

Partners



Vianen Night-time Distribution 25th anniversary

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Keeping pace



Sven Lambrechts
General Manager Belgium

Parts Express tracks the developments in the transport sector as well as general trends that affect the industry. What stands out to Sven Lambrechts, our General Manager Belgium, and why?

Demand for real estate in the transport sector

Now that the economy is picking up, people are more inclined to take their cars to the garage. Consequently, the required number of car parts is growing. When the turnaround of parts increases, it is best to have a larger inventory on hand. This calls for more storage space and the demand for property rises – including for our depots. The Parts Express Belgium building is splitting at the seams. In response, we are constructing a new facility in Machelen. It will feature more loading doors and more storage space to accommodate the growing demand. We will move into this building in September.

3 questions for

Adrie van Duuren, former director of Parts Express, member of the board

Can you describe your history with Parts Express?

'After my military service, I joined my father in the company, which was called "Van Duuren" when he started it. After my father retired, my brother Nico and I took over. Eventually, in 1994, we permanently split up the organisation. He carried on with Van Duuren, and I went forward with Parts Express. I was the general director until 2000, at which time my son took over. Currently, I'm still on the board'.

What do you remember about the creation of the Night-time Distribution?

'Parts Express started out with Daytime Distribution only. It didn't take long before a number of customers started asking about the possibility of night-time deliveries. They wanted to be able to get straight to work the next day. That prompted us to set up Night-time Distribution. More customers expressed their interest, and Night-time Distribution quickly became a popular Parts Express service'.

With respect to Parts Express, what are you proud of?

'That we have always continued to evolve as an organisation. We keep growing. In terms of both numbers of people and the selection in our branches. We work with good and loyal people. We have also been operating in Belgium for many years now, where a new building is currently under construction. And many customers have been with us for quite a while. In other words, there is much to be proud of!'



Adrie van Duuren, former director of Parts Express,
a member of the board



Vianen Night-time Distribution 25th anniversary!

Plenty of reasons to look back as well as ahead

Night-time Distribution in Vianen is celebrating its 25th anniversary! We did not want to let this milestone go by unnoticed. Night-time planner Gerard van Harn and senior customer service employee Guido van Moeffaert discuss Night-time Distribution then and now.

In 1990, Van Duuren Onderdelen Distributie in Rotterdam started the first night-time deliveries. Straight from Mazda importer Autoplace de Binckhorst's warehouse in The Hague. Other automotive customers were interested, too, and Night-time Distribution was created. Guido: 'Everyone thought it was brilliant! The car parts importer places his order at night. Early the next morning, it is ready at the dealer'. Gerard: 'In 1992, Nissan Lisse was Van Duuren Onderdelen Distributie in Vianen's first night-time customer.' Exactly 25 years ago. In 1994, the last of the Van Duuren Onderdelen Distributie trucks in Vianen were updated to feature the new name and logo: Parts Express.



Then

For some car part importers, night-time delivery took some getting used to. There was no one at the delivery location to check whether Parts Express had delivered the shipment to the dealers. Gerard explained: 'Together with the dealers, we looked for a suitable delivery location. In the warehouse, in a separate container, a parcel drop box or under a tarp on site'. Guido: 'Initially, we phoned the importer after a delivery. Later, we added a report – first by email, subsequently using track and trace – that tells the importer the volume of the shipment, whether everything was delivered and, if not, why that is and where the shipment is at that time. That way,

if dealers phone with questions in the morning, the importer can respond promptly'.

Now

Guido: 'Today, we deliver some 13,000 to 15,000 parts to approximately 1,500 customers a night'. Customers place orders later and later in the day, but they always want the shipment delivered by 8am. This keeps Parts Express on its toes. Gerard: 'There is also a growing tendency amongst customers to want a total package that includes storage, transport and customer service from Parts Express. This is known as "value added logistics". No middlemen are required, making it very efficient!'

Returns now easy for importers, too

Have you already started using the new Parts Express returns website? This website makes it very easy for major importers to return shipments.

Register your returns before 10:30pm and we will collect them the next day. In fact, most returns are collected that very night. It's that easy!

The facts

Performance Parts Express through 1st quarter 2017

99,30% Correct deliveries, Daytime Distribution

99,35% Correct deliveries, Night-time Distribution

99,40% Correct deliveries, Same Day Express

97,30% Scan performance of Daytime Distribution

97,95% Scan performance of Night-time Distribution

90,10% 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 3.00 pm

A VISIT TO Nissan

'We form a strong front together'

NMPC in Amsterdam oversees the daily distribution of spare parts for Nissan's entire European network. It includes over 1,400 dealers, 100 of which are in the Netherlands and 90 in Belgium. In October 1992, NMPC sent a shipment using Parts Express Netherlands for the first time – shortly after, the company began using Parts Express Belgium, too. Michel van den Broek: 'We have been working together for 25 years by now. Such a long-term partnership is unique. We put out a tender periodically and Partners Express – excuse me, I meant to say Parts Express – emerges as the winner every single time. Actually, I can just as well say "Partners Express". That's how it feels, after all'.

Delivering quality

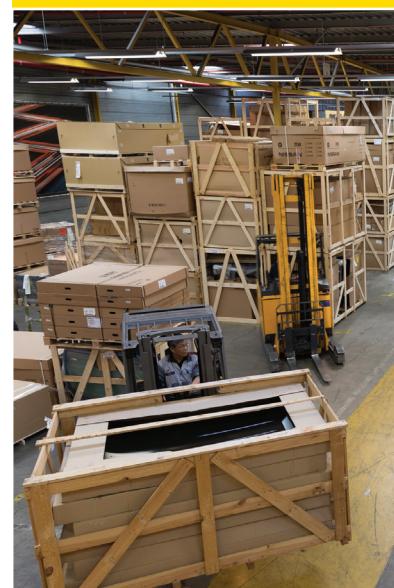
Thanks to Parts Express, NMPC is able to deliver extra services, such as the Same Day Express rush service, which NMPC calls 'same-day delivery'.

'It's also nice that they always try to find solutions themselves first if a problem with logistics arises somewhere in the country. I don't really have to worry about it. And Parts Express knows what we are all about. We can assume that they will deliver the quality of our parts to our customer. They understand our business and that a part such as a headlight or a bumper is susceptible to damage. We know that it will arrive in one piece with Parts Express'. According to Van den Broek, it's all about trust – you have to get along and be able work well together.

Razor-sharp

For Parts Express, NMPC is a customer with special significance: NMPC was the first to opt for night-time distribution 25 years ago. It was an innovative service at the time. 'And you should definitely maintain that innovative drive', Van den Broek offered. 'I expect to see the same number of developments from the past 25 years repeat, only now within

Michel
van den
Broek



*'Leave the logistics
and the care to
Parts Express'*



Daytime Distribution

Quick and guaranteed delivery



Night-time Distribution

Order today,
arrival tonight



Sameday

Order before 12.00 pm
= delivery before 03.30 pm



Warehousing

Your stock organised
under one roof



Tyre Hotel

Your tyres in good hands



International

Cross-border service