

PartsExpress

Partners



Fast, faster,
fastest!

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Keeping pace



Rick Goudberg
ICT Manager Benelux

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

More information, faster

For consumers, it's becoming increasingly normal to receive more and faster information regarding their shipments. And while this expectation is somewhat less pronounced by B2B, that is changing quickly as well. We're using ICT from Parts Express to meet such future challenges. From 2020, for instance, all 400 drivers will have new hand-held devices featuring software that offers many additional options. When making a delivery at night, for instance, the driver can document the condition of the shipment as evidence for the sender – simply by taking a photograph. Or the driver can provide the customer with an additional service by scanning the packaging of their products on hand at the recipient's premises

3 questions for... Edgard Fortan, Night-time planning employee in Machelen

What does your job involve?

'I make sure that everything runs smoothly during the night shift. That includes the bookings, whether the trucks arrive on time, if additional stock needs to be ordered, dealing with drivers: the entire organisation. I'm always the first one there for the evening shift, which starts at 8 pm. Officially, my work starts at 5 pm, but I'm always early. That way, there's plenty of time to brief one another and I always know exactly what needs to happen that night.'

What motivates you?

'I grew up around transport and have been working in the industry for over 35 years. It's where I've found my niche. And I like to work – maybe I'm a bit old-school in that way. I enjoy doing things to the best of my ability and finding ways to constantly improve. And if we perform well, the company performs well, too!'

What's special about Parts Express?

'Parts Express has always given me the space to do my job in my own way. For my part, I now try to do the same for the young people I manage. In theory, I can retire in eighteen months' time. But if they'll let me, I'd rather just keep working!'



Edgard Fortan, Night-time planning employee in Machelen



Fast, faster, fastest – Same Day Express

It has been one of our trusted services for years: Same Day Express. We've been seeing an increase in demand recently. Which is no surprise, as the B2B market is echoing the trend toward overall acceleration of service in the consumer market. For customers who want to respond to that trend, Same Day Express is an attractive option.

With Same Day Express, we ensure that shipments that arrive at our facility in Vianen no later than 11:45 am reach the recipient by 3:30 pm that same afternoon. In most cases, we pick up the shipment. As a result, the cut-off time for placing orders depends on the location.

Low price thanks to a smart network
The key to the success of Same Day Express is our smart network. Because we have a sufficient number of customers, we can arrange for vehicles to drive fixed routes every day with 90% of their stops being structural. In this way, customers share the expense and we are able to provide fast delivery at significantly lower costs than a courier.

Printing workshops and installation companies
We developed and introduced Same Day Express to the market some 15 years ago. It was designed as a supplement to the daytime and night-time distribution, for cases when a car dealer notices they need a particular part at

10 in the morning. Today, Same Day Express has become an independent service in its own right and is used by companies including printing workshops, technical wholesalers and to deliver vehicle registration plates.

Trusted contact person
For customers who are looking to offer even more service, it may be attractive to expand their contract by adding Same Day Express. It's good to know this can be done via the familiar platform BAS Online – including Track & Trace, and with their trusted contact person at Parts Express. Customers should be aware, however, that this service does entail additional limitations on the type of shipment we are able to transport. If you're interested, please don't hesitate to contact us.

Onward to 100% Track & Trace usage

The new Track & Trace is live. This feature makes it possible to see where the driver (and the shipment) are in real time. Many customers have already discovered the benefits of our new Track & Trace. And we are hearing

about their positive experiences. For us, this is reason enough to once more invite everyone to make use of the new Track & Trace service. Onward to 100%

The facts

Parts Express performance through 3rd quarter 2019

- 99,22%** Correct deliveries, Daytime Distribution
- 99,20%** Correct deliveries, Night-time Distribution
- 99,10%** Correct deliveries, Same Day Express
- 98,10%** Scan performance of Daytime Distribution
- 98,70%** Scan performance of Night-time Distribution
- 90,05%** 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 missortings and irregularities. The Same Day Express percentage is based on the number of shipments delivered before 3.00 pm.

A VISIT TO

Diesel Technic Benelux B.V.

Diesel Technic Benelux B.V. supplies parts and accessories for trucks, buses, trailers and more. They sell directly to wholesalers, who then deliver to garages and large workshops. The options are vast: 41,000 products, 19,000 of which are permanently in stock in Nieuwkuijk. Parts Express recently began providing Same Day Express delivery to Diesel Technic.

Onno Hannessen is the General Manager of Diesel Technic Benelux B.V., which is owned by a German company. 'The high quality of our products is a hygiene factor for us. In addition, we want to distinguish ourselves through our level of service and logistical services. We want to always have the products customers ask for in stock – and be able to dispatch them quickly. A truck or coach should never be allowed to stand idle longer than necessary, since that means you're losing money straight away. That's why we also offer the option of delivering directly to the wholesaler's end customer.'

Back to work the same day

Since 1 October, fast delivery has become even better. Diesel Technic has selected Same Day Express from Parts Express. Customers who place an order with the company before 10:15 am will receive their shipment no later than 3:30 pm that very same day, and many times even earlier. Onno Hannessen says, 'This enables us to pleasantly surprise our customers. If – while making a repair in the morning – a mechanic notices he's missing a part, he'll be able to get back to work that same afternoon. This service



"This service enables us to pleasantly surprise our customers"



Onno Hannessen
General Manager

didn't exist yet within our sector. Parts Express is the very first to offer it. And even though the volume isn't terribly large yet, we are extremely satisfied.'

Inventory dispatches to Belgium

The partnership between Diesel Technic and Parts Express is not new. 'Parts Express has been transporting our inventory dispatches from Nieuwkuijk for quite some time,' says Onno Hannessen. 'This also includes larger shipments such as pallets. Fifty per cent of our sales market is in Belgium, and Parts Express delivers for us there as well. We're entirely satisfied with that service, too. Unfortunately, Same Day Express isn't yet available in Belgium. We continuously strive to improve the service we provide our customers, and Same Day Express is part of those efforts.'

Parts Express is a good fit for us

Diesel Technic is a subsidiary of a German parent company. Is that evident in their operations in the Netherlands? Onno Hannessen thinks it is. 'Germany has an undeniable reputation for high quality and thorough attention to detail, both of which are evident when you walk around our warehouse. And in the quality of our products as well. We want to see those same qualities reflected in our service, and therefore in our partners. Parts Express fits in well with those values.'



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