



**GEBA TRANS**

experience high performance



# GEBA ROUTE 99: 'YOUR ROUTE TO BETTER PERFORMANCE'

The everyday struggle of a logistics manager

# THE EVERYDAY STRUGGLE OF A LOGISTICS MANAGER

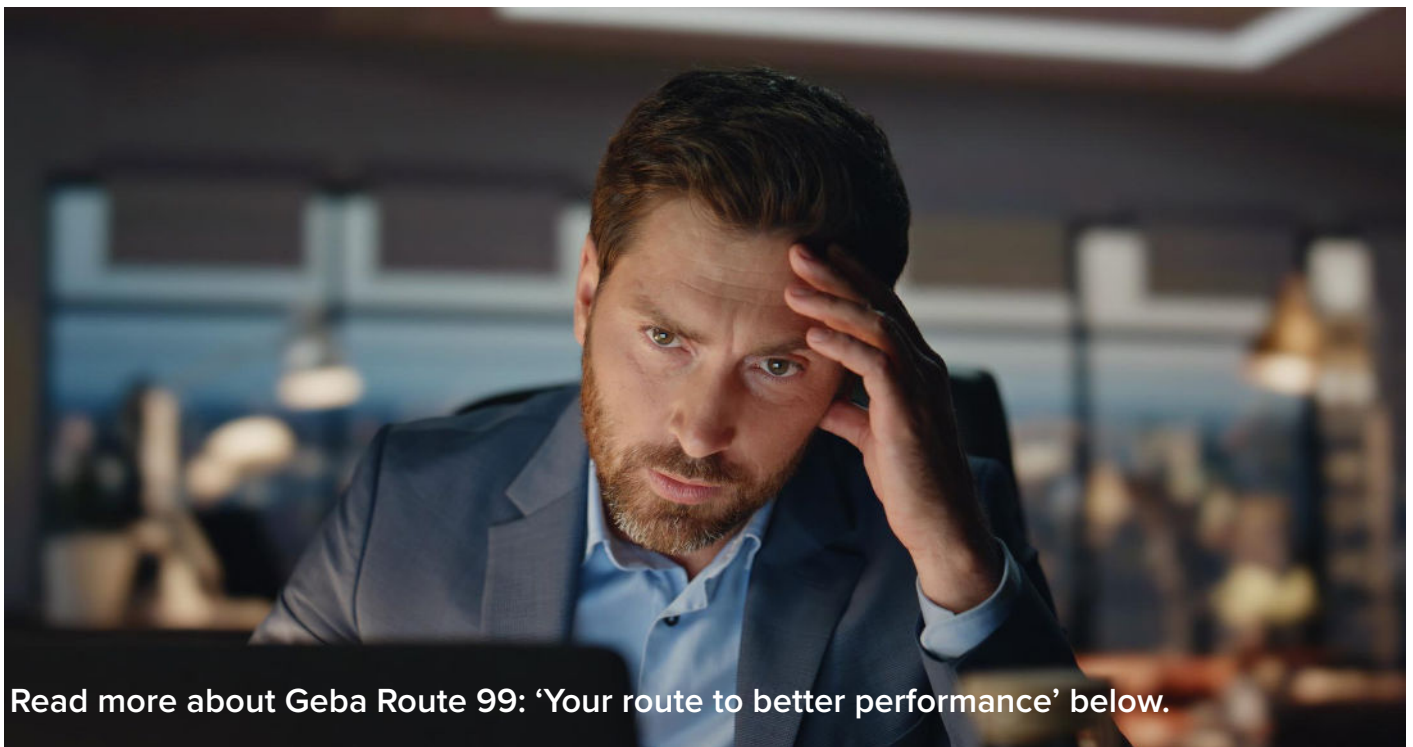
As a logistics manager, you constantly face challenges. No solution for a shipment due to a customer the day after tomorrow, a delay in a delivery, a carrier that doesn't communicate, or - even worse - a delivery that doesn't arrive at all. Issues such as these can immediately cause a chain reaction in your supply chain.

- Production lines come to a standstill.
- Customers become impatient and lose their trust.
- Your own team is put under pressure once again and must come up with contingency solutions.
- Costs rise due to urgent shipments.

In this way, frustrations pile up due to a lack of transparency among carriers, unreliable delivery times, and no grip on unexpected disruptions such as bad weather or capacity problems.

These problems affect not only your efficiency, but also your company's reputation! At GEBA Trans, we understand these issues.

With GEBA Route 99, we offer solutions that go beyond just transport. We ensure very high delivery reliability, so that you keep a grip on your processes, costs remain under control and your customers can rely on on-time deliveries - every time. We understand how important each shipment is to you. We have an average delivery reliability that exceed 99% for years, so as a logistics service provider we improve your transport and logistics performance. Rely on GEBA Trans for outstanding transport performance.



Read more about Geba Route 99: 'Your route to better performance' below.

## GEBA Trans: Smart, focused and reliable

Precision, determination and reliability are at the core of what we do - just as the falcon in our logo symbolizes. The falcon is a master of its craft: focused, alert and always ready to achieve its goals with precision. Just like us at GEBA Trans ensure that your transports are delivered safely, accurately and at the right time. Our team is committed to optimizing your logistics processes with the same focus and dedication, so you can trust 99% delivery reliability.

The falcon in our logo is not just a symbol; it is a promise of excellence and strength, every day.

*Once a Logistic Manager has worked with us once, he usually chooses GEBA Trans again at his next job because he understands the importance and value of our delivery performance and reliable communication for his entire logistics process.*

# “For GEBA Trans, excellent service is not a choice, but a natural thing!”

## The importance of delivery performance

Delivery reliability, is the key to a smooth and efficient logistics process. It is about ensuring that goods are delivered at the right time, to the right place and in good condition - with no surprises. But why is this so important?

**How does reliable delivery contribute to lower logistics costs and efficiency?**

**1** Lower inventory costs: With consistent delivery reliability, safety stocks can be reduced, resulting in reduced storage costs and more efficient use of warehouse space

**2** Efficient production planning: When deliveries are predictable, production processes can continue without interruptions, minimizing downtime and increasing productivity.

**3** Reduced Urgent Costs: No more need for expensive emergency transportation or ad hoc solutions to make up for lost time.

**4** Customer satisfaction and reputation: Reliable deliveries build trust with your customers, leading to stronger relationships and repeat orders.



## Practical case examples

### 1 Preventing downtime in a manufacturing company.

A client in the manufacturing industry relied on GEBA Trans to deliver critical parts for their production line. Previously, unreliable carriers regularly caused downtime, resulting in a loss of thousands of dollars per hour. With our 99% delivery performance and real-time monitoring, we were able to consistently deliver on time, completely eliminating downtime. The result? **Savings of tens of thousands of euros** per quarter through optimized production scheduling.

### 2 Reducing safety stocks in retail.

A large retail company in the southern Netherlands had high inventory costs due to unreliable deliveries from their previous carrier. By working with GEBA Trans and using our accurate planning and predictive analytics, they were able to **reduce their safety stock by 20%**. This resulted in annual **savings of €85,000** in warehousing and inventory costs, while achieving a more flexible and efficient supply chain.

### 3 Faster delivery for an e-commerce company.

A large e-commerce retailer with a growing customer base noticed that delivery delays were leading to customer complaints, lower referrals online and a decline in repeat orders. GEBA Trans implemented a solution using our network of fixed charters and real-time tracking. This allowed orders to be delivered consistently within 24 hours. The result? A significant **drop in complaints, a 20% increase in customer satisfaction scores** and **annual revenue growth of €250,000** due to increased customer loyalty.

### 4 Reduction of returns for a fashion e-commerce platform.

An online fashion retailer was experiencing high return rates, caused in part by late deliveries, leading to dissatisfied customers. With GEBA Trans, tight delivery reliability of 99% was achieved, ensuring customers received their orders on time. This led to a 15% decrease in returns and **annual savings of €200,000** in return and restocking costs. In addition, customer appreciation improved by 10%, resulting in more positive reviews and repeat orders.

At GEBA Trans, we understand the importance of delivery reliability. With Route 99, we guarantee consistently high performance so that your logistics processes operate optimally.

Many carriers strive for a delivery reliability of 95%, but in practice this often proves challenging. Excuses such as traffic jams, unavailable drivers, loading delays, poor weather conditions and miscommunication about delivery times are regularly used to explain delays.

At GEBA Trans, we don't think in excuses, but in solutions. Thanks to our approach, we achieve a delivery reliability of 99%!

## Reliability as a core value

Our clients can count on us. GEBA Trans is known for punctuality and honoring agreements. We see this reflected in the reactions of our clients:

*"We choose GEBA Trans because of its reliable, high-quality service and strong performance. When we contact them, we receive quick and proactive support, which makes cooperation run smoothly."*

**Check out our approach below!**

## In 8 steps to 99% delivery reliability

Achieving 99% delivery performance is not a given. It requires more than good planning; it requires dedication, acuity and a continuous focus on improvement. You can only achieve this level of reliability with a strategic approach, attention to detail and a team that always strives for perfection. It's hard work: from building a solid network of partners to proactively solving challenges and investing in technology. With the right mindset and approach, we make a difference for our clients. These 8 steps not only ensure unprecedented delivery reliability, but also measurable benefits for your logistics processes and customer satisfaction.

Here are the major steps:

- 1** Personal attention and customization: We understand your customers' unique needs and provide solutions specific to their challenges. This strengthens collaboration and trust.
- 2** Proactive communication: We keep customers continuously informed, coordinate unloading and loading times early, and identify problems before they arise. This saves time and avoids surprises.
- 3** Invest in long-term partnerships: We work with a reliable network of partners who meet your quality standards. Close cooperation ensures consistency and stability in your deliveries.
- 4** Our own trailers: Thanks to our own trailers, which we can drive independently throughout Europe, we offer a flexible solution to unforeseen situations as part of our service.
- 5** Smart technology: We use real-time tracking, and data analytics to increase efficiency and minimize risk.
- 6** Flexibility and agility: We respond quickly to unexpected situations and immediately engage alternatives to avoid delays and costs.
- 7** Continuous monitoring and improvement: We analyze performance via KPIs, resolve deviations and continuously improve your processes using data and feedback.
- 8** Personal and professional development: At GEBA Trans, our employees are our greatest strength - their growth is our -and your- growth.



***“Some carriers hope for reliable delivery, others wish for it, but we make it happen.”***

Rob Hermans – Operational Director GEBA Trans

## Quick Scan: How reliable is your transportation?

Answer these 4 questions and discover where your biggest improvement opportunities lie.

### 1 How often do you experience delivery delays?

- Rarely (less than 2% of shipments)
- Occasionally (2-5% of shipments)
- Frequently (5-10% of shipments)
- Often (more than 10% of shipments)

### 2 What are the most common causes of delays in your supply chain? (Multiple answers possible)

- Traffic/congestion problems
- Inadequate communication of delivery times
- Driver shortages or scheduling errors
- Loading/unloading problems
- Unforeseen weather conditions
- Other: .....

### 3 What impact do delayed deliveries have on the organization? (Multiple answers possible)

- Higher number of rush shipments and additional costs
- Dissatisfied customers and possible loss of sales
- Increased inventory costs due to higher safety stocks
- Stress and inefficiency on the shop floor
- Other: .....

### 4 How important is a reliable 99% delivery performance for your organization? (Choose the option that fits best and explain)

- Essential, because... ..
- Important because... ..
- Unimportant, because... ..

#### How reliable is your transportation?

Have you had to tick off several worrying answers? Then higher delivery reliability can bring you significant savings and process improvements.

Feel free to schedule a no-obligation consultation and find out how GEBA Trans takes your delivery reliability to 99%!

## Top sports mentality

High delivery reliability is no coincidence - it is a mindset. As in top sport, it's about constant focus, discipline and continuous improvement. Every day we work to create optimal conditions for performance: from the smallest process optimization to strategic collaborations and smart technology. Just as an athlete never settles for "good enough," we do not accept mediocrity in our delivery performance.

*You don't get an advantage,  
you create it.*

**We will tell you more about it below!**



## Personal focus and customer orientation

### Customized solutions:

At GEBA Trans, we understand that no two customers are the same. That's why we offer customized solutions that fully address our clients' specific needs and challenges. Whether it's tight time slots, specialized handling or complex transportation routes, our approach is always tailored to the customer's unique situation.

### Proactive communication:

Personal attention also means transparent communication. Our customers always know exactly when their shipment will arrive, who is delivering it and what to expect. By communicating proactively about potential disruptions and solutions, we build trust and save customers valuable time.

### Benefits:

- Customers experience seamless cooperation due to our personal approach.
- Problems are often prevented through clear and timely communication.
- Customization provides solutions that contribute directly to efficiency and customer satisfaction.
- We act as a one-stop shop for all your transportation needs in Europe: one point of contact, fewer links and maximum efficiency.

## Smart technology and innovation

### Digital tools and tracking technology:

Technology is an integral part of our approach. With real-time tracking and digital tools, our planners have 24/7 visibility into the status of all shipments. These innovations ensure maximum transparency and confidence in the logistics process.

### Data analysis:

We use advanced data analysis tools to recognize patterns, predict risks. This is how we avoid delays and ensure that every shipment is delivered efficiently and on time.

### Benefits:

- Real-time visibility of shipments reduces uncertainty.
- Predictive technologies minimize risks such as traffic congestion and weather conditions.
- Automation reduces administrative burden and improves efficiency.

## Outside-the-box and drive

### Responding to unexpected events:



At GEBA Trans, we know that unexpected situations such as bad weather, operational disruptions or last-minute changes can have a major impact on the supply chain.

Our team responds quickly and flexibly, with creative and outside-the-box solutions to ensure deliveries where possible. We anticipate problems by proactively planning and are prepared to quickly deploy alternatives when needed.

By acting quickly and decisively, we make a big impact precisely in the whole. This approach ensures that the entire chain continues to function smoothly and customers can always rely on timely deliveries.

# CASE STUDIES

## 1. Flooding in the Netherlands

During heavy flooding in the Netherlands, roads were closed, threatening to delay deliveries. Thanks to our real-time route optimization, an alternative route was found, limiting the delay to fifty minutes. The customer was able to continue production without interruption.

## 2. Alternative unloading location during peak hours

A retailer with a large number of orders during the holiday season faced an overcrowded unloading dock. Within an hour, GEBA Trans organized an alternate unloading location, ensuring that all shipments were delivered on time. This helped the customer meet the increasing demand without any problems in operations.

## 3. Rush delivery for a retail customer

A large retail customer reported an unexpected inventory shortage on a busy shopping day. GEBA Trans called in its own vehicle within two hours to replenish supplies, ensuring the customer did not lose sales and kept shoppers happy.

## 4. Sudden carrier cancellation

A carrier reported at the last minute that it could not handle a shipment. Thanks to our own fleet, the shipment was still delivered the same day, so the retail customer was not delayed in their supplies.



### Benefits of our decisiveness as a partner:

- Minimal supply chain disruptions, even in difficult conditions.
- Customers can count on fast, flexible solutions that protect their processes.
- Improved customer satisfaction through deliveries that are always on time and trouble-free.

## Results and customer benefits of our approach

GEBA Trans is all about impact: measurable performance, satisfied customers and improved processes. Our approach not only enables 99% delivery reliability, but also creates tangible benefits for our customers.

### KPIs and performance

With 99% delivery reliability, we set a new standard in the logistics industry. Our performance is supported by constant monitoring of KPIs, such as delivery times, deviations and customer satisfaction. This data helps us perform better every day. Impact op klantprocessen

Reliability is not just a number - it has a direct impact on our customers' logistics chain. Thanks to our approach:

- **Lower costs: Fewer urgent transports and less waste.**
- **More efficient processes: Predictability in deliveries allows for better planning and fewer disruptions.**
- **Satisfied staff: Less stress through a streamlined and predictable workflow.**

### Customer case: Trust despite higher costs

*"As a logistics manager, I always strive for a balance between cost and performance. At the beginning of 2025, we decided to extend our contract with GEBA Trans as well as cooperate in other regions. Why? Because their delivery reliability and consistency have proven themselves time and again.*

*Despite the fact that GEBA Trans is not the cheapest carrier, our overall logistics costs are still lower, simply because we almost eliminate extra costs due to delays or inefficient processes. Our customers notice the difference: deliveries always arrive on time, which earns us trust and loyalty. Moreover, there is much more peace on our shop floor.*

*My team no longer has to improvise or work longer hours due to unexpected problems. GEBA Trans is truly more than a carrier - they are a partner who understands what we need to be successful."*

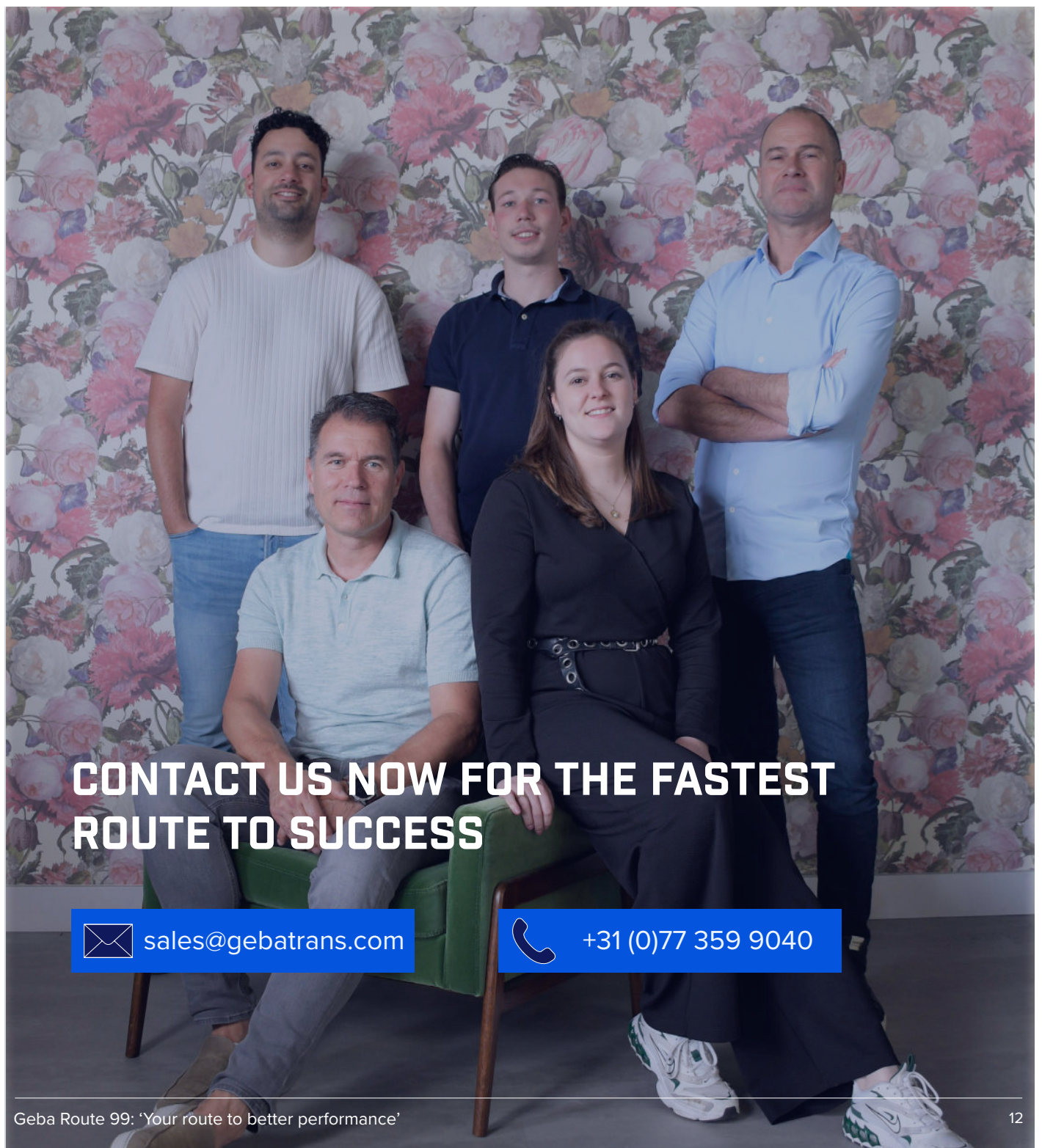


**"Progress starts with choosing the right partner."**

## Working together to improve performance?

A strong supply chain is not only about speed and efficiency, but especially about reliability and cooperation. At GEBA Trans we go beyond transportation; we think strategically with you and understand that your logistics processes must perform optimally.

Want to know how we can increase your delivery reliability? Schedule a no-obligation consultation. Together, we'll look at your logistics goals and challenges and show you how our decisive approach can contribute to a more efficient and cost-effective supply chain.



**CONTACT US NOW FOR THE FASTEST  
ROUTE TO SUCCESS**



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