



Smart Scanning

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Keeping pace



Henry Zomer
Depotmanager Vianen

Parts Express tracks developments in the transport sector as well as general trends that affect the industry. What stands out to Henry Zomer, and why?

Rapid growth in electric car sales

'The future growth in electric car sales is immense. These cars have only around 20 moving parts compared to around 200 in a normal car, which has big implications for automotive logistics. We'll definitely be noticing a difference in night distribution, where our biggest segment is automotive components. During the day we mostly supply car tyres (which actually wear out much faster on electric cars). Battery transport is also on the increase, and we already have all the required licences for that. We expect the changing sector will also affect our customers' logistics, which is why we are monitoring the impact closely to ensure a rapid response.'

3 questions for

Abdelmouhcine Chebirou, daily scheduling and admin officer

What does your job involve?

At midnight we receive the data for the next day's schedule. I set to work early – at four in the morning – but from the peace and quiet of my home. Once I've got my engine running (so to speak), I drive into work, where I assign drivers and help to load up the vehicles. Then I check with a colleague to make sure everything's in order: papers, cars, even company uniforms. Everybody's usually left by around 8:30-9:00, then I spend the rest of the morning doing admin. At twelve-thirty, I head back home.

What motivates you?

I really enjoy my work. Every day is a new puzzle I need to put together, and I see it as a challenge to make sure all the pieces fit perfectly. No mistakes or wasted time, and all in compliance with regulations. My work demands thought and attention, which I like.

What's special about Parts Express?

Despite the stress of the job, we make a good team here at Parts Express. The working atmosphere is just great.



Abdelmouhcine Chebirou, daily scheduling and admin officer

New scanning software quick and easy to use

Quicker service to customers, greater detail in goods flows, easier for drivers – Parts Express is introducing new scanning software and on-board scanners.

Project manager Michael Muller believes the new scanners and software are a must, as the existing system is no longer supported by Microsoft. 'We originally opted for software that was tailored to suit our needs. This time, we've chosen the Logistics One package by Aventeon, which uses Zebra TC57 type scanners.'

Automatic incident registration

One bonus of the new system is that it saves time for both drivers and customers. Michael Muller explains: 'With the current system, drivers need to click an icon for each step, from start to finish. Should a delivery be rejected, then the driver needs to call customer service where

someone needs to enter a report into the system manually. In the new system, the driver simply clicks on "next" at every step, and problems are logged instantly using incident codes. They do still need to report irregularities with our Scheduling and Customer Service department, but they are now processed automatically in the system.

That makes everything faster for the driver, which is better both for them and for the customers.'

Step-by-step rollover

'Due to coronavirus developments, it is uncertain exactly when the new system will be operational. It will require thorough testing

first in any case, after which drivers will receive training. Only after that will the existing system be replaced step-by-step with the new one. Instead of a separate device, Same Day Express workers will get an app on their phone that they can use for scanning purposes.'



Parts Express and corona

The coronavirus is affecting us all. That's why we are in constant dialogue with our customers and remain flexible in the services we provide, such as delivery or

other procedures. If you have any questions about our approach to corona, please do not hesitate to contact us.

The facts

Parts Express performance through 1st quarter 2020

- 99,20%** Correct deliveries, Daytime Distribution
- 98,20%** Scan performance of Daytime Distribution
- 99,30%** Correct deliveries, Night-time Distribution
- 98,80%** Scan performance of Night-time Distribution
- 99,10%** Correct deliveries, Same Day Express
- 90,10%** Delivery performance before 2.00 pm

The Daytime Distribution and Night-time Distribution percentages are based on the total number of packages sent and the number of mis-sortings and irregularities. The Same Day Express percentage is based on the number of shipments delivered before 3.00 pm.

A VISIT TO

GDW Group

GDW Group manufactures tow bars for the automotive industry. Not only that, but they are the only major family-owned European tow-bar manufacturer that still has production facilities in western Europe. Parts Express has been providing the company's night distribution services for some time, with its basis in the Belgian town of Waregem. Daytime distribution activities were recently added to the contract.

Kris Vanhoutte is Purchasing Manager at GDW Group. 'Over time, all of our major competitors were swallowed up by an investment group. But we have two main advantages: Firstly, as a family-owned business we have a clear vision and stay a fixed course. Second, our manufacturing sites in western Europe mean we can stay close to our customer base.'

Both night and day

Around three years ago, Kris Vanhoutte took a serious look at the company's distribution process. 'There was no coherent approach. We were using multiple transport companies, and didn't even have up-to-date price lists. We did a major overhaul, and for transport in Belgium we now work exclusively with Parts Express. Recently we added daytime transport services to our existing nighttime contract. That was no luxury: customers want to place orders as late as possible, and receive their deliveries quickly.'



"Parts Express knows our market inside-out, and is used to dealing with "tricky" deliveries."



Kris Vanhoutte
Purchasing Manager

Knowledge of the market

Parts Express's familiarity with the automotive sector was a deciding factor in the partnership, says Vanhoutte: 'Tow-bars are heavy and their shape makes for awkward packages. Many transport companies impose all sorts of restrictions and conditions from the outset, but Parts Express knows our market inside-out, and is used to dealing with "tricky" deliveries. They also fulfil other shipments for most of our customers.' Reducing the number of transport companies is not only easier for customers to deal with, but also better for the environment.

Smooth collaboration

Vanhoutte is extremely pleased with the collaboration: 'My colleagues can call their permanent contact person at Parts Express to resolve any minor issues. I have periodic meetings with Sven Lambrechts, General Manager of Parts Express Belgium. We've agreed to check in with each other once every two or three months, but only if there is something to discuss. Generally it's pretty smooth sailing.'



Daytime Distribution

Quick and guaranteed delivery



Sameday

Order before 12.00 pm
= delivery before 03.30 pm



Tyre Hotel

Your tyres in good hands



Night-time Distribution

Order today,
arrival tonight



Warehousing

Your stock organised
under one roof



International

Cross-border service

Colofon