



Customised
warehousing solutions

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Keeping pace



Benno van Leusden
Board member

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

Faster than real-time communication

More and more different opportunities are available to improve how we keep you up-to-speed on your deliveries. As soon as our driver scans items upon delivery, both you and Parts Express receive a real-time report of exactly what has been delivered. While this is a great service, this information could be shared earlier in the process too, as soon as the item is ready in the warehouse. If we identify a defect at this earlier stage, we will have more time to anticipate the problems this might create. This is valuable time that you could use to notify your customer or ship an item that might be missing. We can't offer you this service at the moment, but we are working hard to change this situation.

3 questions for

Kenny Terlyn, warehouse supervisor in Machelen, Belgium

What does your job involve?

'I'm responsible for everything that happens in the warehouse between 7.30 pm and 6.00 am. I make sure that we have the manpower we need, that people work carefully, that we deliver on time and that new drivers are familiarised with their work and the routes to be driven. I take care of the administrative work and try to look out for my people and their development. It's a very diverse, interesting job, despite the night-time hours. I love the great sense of "we'll take care of it together" you get when you're working at night. Plus, I get to spend valuable time with my daughter during the day.'

What motivates you?

'My team. I'm sometime amazed by just how motivated they are and how well they work. If a customer has an important shipment, everyone handles it with extra care and loads it into the trailer as a matter of priority. My night-shift employees – most of whom have been working here for a very long time – like to go the extra mile and do everything they can to help each other and make it happen. It feels like one big family.'

What's special about Parts Express?

'Anyone who wants to work here is given a fair chance, regardless of where they come from or what their qualifications are. I myself started out on the work floor, worked my way up to foreman and am now responsible for coordinating the entire night-time distribution process. That's possible here. From management to the work floor: here at Parts Express, we respect the skills of our fellow employees. That makes me very proud!



Kenny Terlyn, warehouse supervisor

The Parts Express service includes warehousing

Transport is and always will be Parts Express' core business. However, more and more customers are turning to us for warehousing solutions too, which is why we have a 100,000-m2 warehouse in Vianen that offers many possibilities.

Warehouse manager Shatar Abdoel sees warehousing as a logical addition to the Parts Express transport network. 'It opens up many more possibilities for transport customers. It means that they are able to store goods with us temporarily. For example, their own warehouse might close for the holidays, but they could still continue to deliver to customers using our warehouse.'

Just as flexible

'We are proud to say that we are just as flexible as our colleagues in transport', says Shatar. 'We provide a customised service. For example, we scan the frame number of scooters that are being prepared for delivery to a dealer, so the importer can arrange the number plates for them in the meantime. This process requires a high level of accuracy.'

Continued development

Shatar and his team are working hard to ensure the continued development of the warehousing service. 'We want to offer an even greater number of smart transport combinations, and welcome the creative input of our customers in

this respect. ICT is continuing to develop too. For example, we are currently exploring the possibility of a new cloud-based system for warehouse management that would provide customers with even more insight and certainty.'

Even more customisation

Shatar's responsibilities at Parts Express include another service too: taking care of excise duty. 'This is just another typical example of our flexibility. One customer who is taking advantage of this service relies on us to distribute additives for petrol and diesel from Belgium in the Netherlands. We calculate the excise duty due and make sure that it is paid. We have a special licence for this purpose, a fact that won us a new customer recently.'

Delivery before 6.00 am

Night-time distribution involves the delivery of your goods before 8.00 am. Various customers have asked us whether 6.00 am is possible too. We love a logistical challenge, so we are hard at work to see whether and how we can add this delivery option to the services we already provide. This could be very useful for customers in the construction

and installation technology industries in particular, where customers immediately prepare the goods received for transportation to project locations. If these goods can be shipped earlier, customers can make sure they stay ahead of the traffic. This is something that we are happy to help customers achieve.

The facts

Parts Express performance through 2nd quarter 2019

- 99,20%** Correct deliveries, Daytime Distribution
- 97,90%** Scan performance of Daytime Distribution
- 99,10%** Correct deliveries, Night-time Distribution
- 98,60%** Scan performance of Night-time Distribution
- 99,25%** Correct deliveries, Same Day Express
- 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

Diederichs Karosserieteile GMBH

Bumpers, radiators and engine covers: Diederichs stocks a wide range of more than 36,000 bodywork, tuning and cooling parts. Garages and body shops throughout Europe order directly from the company's central warehouse via its webshop. All of the company's deliveries in the Benelux are now handled by Parts Express – another recent and successful development.

"We deliver specific, high-quality parts to customers throughout Europe: from Scandinavia and Eastern Europe to the Mediterranean Sea. We communicate with everyone in their own language – including Dutch – and have a local logistics partner for every region," says the company's Director, Jan-Christian Diederichs. 'A trailer full of new deliveries destined for the Benelux leaves our central warehouse in Bad Bentheim every day. We were looking for a reliable distributor to take over the logistics process from us from this point onwards.'

Track & Trace

The old distributor only offered a daytime service and had trouble relaying the status of deliveries. Benelux Manager, Walter Vlek: 'Customers won't accept something like that any more; they want to know exactly when they can expect their deliveries. So, we opted for the professional service offered by Parts Express. We now offer our customers a detailed Track & Trace service, which many of them are very happy with. Workshops are now adjusting their schedules with deliveries in mind.'



"Parts Express delivers quickly and offers accurate communication."



Jan-Christian Diederichs
Director

Night-time delivery

'Customers are now able to opt for night-time delivery too,' says a satisfied Diederichs. 'If you place an order before 3.00 pm, you can expect it to be delivered before 8.00 am the following morning. This is a great extra service for our customers.' Companies that were already receiving night-time deliveries from Parts Express are now receiving parts they order from Diederichs at the same time. That's one less truck on the road.

Providing a proactive service

'Having worked with Parts Express for half a year, I have noticed another advantage that we hadn't expected,' says Walter Vlek. 'If a delivery is incomplete or damaged, Parts Express tells us straight away. We know about the situation before the customer does. Instead of only finding out about the situation afterwards and dealing with complaints, we can now approach customers ourselves first. We stay in the driving seat and are able to provide a proactive service.' The Director of Diederichs concludes: 'All in all, our partnership with Parts Express is working out well. We work together to provide our customers with a high-quality, service, and that's really important to us as a company.'



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