



## Case Study: Reliable document dispatch.

Effective for business customers: BUSINESS VISUM uses GO! to deliver valuable travel documents reliably and on time – even last-minute. Many countries place special requirements for people entering their jurisdictions – roughly a hundred currently require German nationals to submit visas on arrival. However, most travellers and especially businesspeople do not have the time to complete often complex visa application formalities. To meet such requirements, they are increasingly reverting to BUSINESS VISUM, which gets GO! Express & Logistics to pick up and deliver these important and often time-critical travel documents.

With six branches in Berlin, Bonn, Hamburg, Frankfurt, Dusseldorf and Munich and a total headcount of 60, BUSINESS VISUM, one of Germany's leading visa agencies, provides full-service solutions for all visa and consular matters for tourists, visitors, business and transit travellers. For clients that means: long queues in front of consulates, problems with completing visa applications or unpleasant surprises on entry or departure are things of the past. BUSINESS VISUM has up-to-the-minute information about country-specific entry regulations and partners closely with consulates. Clients can obtain information about their personal visa case files and all services provided at any time online in a password-protected internal client section. These services include not just the provision of value-added services, e.g. for



work or residence permits, which are actioned in collaboration with partners. Logistics partner GO! has also been handling the carriage of valuable, data privacy-relevant documents for almost 30 years.

## 40,000 consignments per annum in Germany and Austria

"If clients have important business appointments and the documents they need don't reach them on time, that can have disastrous consequences. That's why we rely on GO!'s excellent service", is how Roland Zellermann, CEO of BUSINESS VISUM, explains his decision to opt for the express delivery and courier service provider. "We have dedicated contacts in all the GO! stations responsible for looking after us, and they can be reached any time. Deliveries and follow-ups are 100 per cent reliable and end-to-end. In the many years we have worked together, there has never been a problem that has not been solved." If required, GO! delivers the documents in person direct to the meeting point or document counter at the airport.

Per annum the international network handles around 40,000 consignments in Germany and Austria on behalf of BUSINESS VISUM – ranging from Same Day delivery via direct and Overnight Express deliveries to the On-Board-Courier service. If the full-service offering is commissioned, the courier picks up the documents from the client's company or home and delivers them to the branch responsible early in the morning the next working day. Thanks to recommendations by BUSINESS VISUM, most clients also opt for GO! when selecting the provider to return their documents – and therefore for short transit times and a guarantee of reliable delivery.

### About BUSINESS VISUM

BUSINESS VISUM GmbH – which operated under the name of Schmidt & Kalis Visa- und Konsularservice GmbH until May 2010 – emerged from an independent department within Schmidt & Kalis GmbH, set up in 1983. With its six branches in Berlin, Bonn, Frankfurt, Hamburg, Düsseldorf and Munich, BUSINESS VISUM now has a presence in all the relevant embassy and consular locations throughout Germany. Its clients include numerous medium-sized businesses, major companies and corporate groups, various associations and organisations as well as tourist industry businesses from Germany and other European countries.

### About GO! Express & Logistics

GO! Express & Logistics is Europe's largest independent express and courier service provider. The global partner network was founded in 1984 and currently comprises over 100 GO! stations in Europe. Approximately 1,400 employees and 1,700 drivers and couriers work hard every day to transport over 9.2 million shipments per year (2021).



Under the motto "beyond limits", GO! offers a comprehensive portfolio of logistics solutions ranging from regional courier transportation and global express shipping of goods, documents and extremely time-critical consignments to sensitive shipments or complex customer requirements. Its services also include tailored supply chain solutions and extensive value-added services 365 days a year and around the clock.