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ROAD FEEDER SERVICES

MOVE THE INDUSTRY IN THE RIGHT DIRECTION

Road feeder services play an essential role in helping airlines extend their networks and build an impressive coverage area. Though airlines can reach a great many destinations to deliver cargo, there are some locations the aircraft don't cover. For those destinations that airlines don't serve directly, road feeder services are there to fill in the gaps. Simply put, road feeder service extends airlines' network on the ground – and extend some added benefits to customers as well.

In this issue of AFL, we speak with specialists from some of leaders in the road feeder sector: **Ms. Vivien Lau**, Managing Director, Haxis, **Mr. Sebastiaan Scholte**, CEO, Jan de Rijk Logistics, and **Mr. Jason Breakwell**, Manager, Development and Key Accounts, Wallenborn Transports SA.

A CRUCIAL LINK

For Haxis, being based in Hong Kong offers an ideal launching point for road transport to and from warehouses and airports all over China. Ms. Lau explains, "Haxis was established in 1984 as a fully owned subsidiary of Hactl. We provide logistics support to local freight forwarders who are tendering their cargo to Hactl. One key aspect of our services is SuperLink China Direct, which is cross border trucking or road feeder services from Hong Kong International Airport to China. We have created a seamless link between Hong Kong and China. We have six cargo depots in southern China, which



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Manager, Development and Key
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lines. With two drivers, we can cover approximately 1,500 km, enabling us to reach over 80% of the European market in under 24 hours,” describes Mr. Breakwell.



are our core bases, and once the cargoes are there, they can be transported further to other destinations in China.”

Jan de Rijk Logistics and Wallenborn Transports SA, on the other hand, are based in Europe. Jan de Rijk is based in the Netherlands, with strong connections and comprehensive services across the European continent. “At Jan de Rijk, road feeder services make up about 40% of our business – we’re truly the extension of the airline on the road. International transport is our biggest business unit, and we also do warehousing, contract logistics and retail distribution. Our extensive road feeder network links airports all over Europe, making us a market leader,” comments Mr. Scholte.

Based in Luxembourg, Wallenborn is one of the industry’s fastest growing transport companies. “Wallenborn provides national and international road feeder services across Europe, for the European Union member states, Norway, Switzerland, and other countries beyond the EU. This includes express and deferred options and multiple departures on the main

TRUSTING THE SPECIALISTS

Why choose to use road feeder services? In some cases, freight forwarders could arrange their own road trucking services, but they instead choose to entrust this task to the specialists, because road feeder services can offer a multitude of benefits. “Though forwarders can operate their own cross border trucking services, what makes Hacis different is that when we provide these services, we are processing it as transshipment cargo. This means that all of that cargo does not have to be imported to Hong Kong first, then re-exported to China, which is a lengthy process. Instead, it is taken to our restricted area, and the release port is in China, so customs clearance is done only once, at the destination. This helps our customers save time and cost,” says Ms. Lau.

And of course, for all road feeder service providers, developing and maintaining an extensive network is absolutely key. The network is at the heart of the services that road feeders provide. Mr. Breakwell adds, “no airline flies wide bodied



Mr. Sebastiaan Scholte
CEO,
Jan de Rijk Logistics

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aircraft everywhere in Europe, and even those that do maintain comprehensive networks are unable to provide sufficient capacity to all major markets. Most airlines have focused freighter operations on between two and five gateways, so road feeder service plays an important role in joining the dots and ensuring airlines are able to consistently serve their customers across the continent. Our success and development have been achieved by offering the same service standards and product range at any gateway. Also, with our far-reaching networks, we’ve experienced a strong surge in demand for DDS (direct delivery service) in recent years. The benefits are considerable and include lower costs, shorter transfer times, less risk of loss and damage and greater customer convenience.”

A willingness to invest in enhancing visibility for the customer is another reason airlines and freight forwarders choose road feeders. “We have very high standards for quality – our customers demand not only security and timeliness, but also enhanced visibility from us. An essential part of our service is the information that we manage and make available to our customers. We have full visibility through the whole supply chain – it’s something our customers expect. We have invested millions in IT solutions because we believe it’s very important to always inform the customer on time and accurately. Our transport management system, for instance, was developed largely in-house, and designed to our specifications,” Mr. Scholte comments.

QUALITY ASSURED

Though the previously mentioned features play a significant role in influencing customers’ decisions to choose road feeder services, one particular reason stands out: service quality. High quality service is paramount for the market

leaders in road transport – their customers expect it. Mr. Breakwell describes, “We move a lot of hi-tech products, and the hi-tech industry has very high demands in terms of security and lead-times. To satisfy the security requirements of hi-tech shippers, we are TAPA TSR certified at levels one, two and three. And as demand for our cold chain activities is growing, we are one of the first in our sector to become GDP certified – enabling our airline customers to give added peace of mind to their key healthcare accounts.”

Mr. Scholte comments, “We focus on high value goods such as pharmaceutical products and aircraft engines. Pharmaceuticals are a major cargo for us, and our customers rightfully have very strict requirements for these potentially life-saving goods. We have been GDP certified since the beginning of this year, and we’ve invested in the necessary technology, like online temperature monitoring and multi-temp trailers where it’s possible to have different temperatures in one trailer. We also follow stringent procedures and train our drivers specifically for these products, ensuring we handle the cargo with the utmost care.”

Hacis, on the other hand, offers a total solution to ensure the quality of their services. “When their cargo enters China, some airlines have concerns about whether it will be delayed by customs or other reasons. So that is why many airlines want us to handle their cargo – they know that once they’ve landed in Hong Kong, Hacis takes over, and everything will be smooth. This is because we have trusted partners and years of experience in China. Whenever there’s a problem, we can tackle it. Whether it’s an issue regarding customs, warehousing or local delivery, they can give us a call and we’ll solve it. For example, there is currently increasing demand on perishable goods to China. Hacis can provide road feeder services for seafood from Thailand or other parts of Asia to China. In spite of the specific declarations on transporting seafood to China, Hacis can handle all regulatory requirements on behalf of shippers. We aren’t only providing transportation services – we provide a total solution that assures those sending cargo from overseas that their shipment is in good hands,” says Ms. Lau.

Road feeder services provide a crucial link for destinations that airlines can’t always reach, and they also present their customers with a host of important benefits. From time and cost savings to extensive networks, visibility and the guarantee of high quality handling, it’s no wonder road feeder service has become a top option for airlines and freight forwarders alike. ●