



## 02 Resolving traffic jams

Tom de Vos keeps you updated

**Three questions for...**  
Alex Koopman

## 03 We're here to help

There's always room to improve on good service

**News**  
Easy login with single sign-on

## 04 Customer report

A visit to  
Van Mossel Mercedes-Benz



# Keeping pace



Tom de Vos  
Commercial director

Parts Express tracks news and developments in the transport sector as well as general trends that affect the industry. What stands out to commercial director Tom de Vos, and why?

‘The number of traffic jams in 2018 was 20% higher compared to 2017. That includes congestion outside of rush hours. According to a report by the Netherlands Institute for Transport Policy Analysis, travel delays may increase by as much as 33% in the period up to 2023. In light of these developments, I must say I’m surprised more industry sectors aren’t embracing night-time distribution. Shipments arrive earlier, perceived service levels are higher and environmental impacts are lower.

Companies tend to think they’re running a greater risk by letting outsiders in at night unsupervised. Night-time distribution is also perceived as being costlier, although that isn’t necessarily the case. There are plenty of smart, risk-free alternatives when it comes to night-time deliveries. As far I’m concerned, the solution is simple. The growing congestion problem is putting service levels under pressure. Night-time distribution offers an effective solution.’

## 3 questions for

Alex Koopman, night-time distribution manager

### What does your job involve?

‘I make sure all our key operating processes run smoothly. That means checking whether we receive all goods on time, making sure our team does their job and ensuring the drivers leave on schedule. If something goes wrong on the shop floor, it ends up on my plate. I need to respond to those situations at a moment’s notice, and I always try to find structural solutions. I always manage in the end, so our processes keep running smoothly.’

### What motivates you?

‘I’m a hands-on person, I like to make myself useful. My years of experience in the logistics sector really come in handy. It doesn’t take me long to get a clear overview of the job at hand and figure out how to approach things more practically. For example, we’ve had situations where the sorting process got delayed. That obviously has a disastrous effect on our delivery performance. The shop floor would fill up to the point where you couldn’t really move around any more. I talked to the team and marked out clear zones on the warehouse floor with tape. That way, everyone knew where to put goods for the various routes. As a result, everyone immediately had a clearer overview of the situation and the team became more efficient. Simple solutions are often the most effective!’

### What’s special about Parts Express?

‘Despite having all the allure of an international player, Parts Express is also a family-owned business where everyone knows each other. Work is organised professionally without being overly compartmentalised. There’s room for common-sense solutions and we all have a real can-do attitude. It feels like we’re all in it together.’



Alex Koopman, night-time distribution manager



# There’s always room to improve on good service

**We’ve always offered excellent service. Day in, day out, we do everything in our power to make sure your goods are delivered quickly, safely and reliably. We’re also flexible enough to adapt to your wishes. Nevertheless, there’s always room to improve on good service.**

When you think about it, our most important service is simply doing our job well. We’re professionally organised and handle your products with the care and attention they deserve. Fragile and large items are also in good hands with us. If we notice any shipments are incom-

plete or find damaged parcels, we’ll make sure to inform you proactively. This means you’ll be able to take the necessary measures before the shipment reaches its destination. For example, you can inform your customer on time or ship out the missing item with Same Day Express.

### Personal

Another key aspect of our service is that we understand your business. For example, you can always ask one of our staff to set aside that particular set of shock absorbers. We are familiar with your products. You can always adapt our systems to your day-to-day operations, for instance by creating additional

categories to reflect your product range. We will apply our expertise to help you continually improve your processes.

### Getting better all the time

We recently improved our Track & Trace system. You can now determine when our driver will arrive at your customer’s premises at all times. Although this information certainly makes for more accurate estimates, there’s still room for improvement. As an example, we are currently adjusting the system to show the number of stopovers along the way. This will help you determine your shipment’s arrival time with even greater accuracy.

## Logging in once is enough

Want to navigate to our returns website or Track & Trace from BAS Online without logging in again? Now you can. Thanks to our new single sign-on functionality, you can now access all three environments with a single login.

Simply select the desired environment at the top of the screen and you’re in. Another key step towards improving our customer experience! Make sure to check whether you’re using the latest version of our online environments.

# The facts

Parts Express  
performance 2018

- ☀ **99,05%** Correct deliveries, daytime distribution
- 🌙 **99,10%** Correct deliveries, night-time distribution
- ✓ **99,20%** Correct deliveries, Same Day Express

- 📄 **97,20%** Scan performance, daytime distribution
- 📄 **98,50%** Scan performance, night-time distribution
- 🕒 **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 missortings and irregularities. The Same Day Express percentage is based on the number of shipments delivered before 3.00 pm.

## A VISIT TO

# Van Mossel Mercedes-Benz

Obviously, no one likes damage to their Mercedes-Benz. Van Mossel repairs any damage with the same level of care and quality you'd expect from the luxury car brand. It takes care of every detail. Van Mossel's 16 body shops rely on Parts Express to deliver their Mercedes parts quickly and accurately.

Van Mossel Automotive Group has grown to become a leading industry player over the past 70 years. In addition to its role as a dealership for numerous car brands, Van Mossel owns a leasing company and various in-house body shops. To stock those body shops, Mercedes-Benz supplies Van Mossel's Rotterdam location with parts from its plant in Cologne. Brian Soerodikromo: 'Our Rotterdam office distributes parts to the various body shops around the country. We send out vans to service the various local body shops. However, that approach isn't efficient when it comes to the more remote locations. We recently decided to outsource those deliveries to Parts Express. We knew we'd be in good hands.'

### A joint effort

'Parts Express proactively helps us to find solutions,' explains Remy van der Ploeg. 'For example, they knew 15 of our body shops were already accustomed to night-time deliveries. Adding the Mercedes parts to those shipments saves an extra trip. With all the necessary parts in stock, our mechanics also get an efficient start to their day. Moreover, Parts Express provided sealed transport containers so that we can bundle and protect small parts. They also proactively send us photos of parts that weren't optimally packaged, and offer tips on how to protect them better next time.'



*'Parts Express shares the same high standards as Mercedes-Benz and Van Mossel: it's an ideal fit.'*



**Remy van der Ploeg,**  
key accountmanager for parts

**Brian Soerodikromo,**  
parts manager

### Personal

'Parts Express explains the various options using clear, personable language. As a result, the decision-making process becomes a lot easier,' Soerodikromo explains. Van der Ploeg adds: 'We have a regular driver who picks up the parts from our location. He dropped by to introduce himself a few days in advance, and gave us his mobile number. That sort of personal approach really gives you the feeling you're in good hands.'

### A high quality standard

'The Mercedes-Benz and Van Mossel brand names are synonymous with a high quality standard. We'll go to any lengths to repair damaged cars as quickly as possible. As a result, car owners continue to enjoy that comfortable Mercedes customer experience during repairs. That's why we like to keep all aspects of the process in-house,' Soerodikromo explains. He adds, laughing: 'In this case, though, working with Parts Express has actually improved our process. We really couldn't ask for a better 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



Always on time

### Colofon

Parts Express Partners is intended for customers and associates of Parts Express. If you have any comments, send an email to [f.vanduuren@partsexpress.nl](mailto:f.vanduuren@partsexpress.nl) or phone +31 (0)6 4412 4446. **Editorial staff:** Frits van Duuren, Martijn Petersen, Ricardo Westerhout, Alex Koopman and JCM Context (Utrecht) **Design:** Joan Wamsteeker (Utrecht); **Printing:** GTV DonMail; **Photography:** NFP Photography (Amsterdam).

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