

PartsExpress

Partners



The best vehicle
for every job

[read the article on page 3](#)

02 The Netherlands: a country of transport Carla Angenent gets you up to speed

Three questions for...
Ricardo Westerhout

03 That's why you choose Parts Express All of the reasons at a glance

News
New premises in Belgium

04 Customer report A visit to Kymco Scooters

Keeping pace



Carla Angenent, Business Manager/Directielid

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?

Organisations are investing more and more in making their operations more sustainable. Major shippers and retailers are leading the way and taking their job very seriously. It's more than just updating the fleet, in other words. The logistics centres are becoming increasingly sustainable as well. Examples of this include reducing CO₂ emissions by using solar panels or wind turbines, and using rainwater for toilets.

Reducing CO₂ emissions

Parts Express also feels responsible for the good of nature and the environment. Consequently, management has joined 14 other organisations in signing an energy agreement. The goal is to reduce our energy consumption, or CO₂ emissions, by at least 10 percent compared to 2015 within three years. We are doing everything possible to achieve this!

3 questions for Ricardo Westerhout, employee customer service

Can you describe your career at Parts Express so far?

'I started as a general employee in 2011. As a jack-of-all-trades I would help out everywhere, and learn something about the entire company. I did that for two years before I felt the need for regular work. That's why I moved to the tyre desk. It's customer service now. In addition, I designed and implemented our Incident Registration System (IRS). Now I keep it up-to-date.'

What do you like about your job?

'There are five of us in customer service in Vianen; a great team if I do say so myself. For us, it's truly a sport to figure things out for the customer as quickly as possible. They phone us to ask when they can expect a shipment, for example. If there are any problems we immediately tackle them. Or a driver calls because he can't reach the delivery address. Together we look for an appropriate solution.'

What are your future plans?

'At the moment I don't have a specific plan. I will be starting ICT courses soon. Following the IRS I would like to learn more. ICT is what I'm interested in, and I think I can do a lot for Parts Express in that field. Ultimately, that's what I think is really important: actually adding something to the organisation.'



Ricardo Westerhout, employee customer service

Need shipments at the delivery address sooner than usual? No problem. We can arrange that in consultation with you.

Need to transport hazardous materials? No problem: we have numerous certified drivers with the necessary vehicles.

We have professionals answering the phones. People who know what they are talking about.

Register your shipments with ease in Bas online. Bas online is a cloud-based service: no need to invest in a software package, and accessible everywhere.

We work mainly with permanent routes and drivers. You will know who to expect, in other words.

Our diverse fleet of vehicles enables Parts Express to successfully complete every logistics job. From small to large shipments and from infrequent transport to several times a day.

Our professional returns department makes sure that any returned shipments reach you in order. Without hassle.

Do you have logistics questions? Parts Express wants to help find the answer! For example, by setting up an exclusive distribution network. Or establishing a link to your ICT system.

With us, you always know where your shipment is, and we keep you updated on the expected time of arrival using our Track&Trace website.

Everyone in the warehouse uses scanners. Useful for checking registered and received shipments.

Our service goes beyond the Benelux. We can reach your European customers within 48 hours. Ask your account managers about the possibilities.

That's Why Parts Express



This is why you choose Parts Express

New premises for Parts Express Belgium

Parts Express is growing rapidly in Belgium.

Consequently, we want to have a larger facility built in the Brussels area. A great central location in the Benelux with

superb roadway access. The new premises will look like the Dijkleger in Vianen. We will get started as soon as the building permit has been arranged.

The facts

Performance Parts Express through 2nd quarter 2016

☀️ **99,30%** Correct deliveries, Daytime Distribution

🌙 **99,35%** Correct deliveries, Night-time Distribution

✓ **99,50%** Correct deliveries, Same Day Express

📊 **96,40%** Scan performance of Daytime Distribution

📊 **96,90%** Scan performance of Night-time Distribution

🕒 **90,90%** Delivery performance before 02.00

The percentage for the Daytime Distribution and Night-time Distribution is based on the total number of packages sent and the number of missortings and irregularities with these. The percentage for the Same Day Express is based on the number of shipments delivered before 15.00.

A VISIT TO Kymco Scooters

'We don't worry about ordered scooters thanks to Parts Express'

Kymco Scooters started 23 years ago as the outsider amongst renowned scooter brands such as Yamaha, Honda, Piaggio and Vespa. Ultimately, the Taiwanese brand proved its quality and with over 300 dealers, Kymco has grown to become one of the largest scooter brands in the Netherlands. General Manager Hans Schreuder: 'Parts Express delivers all of the ordered scooters to these dealers to complete satisfaction. With ease from their own warehouse in Vianen.'

When customers walk into a Kymco dealer, chances are good they know exactly what they want: to buy a scooter in their favourite colour. Once the sale is arranged, they want the scooter as quickly as possible, of course. This is where Parts Express plays a major role. Schreuder: 'The dealer submits his order before 16.30 and Parts Express sees to it that the scooter is at the dealer before 14.00 the next day. Customers can pick up their brand-new scooter as soon as assembly is complete.'

Totally care-free

Kymco and Parts Express have been working together for eight years. The entire Kymco inventory is in the Parts Express warehouse: some 3,000 scooters. They go from here to all 300 dealers in the Netherlands. Schreuder: 'We don't have to worry about stocking, storing or sending our scooters. The dealers place their orders with us, and we send them directly to Parts Express. They make sure that the right model in the right colour arrives at the place of destination the next day. We receive shipments of new scooters from Taiwan in containers. Sometimes we're talking huge shipments of 10 containers. This isn't a problem for Parts Express; they make sure that everything ends up where it should in the warehouse.'



'All 3,000 of our scooters are stored nice and orderly in the Parts Express warehouse'

Hans Schreuder, General Manager Kymco Scooters

Automate everything

When processing scooter orders, Parts Express sends the frame numbers to Kymco. The procedure for recording these frame numbers on the packing slips is still done manually. Schreuder explains: 'We want to automate this; the boxes already have bar codes. We need to be able to scan these and put them on the packing slip. This will make things a lot less complicated for Parts Express, too. All they will have to do is scan the ordered scooters in the warehouse and the system will automatically check whether it is the right one. Fast and efficient.'



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