. Together, we hope to provide a quicker, simpler and more transparent service than traditional freight exchanges – especially for shippers with fluctuating consignment volumes.” <

Amm – one of “Bavaria’s Best 50”

On 27 July, Ilse Aigner, Bavarian State Minister of Economic Affairs, recognised the achievements of the state’s 50 fastest growing, owner-operated SMEs. For the first time, CargoLine shareholder Amm was among the winners.

The freight forwarder from Nuremberg is one of the Top 3 general cargo freight forwarders in the region handling around 1,600 outgoing and 1,200 incoming national shipments every day. International transports, especially to Austria, Italy, Spain and Scandinavia, container trucking and contract logistics – the branch with the highest growth potential – are further important sources of revenue.

“We have been following the growth of this freight forwarder since it joined CargoLine in 1995 and share the pleasure of its managing directors, Fritz and Ralf Amm, in this thoroughly deserved award,” says Jörn Peter Struck, Chairman of the CargoLine Management Board. The “Bavaria’s Best 50” awards were established in 2002 and recognise companies which have achieved exceptional growth in terms of sales and number of



Ilse Aigner, Bavarian State Minister of Economic Affairs (left) with Fritz Amm, founder of the freight forwarder (third from right), his son Ralf (second from right), a member of the management board since 1996, and other honoured guests from the region of Middle Franconia.

employees over recent years. The award winners from every district of the state were determined by an independent auditor on behalf of the Bavarian Ministry of Economic Affairs. <

Quality standards up-to-date

From DIN EN ISO 9001 to 14001: matrix certification allows CargoLine to ensure that its customers receive the same high level of quality throughout the network – even when they are served by different partners. CargoTime asked Andreas Richter, Quality and Environmental Management Officer at the network, about the status quo and the changes which have been implemented by the 2015 revision.



CargoLine's Quality and Environmental Management Officer Andreas Richter makes sure every network partner meets the same standards.

Mr Richter, until now CargoLine was certified in accordance with DIN EN ISO 9001:2008 and DIN EN ISO 14001:2009. What are the benefits of the 2015 revision?

Andreas Richter: Many shippers and their customers expect a service provider to comply with the latest quality and environmental management standards at all times. That is why we underwent re-certification this year. In addition, the revisions allow companies more freedom in the ways they define their processes, resources and documentation. As a result, we can adapt more quickly to new market requirements and respond better to customer wishes or product changes.

How does it affect your work as a quality officer?

It is my job to ensure that all our manuals and forms are adjusted to meet the new standards and also reflect our structures and processes. Furthermore, I am currently in the process of establishing a QM committee, comprising of myself and quality and environmental officers from various CargoLine companies. Together, we want to optimise the network's standard audit form. We would like it to be set up in such a way that we can assess our partner companies more individually and enable them to optimise their processes more precisely.

Doesn't that require a sophisticated system for key data?

Exactly. That's why the leaders of the CargoLine Academy and I have developed a two-day training course on the new ISO standards and relevant key performance indicators, KPIs. We will be offering the course from 2018.

What level of quality are CargoLiners achieving overall?

John Spedition was the leader in our series of audits in 2016 with a remarkable score of 98 per cent. More than half of our German CargoLiners passed the audit by achieving at least 90 per cent. Another 14 gained scores of between 80 and 90 per cent. These 14 quickly need to improve their performance. Our international partners also participate very successfully in the audits. We are looking to expand the process in future.

Who performs the audits?

Internally, I have been doing the job on a regular basis since 2014. They are primarily in place to ensure compliance with CargoLine's standards, which apply throughout the network, in order to optimise operational processes. In addition, every partner is audited annually by an independent company, s.a.f.e.. In their opinion, we match the quality standards of the top company in the sector.

From a QM standpoint, would you like to see CargoLine undertake further certification?

CargoLine was the first and, for a long time, the only general cargo network to have extensive certification (see red box below). Many of our partners also have individual certificates which enable them to serve their customers, e.g. in the automotive or pharmaceutical sectors. So we already have a very, very broad base. In addition, we mustn't forget that certification processes also look at depth into CargoLine's business. In other words, the auditors check that our general cargo transports match the transit times promised in the product description. Right down to short-distance traffic! <



CargoLine is certified according to DIN EN ISO 9001 including the HACCP concept and contract logistics, 14001, 14064, DIN EN 16258, i.e. CO2 footprint and shipment calculator, analogous to ISO/IEC 27001 and in accordance with s.a.f.e.

Time for philanthropy

CargoLine is a coalition of predominantly medium-sized family businesses. Benevolence and help still go a long way here – and the same applies to supporting people with serious illnesses.

At the age of 23, top athlete Franziska Liebhardt got a shocking diagnosis: she is suffering from an autoimmune disease that is attacking her organs. Her immune system is almost non-functioning and cannot differentiate between diseased and healthy cells, attacking them all. The disorder cannot be cured. Just two years later, her lungs were so damaged that she had to give up all kinds of sport and in 2008 she became completely dependent on care. She only survived thanks to donor lungs and kidney and is now back at the top of her sport. In 2016, she took the gold medal in shot put at the Paralympics in Rio, proudly flaunting the German flag at the award ceremony. This picture, together with the logo of the association “East Frisia Organ Transplantees”, can now be found on the back of 30 trucks driving across the country, helping to raise awareness for urgently needed organ donors. The CEO of moresco logistic, Gerhard Poppinga, wanted to offer spontaneous and selfless help, “when we found out that there are currently around 11,000 patients in Germany on the organ waiting list”. He also invited Ms Liebhardt on-site to deliver a speech about her life in April of this year.



Barbara Backer (left) from the association “East Frisia Organ Transplantees”, Paralympics winner Franziska Liebhardt and moresco’s Managing Director Gerhard Poppinga proudly present the trucks touting the association.

The fight against cancer

The service employee Marjolein Somsen, of the Dutch CargoLine partner Rotra, demonstrated a similar act of humanity. The 51-year-old, together with her four other team members, cycled and conquered the legendary mountain stage of the Tour de France, the “Alpe d’Huez” in the French alps. This was not just for sport though, she completed the stage to raise money for cancer patients. She is a volunteer for the Dutch aid organisation Alpe d’HuZes, which has been organising sponsored runs on TV with thousands of hikers, runners and cyclists



Rotra employee Marjolein Somsen and her team raised 21,000 euros in donations for cancer research.

on the steep, almost 14-kilometre ascent once a year since 2006. The proceeds, which this year totalled around 10 million euros, are all donated towards cancer research. Rotra supported its staff member and her team in the preparation, advertising and organisation of the charity event. Marjolein Somsen was able to raise 21,000 euros in donations. Her best friend is a cancer patient, “but I didn’t just do it for her, I did it for all those battling this horrible disease”.

Support for seriously ill children

Neunkirchen-based CargoLine partner Schäfer&SIS Interlogistik® in Siegerland also provides support for ill and seriously ill children. Each year for Christmas, the company donates 2,000 euros instead of buying customer gifts. Employees can propose and vote on which charities to donate to. “In the last three years, it has always been the internationally renowned children’s clinic in Siegen and the children’s hospice in Olpe, the first of its kind in Germany,” says project manager Bianca Berndt. However, money alone is not enough: “We also like to get to know the people and learn about their work,” she emphasises. Last year, she and two trainees visited both institutions and everyone was deeply touched. <

A new family member in France

DGS Transports – located just outside the gates of Paris – joined CargoLine in May this year. Its hub, track & trace system and company philosophy make it a perfect fit for the alliance.

In the early 1980s, Guy Manceau had an idea: although a farmer, he wanted to found a freight forwarding company. His location could hardly have been better. After all, he lived in Rungis just 13 kilometres south of Paris. The district is home to Paris-Orly Airport, has a first-class road network and a wholesale market – world-famous as the most important market for fresh produce in France. The idea was a winner. His company, DGS Transports, became a successful business with sales of around 18 million euros in 2016. “Initially, our company focused purely on the domestic market. However, over the past five years we have been expanding our international activities. After all, fewer goods are being made in France and imports are rising – especially from Germany and Europe,” says Quentin Manceau, General Manager of DGS.

“CargoLine is a role model”

The family-owned company has been CargoLine’s official partner for Paris and an area of 300 km around the city since May 2017.

“CargoLine is absolutely a role model for us as an international network,” says Quentin Manceau. Bernd Höppner, Managing Director of the general cargo alliance, is also delighted. “DGS is a dynamic, friendly company and its production processes match ours very closely,” he says referring to a special feature which sets DGS apart from many of its French logistics competitors. In France, general cargo often

only includes shipments weighing less than 500 kg. If the consignment weighs more it is chartered which involves a longer transit time and interrupts track & trace processes. The new CargoLine is different. Just like German freight forwarders it transports shipments of up to 2.5 tonnes as general cargo and thus ensures a rapid throughput time. What’s more: “Two years ago, we moved our headquarters to Limeil-Brevannes – only five kilometres from Paris. We acquired a hub there and completely refurbished it – including a sophisticated security concept incorporating around 120 cameras. Every day we process more than 80 scheduled lines and 200 tonnes of cargo through its 92 gates,” explains Quentin Manceau.

Independent but united

CargoLine also profits from the structures of the TSE network (Trans Système Etoile) founded by DGS in 1993. It has a large number of French domestic partners. They use a standardised track & trace system based on the global EDI standard. This makes it compatible with CargoLine’s CEPRA system. But IT systems are not the company’s only similarity with CargoLine. They also share the same philosophy. “We are like a big family which guarantees independence for all its members. This allows us to remain close to our customers and make decisions quickly.” As Quentin Manceau points out, this provides fertile ground for healthy growth. <



With only five kilometres from Paris, the modern hub of freight forwarder DGS is well placed.

DGS Transports

was founded in 1983 and is family-owned. The company has around 70 employees and is based in Limeil-Brevannes where it operates a modern hub with 6,000 square metres of warehouse space. From here it runs four daily connections to Germany and many others to Europe. In addition, DGS operates a further 51 daily direct lines to every corner of France and more than 600 deliveries in Paris area. This is not insignificant. After all, around one third of all goods in France pass through Paris. The transport service provider also benefits from its membership in the French logistics network TSE which it founded itself. www.dgs-transports.fr

Modular IT architecture: flexible and independent in the future

By opting for a modular system over one single provider for all central IT applications, CargoLine is setting a new course for the use of their data systems. The result promises independence, sustainability and the best solution for each application.



One sole service provider has been responsible for the IT for CargoLine's central tasks such as shipment tracking and clearing for almost 15 years. However, as the most recent regular tender loomed, the IT working group proposed considering an alternative to a complete solution: "And so we asked ourselves what is important to us. The result was an optimised performance for web applications, less dependency on an IT provider and more economic efficiency," explained Peter Beste, board member for CargoLine partner, Osnabrück-based Koch International, and leader of the working group. "It was thus clear that in the future we had to focus on a modular solution – with a so-called service bus as a central brain to which the best technology for each application would be docked," adds Sebastian Grollius, IT manager at CargoLine and member of the working group.

Structured approach

As the project was set to be very complex, CargoLine sought support from two consultancy agencies. For the tender and contract-related matters, they hired the services of the Wiesbaden-based company Apari, and for the architecture concept, Kassel-based company planIII. Both companies have many years' experience of collaborating with CargoLine and dealing with the cooperative's specific IT requirements.

In order to simplify the project, those involved divided the tender into three subsections: the software architecture, the computer centre service and applications such as order registration, shipment tracking, electronic notification and partner clearing. Through extensive market testing they then ensured that there would be enough IT service providers for the selection process for each subsection. However, each

provider received all tender documentation. This meant they could offer their services for other or all subsections too, not just for the subsection intended for them.

Everything like before – but better

Despite the fundamental preparatory work, one IT provider had to be temporarily replaced after beginning the project, and this could be done without a problem: "This is already proof today that the decision to switch to a flexible modular system was the correct one," summarises Grollius. CargoLine is currently on track to meet the planned conversion date of July 2018.

"We will then transfer all applications one-by-one in order to keep the complicated conversion manageable," explains Grollius. "However, as soon as we can integrate web services, for example, new services and even faster forms of data provision will be possible."

Home stretch already in sight

The network avoids the migration of its old data though they are secured in accordance with the legal data retention obligation. Instead, all information is sent both to the current and new central database. The network can then, at the planned time of conversion, access eleven months of numerical data – and, if necessary, move even earlier. "With the modular IT architecture, we can be independent and flexible, meaning we are excellently prepared for future customer requirements and further digitalisation in the sector," says CargoLine CEO Jörn Peter Struck with a smile. <

Fit4CargoLine visits REYHER

Once a year, CargoLine team members from the transshipment area, dispatch and service sectors meet to discuss the state and quality of the network's daily processes. The most recent of these Fit4CargoLine events took place on-site at longstanding Bursped customer REYHER in Hamburg.

Screws are ubiquitous. Without them, we wouldn't have wrist watches, computer housings, medical devices, planes or turbines in hydroelectric power plants, to name but a few appliances that make our life comfortable. And yet, most of the time, we don't pay any attention to this type of fastener. Standing in the logistics centre of F. REYHER Nchfg. in Hamburg though, you marvel at the more than 130,000 different types of connection elements and fastening technology that are permanently available – that's over 100,000 pallets and 120,000 receptacles across

the warehouse categorised into various types of screws, nuts and dowels. Of course, this quantity must be managed and thus REYHER employs around 200 staff members in the warehouse logistics division who process on average 3,800 orders every day.

Capturing the customer's perspective

In accordance with their customer promise "We are dedicated to fulfilling your needs as quickly as possible", reliable transport logistics are extremely important to the trading company. The Hamburg-based haulage company Bursped has been responsible for the distribution of its general cargo shipments for over 25 years. A large portion of these goods are distributed by CargoLine partners. Collaboration with the network is thus very close.

REYHER thus used the launch of its two-storey high-rise warehouse in June as an opportunity to invite the network partners. "Whoever has seen our logistics up close is aware of and understands our high shipping standards," explains REYHER logistics manager Johannes Heilmann, excited about the effect the warehouse has on visitors: "the extraordinary level of automation of our logistics and the new



(From left to right) Managing Director Dr Peter Bielert, Head of Logistics Johannes Heilmann and Expedition Manager Sebastian Hübner enjoyed showing REYHER's sophisticated logistics to the 117 Fit4CargoLine attendees.

high-rise warehouse with bearing blocks stacked on top of each other impressed our guests a lot. The long haulways and the "goods-to-man" principle we work by to process 21,000 order positions a day also made an impression."

Fit4CargoLine – a continuous process of improvement

The 117 CargoLine team members who followed the invitation by REYHER are dispatchers, workers from the transshipment area and service employees. They met for the Fit4CargoLine event which takes place once a year as part of a continuous process of improvement and

serves as a forum for discussion about topical CargoLine matters, for getting to know each other and exchanging experience. It is also an opportunity for the management to learn directly about where the network can be improved.

Needs for improvement voiced by the employees attending the event and their wishes were recorded as always and passed on for discussion to the relevant working groups. Each task force consists of up to 15 experts from CargoLine partner companies. Ideas and suggestions for improvement to areas such as the hub, transport, quality and pallets are then processed further by the production task force, for instance. Implementation of the measures are then tested and evaluated at the next Fit4CargoLine event.

"The most recent event was very informative and constructive, as always. We would like to thank Mr Heilmann and the CEO of REYHER Dr Peter Bielert for the amazing opportunity to delve into the logistics centre. Such a relationship between customer and service provider is not a given and it has really motivated the team," says CargoLine CEO Jörn Peter Struck, notably impressed. <

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

► German postcodes starting with 0....

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Hans Sander GmbH & Co. KG
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KG Bursped Speditions-GmbH & Co.
22113 Hamburg
Hans Sander Güterlinien Nah- und Fernverkehr, Spedition und Lagerung GmbH & Co. KG
25524 Itzehoe

moresco logistic GmbH
26789 Leer-Brinkum
BHS Spedition und Logistik GmbH
28197 Bremen

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HARTMANN International GmbH & Co. KG
33106 Paderborn
John Spedition GmbH
36124 Eichenzell
Friedrich Zufall GmbH & Co. KG
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BTG Feldberg & Sohn GmbH & Co. KG
46395 Bocholt
Rhenus Freight Logistics GmbH & Co. KG
47229 Duisburg
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► 5....

CargoLine Köln
c/o CargoLine GmbH & Co. KG
Borne Logistik und Speditionsgesellschaft mbH
54311 Trierweiler
Gustav Helmrath GmbH & Co. KG
55543 Bad Kreuznach
Spedition Balter GmbH & Co. KG
56218 Müllheim-Kärlich
Leopold Schäfer GmbH, Spedition
57290 Neunkirchen
Schmidt-Gevelsberg GmbH
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58332 Schwelm
Rhenus Freight Logistics GmbH & Co. KG
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Hofmann Internationale Spedition GmbH
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74078 Heilbronn
HDLV GmbH
76189 Karlsruhe
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77694 Kehl
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88255 Baienfurt
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► 9....

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Streit + Co Internationale Spedition GmbH
93083 Obertraubling
Spedition Georg Graßl GmbH
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95176 Konradsreuth
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AXTHELM + ZUFALL GmbH & Co. KG
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► International partners

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