



beyond  
limits

More in it.  
More to it.  
Worth more.



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# Our service

Beyond limits. To us, that means more than being able to present a few nice figures – such as almost 40 years of courier, express, and parcel delivery experience, over 100 GO! stations in Europe, and over 9,7 million shipments transported annually.

What counts more than that for customers is non-stop performance: 365 days a year, around the clock, the whole spectrum. From our standard Overnight Express all the way to sophisticated logistics solutions, we find individual answers to every shipping question. And that includes special industry requirements, such as those of the pharmaceutical industry, which we meet with tailored services.

This diverse portfolio, and the fact that we consistently fulfill the promises it entails, have made us Europe's largest independent express shipment and courier service provider.

The first order you place with us will immediately show why we are the quality leader in the express and parcel delivery market. That is because every GO! service is subject to the highest quality standards that are firmly embedded in the entire GO! system.

In short, GO! is at your side, offering you different versions of what's the most important thing: shipments that get there. Undamaged. At the right time. At the right place. No matter how complex your orders are.

We think these are good reasons to get to know us better, which you can do on the following pages.

## Our services – an overview

GO! Express	GO! Courier	GO! Solutions
<ul style="list-style-type: none"><li>■ GO! Overnight</li><li>■ GO! Worldwide</li></ul>	<ul style="list-style-type: none"><li>■ GO! City</li><li>■ GO! Direct</li><li>■ GO! Same Day</li><li>■ GO! Exclusive</li><li>■ GO! On-Board-Courier</li><li>■ GO! Air Charter</li></ul>	<ul style="list-style-type: none"><li>■ Business solutions</li><li>■ Special shipping commodity</li><li>■ Special shipping requirements</li></ul>
Value added services		
<ul style="list-style-type: none"><li>■ Weekend and public holiday delivery and pick-up</li><li>■ Scheduled delivery</li><li>■ Early delivery</li><li>■ Late and night pick-up</li><li>■ Code delivery</li><li>■ Identity check</li></ul>	<ul style="list-style-type: none"><li>■ Prealert</li><li>■ Trade fair services</li><li>■ Customs handling service</li><li>■ Insurance</li><li>■ Neutral shipping</li><li>■ Shipping materials and packaging</li></ul>	<ul style="list-style-type: none"><li>■ Cash on delivery</li><li>■ Confirmation of receipt</li><li>■ Expenses service</li><li>■ Carriage forward deliveries</li><li>■ Self delivery / Self pick-up</li></ul>





# Our standard: GO! Express

Our standard service is far from standard in the usual sense. We are there for our customers 24 hours a day, 7 days a week. Exceptions? None. What we offer is a highly reliable, global express shipping service with just-in-time delivery, overnight express throughout Germany, regional couriers and direct deliveries, and numerous other shipping solutions tailored to your needs.







# GO! Overnight

The GO! network doesn't stand still for a second. It runs at full steam, even through the night, so that your shipments arrive at their destination the very next day – 365 days a year, extremely quick, and 100 % reliable. To us, it's normal procedure to pick up your shipment right into the evening and deliver it to its consignee early

the next morning. Combined with our numerous standardised value added services, it all adds up to logistics solutions tailored precisely to your particular requirements.

## The benefits

- very short regular transit times – evening pick-up, delivery the next morning
- extra-late cut-off times, such as midnight as standard at our central HUB
- lots of different scheduling options to suit your particular requirements, for both pick-up and delivery
- pick-up service – we pick up your shipment from any address and deliver it to the address you specify
- can be combined with numerous standard additional services: our value added services

## Our delivery times are beyond limits

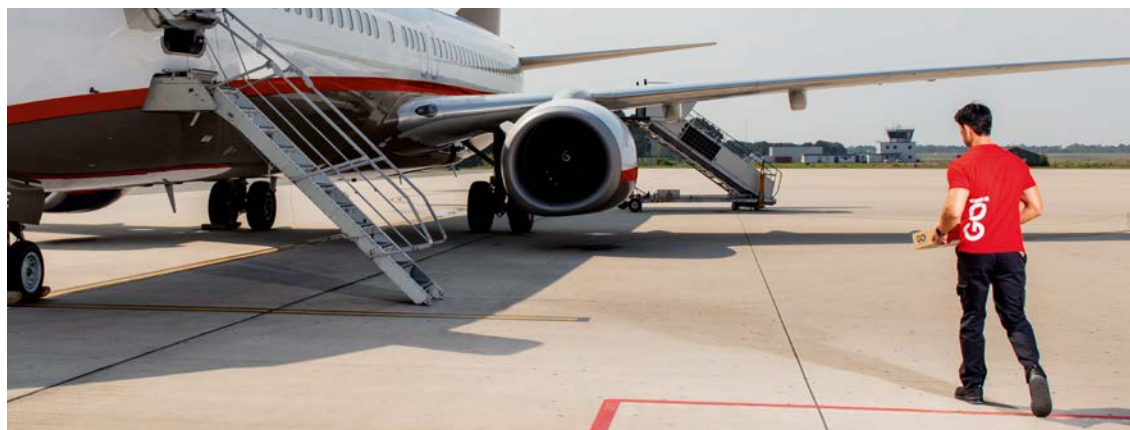
We pick up your shipments by 7.30 p.m. at any business centre and by 6 p.m. at remote locations.\*

Shipments regularly arrive with their consignees the morning of the following working day.

- very early in business centres
- by no later than 12 noon everywhere
- Flexible deadline options help you plan your delivery, all the way to 15-minute time slots.

\* The pick-up times specified are guidelines. Your station will inform you about the exact times.





And, of course, GO! has a broad network of locations that can guarantee you the quality, flexibility, and speed you expect from us, even when you ship internationally. We can reach all European business centres overnight and all major international trade centres within 48 hours.

# GO!

## Worldwide

### The benefits

- very short regular transit times, even to faraway destinations and with complex customs requirements
- lots of different scheduling options to suit your particular requirements for both pick-up and delivery
- pick-up service – we pick up your shipment from any address and deliver it to the address you specify

### Picking up and delivering beyond limits: we do both quickly and flexibly

We pick up your shipments by 7.30 p.m. at any business centre. If your location is more beyond, we can receive your shipments up to 6 p.m.\*

Delivery is:

- the next day – provided consignees are located in a European business centres
- within 48 hours throughout Europe and in all major intercontinental business centres
- in 3–4 days to almost any destination worldwide

\* The pick-up times specified are guidelines. Your station will inform you about the exact times.

# Our direct services: GO! Courier

Our standard service is still not quite enough for you? Then we suggest you utilise our exclusive solutions, individually tailored to bring your shipments directly and safely to their destinations. It doesn't matter how large they are, or how many. For example, you can make use of flexible direct connections with GO! Courier, choosing the best route from A to B. Depending on your requirements, we can use bicycle, car, van, rail, or aircraft, all at short notice.









# GO! City

GO! City – it's all about our local courier services. We bring your urgent shipments to their consignees on time, from early morning to late at night. Friendly couriers hand them over reliably and on time, and we're as flexible as you need us to be for your particular solution.

## The benefits

- local, personal services tailored to you
- very short transit times, as we process your order promptly and transport it by the quickest route in the city and surrounding region
- Bicycle, car, or van – we will select the most suitable means of transport for your order, depending on the situation.
- And if you need us suddenly, we can work ad hoc.
- central warehousing locations for high performance supply chain solutions: maximum availability, immediate processing, and the commissioning you need for your order
- We are available around the clock: 24 hours a day, 7 days a week, 365 days a year.





We transport your shipment directly from door to door – without any detours and as quickly as possible. It doesn't matter how far it has to go.

# GO! Direct

## The benefits

- direct transport at the time of your choice
- no additional transfers of liability
- secured against loss, damage, and similar
- regional and nationwide, wherever you need it

# GO! Same Day

To get your urgent orders and deliveries there the same day, we always choose the quickest way, using air and rail where we need to.

## The benefits

- the fastest possible delivery, generally on the day of shipping
- We can advise you in detail and select the very best transport routes to meet your requirements.
- advice on legal conditions such as IATA DGR and varying size/weight limitations by air and rail
- We don't waste time when you place orders either: you'll receive an offer of transit time and cost very quickly.
- ideal value for money by using scheduled connections

# GO! Exclusive

We can undertake any kind of round trip on your behalf – regular post box emptying, intralogistics, scheduled delivery trips, and Same Day deliveries.





# GO! On-Board-Courier

A courier accompanies your shipment, even taking it as hand luggage if the parcel is suitable. Dedicated staff provide seamless communication and your shipment remains in familiar hands. Processing is even faster; if anything changes (such as a cancelled flight), the response is immediate. This is a fast mode of transport and even more secured.

# GO! Air Charter

No suitable scheduled flight for your urgent, high-value shipment? Highly unusual requirements for the goods you're transporting? We can charter a direct flight for you! This is an exclusive shipping solution tailored to your needs.



# Our world of solutions: GO! Solutions

Business is always in motion – and we move with it. We offer the latest solutions for B2B business. They're as specific and individual as the industries and companies they serve. Tailored to your needs, strictly in line with the requirements that you place on transport and logistics, and based on our courier, express, and parcel delivery values – absolute on time, maximum security, and around-the-clock availability.

Shipping pharmaceuticals, medical technology, and hazardous goods is a highly unusual brief for many shippers, but to us it's an everyday affair. Our staff and couriers are suitably trained and familiar with all the official regulations. No matter how special your shipment is, it will always be in safe hands with us.

Why does GO! offer such a wide range of fulfillment services for special requirements? It's simple: we see it as our task to offer customers real added value. It allows you to make your processes much more efficient, to reduce your costs and to improve the quality of your customer service.







Business  
solutions

GO!



WANN  
KUNDE  
KOMMT  
ZUR STATION

NEIN → DOPPO INFORMIEREN

WANN  
KOMMT  
ZUR STATION? → NEIN

JA → PROTOKOLL AUSFÜLLEN / VERANTWORTLICHEN

PROTOKOLL ZUR STATION RETOURNIEREN

# GO! Healthcare

The healthcare industry is fraught with enormous cost pressure and a shortage of trained staff. The pressures on physicians and nursing staff are rising and administrative work is mounting up; the time available for the actual patients is getting less and less. GO! can help relieve your staff and recognise where savings can be made.

We can offer you special solutions in these areas:

- pharmaceuticals
- medical technology
- laboratories
- hospitals and clinics

All of our services are precisely tailored to your sector. We offer tailor-made logistics solutions and supply chain concepts that meet your particular requirements. These range from fast, on-time transport and warehousing solutions to our value added services, all the way to 24/7 emergency services for whenever something is needed urgently.

The following benefits apply to all of our healthcare solutions:

- short transit times and on-time deliveries by agreed deadlines
- fast response times, flexible pick-up
- delivery options – including on demand
- save resources and storage space
- relieve your staff of activities that don't belong to their profession
- ensure a seamless supply chain
- fulfill all regulatory requirements
- GDP certificate of conformity and quality management to DIN EN ISO 9001:2015
- joint planning, drawing-up, and implementation of logistics concepts
- advice from personal consultants on site
- years of expertise in healthcare
- the very highest quality and safety standards with the lowest damage rates







## GO! Med-tech

GO! has been working for numerous businesses in the medical technology sector for many years. We come whenever you need us and are ready to meet your specific demands. Our trained staff, continuous quality audits and comprehensive knowledge of specialised transport tasks involving high-quality medical technology mean we can provide you with an extremely dependable and secure service.



### The benefits

- avoid bottlenecks – technical service and warehousing with around-the-clock service
- delivery directly to the place of use: on the ward, in the pre-operating area, and so on
- smooth procedures, from basic supply all the way to ad hoc requests
- effectively support patients using services specially adapted to your practice, hospital, and home care procedures
- reduce your administrative work and operating costs by organizing your logistics
- reduce your inventory costs with our exchange service and returns management: faster turnaround times for reusable products, transport containers and medical equipment



## GO! Pharma logistics

Transporting pharmaceutical products is regulated by very strict rules.

We can comply with these, and of course with the EU Good Distribution Practice (GDP). Specially trained staff and the highest quality standards mean GO! can guarantee you maximum security all along the supply chain.

All of the relevant GDP processes and procedures are stored in the GO! system and GO! quality management system. That means they will always be included in our pharmaceutical transport services.

### The benefits

- comply with all the relevant stipulations of GDP
- careful, professional handling according to your requirements
- clear identifiability and seamless shipment tracking
- extremely low loss rate
- if required: qualified and validated transport solutions for temperature-sensitive products with GO! COOL
- proactive shipment monitoring in the event of procedural impairments



## GO! Lab service

This is not a job for everybody. It requires trained and responsible couriers – and nothing less. These, after all, are sensitive shipments that have to be packaged in particular ways and belong only in the hands of carefully defined consignees.

### The benefits

- many years of experience in sample shipping
- highly reliable for unrepeatable samples and similar
- pick-up service: national + international pick-up and transport to a central laboratory
- collection/delivery right to the place of use (in a hospital this can mean all the way to the laboratory instead of incoming goods), therefore simple, reliable, with less risk of loss in the event of transport within a business, by the quickest route, (pick-up straight after removal/delivery just before use)
- Temperature control is also available using appropriate packaging solutions (see GO! COOL).
- transport of UN 3373 Category B diagnostic samples in compliance with P650; we can provide the necessary packaging materials if required; trained staff for hazardous goods/ADR to assist you with matters of declaration, packaging and labeling

We do not transport infectious materials as defined in ADR.





## GO! Clinic logistics

We are logistics providers but we see ourselves also as consultants and we can develop forward-looking logistics concepts together with you.

### The benefits

- draw up logistics concepts taking into account your requirements; this includes discovering potential savings, outsourcing, and centralisation/bundling
- taking over parts of the supply chain such as warehousing and first/last mile, within the hospital complex and in laboratory and R&D logistics
- We take on tasks related to logistics such as shelf services, returns services, personal delivery, and identity checking.
- We fulfill and comply with the necessary regulatory requirements such as GDP and the relevant legal regulations, and we train our couriers accordingly.

# GO! High-tech

Fast product development, quick market launches, fluctuating demand – the fast-moving high-tech market doesn't just require innovative strength, it needs fast reactions and flexibility. GO! can support you with highly flexible logistics solutions that help you reach your markets quickly and reliably. These range from

precisely scheduled deliveries to tailored spares and repairs logistics, all the way to 24/7 emergency services.

## Our products and services

- overnight services and scheduled deliveries
- replacement services and technical couriers
- spares and repairs logistics
- equipment logistics including order picking
- high-availability logistics including warehousing
- 24/7 emergency services, 365 days a year
- product-specific load securing
- packaging services including return transport and disposal

## Whatever industry solution you choose, you will benefit from:

- short transit times and on-time deliveries by scheduled deadlines
- fast response times, flexible pick-ups
- delivery options – including on demand
- save resources and storage space
- ensure a seamless supply chain
- joint planning, drawing-up, and implementation of logistics concepts
- advice from personal consultants on site
- the very highest quality and safety standards

# GO! Fashion & Lifestyle

Enjoy clear benefits in a competitive environment – on the catwalk, in the sports arena, and on the shop shelves – with tailored solutions that are as cutting-edge as your business.

## Our products and services

- special transport solutions for high-value items of clothing
- sample shipping
- merchandising and Europe-wide store supply
- in-time jersey service for large-scale sporting events

# GO! Media & Trade

Launch and exhibition schedules – the world of media, trade fairs, and finance is full of deadlines and appointments. GO! ensures that you meet them – with tailored solutions for media & trade.

## Our products and services

- same-day shipping: direct transport, on-board couriers, Same Day service, courier and envoy deliveries
- pick-up on time and delivery at your trade fairs and events
- overnight and express courier transport

# GO! Automotive

To us, high-availability logistics isn't just a catchphrase – it's what we do all the time: 365 days a year, 7 days a week, 24 hours a day. We respond quickly, accurately, and with a level of service that makes the difference.

## Our products and services

- customised solutions
- delivering parts for assembly
- supplying dealerships with spares and service components
- element exchange
- on-demand pick-up and delivery
- warehousing

Special  
shipping  
commodity

GO!





# GO! Animal transport

Transporting living animals is among the most challenging tasks facing any logistics business. We take animal welfare seriously – which is why we don't transport every kind of animal. You will find details about which ones we do carry on our website. This work requires specific, officially approved procedures as well as highly trained specialists. At GO! we work with such professionals, from the first call, all the way to delivery at your destination.

## The benefits

- very short transport times for the welfare of your animals: evening pick-up – delivered in the morning
- comprehensively trained staff with the necessary expertise
- proactive feedback in the event of delivery obstacles so that we can coordinate immediately on how to proceed
- defined emergency plans and contact lists for the relevant veterinary authorities, veterinarians, and rescue organisations for each station so that we can take suitable steps as quickly as possible if anything unforeseen occurs
- Replacement packaging is available in case of damage.

These precautions allow us to offer the highest possible level of protection for your animals during transport. And, of course, GO! is approved in compliance with Regulation (EC) 1/2005 (on the protection of animals during transport), and is therefore subject to official supervision.

# GO! Dangerous goods

When it comes to transporting hazardous goods, GO! offers the maximum degree of care and absolute safety, and is fully acquainted with all of the legal regulations and requirements. You will find information about categories of dangerous goods that we can transport for you on our website.

## The benefits

- qualified staff in compliance with ADR and IATA DGR, from the receipt of orders to our couriers, all the way to preparation of your shipments
- Our vehicles are comprehensively equipped in compliance with the regulations governing hazardous goods.
- We check throughout for compliance with all of the legal regulations in terms of packaging, labeling, and accompanying papers.
- IT-assisted order processing incorporating automated comparison of materials data, checking the prohibition of mixed loadings, and drawing up transport papers specifically for sections of the route
- dedicated procedural descriptions and emergency plans



# Special shipping requirements

GO!





# GO! Freight service

If your freight is of an unusual weight or size, we can still transport it. Ask at your local GO! station: we may well be able to transport your palletised goods, outsized shipments, and conventional gen-

eral cargo, whenever the focus is on delivering as quickly as possible in contrast to conventional forwarding. Together we will assess whether it is appropriate to ship via our express network, or, alternatively, we can offer you other transport options such as direct delivery in a dedicated vehicle.

## The benefits

- everything from a single provider
- the quickest possible transport processing, especially in comparison with conventional shipping
- maximum safety/careful handling, due to the fact that we handle lesser volumes



# GO!

## Submission service

With GO! you no longer have to worry about time-consuming tendering processes. Specially trained GO! couriers ensure that your offer documents are delivered on time, comply with tendering deadlines on your behalf, and inform you immediately afterwards about your results.

### The benefits

- highest adherence to delivery dates in a high-performance express shipping network to meet submission deadlines
- standardised processing and trained couriers for total reliability
- fast feedback: information about the tender result (all offers read) is supplied within an hour of the completion of reading, and we can send the original report if required
- focus on your core business: field staff and other employees no longer have to be absent for long periods, so you save on allowances and travelling expenses

# GO! Legally secured delivery

If confirmation of receipt is insufficient for important documents that have to be handed in on time, such as contract cancellations and court documents, or if such confirmations cannot be obtained in the first place, we can offer you legally secured delivery. This is an additional service that allows you to prove the delivery of a certain item.

## The benefits

- very short transit times using our high-performance express shipping network
- legally recognised, on-time delivery of documents that are subject to deadlines
- standardised processing and trained couriers for total reliability
- Proofed by using a delivery report that is completed on site – the report is sent to you electronically on the same day.
- immediate feedback in the event of procedural obstacles so that we can coordinate on how to move forward
- customised insurance solutions for maximum security – protecting you against potential consequential damages, such as those caused by delay
- avoid tying up your own resources in the delivery of sensitive content, which demands time and money
- data protection compliant with EU GDPR
- optional: return of original delivery report



# GO! In-house postal service / GO! PO Box emptying service

GO! empties your PO box regularly at an agreed time, and delivers your mail without delay. This saves you a lot of bother and allows you to focus on your actual core business.

We can also take care of the pick-up and delivery of in-house mail within your company network. This ensures that important documents reach your colleagues and staff in good time, and always find their way into the right hands.



# GO!

## Supply chain

Supply chain makes sense – when everything we manage in yours fits perfectly into your overall process. That's why optimum coordination and agreement is essential. And this applies to all of our supply chain services: from roll-out/roll-back services to high-availability logistics, to technical couriers.

As a customer, you'll also benefit from a wide range of fulfillment services such as warehousing and distribution. The benefits for our business partners are obvious and include significantly more efficient processes, cost reduction, and a higher level of customer service. In other words: added value that gives you a clear competitive edge.

## GO! Roll-out/ roll-back services

We can take care of the delivery of technical equipment including configuration and technical installation on site. We can replace old and defective equipment, and even coordinate repair services with you if required.







# GO! High-availability logistics

Our network of high-availability warehouses is to be found everywhere. This guarantees dependable emergency supplies throughout our network. We can supply your goods and spare parts around the clock, very quickly, and at any location, saving you expensive downtime.

Medical technology, high-tech industry, automotive parts suppliers – we're sure to have the right solution for you. And if we don't, we will develop one for you – customised for your needs.

## The benefits

- ensure permanent product availability
- emergency supply throughout our network
- 24/7 service availability, 365 days a year
- complete coverage network of emergency warehouses
- draw up high-availability concepts
- comprehensive location analysis to achieve optimum cost-performance ratio
- installation, repair, and service work on site
- proactive delivery reports
- custom warehousing options
- Orders can be received late in the day.
- late cut-off times, such as midnight as standard at the central HUB
- nationwide delivery within 2 or 4 hours
- reduced warehouse inventory and space
- reduced cost, because less capital is tied up

# GO! Warehousing service

We provide special warehousing areas for the storage of your goods. And we can manage your merchandise as well. You will enjoy full service from a single provider – from incoming goods control to quality assessment, warehousing, inventory, and commissioning, all the way to on-time delivery.

## The benefits

- save your own resources, such as warehouse inventory and space, and staff
- compensate for peaks and seasonal fluctuations
- costs relate to each order
- complete coverage network of emergency warehouses to ensure permanent product availability
- avoid expensive downtime
- comprehensive location analysis to achieve optimum cost-performance ratio
- custom warehousing options
- Orders can be received late in the day.
- direct feed-in and shipping via our own network
- extra-late cut-off times, such as midnight as standard at the central HUB
- 24 / 7 service availability, 365 days a year

## The type of storage depends on the type and structure of your goods

- block storage: stackable boxes, crates, and pallets are placed directly on top of or next to one another in blocks, without shelving or other facilities
- floor storage: storing directly on the floor
- compartmentalised shelving: storage on shelves
- pallet racking: similar to compartmentalised shelving but without shelves, and with support beams
- Warehouse can be homogenous for single items or batches, depending on your requirements (for instance: a pallet can contain one or more units of one item / non-homogenous: load carriers containing several different items).
- special storage requirements for temperature-regulated goods and hazardous goods





## GO! Technical courier

Technical support often has to be provided on site. Our specially trained couriers perform professional installation, repair, and service work: from replacing defective components, all the way to a complete plug-and-play service – including technical instruction on operating equipment.

### The benefits

- transport and technical service from a single provider – no need to coordinate between courier and technician
- set up, dismantle, swap, and repair equipment on site
- fast handling for time-critical processes
- efficient returns management for material and recyclable packaging
- trained couriers to provide services reliably
- appropriate documentation, launching, test runs, staff instruction, and disposal of packaging materials
- save on service staff, travelling expenses, and allowances for suitable activities
- We carry the necessary tools and other resources with us.
- ensure flexibility and sufficient capacity, including during peaks and seasonal fluctuations
- numerous additional services relating to transport and warehousing, all the way to high-availability logistics

# Our value added services

Additional services are useful, especially if they're highly flexible and represent a wide range of added value. And especially if they can be added to each other to create a customised offer. Every solution that can be added is based on the same strong foundation: our standard courier and express service.







# Weekend and public holiday delivery and pick-up

Weekends and public holidays are times in which regular plans can be frustrated – normally. But with GO! you are in safe hands, even at times that are usually awkward.

GO! can carry urgent ad hoc shipments quickly and reliably to their consignees, whether these are important spare parts or urgent documents.

And GO! can do this whenever you want and whenever you need it: late in the evening, early in the morning, and even in the middle of the night.

## The benefits

- around-the-clock service availability: 24 hours a day, 365 days a year
- short response times: one call is enough
- extremely fast handling tailored to your requirements
- your own competent and experienced consultant
- seamless shipment tracking providing full transparency online

# Scheduled delivery

Does your shipment need to be delivered within a fixed time slot? No problem: select one of our many options, as your needs dictate.

## The benefits

- lots of different scheduling options to suit your particular requirements
- early delivery – before 8 a.m. the following day at any business centre\*
- time slots from 30 to 120 minutes throughout the day
- fixed delivery – 15 minutes to the precise deadline

\* Please contact your GO! station for more information.



# Late and night pick-up

No matter how late you keep working, we can still pick up your shipment. With late regular pick-up times, late special pick-ups with direct carriage to our station so that your shipment enters our network as late as possible, and

night-time pick-ups whose transport handling is specially tailored to you, we always have the right solution to hand.

## The benefits

- late regular pick-up times by default
- economical late pick-up: shipments are taken directly to the station and loaded into scheduled transport at the latest possible point
- night-time pick-up whose onward transport is organised individually to suit you:
  - regular shipment handling within the station region
  - optional forwarding of nationwide shipments by feed-in directly into the central HUB for overnight delivery
  - Further alternatives include direct deliveries and Same Day service.

Very late pick-up times, but for shipments that are not time-critical: again, GO! is flexible. These shipments are picked up when you want them to be, and forwarded in regular channels the next day.

If you need to send time-critical shipments with extra late cut-off times regularly, we can offer you lots of other alternatives. These include central warehousing and shipment handling at our HUB as well as regional high-availability warehouses for the same-day delivery of shipments.

# Code delivery

If your shipments containing confidential information, high-value goods, or other sensitive content exclusively have to be delivered to authorised people, or if you're sending financial or salary documents, travel documents, or vehicle papers – then we have the right solution for you. Even in our standard service we only deliver to named consignees, and will only deliver to mailboxes and neighbors if the customer has given express permission. In this form of authorised delivery, we offer a service that is extra-secure. The consignees will only receive the shipment if they enter the correct PIN code.

## The benefits

- Reassuring security – your shipment will only be handed to authorised people if they enter the correct PIN code. If your shipment cannot be delivered, it is kept in our quarantine store until you redirect it.
- very short transit times because we use a high-performance express transit network
- highly flexible, offering a wide range of timed delivery options and additional services





# Identity check

If you only want your shipment to find its way into certain hands, then you should have it exclusively delivered to a certain person or group of people only. We have the right solution for that too – identity check. Delivery is specially personalised. Consignees have to identify themselves. It's the highest security level. It is also the ideal addition to our standard service in which we only deliver to named consignees.

## The benefits

- strictly personal. Your shipment will only be handed to people who can identify themselves. If your shipment cannot be delivered, it is kept in our quarantine store until you redirect it.
- very short transit times because we use a high-performance express transit network
- highly flexible, offering a wide range of timed delivery options and additional services





# Prealert

We can inform you about pending pick-ups and deliveries, as required. This notification is within any time slot you choose, and can be by telephone or in writing.

## The benefits

- increases the likelihood of pick-ups and delivery, especially if the sender or consignee is not always present, or only sporadically present
- easier for those involved to plan: if a shipping or receiving point is not usually occupied, you don't have to man it permanently when shipments are due
- subsequent coordination of pick-ups and delivery modalities on demand
- Collection and delivery can be at places without postal addresses or fixed handover points, such as trade fairs, major construction sites, airports and out of town.
- Lead times and notification methods can be selected individually.
- Customers are informed proactively in the event of unavailability.

# Trade fair services

Trade fairs, conferences, and other similar events – these are always highly stressful days for you as an exhibitor or visitor. So it's a reassuring feeling to have GO! at your side as a reliable service provider. Is part of your trade fair booth missing or

defective? Do you need to stock up on information materials or give-aways? Are the items you purchased not allowed on your flight? GO! Trade fair services covers your back for all of your transport needs around the event, so you can concentrate fully on your visitors, customers, and other tasks.

## The benefits

- deliveries and pick-ups right at the trade fair booth or at a different agreed meeting place, including flexible, telephonic coordination at short notice
- comprehensive service on event days, and when setting up and dismantling
- early delivery and late pick-up options as well as numerous scheduling options, depending on access possibilities
- proactive feedback in the event of procedural obstacles relating to the event
- support for activities involving setting up and dismantling
- packaging activities, including providing shipping materials
- other additional services from our product portfolio

# Customs handling service

When shipping goods, the customer must provide all of the documents needed for customs clearance. We can help you to do that. But delays are still possible due to customs clearance.

# Insurance

GO! offers standard cover of up to € 2,500 for national shipping. Insurance for international shipping is compliant with CMR. You can of course choose higher insurance cover if you want.

# Neutral shipping

Do you want to send something directly from your supplier to your customer? Not a problem. If you want, we can neutralise the address so that your customer sees you as the shipper, but without the shipment having to make a detour via you.





# Shipping Materials and Packaging

The right packaging is essential for shipping. It protects the goods you're sending and gives them good handling properties; attaching shipping documents and labeling ensures smooth procedures. Document wallets, plastic envelopes, cardboard boxes – GO! can provide you with exactly the right packaging to safely transport your shipments. And it's perfectly tailored to the various things you're shipping.

## The benefits

- wide range of standard packaging materials
- We can identify suitable special packaging for your shipped goods – disposable or recyclable.
- We can package things for you on site if you like – including customised insurance.
- If you need temperature-controlled transport, including for the sensitive GDP-compliant handling of pharmaceuticals, we can offer you validated packaging solutions with GO! COOL.

# Cash on delivery (COD)

No more waiting for your money with GO! Cash on delivery. Our courier will deliver your goods only in return for payment and we will send you the money quickly.

## The benefits

- immediate, straightforward order handling, even if there are no electronic payment options available
- high security: your goods will only be handed over in return for payment of the COD amount you have determined
- fast payment: the COD amount we collect will be sent to the account of your choice in just a few days
- choice of COD currency both domestically and abroad
- cash, crossed checks, and Eurochecks: you can choose your means of payment as well



# Confirmation of receipt

Want to be informed about the delivery of your shipment as soon as possible?

GO! will inform you immediately once it has been delivered – and the delivery proof can be sent to you by the quickest means if required.

## The benefits

- proactive notification of successful delivery within a maximum of 30 minutes
- sent by telephone, e-mail, SMS
- reassurance and minimum bother: you don't have to check constantly on tracking information
- signed delivery note sent to you if required: electronically on the same day or on the following day, hard copy within one or two days
- the choice is yours: GO! standard delivery note or customised version
- We can also record additional details if required: identity check, recorded delivery, or customised details.

# Expenses service

When we pick up, we advance a cash amount on your behalf. As a customer, you can appoint us to buy shipments, or receive them against a fee. The amount is then invoiced to you together with the shipping costs.

## The benefits

- The way the purchasing and receiving of the item is handled is as fast and uncomplicated as possible, even if there are no electronic payment options available – so there are no unnecessary delays when it comes to shipping.
- high security: you don't have to pay in advance, you only pay once the shipment is picked up

# And there's more\* ...

## Carriage forward delivery

Consignee to pay all shipping costs.

## Self delivery / Self pick-up

You're welcome to drop off and pick up your shipment at our GO! stations or sorting centres.

\* Don't see what you want? Simply get in touch with your local GO! station. Our logistics experts will find a solution for you.



# Overview of products and services

Courier, express, and parcel delivery requirements are many and varied. So is our range of services – in both breadth and depth. Here's an overview. This list shows all of the GO! products, solutions and services. Left: our basic services. Divided into three categories. Right: all of the services you can add on.

## GO! Express

- GO! Overnight
- GO! Worldwide

## GO! Courier

- GO! City
- GO! Direct
- GO! Same Day
- GO! Exclusive
- GO! On-Board-Courier
- GO! Air Charter

## GO! Solutions

- Business solutions
  - GO! Healthcare
    - GO! Clinic logistics
    - GO! Med-tech
    - GO! Pharma logistics incl. GO! COOL
    - GO! Lab service
  - GO! High-tech
  - GO! Fashion & Lifestyle
  - GO! Media & Trade
  - GO! Automotive
- Special shipping commodity
  - GO! Animal transport
  - GO! Dangerous goods
- Special shipping requirements
  - GO! Freight service
  - GO! Submission service
  - GO! Legally secured delivery
  - GO! In-house postal service /  
GO! PO Box emptying service
  - GO! Supply chain
    - GO! Roll-out/roll-back services
    - GO! High-availability logistics
    - GO! Warehousing service
    - GO! Technical courier

## Value added services

			Weekend and public holiday delivery and pick-up	Scheduled delivery	Fixed delivery	Early delivery	Late and night pick-up	Code delivery	Identity check	Prealert	Trade fair services	Customs handling service	Insurance	Neutral shipping	Shipping materials and packaging	Cash on delivery	Confirmation of receipt	Expenses service	Carriage forward delivery	Self delivery / Self pick-up
GO! Express	GO! Overnight		■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■
	GO! Worldwide		■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■
GO! Courier	GO! City		■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■
	GO! Direct		■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■
	GO! Same Day		■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■
	GO! Exclusive		■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■
	GO! On-Board-Courier		■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■
	GO! Air Charter		■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■
GO! Solutions	Solutions for ...	GO! Healthcare	GO! Clinic logistics	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■
			GO! Med-tech	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■
	... Business		GO! Pharma logistics incl. GO! COOL	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■
			GO! Lab service	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■
			GO! High-tech	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■
			GO! Fashion & Lifestyle	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■
			GO! Media & Trade	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■
			GO! Automotive	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■
	... Special shipping commodity		GO! Animal transport	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■
			GO! Dangerous goods	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■
			GO! Freight service	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■
	... Special shipping requirements		GO! Submission service	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■
			GO! Legally secured delivery	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■
			GO! In-house postal service/ GO! PO Box emptying service	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■
		GO! Supply chain	GO! Roll-out / roll-back services	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■
			GO! High-availability logistics	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■
			GO! Warehousing service	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■
			GO! Technical courier	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■
				■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■



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