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cargo-partner and Makita Celebrate Ten Years of Successful Collaboration

The intensive cooperation began with seafreight imports and road distribution in Europe. Today, cargo-partner provides the power tool manufacturer with an end-to-end solution, including flexible warehousing and comprehensive customs clearance services. Tailor-made EDI interfaces serve to automate processes and ensure smooth cooperation.

In 2009, Japanese power tool manufacturer Makita was looking for a competent international logistics provider to handle the company's overseas shipments from Asia, including on-forwarding throughout Austria. Makita chose cargo-partner for its extensive network and solid expertise in overseas and intermodal transports. Today, the logistics provider handles Makita's seafreight and airfreight imports from Asia along with further distribution in Europe, including daily pickup, overnight delivery and comprehensive import and export customs clearance. Florian Zamecnik, Team Leader Purchase, Logistics & Facility at Makita, sums up the cooperation: "We're not interested in a logistics solution off the rack. With cargo-partner, we've found a flexible partner who understands our business and offers proactive solutions. We can rely on close personal consultation and fast, effective problem-solving."

Hands-on monitoring and "emergency warehouse"

cargo-partner's seafreight teams ensure the proactive coordination and hands-on monitoring of import shipments. In case of unexpected changes, a dedicated contact person is available around the clock to provide quick and simple alternatives. In addition to transport and customs clearance services, Makita makes use of the logistics provider's flexible warehousing solutions to deal with fluctuating seasonal demand in the most time- and cost-efficient way. At the cargo-partner hub near Vienna, Makita benefits from scalable warehousing options as well as an "emergency warehouse" for peak times. The convenient location of cargo-partner's iLogistics Center near Vienna Airport – and right next to Makita's Austrian headquarters – is an added bonus.

Automated notifications, transport orders and customs processing

Two EDI interfaces have been created between cargo-partner's and Makita's IT systems to enable a fast processing of transport orders and customs declarations. The customs EDI feeds Makita's data for customs declarations into cargo-partner's system and automatically forwards it to the official Austrian customs system. After final approval by a customs clearance specialist, the data is then automatically transmitted to the Austrian Federal Ministry of Finance. For one of Makita's customers, cargo-partner has even set up an "automatic milestone notification" feature: For instance, as soon as a shipment's status changes to "pick up" or "delivered", the customer is immediately notified via e-mail. This way, full transparency is ensured.

Vienna, November 21, 2019

About cargo-partner

cargo-partner is a privately owned full-range info-logistics provider offering a comprehensive portfolio of air, sea, land transport and warehousing solutions. With over a third of a century's expertise in information technology and supply chain optimization, the company designs tailor-made services for a wide range of industries to create competitive benefits for its customers all around the world.

Founded in 1983, cargo-partner generated a turnover of 753 million euro in 2018 and currently employs 3,000 people worldwide. In 2018, the cargo-partner group celebrated its 35th anniversary.

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