

31 January 2023

GO! Express & Logistics – why we go beyond limits.

Unique Selling Propositions Information Sheet

We are the quality leader in the CEP market and our appeal is based on a broad range of services and particular customer focus as well as a high-performance rate coupled with a low damage and loss rate. To enable us to meet this quality commitment, the way we go about our business is determined by the following tagline: beyond limits. One important factor is our long-term experience, yet what actually makes us go beyond limits vis-à-vis the competition is the sum total of the many USPs in all parts of our business.

Flexibility

While logistics giants are sluggish and inflexible, we act in a highly flexible way. Where large corporations do not understand the requirements of medium-sized businesses, we as a medium-sized business ourselves approach jobs and challenges with a high degree of operational understanding. Where others do not meet special shipping requirements, we as specialists provide appropriate solutions.

Service-focused handling and personal customer retention

There is no call centre at GO!, instead we employ dedicated personal contacts, who provide customers with close support throughout every phase of their logistics concepts. Furthermore, we are not based just somewhere, but close to where customers are based, in the more than 100 GO! stations in Europe, and are therefore familiar with local circumstances and able to react particularly rapidly. Our customers can contact us around the clock with their concerns or requests, and we provide advice specific to their needs. In this respect it doesn't matter whether a shipment has to be forwarded with particular care, in a select or exclusive manner, at short notice, quickly or even in a resource-friendly way. Based on our customer's specifications, we collate the different transport options available, discuss them together with the customer and draft an appropriate offer.

Solutions-focused, needs-based action

"To some extent you need to have logistics in your blood. You have to be stress-resistant, flexible as well as fast, and always have a solution up your sleeve", says Marcos Fernandez, from GO! Hamburg, therefore describing the objectives of GO! We provide a maximum degree of customisation and create tailor-made logistics solutions together with our customers. To do that, we listen before taking action, in order to thoroughly understand our customers and their needs.

Irrespective of whether we're talking high-availability logistics, pharma logistics or shipping dangerous goods: with the right combination of standard, value-added and lastly highly customised services, even complex challenges are easily mastered.

Special handling for special shipments

We step in where others head for the exit, namely when shipments require a high degree of attention, because they involve special shipping commodities or complex pick-up and delivery requirements: be it dangerous goods, or industry-specific, pharmaceutical and medical technology specifications – be it our Freight, Submission or Legally secured delivery services: the know-how we have acquired over the course of many years gives us the necessary expertise to handle special shipments.

GO! employees and couriers

Our employees are characterised by the way in which they identify strongly with our company and our values. Extensive training and advanced training opportunities give our employees and couriers an up-to-date level of knowledge and enable them to keep pace with increasing requirements in the industry. Whenever feasible, flexible organisation of working time and a variety of activities ensure a high level of employee satisfaction – that is also validated by the large number of long-serving employees, who are enthusiastic about working in the logistics industry every day.

"I regard GO! as an employer that enables me to combine my family and job commitments really well. Flexitime arrangements and the option of working part-time mean that I have always been able to balance working time with care time", Daniele Huber, from GO! Mainz, acknowledges.

Particularly high quality performance

Every day we do our utmost to meet the GO! quality commitment. Successfully so: at a delivery rate of more than 99.23 percent (2022) combined with a damage rate of just 0.03 percent (2022), we are way ahead of the competition. It's not just our 30 years of accumulated know-how, but also our trained and committed employees and couriers that help us to perform at such a high level. "GO! gives us a one-hundred per cent success rate – not once has a parcel of ours got lost or been delivered too late. The express shipping service gives us pure piece of mind", says Hanna Hofmann, Brand Director of Frailice GmbH.

Wide range of deadline and time options

Particularly short transit times are a daily routine for us. We pick shipments up until late in the evening and deliver them as early as the next morning. Or of course exactly when it suits the consignor and consignee best - tailor-made to requirements in each case and they can be scheduled to be delivered within time slots of up to 15 minutes.

Our extensive network of locations enables us to reach all European business centres overnight, all key international business centres within 48 hours and nearly all destinations worldwide in three to four days.

Proactive provision of shipping process information

Should a shipment be delayed or a consignee not be on site to take delivery, we do not wait and see what happens, we notify the consignor without delay. If a discrepancy occurs in relation to the original assignment, we find prompt solutions. In all these instances we opt for transparency and dialogue, to ensure that transport handling is completed as quickly as possible.

More information at www.general-overnight.com

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