

Parts Express heralds in spring



The two-wheeler season kicked off early for Parts Express this year. The first days of glorious weather we had in February led to a significant increase in the transport of two-wheelers, including parts. Normally, the shipping peak is not until April. Hopefully, that means we can look forward to a beautiful spring.

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Keeping pace



Sven Lambrechts, General Manager Parts Express Belgium

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?

We can count on our drivers – even in difficult circumstances

'In Belgium, we have increasingly been suffering from driver shortages again in recent months. E-commerce has seen enormous growth, partly as a result of COVID-19, and the demand for drivers has increased in certain market segments. At Parts Express, we expect the highest quality, which makes the choice of drivers even more limited: they have to be able to speak Dutch and/or French, have good communication skills and be physically strong. And naturally, we ask them to respect the rules – of which there are even more now, as a result of COVID-19. All this means that I'm proud of our drivers. Because even in difficult times, they are there for us and get the right deliveries to our customers – on time and undamaged.'

3 questions for Henry Zomer, Depot Manager Daytime Distribution

What does your job involve?

'I'm responsible for the Daytime Distribution Depot at the Dijkleger site in Vianen, where I take care of overall management, from personnel and purchasing, to results and profits – everything, actually, except for sales. I've been on the job for two and a half years now, and I think it's going reasonably well, in part thanks to the great people we have. I have a great team, which automatically makes things easier.'

What motivates you?

'As a newcomer and former entrepreneur, I came in with all kinds of ideas. Which turned out to be fine, and I was simply told to "Take the company forward." One of the things we did was draw up a schedule of fixed customer contact opportunities and look at how we could tighten the KPIs (key performance indicators, ed.). The first thing I do on a working day is to check the KPI lists to see if everything has gone to plan. That's why we're always on the ball. What motivates me is that the things you think up and flesh out together actually come to fruition – with the desired results.'

What's special about Parts Express?

'Parts Express is a true family business that takes good care of its staff, which is reflected by the long service records of personnel. Despite the company's size, the lines of communication are short, which allows you to respond very quickly – which is critical in this industry.'



Henry Zomer, Depot Manager Daytime Distribution



PARTS EXPRESS DEDICATED Exclusive high-quality customisation

More and more customers, including Budgetcam, Euromaster and Bol.com, are finding their way to us for our dedicated services. This allows customers to benefit from exclusive customisation and from our logistical know-how. Alex Koopman, Operations Manager Night Distribution and Same Day Express, explains.

'Recently, more and more parties have approached us to take on their logistics process in a dedicated manner. Take a

rental company that is growing and spending more time on logistics than on their primary process: that's not what a company wants to be doing. And that's where we step in. We take over their logistics. We have the know-how, and thanks to our scale, we are a more cost-effective option than the company doing deliveries itself.'

Controlling the process

'We provide what customers want. If they need drivers and vehicles, we'll be able to

provide that. But we can also provide storage, take on handling, sorting, scanning, monitoring and delivery to different branches. The beauty of it all is that it looks like a customer's own business; there are no other additional transports. Drivers can be given very specific instructions. That's how you keep control of your process. Any unpackaged goods can be added to deliveries – no problem. Or a driver can be asked to leave 15 minutes earlier. It's your round: in principle, anything's possible.'

Update on new building: 4.000 m² of roof to be fitted

Construction of the new Parts Express building at the Dijkleger in Vianen is steadily progressing. Despite heavy snowfall in February and a severe storm in March, everything has gone according to plan. If all goes well, Night-time Distribution and Sameday Express will leave the Stuartweg in September and we will be opening the doors of the new logistics centre. An update.

The steel structure of the new building is in place and the outer walls are ready. In a few weeks' time, the roof will also be installed onto the 4,000m² structure. Soon, the outer wall of the existing building will be

removed and the mezzanine will be installed. As a result, the loading doors will bend inwards when they open instead of straight as they do now. We will be installing 18 new loading doors. We will be temporarily closing 6 loading doors and assist the drivers with the loading process. Our drivers and warehouse employees will have to improvise for now, but we will be getting a lot in return after the summer. A brand new logistics centre including new offices, canteens, lavatories, changing rooms and a prayer room, as well as Daytime and Night-time Distribution and Sameday Express in one location, allowing us to work more practically and efficiently.

The facts

Performance Parts Express through 1st quarter 2021

- ☀️ **99,15%** Correct deliveries, Daytime Distribution
- 🌙 **99,30%** Correct deliveries, Night-time Distribution
- ✓ **99,30%** Correct deliveries, Same Day Express
- 📊 **98,30%** Scan performance of Daytime Distribution
- 📊 **98,90%** Scan performance of Night-time Distribution
- 🕒 **94,10%** Delivery performance before 3.00 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

Budgetcam

For years, Bas ten Berge, currently a Process Manager at Budgetcam, handled deliveries himself. Getting into his van after closing up shop and getting reserved equipment to the branch where the customer had arranged collection. The company's own transport logistics likewise went fine and the drivers enjoyed it. The fact that Parts Express has now taken over transport in a dedicated manner is a coincidence in actual fact.

Budgetcam was founded 17 years ago out of frustration at the absence of camera equipment that could be rented at a budget prices. On top of that, customers would have to operate in the exclusive photography and film industry in order to even have such an opportunity. Currently, Budgetcam offers photography and filming equipment for hire to broadcasters, art house cinemas and advertising agencies as well as to enthusiastic amateur photographers. This amounts to an average of 1,000 to 1,200 orders a week, from 16 locations around the Netherlands – and perhaps Belgium, too, in future.

Not core business

Budgetcam became part of Kamera Express at the end of 2019. Since then, in addition to the Budgetcam Concept Stores, Budgetcam also has Shop-in-Shops and Pick-Up Points in Kamera Express shops. In Utrecht, which is Budgetcam's central distribution point, shops have



“New ideas keep coming up”



Bas ten Berge

Process Manager Budgetcam

been merged. 'At a Kamera Express location with no parking facilities', says Bas. 'That's why we started looking for a transshipment site nearby. Parts Express sent us an email: "We have plenty of space – and we also do same-day delivery."'

'We didn't go for the latter, as we were doing fine on our own. But the Parts Express operation made an impression, and in the meantime, our number of routes and vans grew, along with our costs. Parts Express pointed out to us that we were spending a lot of money on something that was not our core business. That's how it gradually started. Initially with a few routes, and recently we started outsourcing the process completely.'

There were some problems to overcome at the start. 'For example, it took a while for the scanning process to work properly. This led to delays – and a lot of phone calls about delayed orders. There were definitely some stressful times... But things went a lot more smoothly after a week or two. In part, this is due to effective weekly meetings, where new ideas keep coming up. After meetings like that, Maurits Dekker, our Managing Director, and I get back in our car completely energised, thinking: we can do really great things with this partner!'



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