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Keeping pace



Benno van Leusden
Board member

Parts Express tracks developments in the logistics sector as well as general trends that affect the industry. What stands out to Benno van Leusden and why?

Keeping up with the latest COVID-19 measures

'It's already been six months since the Netherlands and Belgium came to a standstill due to the lockdown. It's been a rough time for many of our customers, and some are still hurting. Especially in Belgium, where everything really ground to a halt from mid-March until the end of April. Here in the Netherlands, things started to pick up again after about three weeks. Everything is pretty much back to normal now. All in all, our company pulled through pretty well. Still, we're closely monitoring the latest COVID developments. We're constantly checking for any new measures in case the virus comes back again. We really learned from the first wave.'

3 questions for

Cees Koppers, driver

What does your job involve?

'I arrive at work at 6.30, half an hour before I start my shift. That way, I have enough time to check everything carefully. I check the cargo list, make sure the route is in order and start loading. Sometimes I need to load 80 parcels, sometimes it's 200. Everything has to be just right. That's what we're known for, after all. Our customers' trust is everything. I represent Parts Express, so I'm an important link in that chain.'

What motivates you?

'As a driver, I have a lot of responsibilities. I enjoy that, it's almost like being self-employed. I like doing a good job. I have my own customers, many of whom I have a great relationship with, and I really enjoy interacting with them: "Hey Cees, how's it going?" Other than that, no two days are ever the same. I've been testing the new scanning software and scanners lately. It's a fun project to be a part of. There are still some issues that need ironing out, but they're working hard to get it all fixed.'

What's special about Parts Express?

'Parts Express is really important to me. I used to drive charters, but really wanted a permanent contract during the recession in 2012. Parts Express offered me that opportunity, which meant certainty for my family.'



Cees Koppers, driver



Smart transport, always

450 trucks are on the road day and night, driving our clients' shipments to their customers on behalf of Parts Express. In addition to trucks from our own fleet, we also use carriers who think and work the way we do. After all, logistics services also include optimal transport from A to B.

Our fleet ranges from the small vans used by Same Day Express to the LHVs that drive shipments from one depot to another. We use larger vehicles during the day, when we transport larger-volume consignments. Sustainability is another important development affecting the industry. For example, we are currently assessing whether we can use

more electric vehicles at Same Day Express. More LHVs would also be a good option: after all, two LHVs can transport as much as three trailers, which is both more sustainable and cheaper.

Everything you would expect from Parts Express

See a white van or truck pull up outside? That must be one of our external carriers. A lot of their vehicles are also painted in our company colours, as we work together closely. The customer shouldn't notice any difference: we're all Parts Express. Our external drivers also wear our uniforms and are committed to our company. After all, we don't just let anyone drive for Parts Express. We select drivers on

the basis of reliability and representativeness and provide them with the guidance they need.

Sophisticated network

Our drivers around the country all drive to Vianen in the evening, enabling us to pick up consignments for night distribution until late at night. In an added advantage, this means the drivers do not have to drive back to Vianen during the morning rush hour. They deliver the consignments at night - in their own region - and can go to bed quickly. This process repeats itself the other way around during the day. By driving from Vianen, drivers can pick up shipments for the next day's consignments all over the country. This approach is also a factor in our choice of carriers.

Night-time Distribution A smart alternative in times of COVID-19

Companies are currently looking to minimise physical contact during operations. Our Night-time Distribution service offers an ideal solution for low-volume shipments. Our drivers deliver the shipment to a night

safe, from where the recipient can later remove the contents. The entire process involves no physical contact whatsoever. Night-time distribution was always a smart solution, and that's all the more true now.

The facts

Parts Express performance through 1st half-year 2020

☀️ 99,10% Correct deliveries, Daytime Distribution	📊 98,40% Scan performance of Daytime Distribution
🌙 99,25% Correct deliveries, Night-time Distribution	📊 98,80% Scan performance of Night-time Distribution
✓ 99,10% Correct deliveries, Same Day Express	🕒 90,10% ADelivery 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

Multibat

Independent importer and wholesaler Multibat Nederland B.V. specialises in batteries and industrial batteries. Multibat's specialised Industrial Division focuses on the supply and maintenance of emergency power systems. Parts Express has been handling daytime distribution in the Netherlands and Belgium from Multibat's central warehouse in Zwolle since 2018. We will also be taking on night-time distribution in the near future.

Multibat is known for fast delivery, directly from its own stock. John Schrijver, Zwolle branch manager: 'Our stock positions and wide range of facilities allow us to efficiently serve our customers, particularly in the automotive and industrial sectors in the Netherlands, Belgium and Germany. In order to facilitate our growth in recent years, we recently expanded the warehouse and fully equipped it with new pallet racks on the basis of a layout plan. It has helped us to increase our warehouse capacity by 73.8%'

Moving with the market

Multibat conducts all its daytime distribution in the Netherlands and Belgium in cooperation with Parts Express. 'We will also be collaborating on night-time distribution in the near future. Customers are increasingly moving up their windows and time slots so they can order as late as possible for next business day delivery. That was one of the reasons why we opted for Parts Express in 2018: they're willing to move with the market.'



"Professionalism, careful handling and delivery performance are crucial"



John Schrijver
Zwolle branch manager

'Processes and traditional chains are changing due to the emergence of online ordering and big data. Multibat is committed to automation. For example, our ERP system is linked to Parts Express' online BAS, allowing us to communicate order information quickly and accurately. Our logistical approach is also changing. As time goes on, we will increasingly have to deliver the right volume at the exact time our customers want it.'

Delivery performance

That requires extremely close cooperation with the distributor. 'We always strive to deliver quality, in terms of both products and logistics. Professionalism, careful handling and delivery performance are key in that regard, and we know from experience that Parts Express can deliver on all those counts. We have short lines of communication with Parts Express, who are always open to discussing the possibilities. Parts Express is also solution-oriented and reliable: We've hardly had any defects or damage since we started working together, which is a really important requirement from our perspective.'



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