



From A to B, in
less than an hour

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Keeping pace



Benno van Leusden,
Board member

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

Big Data is hot

Big Data has become indispensable, and our sector is no exception. And it's a good thing, too. Because information has a lot to offer – just imagine all the data from road sensors, vehicles, meteorological readings and communication from the Public Works authority, Rijkswaterstaat. At Parts Express, we are monitoring these developments closely. Now that things are expected to be faster and more adapted to the customer than ever before, how do we stand to benefit from Big Data? Through smarter routes for our Same Day Express, for example? Or by making the maintenance schedules for our vehicles even more ideal, so that we can work more efficiently and therefore at lower cost? All will be revealed in time, and – who knows? – possibly in the very near future.

3 questions for

Irvin Schutz, Same Day Express Coördinator

What does your job at Parts Express involve?

'As Same Day Express Coordinator, I put together each day's schedule. That means I take care of booking the customers, arranging the routes and purchasing the trips. When the drivers get here, I make sure that everything goes as it should. And when they're on the road, they can call me with any questions they have. I also help answer questions from customers, as well as coordinating part of the exports for Bring Parcels, a Swedish company.'

What part of the job do you find challenging?

'My work can be really diverse. I'm what you might call a jack-of-all-trades. No two days are alike – which is something I like about the job. Like today, for instance: my coworker is ill, so I'm taking care of the planning for Bol.com as well. It can be fairly stressful to coordinate up to 70 trips in a single day, but that's also what makes it a challenge. At the end of the day, when everything has gone exactly to plan once again, I go home with a smile on my face.'

How did you end up at Parts Express?

'I started at Parts Express in December 1996, as a forklift driver. From there, I moved up to assistant planner. In 2011, I got the chance to become SDE coordinator. I welcomed this opportunity to further develop my skills with open arms. As it turns out, I've found the perfect spot for me.'



Irvin Schutz, Same Day Express Coördinator



At the destination within an hour

Same Hour Express takes care of it

When it comes to organisation, the logistical process that leads to the consumer or end user must constantly be better, smarter and faster. Those customers want to receive the products they have ordered as soon as possible. Often, even same-day delivery is no longer fast enough. Same Day Express recognised this development and created Same Hour Express in response. It's as clever as it is simple.

The Same Hour Express service delivers orders within all major metropolitan areas in the Netherlands, making sure deliveries arrive at their destination within one hour. On behalf of a certain major nationwide technical wholesaler, for example, Same Hour Express delivers parts from a number of warehouses to electricians and plumbers at their work site within the hour. Is a part missing or defective in some way? The mechanic will no longer need to stop working and go pick up another part. This saves valuable time, ensuring the mechanic can finish the job that very same day.

Save money on storage space

Same Hour Express also delivers to shops and consumers within the hour, through

convenient transport from a warehouse in our area or yours. This reduces your need to rent storage space in expensive retail locations. More and more, brick-and-mortar shops are becoming a place where consumers can see and experience products for themselves. Once they decide to make a purchase, the shop employee orders the product – and then we make sure it gets to the shop or the customer's home within the hour.

Part of Same Day Express

Same Hour Express is a service provided by Same Day Express. Same Day Express delivers products to their destination within four hours' time. The service currently consists of three time slots. Delivery in Vianen at 9:00, 12:00 and 14:30.

Contact our Sales Department for more information: +31 (0)347 755 020

Choose bulk transport from Parts Express

Do you have large shipments that must be delivered to a single address, or multiple addresses? Here, too, Parts Express is the

right choice. With bulk transport, we move large quantities of goods by truck in a single trip – delivering them all to the right address.

The facts

Performance Parts Express through 3rd quarter 2016

☀ **99,25%** Correct deliveries, Daytime Distribution

📊 **96,60%** Scan performance of Daytime Distribution

🌙 **99,20%** Correct deliveries, Night-time Distribution

📊 **97,10%** Scan performance of Night-time Distribution

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

🕒 **91,10%** Delivery performance before 14:00

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 Hella

‘Parts Express satisfies the demands of our customers’

For instance: if you discover that the air-conditioning in your car isn't working, and you are supposed to go on holiday the next day, you want to get the AC fixed as soon as possible. This is why Hella chooses the Same Day Express solution from Parts Express. When their customer lets them know what is needed before 10:15, Parts Express can make sure it arrives at the destination by 15:30 the very same day. ‘We have two routes: one permanent route for the Autodistribution (AD) automotive companies, and an ad-hoc route for the non-AD automotive companies. Parts Express plans a flexible schedule for the latter,’ says Brouwn, team lead at Hella's operational management office. Hella has worked with Parts Express in this way since 2009 – to their complete satisfaction. ‘We see customers returning to us because they know they can rely on our fast service. Parts Express has a hand in this, too: they make it possible by getting the parts to the right place at the promised time.’

Conveniently submit shipments online

Hella employees can submit shipments for urgent delivery to non-AD members in advance with ease, thanks to the convenient Parts Express portal. Brouwn: ‘Because we take care of the groundwork, Parts Express is able to plan the route immediately, so that the driver can get on the road straight away once he has loaded the shipments.’ Today's logistical process is a great deal faster than the previous system using paper packing slips.

Hands-on mentality

From Hella's warehouse, the shipments are first transported to the Parts Express depot. From here, they are distributed via the different routes. Because a number of automotive companies have the same client list as Hella, the deliveries of the various parties are combined. This reduces costs. ‘Parts Express wants to help us find the answer. They have a strong hands-on mentality. And they are well aware of how important fast, affordable delivery is for us.’



‘One of the reason customers choose our business is the fast delivery by Parts Express’

Mike Brouwn, Operational Management Team lead



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

Colophon