



## Express Network: as fast as lightning

For a number of months now SBB Cargo has been able to transport food and non-food products during the day as rapidly as on an overnight route. The newly launched Express Day Network service, the equivalent of the successful Express Night Network, makes this possible. Cargo Express Day Network eliminates delays caused by overcrowded roads, goods arrive quickly and safely at destinations.

Transit times are shorter because freight is only shunted once, a great advantage for goods with a short life span. All freight expresses haul wagons to the marshalling yard at Dänikon near Olten. Here they are sorted and new trains are formed for each destination.

The advantages offered by Cargo Express Day Network are immediately apparent. Rapidity, safety, punctuality. Customers save time and money. The advantage of sending freight by Express Day Network is that on the same day, goods can be processed or further distributed. In summer, Day Express Network can carry perishable foodstuffs. SBB Cargo provides customers with refrigerated wagons to protect goods from the heat.

In December 2003, when the new winter timetable is introduced, the Express Day Network will be adjusted to better accommodate customer needs. Loading and unloading times at ramps will be altered to coincide with customers' logistic requirements and more stations will be connected to the network. "We are constantly checking to see whether our services correspond with customer needs," explains Daniele Colomba, Cargo Express Product Manager. We make changes as needed; these are usually implemented on the change of timetable. Nevertheless: there are always exceptions to the rule! Contact SBB Cargo's customer advisors. They are always ready to listen to your suggestions. jw

cargofocus



Dear reader

On 6 September an open day will be held at the Limmattal marshalling yard in Dietikon near Zurich, to which I cordially invite you. A visit to the yard will give you interesting insights into the world of rail freight: among other things, you can see a demonstration of the Cargo-Domino transshipment system using the Abroll Container System (ACTS). You will also be able to inspect the latest freight wagons and the new dual-current locomotives being delivered to our subsidiaries. State-of-the-art exhibits, guided tours of the signal box and many other events will give you an excellent overview of the world of rail freight.

We would like to give you further insights into our business in this issue of Cargo Magazine. The first article is a report on Feldschlösschen Getränke AG, a beverages company that is using Cargo Domino to transfer part of its freight to rail. Cargo Domino, an innovative product that SBB Cargo has been offering for a year now, combines a door-to-door service for customers with a novel horizontal transshipment system. Road/rail transfer is completed in minutes, and can take place anywhere.

A report on the century-old depot in Bellinzona takes you behind the scenes at SBB Cargo. This is where SBB Cargo's locos and wagons are maintained, repaired, fitted out and rebuilt.

Another article puts you in the picture about the IT product Edifact. This helps us to handle our customers' shipments faster, more transparently and with a minimum of error. With Edifact, customers can also save money in various other areas, such as invoice verification.

This issue of Cargo Magazine also contains profiles of two client companies. Have a good read!

Frank-Torsten Hennecke  
Sales Manager SBB Cargo  
Customer Relationship Management

## Perfect flow of water and beer

**In the greater Zurich area, Feldschlösschen Beverages AG no longer transports its mineral water from the sources in the Grisons region and its own beer by road, rather these refreshments are now consigned to rail. Cargo Domino makes this possible.**



Two major products distributed by Feldschlösschen Beverages AG are now being handled by the Cargo Domino service: mineral water from the group's bottling plants at Passugg and Rhäzüns in the Grisons mountains and beer brewed by the Feldschlösschen Brewery at Rheinfelden. Both transports are destined for the company's Dietikon branch, Feldschlösschen Beverages AG's distributor for the greater Zurich area.

### The Grisons – Domino country

The bottling plant at Passugg is just above Chur and can only be reached on a twisty mountain road; there is no alternative but to transport the bottled water from here by road. The same applies to the brand "Rhäzünser". Although the source and bottling plant are adjacent to the

Rhaetian Railway's RhB tracks at Domleschg, the plant does not have a private siding. Heavy lorry traffic is part of daily life here with 40 to 50 lorries leaving the plant every day with loads of bottled water. In contrast to Passugg, where "only" 12 million litres of the brands "Passugg" and "Allegra" are bottled, in Rhäzüns 100 million litres are tapped every year. This includes the Swiss Co-op's own brand "Swiss Alpina". The water for "Swiss Alpina" is drawn from the source a few kilometres further up the valley at Rothenbrunnen and bottled at Rhäzüns.

All consignments from Passugg and Rhäzüns not within local delivery radius are transferred to rail a few kilometres down the valley at Landquart, where the RhB and SBB tracks converge. That means that daily 700 pallets or 315,000 litres of water have to be unloaded from lorries and reloaded onto railway wagons – that is with the exception of the Domino consignments for the Dietikon branch. In a few minutes the container with its load of bottles can be shoved onto a flat rail wagon. The Cargo Domino curtain-sided containers used in this instance provide the added advantage of accommodating not just 30 pallets, like lorries, but 36 pallets, a substantial increase in efficiency. At the moment three Domino containers leave Landquart for Dietikon every day. Two contain mineral water from Rhäzüns and one water from Passugg. They are conveyed to their destination overnight and return with emp-

ties the following day to the Grisons region. This ensures a continuous flow not only of water but of capital-intensive goods.

### Distribution challenge

Feldschlösschen Beverages AG's Dietikon branch is in the Lerzen industrial zone. Daily up to 500 pallets, around 350 tonnes of beverages, arrive here for distribution to customers ranging from small restaurants to wholesale beverage depositaries. In theory, the zone has its own private siding that would permit deliveries to be made directly from rail wagons. But only in theory, because since it was opened numerous large supermarkets have settled in the zone and there is practically no way free for railfreight wagons through the dense flow of delivery traffic. "Strictly speaking Dietikon is not really a classical Cargo Domino destination," explains Braun. "I'm still convinced we've found a good solution, for us and for SBB Cargo; we just unload the containers from the flat wagons at the local rapid goods terminal three kilometres down the road and bring them here on lorries." "Cargo Domino is as reliable as rail and as flexible as road transport," declares Viktor Studer, Cargo Domino's representative at Dietikon. We have agreed on an interval delivery timetable with the lorry driver so we always know what to expect when."

Ursula Homberger (text)

## ROLLING STOCK MAINTENANCE

### Fresh from the workshop

**One of SBB Cargo's principal maintenance depots is located at Bellinzona. At this depot both locomotives and goods wagons are serviced, modified, re-sprayed and re-equipped for further service. The workshop, with over 400 male and female staff, is one of the main employers in the canton of Ticino.**



In addition to carrying out maintenance and other tasks, Bellinzona Industrial Workshop is currently adapting locomotives for cross-border freight operations between Switzerland and Germany. During the summer of 2003, work will commence on overhauling and modifying 13 SBB series Re 4/4 II universal locomotives, each with an in-service weight of 85 tonnes and a power rating of 4,452 kW – after work is completed they will bear the new designation Re 421. "The make-over will take 1 ½ years including project planning, technical preliminaries and workshop drawings," explains Marco Guscetti, head of the locomotive modification project at Bellinzona. The cost of adapting the

locomotives is a good investment in the opinion of the 45-year-old mechanical engineer because SBB Cargo's strategy is to gain new traffic on the North-South axis between Cologne, Switzerland and Italy. Locomotives equipped for cross-border operations are indispensable.

### Loco make-over in two phases

Before the Re 421 can run on the German rail system modifications have to be made to mechanical and electrical installations and the safety systems also have to be adapted. Work will be done in two phases. First, preliminary mechani-

cal modifications and then fitting new equipment followed by operational testing.

In the first phase corrections are made to the locomotive's external profile. Different profiles are required for the German rail (DB) system, so the snow plough on the front of the vehicle has to be reduced in size and the handrails used by drivers to enter and leave the cab and the oil and water separators on the body of the loco have to be repositioned. Compressed air cylinders are overhauled and checked to see that they conform to the German requirements for these components. New mounts and cable ducts are affixed to accommodate supplementary safety equipment. The locomotive is then sprayed in SBB Cargo's corporate colours, red and blue, concluding the first phase.

During the second modification phase, Ivo Antognini – a skilled craftsman in the locomotive maintenance department – carries out such tasks as regulating the contact pressure of a German-type current collector. "Fine adjustment of pneumatically operated parts such as current collectors requires experience and the right touch because they are fragile, complex components. It's important to prevent damage to the pantographs otherwise delays to services will occur and catenaries will also be damaged," he explains. The Swiss series Re 421 loco has two current collectors, one of which is being replaced with a German type. The safety system used on the German Federal Railway has to be built in, the speedometer and tachometer have to be replaced and a German rail radio system also has to be installed. Then the machine is equipped with all the safety systems needed for both railways.

### Air-conditioning for traction engines

In addition to performing mechanical modifications, the Bellinzona Industrial Workshop is also equipping driver's cabs with air-conditioning. No luxury, rather an important feature: temperatures in the cabs often reach 45°C in the summer. The metal bodywork of the locomotive is transformed into an oven that does not cool down overnight. Building in a powerful air-conditioning system is complicated, but vital for the drivers. "Openings are made in the side walls of the locomotive and service doors are added. Cable ducts are mounted, then the air-conditioner unit is mounted along with the electronic compo-



nents, everything has to be cabled up and then tested in operation," explains Fabrizio Mengozzi, the craftsman responsible for this stage. By the end of August 2003, a preliminary series of three Re 420 locomotives will be fitted with air-conditioning.

### SBB Cargo's rolling stock service

The Rolling Stock Servicing Unit, SBB Cargo's second largest organisational unit, will continue to provide rail maintenance services on the whole North-South axis. First class infrastructure staffed by expert mechanics is already available at Bellinzona and at Biel engineering works and eleven other locations. Both principal maintenance depots are ideally situated geographically and from the access points of view. Bellinzona is at the junction of the important rail routes to Luino and Chiasso. Biel is on the southern line at the foot of the Jura mountains.

### Bellinzona IW – centre for locomotive and goods wagon maintenance

Bellinzona is the main depot for the greater part of the goods wagon and locomotive fleet while Biel repairs diesel traction engines, rail tractors and tank wagons. "This means we maintain all of Cargo's main-line locomotives. This includes general repairs and regular servicing of locomotives while still ensuring that they are used as economically as possible. In addition we modify various vehicles," explains Marco Brocco, deputy manager of Bellinzona IW. Traction engine components such as electric motors, transformers, compressors and wheel bogies are also kept in good condition. Our second area of competence is providing total maintenance for 11,500 goods wagons, 1,800 wagons used by track maintenance and 2,100 vehicles belonging to Hupac AG.

Gerhard Kappahn (text)  
Alain Boillat (photos)

## E-BUSINESS

# At the click of a mouse

**For two years now customers of SBB Cargo have been able to do all their transport paperwork online. When this service was first offered, only 4 percent of all shipping contracts were arranged online, now the figure is 38 percent. Demand is still growing steadily.**



SBB Cargo's customers can send freight shipping contracts by fax, phone or e-mail. A quicker and more direct way, however, is to use

one of the online products offered by the Customer Service Center in Fribourg. These methods accelerate the whole transport process, providing more transparency by giving customers direct access to data on their consignments.

### CIS online information system

The most frequently used electronic product is CIS online. The principle is simple. An order form is sent over the Internet at the click of a mouse. At each stage in the transport process (freight terminal, customs office, etc.) the wagon details are fed into the system. Up-to-date data are constantly in circulation and available to customers. Over the Internet customers can locate their goods at any time.

### Edifact – a product for major customers

Edifact is even faster. Edifact (Edifact = Electronic Data Interchange for Administration, Commerce and Transport) is a standard system used worldwide to transfer data directly between companies. Companies' administrative servers are connected directly through a special interface programme. The customer is able to control and expedite transports in a just-in-time manner.

Swiss Post also uses Edifact to dock into SBB Cargo's information system. For the past year all its transport contracts have been submitted through this system. Adrian Brügger, Head of Production Management and responsible for rail traffic at Swiss Post, says: "The system is

indispensable for us. Data quality has improved significantly. We now get the data as we should." Initially this was to be a pilot project; because it has proven its worth, from October we will also manage letter post trains with this system. "We used to send orders by fax which cost us a lot of time. Orders had to be sent at least 1 hour before transportation. If a last minute change was needed, nothing could be done. Edifact permits us to notify changes

up to a few minutes before departure. Using information technology for specific tasks has considerably reduced administrative work." Customers are able to save time and money too. The Customer Service Center offers a broad palette of online products adapted to the needs of different customers.

Judith Vogel (text)

#### Advice and support

eCRM can be contacted from Monday at 5 a.m. to Saturday at 1:15 p.m.

**Phone 0512 21 63 21**

**E-mail eCRM@sbb.ch**

For further information:

**www.sbbcargo.ch**

## CLIENT PORTRAIT

# En route with the Smirnoff Express

**Logistics specialist Fiege has developed a rail transport plan for beverage manufacturer Diageo to haul bottled drinks from Italy to Switzerland and Germany. The plus point: 7,000 fewer lorries on Alpine roads.**



Seven in the morning, Münchenstein near Basle. One train arrives here each week from S. Vittoria d'Alba, a small town south of Turin. After the wagon doors slide open, work can commence on unloading the pallets revealing a product enjoyed by many today: Smirnoff cocktails and other spirits manufactured by Diageo. Diageo's bottled drinks used to be transported from the Piedmont factory northwards by road. Now they travel to Switzerland and Germany by rail. Their destination: Fiege Ltd's Swiss warehouses at Münchenstein and Fiege net's warehouses at Bocholt (North Rhine-Westphalia). From here the spirits are distributed by lorry to wholesalers and points of sale.

#### Environmental management

"We were confronted with the major challenge of creating a rail transport plan for Diageo's spirits satisfying both economical and ecological requirements," explains Luigi Häfliger, a member of Fiege's Board of Management and

project head. Fulfilment of environmental criteria when establishing new transport concepts is always a decisive factor for Fiege. Three years ago Fiege was one of the first logistic enterprises to receive certification for environmental management to ISO 14001 for its business locations in Switzerland.

#### Complete planning

Because of the number of partners involved, the rail transport plan drawn up by Fiege for Diageo could certainly be termed a mammoth project: SBB Cargo, DB Cargo, Trenitalia, the "Dreispietz" Railway, Transwaggon, the private wagon leasing company, and the Bocholt Railway Company. "We felt this project would work better if we turned transport over to traditional rail companies rather than using a freeway," Luigi Häfliger explains. "Planning itself was a challenge as was subsequent implementation of the plan. Cooperation between so many partners is still not so easy because of the complex communications paths.

#### New rail company

Beverage manufacturer Diageo loads wagons at the factory which are then pulled by its own loco to the station at S. Vittoria d'Alba. Block trains are then composed and Trenitalia takes over to the Swiss border at Domodossola or Chiasso. From here on till Basle SBB Cargo is responsible. The "Dreispietz" Railway then brings wagons to the Fiege logistics centre at Münchenstein. What about the trains for Germany? DB Cargo is responsible for trains from Basle to Bocholt and the Bocholt Railway Company takes them from the local station to Fiege's terminal. "This small rail company was specially founded for this project; this meant that Fiege's siding at Bocholt could be reopened," explains Simon Mormile, Sales Manager at SBB Cargo

#### Transport supervision

SBB Cargo is assigned a number of important functions within Fiege's Diageo project. Fiege advises SBB Cargo which trains will run, SBB Cargo coordinates track operations with the other participants and supervises the transport; that is, SBB Cargo ensures there are no hitches during dispatching of block trains from S. Vittoria d'Alba and Sulmona to Münchenstein and to the Swiss-German border.

During the year the number of trains hauling spirits should increase to about three or four per week and settle around this level. This will result in continuity, organising of fixed timetables and routine logistics procedures.

Judith Waldner (text)