

The logistics magazine

# **onboard**

**ZIEGLER**

Spring 2019 issue

***“Optimise your  
freight budgets  
with ZieglerTrack”***

**ZieglerTrack**  
Supply Chain Management

## **The supply chain at a glance**

### **Koblenz**

ZIEGLER opens  
new branch

### **Vintage cars**

Transported from  
Switzerland to the  
Czech Republic

### **Trade fair logistics**

Tried-and-tested  
expertise that lets  
you relax

# Welcome *onboard*

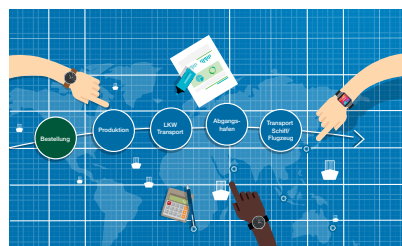
## Editorial



Procurement logistics is an important foundation stone in ensuring your success. We freight forwarders accompany the goods from the place of dispatch (often the place of production) to the destination (often the trade transshipment warehouse). ZIEGLER offers an IT platform in the form of **ZieglerTrack** that companies use to organise their entire supply chain in detail – right down to the article number. Read in this issue how you can **organise** your flows of goods **even more efficiently** and reduce your logistics costs in collaboration with ZIEGLER.

Thorsten Witt, CEO  
Switzerland, Germany

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# Deferment account

What advantages does a so-called “deferment account” offer and how do you apply for it?



When goods are imported to Germany from a non-EU country, applicable customs duties and import sales taxes are levied. Depending on the value of the goods and the rate of duty, considerable sums can be incurred, which need to be pre-financed.

Payment can be deferred for up to 45 days by means of a so-called “deferment account”, meaning that it is only due on the 16th day of the calendar month following the day on which the goods were imported. No security is needed for the granting of a deferment account for import sales taxes if the applicant is entitled to the full deduction of input tax. However, the granting of a

deferment account for customs duties does require security (a bank guarantee).

## Application

The application for a deferment of payment must be made in writing to the main customs licensing office responsible for the company’s registered office. Which of the seven main licensing customs offices in Germany is responsible for your company and details on the approval procedure and the necessary forms for downloading can be found at [www.zoll.de](http://www.zoll.de).

Economic operators with their registered offices in Switzerland or in Liechtenstein may also ap-

ply for a deferment in payment subject to certain conditions. In this case the applications for a deferment in payment must be submitted to the main customs office in Stuttgart.

*Source: [www.zoll.de](http://www.zoll.de)*

## ZIEGLER Service

ZIEGLER also offers you the option of settling import sales tax and customs duties owed **via ZIEGLER deferment accounts**. If you are interested, please contact us at: [sales\\_frankfurt@zieglergroup.com](mailto:sales_frankfurt@zieglergroup.com)

# IT system cuts costs

Supply chain management controls logistics and optimises costs – securely managing flows of goods and streams of data.

A typical import situation: a producer of laptops plans a precisely timed promotion in discount stores and supermarkets. The appliances are produced in Asia, the promotion will be taking place in Europe. The producer wishes to know the following in advance: Where are my laptops right now? Which computer model is currently on which container ship and in which container? When can the delivery of which precise number of the respective model be anticipated?

## Information right down to the product number

It quickly becomes clear from this classic import operation that logistics means much more than transporting consignments from A to B. You must always keep track of the entire supply chain – the more information you have the better. The ideal solution is a supply chain management system that breaks down a consignment to the article number of the imported products.

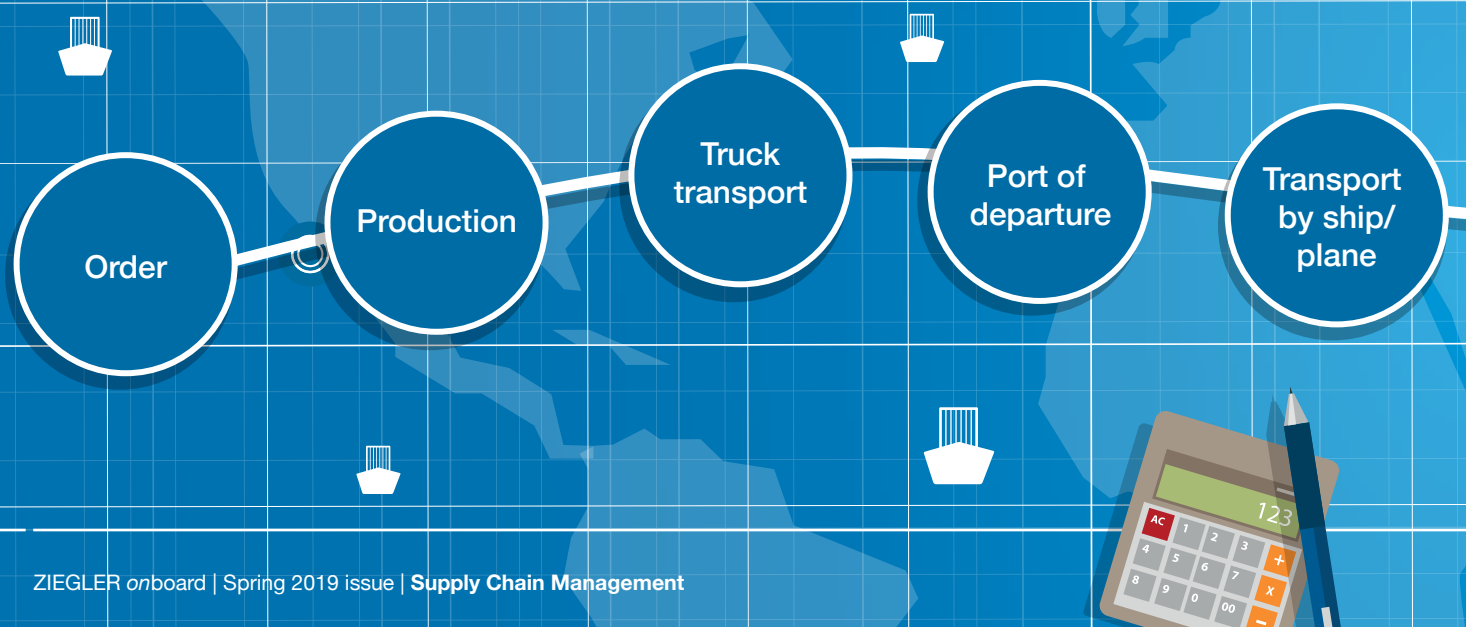
Save time and cut costs with ZieglerTrack.

## High performance: ZieglerTrack

ZIEGLER's IT system "ZieglerTrack" is one of the world's most powerful supply chain management systems and offers precisely this wealth of information. Producers and traders are not only able to track shipments with it, but also individual products with article numbers or product ranges.

## Procurement logistics system

The system is a purchase order management tool – i.e. a system which comprehensively controls and manages procurement logistics. Users have an overview of the procurement logistics: every order, every shipment – right down to item level. You are automatically informed in the event of any delays.



## The control centre: the dashboard

The dashboard is the “control centre”: it registers all the supply chain movements. Statuses are visualised and displayed here. This enables operational processes to be actively controlled and deadlines consistently kept.

## Reliable decision-making basis

Customers who use ZieglerTrack book their consignments at their ZIEGLER branch via the eBooking module. To this end they enter data such as the recipient of the consignment, the number of containers, etc. At the same time, there is an interface to the customer's ERP system via which details of the products dispatched are transmitted.

## Plenty of evaluation options

The ZieglerTrack system facilitates shipment tracking according to search criteria such

as container numbers, article numbers, ships or by date. The locations of containers are sent directly to ZIEGLER. The evaluation options form the necessary basis to ensure that sound decisions are taken in relation to the consignments.

## Cutting logistics costs

Users can reduce their freight budgets when employing ZieglerTrack: they optimise their flows of goods and business processes. ZIEGLER's state-of-the-art logistics IT is thus also capable of reducing operating costs.

## ZieglerTrack – Your benefits

- Determine the consignment status on the basis of a large number of search criteria – right down to the article number
- Advantages of a large number of reports on the performance of your suppliers

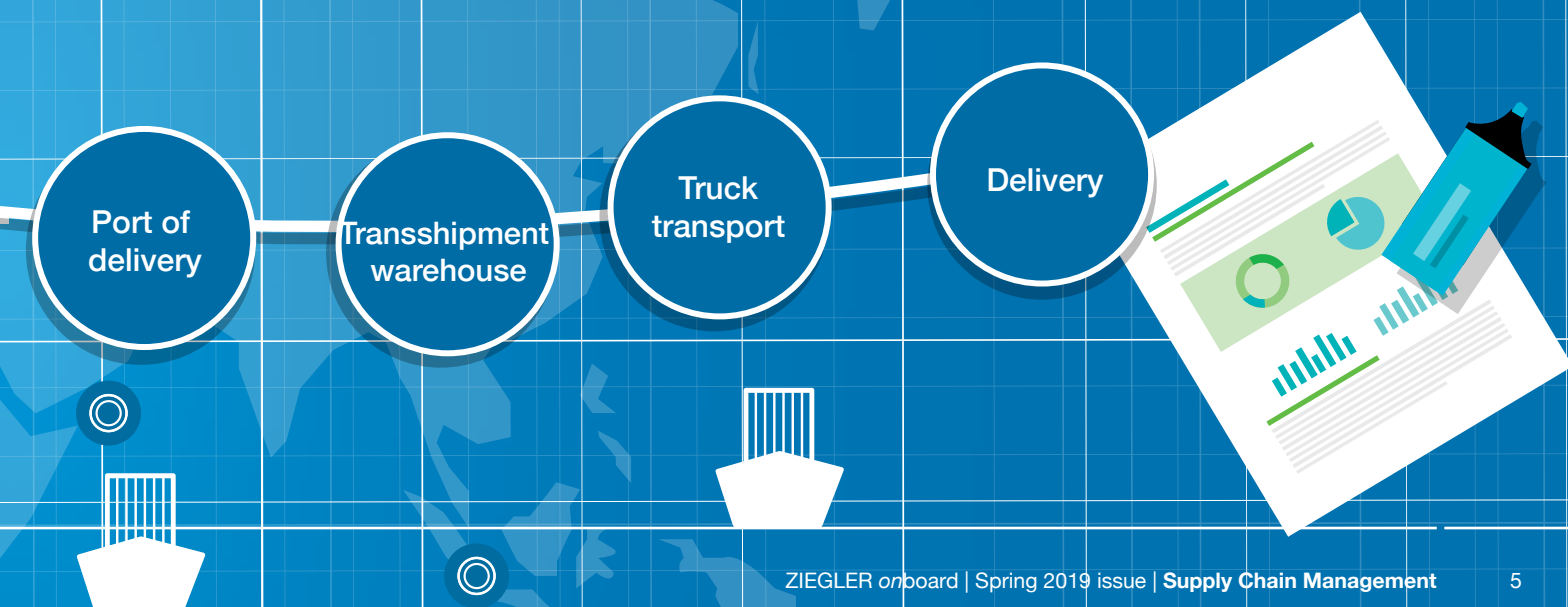
- Administration of all relevant documents such as bill of lading, customs or commercial invoices
- Downloading and printing documents via the Internet – from any location
- Safekeeping of documents
- Interface with the ERP system
- Automated comparison of target/actual figures in procurement and supply
- Can be adapted to users' needs

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## Optimising freight budgets

Interview with Maciej Maciejewski,  
Supply Chain Management expert

ZIEGLER offers one of the most efficient Supply Chain Management systems in the form of "ZieglerTrack". Maciej Maciejewski works on this system everyday at ZIEGLER in Kelsterbach. onBoard discussed the advantages with him and the option of cutting logistics costs using the system.



*You are a specialist in supply chain management. How did that happen?*

I would not call myself a specialist, as this is an area about which I learn new things nearly every day. I was fortunate enough to gather experience in the field of supply chain by working for 3PLs and BCOs. This gave me the opportunity to learn about the challenges each of the parties involved in the process faces and better understand their needs. I was also very lucky to work with people, who have immense industry knowledge, and most important they took the time to share it with me. For this I am most grateful to my current customers, who are very open with me and include me in their communication on a variety of matters, pertaining to their supply chains. Being exposed to different points of view has definitely helped me to develop a more holistic understanding of this area.

*What fascinates you personally about a supply chain management?*

This is a very dynamic area, which is impacted by many factors. Specifically I am fascinated by how every day events, which we can read

about in newspapers or watch on the evening news, have an impact on the industry. For example, how the tariffs imposed by the Trump administration on goods being imported from China into the US, had an immediate effect on volumes being shipped and in turn the congestion at US ports of discharge, shortage of chassis/truckers and space on trains going inland. Or how the polar vortex, which hit the US Mid-West earlier this year, had forced the rail operators to shut down the terminals. In this day and age, with an abundance of information available, I find myself filtering through news feeds and trying to determine if any particular event, or a set of circumstances, will have an effect on the movement of goods across the world.

Another aspect that I am especially fond of, is working with people from different professional backgrounds and cultures. Working in this area has rewarded me with many great relationships, not only in the work place, but in private life as well.

*For which type of company is a supply chain management useful?*

This is something that any company can benefit from, be it a small local importer, using a freight forwarder for most of their transportation needs, or a big multinational, with contract signed directly with shipping lines. I think that more and more people realize that this is not about moving a box from point A to B, but rather about being able to access accurate information in a timely manner. The

### Abbreviations and their meaning

CRD – Cargo Ready Date

POs – Purchase Order

SKU – Stock Keeping Unit

MBL – Master Bill of Lading

FCR – Forwarder's Cargo Receipt

SOP – Standard Operating Procedure

transportation aspect is not to be underestimated, but being provided with meaningful data is key.

#### *ZIEGLER offers the IT-system ZieglerTrack. What features are helpful for producers in Asia?*

Customers' suppliers are provided with access to the eBooking module of ZieglerTrack. There they can place bookings with relevant Ziegler offices. In addition to basic information, such as the consignee name, port pairs, number of containers/service needed, the CRD, suppliers are also required to select PO line items, which are transmitted to ZieglerTrack from customers' ERP systems via EDI.

This greatly simplifies the booking process and enables the shipper to track the shipment progress in a convenient way.

#### *What features are helpful for importers in Europe?*

ZieglerTrack is a one-stop-shop for our customers. It allows to track shipments by container numbers, POs, SKUs, vessels, carriers' or if any of the mentioned pieces of data

is not known, by a variety of date ranges. Locations of containers are sent to ZIEGLER by shipping lines via EDI, which eliminates the need of having to visit multiple shipping line websites. In

addition our system provides upstream visibility to POs, as soon as suppliers make bookings, up to 14 days before ETD. Our system also stores pre alert documents for each shipment, such as MBLs, FCRs, commercial invoice and packing lists. Last but not least, it offers many useful reports, which can be generated directly from the system by the users themselves. My personal favorite feature of ZieglerTrack is that it is accessible regardless of my location. With internet access and a PC or laptop, all of the above mentioned information is at my fingertips.

#### *What sets Ziegler's Supply Chain Management apart from the competition?*

Unlike many similar systems, being offered on the market, which are based on off-the-shelf solutions, ZieglerTrack is developed in-house, making it highly customizable. Thanks to our highly qualified IT Team, we are able to introduce new features within a few days or a couple of months,

depending on the complexity of the request. This allows us to meet our customers' requirements, rather than having our partners adjust their processes to our system.

#### *What's faster with ZieglerTrack? Does ZieglerTrack reduce working hours?*

The flow of information. With supply chains being spread across multiple time zones, ZieglerTrack offers a single platform for customers to access key data, without the need to sort through emails. With various reporting tools available and many useful search options, it provides users with figures needed to make informed decisions.

#### *What are the costs for a Ziegler customer when he is working with the ZieglerTrack?*

ZieglerTrack is offered free of charge to our customers. Naturally there are indirect costs associated with onboarding, when IT/Supply Chain resources need to be dedicated to integrate client's systems with ZieglerTrack. This process

can take up to 3 months, depending the intricacy of the business. Once the data transmission channels, segment mappings and operational SOPs are in place, additional costs usually

only arise as a result of significant process changes.

#### *Does a company reduce also the logistics costs when working with ZieglerTrack?*

Yes, based on available reporting customers can determine, which shipping lines have the shortest "on water" performance by port pair or which port of discharge processes containers quickest through their facilities. Equipped with such information, customers can decide on carrier/service loop priorities, which can lead to goods arriving in time to fulfill orders and in turn decreasing inventory costs. Avoiding certain PODs at peak times, when dwell times are above annual averages, can also lead to lower port storage and demurrage charges being incurred. These are just a few examples. I am sure customers will find more ways of optimizing their freight budgets once they start using ZieglerTrack.

"This system provides users with figures needed to make informed decisions."

# NEW: ZIEGLER in Koblenz

Export and import services for sea and air freight



ZIEGLER's new site covering an area of 8,500 square metres in Koblenz.

New logistics powerhouse in Koblenz: on 1 April ZIEGLER opened a branch in the city where the Mosel and Rhine rivers meet. In this industrial area on the Rhine, ZIEGLER provides export and import services for sea and air freight, connecting the economic area around the confluence known as “Deutsches

Eck” with European and world-wide flows of goods.

## Complete service portfolio

As of now, ZIEGLER will be offering the complete service portfolio of an internationally renowned forwarding company at Rudolf-Diesel-Strasse 6 (see box).

## Overland transport by KARST GmbH using its own fleet

Overland transport and logistics are performed by a Koblenz-based company with a long tradition: KARST Spedition & Logistik – a subsidiary wholly owned by ZIEGLER.

[www.karst-spedition.de](http://www.karst-spedition.de)



Space for logistics: 3,800 square metres of warehousing space – the transshipment hall.



The team just before the site went into operation with the first warehouse pallets.

### 3,800 square metres of warehousing space

ZIEGLER in Koblenz, close to the A 48 motorway, the B 9 federal highway and the Rhine harbour, is well equipped: 500 square metres of modern office space and 3,800 square metres of storage and picking space with 20 ramps and a railway siding.

### Contact

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### The ZIEGLER service portfolio in Koblenz

- Air and sea freight with connections to all important airports and seaports
- Warehousing and logistics services such as outer packaging, picking and packing
- Container stowage for exports and container unloading for imports
- Overland transport with a European network
- Procurement and distribution
- Track connection for railway transport
- Customs clearance
- Supply chain solutions throughout the supply chain



The hall is already being filled.



Jochen Korth organizes the foundation of the new branch.



Direct proximity: ZIEGLER and KARST.

# Face to face with customers

ZIEGLER Lausanne: new office in Vufflens-la-Ville



Successful team (from left to right): Denis Beier, Sarha Heim, Myriam Martignier, Andreas Schaffner.

The strong ZIEGLER Lausanne team is now working at a new premises, having moved from Bioley-Orjulaz to Vufflens-la-Ville in December 2018. The site offers a

lot of advantages for our customers: The proximity to the goods, face-to-face communication with business partners and customers, easy accessibility and a railway connection. Furthermore,

there is an open customs warehouse and approx. 9,000 square metres of warehousing space. On 1 February 2019 the new branch manager Andreas Schaffner

joined the team: he previously enjoyed several years of productive work at BLG Bioley and is very well acquainted with the company. He began his career at ZIEGLER at the BLG Geneva branch in 1997. In 1998 he was entrusted with the relocation of the Truck transport department from Geneva La Praille to Bioley-Orjulaz.

## ZIEGLER Lausanne

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## Regular transport services with Czech Republic – express upon request

ZIEGLER St. Gallen: transport services to and from Prague – the “Golden City”

Logistics services to the Czech Republic’s capital: since January 2019, ZIEGLER Switzerland has been offering a direct regular transport service to the “Golden City” via the St. Gallen branch – to CZ-250 66 Zdiby, a suburb of Prague. Departures take place several times a week. The duration is 2-3 days. The service includes general cargo, part and

full loads, express deliveries and other services depending on the customer’s needs.

Furthermore, ZIEGLER offers EU customs clearance or CZ import clearance for export and guarantees a fast response time for requests for logistics to the “city of the 100 Towers”.



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# “Gangster limousine”

Citroën Traction Avant transported from Switzerland to the Czech Republic

The Traction Avant is a cult car that once symbolised La Résistance, and was also a favourite among gangsters and police inspectors – and that was not a role simply restricted to French cinema. Due to its outstanding handling characteristics for that particular age, it was considered the ideal escape vehicle.

To this day, producers like to make use of the black Citroën 7/11/15 CV series in movies and adverts when the bad guys flee from the police.

This Citroën had technical features which have now become standard in modern cars. It was one of the first cars to have a unitary body and front-wheel drive. It was consequently lighter, had a lower centre of gravity and outstanding handling characteristics. Just the right car for gangsters and small-time criminals: it was capable of transporting plenty of stolen goods and could easily outpace the police. And in

case you were wondering, “Traction Avant” simply means “front-wheel drive” when you translate it from the French.



The year 2019 kicked off with this beautiful car for ZIEGLER's team in St. Gallen: the cult car built in 1950 was taken from Basel to the Czech town of Jevany. Gabriella Lucio organised the transportation – including the preparation and customs clearance. This was all performed on behalf of a private individual and in cooperation with the company's new partner in the Czech Republic, Gondrand a.s. CZ 25 Zdíby.



“Le Gang” film with Alain Delon (screenshot).

A lot of discussion with the customs team at ZIEGLER Kreuzlingen, the partner in the Czech Republic and the representative of the two private individuals was required to transport this cult limousine. Details were further clarified ranging from the vehicle type to depreciation and extending to the manufacturer's design specifications.

Once all the documents to ensure its seamless customs clearance had been submitted, the limousine set off on its journey to the Czech Republic – where it also arrived in an immaculate condition. Incidentally, the new owners are neither gangsters nor special agents, but instead great vintage car enthusiasts.



Safe transportation of the cult limousine.

## “Surprise positively”

### New Head of Air and Sea Freight at ZIEGLER Germany

Hans Edhofer is the new Air and Sea Freight Sales Manager at ZIEGLER Germany. He completed his apprenticeship as a forwarding agent at Schenker and, among other companies, worked at ITG for six years.

#### *Do forwarding agents have a calling?*

The customers' needs act as a driving force for me. I want to give our customers a positive surprise by providing very high-quality services. It is important to me that we promote the moral values and professional skills of our workforce.

#### *What immediately impressed you about ZIEGLER?*

Frank discussion, readiness for change and creative freedom in terms of the corporate goals.

#### *What do you love doing in your leisure time?*

My family, running and table tennis; I love football, comedy and music.



Hans Edhofer and Heinz Schmitt.

## 15 years at the company

### Anniversary of Heinz Schmitt

Heinz Schmitt has left his mark on the company: fifteen years ago, he established the Kelsterbach site with colleagues, was branch manager, sales manager for air and sea freight for Germany before taking up his current position attending to the needs of key account customers. Three questions concerning his company anniversary:

#### *The most unusual order?*

Spare parts warehouse at our office premises with 2,000 articles and a 24/7 service.

#### *The most rapid consignment?*

Air freight: 11:00 pm from Shanghai via Munich, arriving in Düsseldorf at 9:00 am the next day.

#### *The most unusual country?*

Without a doubt: wonderful India!

## On track for growth

### 15th anniversary of ZIEGLER in Frankfurt/Kelsterbach

The 23 employees in Kelsterbach see the planes that land at Frankfurt airport when they look out of the window. For 15 years it has been an inspiring environment for the branch that specialises in air and sea freight, and is on track for growth. “The building has remained unchanged throughout – only the number of employees and offices has increased”, comments Armin Kirberg.

#### **Four trainees**

Kirberg took over the branch management from Heinz Schmitt, who built up his own team four years ago as sales manager for Germany – also in Kelsterbach. Tanja Degenhardt, management assistant, has been working here and

been responsible for quotations and training for 14 years: “We started off with one apprentice, we now have four.”



Longest-serving employees (from left): Armin Kirberg, Tanja Degenhardt, Heinz Schmitt.

# Trade fair logistics – more than 60 years of experience

ZIEGLER provides all logistics services in relation to trade fairs, symposia and conventions, etc.



Exhibitions move you ahead; you just require the right equipment.

ZIEGLER has been an active member of IELA – the International Exhibition Logistics Associates – since 1998. This organisation has selected 154 companies worldwide based on the quality standards they employ and their experience. ZIEGLER in Belgium has more than 60 years of experience in the exhibition logistics sector. Here are a few examples of this:

## SEAFOOD – customs and refrigerated transports

As the official freight forwarder for the Seafood Expo Global, ZIEGLER handles customs clearance and transfers from the airport using temperature-controlled trucks. We unload huge machines in the halls for fishing industry machinery.

## BATIBOUW – full logistics service

As the official outfitter of the largest Belgian exhibition for the construction, renovation and DIY sectors, ZIEGLER performs the following tasks: the unloading,

reloading, storing of all the empty boxes, transport for exhibitors.

## VAKANTIESALON – supervising the pavilions

An exhibition for travel enthusiasts with more than 800 exhibitors: ZIEGLER coordinates and carries out the shipments and deliveries for the pavilions of France, Japan and other countries.

## AUTOSALON – transportation of cars

The largest car and motorbike brands present their ranges: the experienced ZIEGLER team transports and places the cars – even, for instance, on logistically demanding mezzanine floors.

## Comprehensive logistics in EU and non-EU countries

ZIEGLER offers comprehensive trade fair logistics services: when customers present their goods at exhibitions in EU and non-EU countries, the team co-ordinate the entire range of logistics tasks – ranging from preparation and departure through to delivery to the exhibition stand.



Placement of a car at the exhibition.

# International bank holidays – 2<sup>nd</sup> half of 2019

Europe							North America							South America							Asia							Africa													
July							August							September							October							November							December						
1	Mon	Canada: National holiday					1	Thu	Switzerland: National holiday					1	Sun	Islamic New Year					1	Tue	China: National holiday Golden week 01.-07.					1	Fri	France, Belgium and others: All Saints' Day					1	Sun					
2	Tue						2	Fri						2	Mon	USA and Canada: Labor Day Vietnam: Independence Day					2	Wed	India: Birthday Mahatma Gandhi					2	Sat						2	Mon					
3	Wed						3	Sat						3	Tue						3	Thu	Germany: German Unification Day					3	Sun						3	Tue					
4	Thu	USA: Independence Day					4	Sun						4	Wed						4	Fri						4	Mon						4	Wed					
5	Fri						5	Mon	Scotland: Summer Bank Holiday Canada: Civic/Provincial Day					5	Thu						5	Sat						5	Tue						5	Thu	Thailand: Birthday King Bhumibol				
6	Sat						6	Tue						6	Fri						6	Sun						6	Wed	Morocco: Anniversary of the peace march					6	Fri					
7	Sun						7	Wed						7	Sat	Brazil: Independence Day					7	Mon						7	Thu						7	Sat					
8	Mon	Argentina: Bridge day					8	Thu						8	Sun						8	Tue	India: Dussehra					8	Fri						8	Sun					
9	Tue	Argentina: Independence Day					9	Fri	South Africa: Women's Day					9	Mon						9	Wed						9	Sat	Indonesia: Birthday of Mohammed Cambodia: Independence Day					9	Mon					
10	Wed						10	Sat						10	Tue	India: Muharram/Aschura					10	Thu						10	Sun	Tunisia: Mawlid an-Nabi					10	Tue	Thailand: Constitution Day Cambodia: International Day of Human Rights				
11	Thu						11	Sun	Indonesia: Islamic sacrifice festival (Eid al-Adha)					11	Wed						11	Fri						11	Mon	USA: Day of the veterans Canada: Remembrance Day France: L'Armistice Belgium and others: armistice Poland: Independence Day					11	Wed					
12	Fri						12	Mon	India: Bakr Id/Eid-ul Adha Thailand: Birthday of the queen Morocco, Tunisia: Eid al-Adha 12.-13.					12	Thu						12	Sat	Brazil: Appearance of Mother of God Mary Argentina: Day of respect for cultural diversity					12	Tue	India: Guru Nanak Jayanti					12	Thu					
13	Sat						13	Tue						13	Fri	China: Celestial Tournament					13	Sun						13	Wed						13	Fri					
14	Sun	France: National holiday					14	Wed	Morocco: Day of Integration of Western Sahara					14	Sat						14	Mon	USA: Columbus-Day Canada: Thanksgiving Argentina: Bridge day					14	Thu						14	Sat					
15	Mon						15	Thu	India: Independence Day France, Belgium and others: Assumption Day					15	Sun						15	Tue	Tunisia: Day of evacuation Cambodia: Remembrance Day for the King's Father					15	Fri	Brazil: National holiday					15	Sun					
16	Tue	Thailand: Asalha Puja Day					16	Fri						16	Mon						16	Wed						16	Sat						16	Mon	South Africa: Day of reconciliation				
17	Wed	Thailand: Khao Pansa Day					17	Sat	Indonesia: Independence Day Argentina: San Martin					17	Tue						17	Thu						17	Sun						17	Tue					
18	Thu						18	Sun						18	Wed						18	Fri						18	Mon	Brazil: Day of national sovereignty Morocco: Independence Day					18	Wed					
19	Fri						19	Mon	Argentina: Bridge day					19	Thu						19	Sat						19	Tue						19	Thu					
20	Sat						20	Tue	Morocco: Revolution Day					20	Fri						20	Sun						20	Wed						20	Fri					
21	Sun	Belgium: National holiday					21	Wed	Morocco: Day of youth					21	Sat						21	Mon						21	Thu						21	Sat					
22	Mon						22	Thu						22	Sun						22	Tue						22	Fri						22	Sun					
23	Tue						23	Fri						23	Mon						23	Wed	Thailand: Chulalongkorn Cambodia: Day of the Paris Peace Agreement					23	Sat						23	Mon					
24	Wed						24	Sat	India: Janmashtami					24	Tue	South Africa: Heritage Day Cambodia: Constitution Day					24	Thu						24	Sun						24	Tue					
25	Thu	Tunisia: Day of the Republic					25	Sun						25	Wed						25	Fri						25	Mon						25	Wed	Christmas 25.-26.				
26	Fri						26	Mon	ENG, NIR, WAL: Summer Bank Holiday					26	Thu						26	Sat	Austria: National holiday					26	Tue						26	Thu					
27	Sat						27	Tue						27	Fri						27	Sun						27	Wed						27	Fri					
28	Sun						28	Wed						28	Sat						28	Mon						28	Thu	USA: Thanksgiving					28	Sat					
29	Mon						29	Thu						29	Sun						29	Tue	Cambodia: Coronation of the King					29	Fri						29	Sun					
30	Tue	Morocco: National holiday					30	Fri						30	Mon						30	Wed						30	Sat	Scotland: St. Andrew's Day					30	Mon					
31	Wed						31	Sat													31	Thu													31	Tue					

# Smart customer flow management

Measuring flows of customers in real time, smart, sometimes electronic queue management: HERS GmbH offers state-of-the-art solutions to this end. The family-run company with its headquarters in Lausen, in the canton of Baselland, was founded in 1998. onboard spoke with the company's Managing Director Roger Seipp about state-of-the-art control systems and logistics.



"beltrac" queue management system with magnetic base.

## What makes your company stand out from the rest?

We have direct contacts with the manufacturers and therefore respond quickly to customer requests. We offer high-quality products featuring state-of-the-art materials and technologies.

## Which products are currently most in demand?

These are certainly those in the green industry, queue management systems and technology holders.

## Is there a product that you would like to particularly highlight?

Certainly! I would like to draw attention to our "beltrac" queue management systems here. Our magnetic base wins over customers. This does away with the costly drilling or repair of boreholes. A corresponding metal plate is attached to the floor and

the post is positioned in place. When the position is changed, the plate is simply removed and a new one attached. The issue of queue management is also becoming increasingly important. Key words here are the "perceived" waiting time, counting and evaluating customer footfall and ideal customer control.

## What do you do differently to other providers?

We offer a customised service and address the customers' individual wishes. Flexibility and fast decision-making processes

are an additional advantage that we offer.

## How did you become aware of ZIEGLER?

We have known our contact person at ZIEGLER for some time now and have already worked a lot with him in the past.

## Which of Ziegler's services do you use?

ZIEGLER supports us with imports from Germany and with warehouse management and logistics in Switzerland.

[www.hers.ch](http://www.hers.ch)



Photo: HERS GmbH

An orderly line for the counter: HERS manages queues and customer flows.

# A future through vocational training – “I am going to become a freight forwarding agent!”



Philipp Pehlemann reveals why he's becoming a forwarding agent

“Even at school I wanted to organise things and was able to cope well in stressful situations. So I didn't have any problems deciding what profession I wanted to work in. The notion of a career in logistics occurred to me as I have a keen interest in aerospace. After I mentioned

this at the careers advice centre they suggested doing vocational training as a freight forwarding and logistics agent.

I did some Internet research about the tasks involved and found them very interesting. What's more, freight forwarding is now an important branch in industry and provides with good fundamental skills for the future.

In the first few months of my apprenticeship I realised that a medium-sized company such

as ZIEGLER is the right choice for me. Due to the decentralised structures I have been able to get to know the departments and transport carriers inside out. I learned a great deal about air freight from my trainer and was immediately able to put it into practice. He teaches me new things and helps me if I have any questions. This thus enables me to gain a thorough grounding in the profession.”

*Text: Philipp Pehlemann (Apprentice at ZIEGLER Ratingen)*

## Speed dating for apprentices

### Search for young talent

Prospective apprentices were given three hours to ask companies about apprenticeship vacancies in the forwarding industry. They were able to do this at the “Just in time” careers fair in Hamburg on 23 January 2019. The ZIEGLER forwarding company was also there. Julia Scholze, Training Officer at the Hamburg branch and Franziska Vosseler, Head of Training and Development for Switzerland / Germany, answered questions and received

application dossiers.

The next steps were to select the candidates and carry out interviews, recruitment tests and introductory placements. Finding good applicants is not easy. But it is worthwhile for both parties. ZIEGLER offers the majority of trainees a permanent position once they have completed their apprenticeships.

*Text: Franziska Vosseler*



Delighted at the high levels of interest: Julia Scholze at the vocational training fair.

# Social responsibility – a children's orphanage

## ZIEGLER Aachen/Eschweiler supports housing project in Kenya

Children are our future – both in Europe and Africa. Anatol Balachowski of ZIEGLER in Aachen/Eschweiler works on behalf of people in Africa. In January he travelled to the Eastern African state of Kenya for three weeks. There he helped work on the construction of an orphanage. ZIEGLER supported this commitment: the employee was exempted from his working duties for a week. This is his report:

“I flew with eleven other people from Cologne to Nairobi on 19 January. We then continued our journey from Kenya's capital by car, driving seven hours till we

arrived at Tinderet – a village located between Nairobi and Lake Victoria. This is where the German mission Diguna (Diguna means “good news for Africa”) constructs orphanages.

Our task involved helping to complete the interior construction of the 8th orphanage. 30 to 35 children live in this house, almost all of whom are orphans. As a result of our engagement, it was possible to complete the house two months ahead of schedule. The children



Teamwork: construction of the orphanage in Kenya.

in these orphanages have the option of attending the Mission's vocational college once they have completed their schooling. After finishing our work there, we were treated to another experience: our group went on safari in the Nairobi National Park.



(from left): Monique Pirkner Nowak and Vanessa Gümil (ZIEGLER Switzerland), Sabine Schmid-Ott (ZIEGLER Germany), Wolfgang Beisert and Udo Hinz (agency).

## Think Tank

Featured: *onboard's* editorial team

What's the latest cover story? What topic offers the logistics manager of an importing or exporting company added value? Which of ZIEGLER's transportation stories are interesting and entertaining? The editorial team of ZIEGLER's *onboard* magazine poses itself precisely these questions when producing each new issue. The team regularly meets up at the editorial meeting. The editorial team follows the same maxim as many teams at ZIEGLER: that the best ideas are created through teamwork.

# Ships are becoming cleaner

## Sea freight: new technologies reduce ships' exhaust emissions

Ships emit particularly large amounts of pollutants. The limits have now been drastically reduced worldwide. The strictest frequently only apply to new ships – but older engines can also be retrofitted. The manufacturers of marine engines are now developing new technologies in order to reduce emissions.

### Catalytic converters reduce the emission of pollutants

MAN Diesel & Turbo simultaneously offers two technologies to this end. Firstly, the Augsburg-based company has developed a reactor especially for large two-stroke engines, operating in accordance with the principle of selective catalytic reduction. Ammonia is injected into the exhaust gases which, in combination with the metallic catalyst, convert nitrogen oxides into pure nitrogen and water – thus rendering them harmless.

### Software keeps track of things

The second solution is based on ingenious software. It is well known that fewer nitrogen oxides are formed when a portion of the exhaust gas is mixed with the combustion air. Then the combustion temperature is lower – and the hotter it gets, the more nitrogen oxides are produced. The exhaust

gas quantities must be precisely metered and adapted to the current engine performance. When accelerating, different proportions must be added than when travelling at a constant speed. At the same time, the level of oxygen in the combustion air must not be allowed to fall too low. That would aid the formation of other pollutants. This is all so complex that only software is capable of keeping track of things.

### Car software was not up to the job

It was not possible to transfer the technology used – and sometimes misused – in diesel cars to all marine diesel engines. They generally tend to have two-stroke engines, while car engines are mainly four-stroke engines. MAN therefore developed a system that regulates the composition of the combustion air and the injection of fuel in such a way that the lowest quantity of nitrogen oxides is produced.

### Start: 2019

Urgent action is required where marine environmental protection is concerned. The first ships are to be equipped with the new engine technology before the end of the year.



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# Purchasing logistics



Everybody is an amateur logistics specialist when organising our everyday lives. Here's an example: doing our daily shopping. What do we do first? We produce a shopping list, which is the equivalent of the transport order. Then we make a decision depending on the amount of goods we need to purchase: which shopping bag will we take with us – or do we need several? And then we think about the transport route: do we walk there or cycle? Both have to be weighed up against each other based on the quantities we want to purchase. Alternatively, we could take the bus. However, this takes longer because we also have to include the route to and from the bus stop in the calculation. Or do we go for the car: expensive, but quicker and helps us carry large quantities of goods. A glance at my shopping

list shows whether we need to visit several shops. Are there any things that I need immediately? Do I have any frozen foods and packaging to match?

Wow, it is all pretty stressful! Well, actually, we do our daily shopping with no need for such detailed reflections. It is an everyday thing. No time to go shopping? Or you don't want to? In that case we order things online – and assign the task of delivery to the professionals?

Everyone is a logistics specialist. In just the same way that forwarding agents organise transports on a daily basis, we are all logisticians of our own everyday life: fresh tropical fruits and noodles, coffee and juice, cosmetics and cut flowers – a perfect example of logistics from the supermarket to our apartment.

## Anniversaries

### 30 years at the company



**Jörg Scharmentke**

Head of the Kreuzlingen branch  
on 1 April 2019

### 10 years at the company

**Beatrice Wagner**

Human resources, Pratteln  
11 May 2019

**Estelle Köhl**

Basel Air & Sea  
1 June 2019

### 5 years at the company

**Sylvie Ittis**

Import II, Pratteln  
1 June 2019

**Nikolaj Rakela**

Zurich Airport  
1 June 2019

### 15 years at the company



**Petra Jesnowski**

Sea freight export department,  
Ratingen  
1 January 2019

**Heinz Schmitt**

Key Account Manager  
Sea and air freight, Kelsterbach  
1 April 2019

### 10 years at the company

**Marie-Odette Schoonbroodt**

Accounting, Welkenraedt  
2 March 2019

### 5 years at the company

**Anatol Balachowski**

Warehouse logistics, Eschweiler  
1 February 2019



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