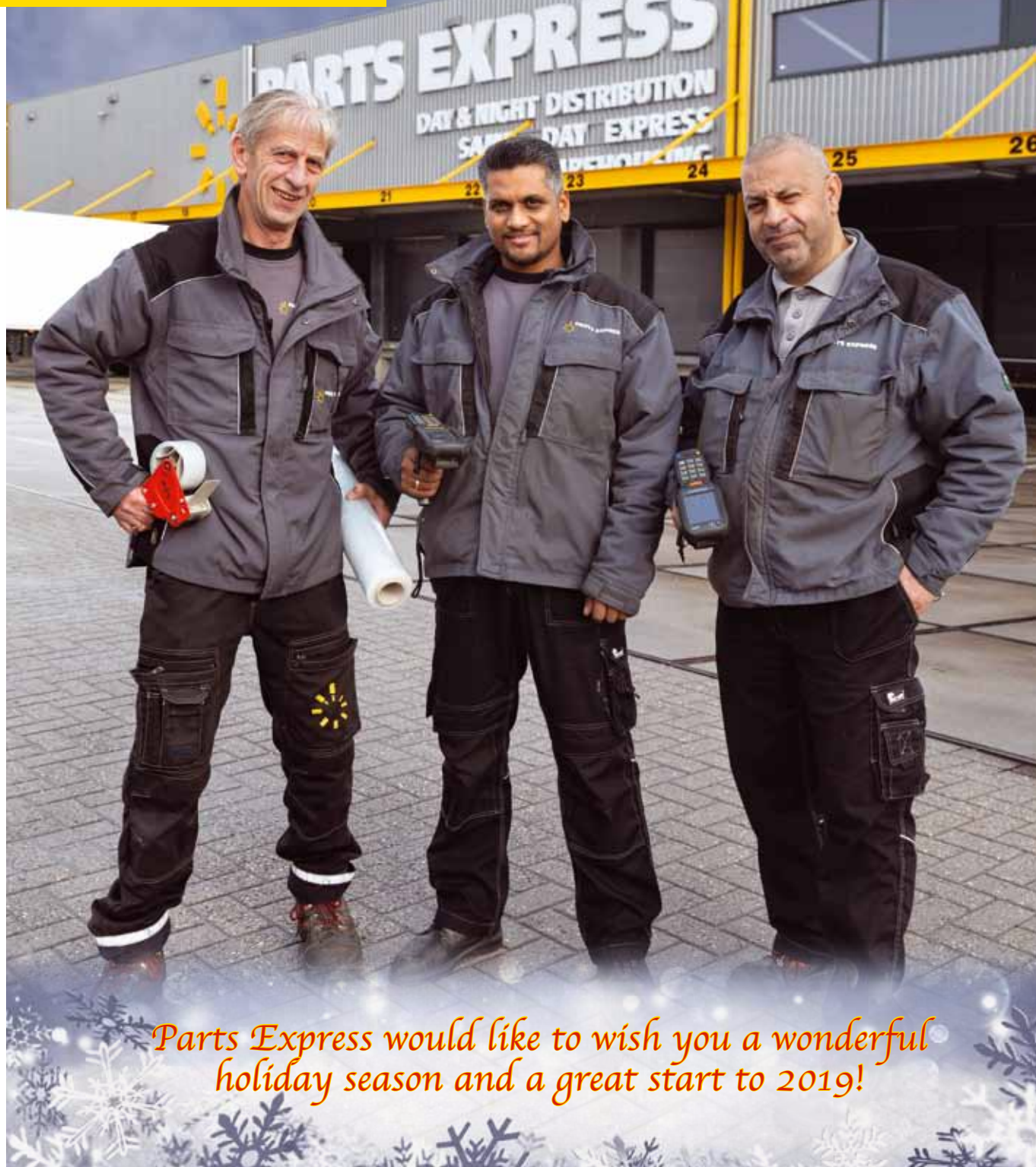


## Partners



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# Keeping pace



Carla Angenent, Business Manager/  
Executive Board member

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

Shortage in the labour market

‘It’s a real challenge finding good, motivated drivers for this heavy, intensive job. The search takes up a lot of our time. The few good available drivers can pick and choose any job they like. Thankfully, Parts Express is a good employer. Our processes are all solid, and we offer work throughout the year on fixed routes. This definitely makes for a better trucking experience, but it still doesn’t solve our problems. The profession needs new blood, and so do we. The sector is currently offering higher wages and working to improve its appeal. We’re on the lookout, and welcome any newcomers with open arms.’

‘Good planners are just as rare these days. The job also calls for organisation-specific knowledge, so we’ve opted to headhunt talent internally and help our colleagues develop into planners. It’s actually more fun that way.’

## 3 questions for

Dunja van de Walle, Daytime Distribution customer service employee

What does your job involve?

‘I’m ready to help our drivers every day from 06:00. I check waybills, do address admin and clear routes so they can get going. During the day, I help out drivers where I can, for example if they’re confronted with a locked door or they have trouble finding a location. I also check their cargo lists when they return. In the meantime, I update customers on any incomplete shipments and answer all sorts of questions. We never waste a minute.’

What motivates you?

‘I get to do so many different things here. I talk to the drivers, the planning department, customers. I check the system, help prevent incomplete shipments and correct mistakes. I feel I’m being useful to others. That makes me feel good, and some of my good vibes rub off on the drivers. I also have to be strict sometimes, but I give them lots of compliments and they appreciate it. I’ve been getting a lot of smiles lately, and we joke around. That’s what keeps me going.’

What’s special about Parts Express?

‘Everyone’s always willing to help out, no matter how hectic things are. It can be really hard work, but I feel that all my colleagues are there for me no matter what. That sort of team spirit is really unique. I’m really proud and glad to be a part of it.’



Dunja van de Walle, Daytime Distribution customer service employee



# Dealing with a weather alert

**Our drivers also work in poor weather conditions. However, they will pull over their trucks during a code red for safety’s sake. Unfortunately, this does cause delays. It might sound contradictory, but this is actually the quickest way to deliver your goods.**

Last winter, heavy snowfall caused chaos on Dutch roads. Even we lost sight of the big picture. Having evaluated that day with our customers, we wrote a new protocol:

- Code yellow: keep driving according to schedule.
- Code orange: keep driving in principle, but drivers are free to stop if they feel the situation is too dangerous.
- Code red: all drivers currently in the affected area will stop. We then reschedule any stranded shipments.

Back on track

These clear agreements offer two major benefits. We can update you effectively and quickly, so that you know exactly where you stand in any given situation. At the same time, our planners can keep an eye on the logistical

situation and immediately make smart route adjustments. That means our drivers can get back on track as soon as the all-clear is given. This system will help us keep any delays to a minimum.

Extra capacity

Still, code red isn’t bad for everyone. Demand for winter tyres can go through the roof, and we happen to transport those. That’s why we work to get everything back on track again as quickly as possible. In fact, we even add extra capacity in some cases. As a result, we can get your deliveries to you as soon as the weather alert is over

## New track & trace

**From now on, your personal data will be even more secure and the system will be easier to use. For example, the most frequently used information is featured right on the home screen, so you can immediately see whether your order is at the depot, loaded on a truck or on its way**

**to your location. By popular request, we’ve also added a map showing the driver’s last known location. This will help you determine your shipment’s arrival time with even greater accuracy. Our new track & trace is available now. Curious? Don’t hesitate to get in touch.**

# The facts

Parts Express performance through 3rd quarter 2018

- ☀ **99,00%** Correct deliveries, Daytime Distribution
- 🌙 **99,05%** Correct deliveries, Night-time Distribution
- ✓ **99,10%** Correct deliveries, Same Day Express

- 📶 **93,10%** Scan performance of Daytime Distribution
- 📶 **98,30%** Scan performance of Night-time Distribution
- 🕒 **90,05%** Delivery performance before 14:00

NB: The Daytime Distribution and Night-time Distribution percentages are based on the total number of packages sent and the number of missortings and irregularities. The Same Day Express percentage is based on the number of shipments delivered before 15:00.

# A VISIT TO Eeltink Veertechniek

*"We offer our customers high levels of service in collaboration with Parts Express"*

When it comes to suspension for company fleets, Eeltink Veertechniek always has a solution. According to vehicle manufacturers, truck dealerships and trailer repair companies, it is the leading specialist in its field. The 120-year-old family business' excellent reputation is partly built on its high service levels and fast deliveries. Parts Express has been contributing to its success for many years.

The regional shipping companies previously used by the suspension specialist would keep customers in areas such as Zeeland waiting an extra day. Director Jan Eeltink: 'We wanted to offer all our customers the same excellent service, and even expand coverage where possible. We found a professional partner in Parts Express in 2010. Parts Express boasts high service levels, affinity with the automotive industry and fast deliveries throughout the Benelux region. It wasn't a difficult choice.'

## Day and night

Many dealerships and garages were already working with Parts Express at the time. The driver has become a familiar face, and now also delivers Eeltink's parts. 'It's just a lot more practical for the customer,' Jan Eeltink explains matter-of-factly. 'Many of our customers were already accustomed to Parts Express' night-time deliveries. We also offer those now, as an extra service. It can be an ideal solution for customers who want their deliveries before 08:00. However, we also deliver during the daytime. We like to be able to offer our customers that choice.'



Jan Eeltink Director

## Special sizes

The company carries a varied product range, from shock absorbers to U-bolts, from air springs to ballast kits. In some cases, everything fits neatly on a single Euro pallet. 'However, this isn't always the case,' explains Jan Eeltink. 'For example, a heavy one-metre parabolic spring will stick out a bit on both sides. That's not a problem for Parts Express. In fact, they also let us offer half and even quarter-size pallets. That gives us the flexibility to package all deliveries efficiently.'

## Effective coordination

Eeltink schedules all deliveries through Parts Express' online system. 'We control every aspect of the process ourselves. For example, we can choose the number of parcels and pallets, arrange deliveries at multiple locations or turn a daytime delivery into a night-time one. It's incredibly quick and easy. If we can't figure something out, we can always reach the helpdesk or our designated contact person,' Jan Eeltink concludes. The company headquarters in Heemskerk are bustling with activity. It doesn't quiet down until Parts Express has loaded all the orders at 17:00. From that moment on, it's plain sailing.



### 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

## Colofon

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