

*Happy holidays and many thanks for our continued cooperation!*



With depots in locations such as Meppel, Vianen and Machelen, we are always close to home. This allows us to deliver your consignments on time, in full and without any damages to your customers throughout the Benelux region.

Parts Express services the entire Benelux region

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# Keeping pace



**Stef Blommaart,**  
sr. Business Development

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

### The shortage of drivers and logistics staff

'We need to make the transport sector more appealing. Sexier. After all, we'll be facing massive shortages in a few years' time if we don't act now. It's a major issue facing the industry, and we're eager to help develop solutions. Parts Express employs all kinds of target groups: we offer work for drivers of small vehicles like our vans to large trailers. At night, during daytime, half days or in shifts – which are more profitable; the fact that we now operate from a single location is also beneficial to our logistics staff. We also offer our staff a lot of independence and freedom. The focus is on quality, not quantity. Drivers have the opportunity to build up long-term relationships with our regular customers, and end up becoming proud ambassadors of Parts Express.'

## 3 questions for

Mike van Vessem,  
Sales Manager for the Benelux region

### What does your job involve?

'My job is mainly about bringing in new customers for Day and Night Distribution and Same Day Express. I'm also responsible for customer relationship management, and I've been on the Parts Express Partners team since this edition came out.'

### What motivates you?

'I've been in the transport business for about 25 years and I really love sales. You get such a rush every time you close a deal. That first impression I get when I walk into a client meeting or cold visit with a jar of liquorice is always the most important. Preparation is key. I generally manage to get the conversation flowing. Still, I enjoy the next phase the most: moving from prospect to client. What I'm offering is kind of hard to sell: quality. That's something you really just need to experience for yourself. If I manage to convince a potential customer of the high quality and many possibilities Parts Express offers, I've done a good job.'

### What's special about Parts Express?

'We offer something unique. We can handle anything and deliver 3 times a day and within 24 hours throughout the Benelux region thanks to the hard work of our staff. Everyone does what's expected of them, and they all do a great job.'



**Mike van Vessem,** Sales Manager for the Benelux region



# PARTS EXPRESS: OUR STRENGTHS

A one-stop shop, bespoke services and a focus on the customer

**Some may know us for our Daytime and Night-time Distribution services, while others may be familiar with Same Day Express. However, Parts Express has much more to offer. Customers can rely on us to handle non-standard lengths, warehousing needs, fragile goods and late pick-up orders. We provide a one-stop shop for all your custom requirements, offering the familiar quality you would expect from Parts Express.**

Parts Express originally started as a car part carrier. These days, customers can rely on us to handle transportation and logistics for a wide range of B-to-B products. We specialise in the transport of packages with irregular dimensions and fragile goods, such as rolls for printing companies or car windows.

### Warehouse

We also provide storage, stock management and order picking services, and have our own

a 15,000 m<sup>2</sup> warehouse. Our state-of-the-art WMS processes hundreds of orders on a daily basis. These orders are transferred between the customer's ERP and our own system and can also be placed through our web shop. Customers can easily check the latest information and stock levels online.

### One-stop-shop

Customers appreciate the convenience and efficiency of a one-stop-shop: Daytime and Night-time Distribution, Same Day Express and Warehousing. This provides them with all the advantages of a single point of contact and the ability to rapidly switch between services. If a consignment fails to be shipped during the night, it will simply be included in the Daytime Distribution or Same Day Express delivery.

### Short lines of communication

Parts Express is an offshoot of the Van Duuren family business, founded in 1892. The original company's DNA is still interwoven with our own.

We have short lines of communication. Employees respond quickly to customer needs and identify potential issues well in advance. Our management can also be reached at any time for questions or emergencies. We are fortunate to have a loyal customer base. Many of our employees also have a long track record. As a result, we know our customers – and our customers' customers – on a personal basis.

### Personal attention

While we don't claim to be trend setters, our state-of-the-art automation system allows us to guarantee robust and reliable services. We value personal attention. We deliver the best possible solutions – tailor-made or out of the box – in close consultation with our customers. For example, we offer late pick-up options and can separately ship packages with irregular dimensions. In the event that something does go wrong, you will always be able to reach one of our staff members. We always go the extra mile to keep our customers' operations running smoothly.

## The facts

Performance Parts Express through 3<sup>rd</sup> quarter 2021

☀️ **99,15%** Correct deliveries, Daytime Distribution

📊 **98,35%** Scan performance of Daytime Distribution

🌙 **99,20%** Correct deliveries, Night-time Distribution

📊 **99,10%** Scan performance of Night-time Distribution

✓ **99,30%** Correct deliveries, Same Day Express

🕒 **93,80%** 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

# De Klok Banden

De Klok Banden celebrated its 100th anniversary in 2020. 'In the midst of a very unusual COVID year, in which everyone had to pull out all the stops to process our orders', explains Logistics Manager Raymond Bal. 2021 has also had its fair share of challenges; in addition to the COVID pandemic, the transport sector is suffering from staff shortages and rising transport costs. 'Still, De Klok always stays inventive and keeps working to perfect its operations. Parts Express has proven to be a very valuable partner in that process.'

De Klok Banden's 25,000 m<sup>2</sup> warehouse is located in Oud-Beijerland. The tire company stocks premium brands and in-house imports from all over the world. From passenger car and van tyres to the truck tyres produced by subsidiary Truck Tyre Partner. 'We supply everyone from wholesalers throughout Europe and beyond to local garage owners.'

### A solid partner.

De Klok operates its own fleet of 6 trucks for international haulage and a number of delivery vans for regional transport. 'That allows us to adapt very quickly, respond to the demands of our customers and make fast and efficient deliveries. We also have a large, intermodal network of carriers that allows us to quickly change transport strategies if necessary.'



**"Next day really means next day – that's very reassuring"**



**Carla Angenent**

Business Manager, Parts Express

**Raymond Bal**

Logistics manager, De Klok Banden

'Parts Express handles our daytime and night-time distribution and offers a safety net in the form of Same Day Express if our own courier service can't handle the shipment. Parts Express has such a finely meshed distribution network and they offer great service. Next day really means next day. That's very reassuring. Parts Express is a solid partner, and we've been very satisfied with them for years.'

### Clear information

Bal is especially pleased with Parts Express' IT support: 'They helped us to integrate BAS online with our own systems so that our customers now get reliable shipping information, among other benefits. That's really helped us cut down on the number of phone calls. The team in Vianen also consolidates each customer's daily orders into a single order. which is obviously efficient and convenient.'

Providing customers with clear information will always be crucial. 'That's something we'll need to keep perfecting. And that's exactly what we're doing, together. The future looks bright, as far as I'm concerned.'



### 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