



New construction in Belgium under way

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Keeping pace



Rick Goudberg,
manager ICT

Parts Express tracks developments in the transport sector as well as general trends that affect the industry. What stands out for ICT Manager Rick Goudberg and why?

Returning as quickly as receiving

That customers want to receive their shipments as soon as possible comes as no surprise. Services already exist where customers order and receive delivery on the same day. But they want to be able to return wrong shipments just as quickly. Small customers can already easily indicate which goods they would like to return in BasOnline. Major importers can now also easily report return shipments thanks to Parts Express's new returns website. This has reduced the entire process – from ordering to delivery to return delivery – to just three days. If a return delivery is reported before 10.30 pm, we will pick it up the following day.

3 questions for Willem Verschueren, ICT and Scan Coordinator

What is it exactly that you do at Parts Express?

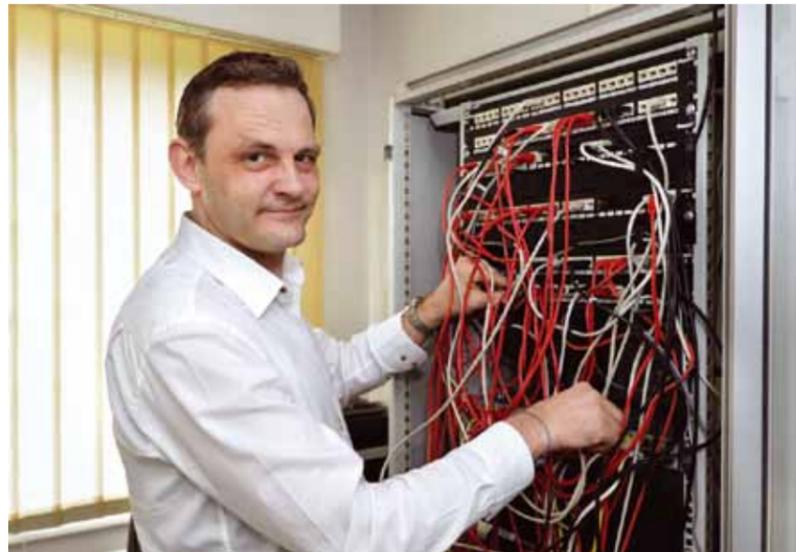
'I work as an ICT and Scan Coordinator with Parts Express in Belgium. My most important job is ensuring that the scanners function well. And if there are problems for drivers on the floor, I solve them. As ICT Coordinator I am responsible for the proper functioning of all hardware and software at Parts Express.'

What makes your job enjoyable?

The variety! Every day is different. At the beginning of my workday I have no idea what it will turn out to be like. My work ranges from calling customers to verify such things as addresses to ordering SIM cards for the scanners and installing new printers.'

Is this what you always did at Parts Express?

'No, in 1998 I moved to the evening planning section after having done sorting for two weeks in the warehouse. In evening planning I was responsible for booking manual customers. I ended up becoming part-time Scan Coordinator, and then worked for a while at Customer Services. From there I wound up in ICT. I really think it's an advantage that I know the organisation so well. I enjoy working on ICT solutions together with my Dutch colleague, Richard Selier. My knowledge of the organisation allows me to judge fairly accurately how feasible ideas are.'



Willem Verschueren, ICT- and Scancoordinator



New building for Parts Express Belgium

Parts Express Belgium is growing. It's even growing at such a rate that the current premises in Mechelen was becoming too small. So it's time for a larger place, one where all customers can continue to receive quality service and there is room for new ones too. Parts Express is currently constructing this new building in a town called Machelen, a short distance from Mechelen.

There is not yet a lot to be seen at the construction site in Machelen – some 20 kilometres from Parts Express Belgium's current location in Mechelen. The construction workers are now doing the groundwork. But by the end of September the new building will be finished. The reason for building these premises is that the current building in Mechelen is splitting at

the seams. That's because business is going well at Parts Express Belgium. Earlier this year they were able to add renowned green sector tools supplier Andreas Stihl N.V. to their new customer base. And in February of this year, they also added the largest rubber and tyres producer in the world: Goodyear Dunlop. The move was necessary in order to provide these companies and all other customers with the best possible service, while also creating room for new customers.

Number of loading doors more than doubled

The new building will be quite a bit bigger. In Mechelen there are currently 30 loading doors, while the new building will have 67. It will also have much more floor space, increasing from 6,400 m² to 10,000 m². The entire layout will strongly resemble the Parts Express main location in Vianen.

This will mean that more goods can be transferred every day. After construction has been completed, Parts Express will be able to use the building almost immediately.

Central distribution

In Belgium, Parts Express currently uses a number of warehouses spread across the country. The collaboration with these warehouses will be cut back from the moment that the Machelen building is fully operational. Ultimately, 70% of all shipments will be dispatched directly from Machelen. The other 30% will still be shipped by Parts Express from the warehouses. Reducing the number of warehouses will give the organisation a better grip on the daily flow of goods. So deliveries of most goods to destinations in Belgium and Luxembourg will be taking place from Machelen, beginning this autumn. A clear and efficient operation!

Have you still not made the switch yet to BASOnline?

Then do it now! In the new BASOnline you can submit shipments even more easily. You and your customer can follow shipments directly with Track & Trace and you can be sure that BASOnline is always up to date.

The facts

Parts Express performance through 4th quarter 2016

- 99,20%** Correct deliveries, Daytime Distribution
- 99,30%** Correct deliveries, Night-time Distribution
- 99,40%** Correct deliveries, Same Day Express
- 97,20%** Scan performance of Daytime Distribution
- 97,83%** Scan performance of Night-time Distribution
- 91,00%** Delivery performance before 02.00

The percentages for Daytime Distribution and Night-time Distribution are based on the total number of packages sent and the number of missortings and irregularities that occurred. The percentage for Same Day Express is based on the number of shipments delivered before 15.00.

PAYING A VISIT TO Goodyear Dunlop



Patrick Dieleman,
Distribution
Controller
Benelux

‘We never hear “No” from Parts Express’

Founded in 1989, the American company Goodyear Dunlop is the largest tyre and rubber producer in the world. The company makes tyres for cars, aircraft and heavy machinery. Benelux Distribution Controller Patrick Dieleman: ‘In the Netherlands and Belgium, Parts Express is our logistics partner. Thanks to them, all our products arrive safely at the customer.’

Parts Express has been handling daily distribution for Goodyear Dunlop Netherlands for 25 years and since February 2017 has also been doing so for Goodyear Dunlop Belgium. This entails Parts Express being responsible for the distribution of all shipments to Goodyear customers in the Benelux. ‘The switch to Parts Express in Belgium is going even much better than expected’, says Patrick. ‘The shipments went well from the start, thanks to the experience Parts Express has in the Netherlands. The only thing that needed a bit of work was adjusting our systems.’ The solid foundation laid by Parts Express for Goodyear Dunlop Netherlands meant that Parts Express could adopt this working method in its entirety for Belgium.

Reliable, up to date and quick

Patrick is very pleased with the collaboration with Parts Express. ‘They are reliable partners, provide us with exactly what we need and are technologically up to date. It’s very convenient that they ship everything from either Vianen or Mechelen, because it makes the logistics process extremely efficient. ‘Parts Express tries to help us out wherever it can, both in the actual deliveries and in relation to ICT. I have never heard a “No” from them when we had a request. They even have suitable solutions for any ad hoc shipments we may have.’

Full-service collaboration

A good example of helping out is the collection model for replacing

‘The implementation in Belgium went well from the start’



lorry tyres in the Benelux. This was developed by both parties together. Patrick explains how it works. ‘Our customer wants to replace his lorry tyres once every so often. After having registered in our system, the customer receives barcodes to stick on the tyres that need replacing. An order and the barcodes are then automatically sent to Parts Express. They visit our customer and only pick up those tyres that they can scan the barcode of. Once everything has been picked up, I also receive a notification. Parts Express brings the tyres to us, we replace them and like all shipments, Parts Express returns them to the customers. A full circle.’



Daytime Distribution

Quick and guaranteed delivery



Night-time Distribution

Order today, arrival tonight



Sameday

Order before 12.00 pm = delivery before 03.30 pm



Warehousing

Your stock organised under one roof



Tyre Hotel

Your tyres in good hands



International

Cross-border service