



*we multiply your
power*

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ARPA LOGISTICS S.A SERVICES

The Philosophy

Arpa SA permanent pursuits to provide its customers with: Quality of service, Competitive cost and Reliability. With modern infrastructure and investments in technology, experienced and responsible people, ARPA SA is able to consider your needs and provide reliable solutions tailored to your own data. The purpose of ARPA SA is to multiply your “power” in order to reduce your cost.

Modern infrastructure and equipment.



Advanced supply chain know - how - High-end logistic system-Modern infrastructure and equipment - Reliable nationwide Network
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Supply Chain Solutions

Third-Party-Logistics

✓ Order Monitoring and Delivery Confirmation

The Company's information systems comprise of the Enterprise Resource Planning (ERP) by the SOFTONE BUSINESS and the Warehouse Management System by ABERON WMS. This fully integrated WMS allows real time follow up of all storage and handling activities. ARPA SA based on the agreement with the customer regarding the orders' delivery time per geographical area, and, in particular, with the Distribution Control Tower (DCT) department, informs the customer daily by an electronic report stating the status of all orders (to be executed, to be scheduled, schedule date and delivery confirmation). Daily report indicates status of deliveries and confirms accordingly.

✓ ABC Analysis of Stock-Reporting System

ABC analysis of stock and paper free stock location are supported to ensure total transparency.

ARPA SA through its WMS will issue daily/monthly the following reports:

- Number of receipts and lines/day, units
- Executed order lines and orders
- Average time of receipt of import unit
- Average time of order execution (Order cycle time)
- Management of Customer complaints
- Time to resolve Customer complaints

✓ Quality Control-Personnel Training

Arpa SA offers quality control on both, picking and carton packing. Quality check of goods, storage in controlled environment, shelf life monitoring, packing of loose cargo on pallets and stacking properly, packaging, re- packaging of stored goods, and timely reporting. ARPA SA is dedicated in providing intensive personnel training on the agreed processes and standard operating procedures. Through regular and ad hoc training sessions absolute alignment with Customer expectations is targeted. Internal procedures allow for all personnel involved to identify problem areas and propose solutions in order to initiate change processes to improve quality and reduce costs. All staff is trained to perform their functions, specifically on safety and quality assurance matters.

WAREHOUSE SOLUTIONS



Warehousing / storage

We offer both short-term and long-term storage options. Our facilities always contain available extra space to allow us to quickly integrate new customers or meet the expansion needs of current customers. We are ideally suited to meet the ongoing storage requirements of our customers as well as the seasonal needs which face many industries. Our warehousing and storage facilities meet the highest standards and have been inspected and approved by the prevailing regulatory and licensing bodies. We service both domestic and international shipments from our warehouse locations in Greece and Bulgaria. In our storage space we are offering :

- ✓ Receipt of goods from the customer's premises
- ✓ Quantitative and qualitative control
- ✓ Cross docking for immediate -delivery arrivals
- ✓ Stock management batch file -lot numbers
- ✓ Ordering by fax, email, telephone
- ✓ Asset inventories
- ✓ Shipments under fifo-lifo-fefo
- ✓ Unloading to our storage
- ✓ Free custom clearance warehouse
- ✓ Order by code or tracking unit
- ✓ Insurance of stored goods
- ✓ Refunds management
- ✓ IT organization, IT invoicing
- ✓ Collection boxes, picking, order

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LOGISTICS & VALUE ADDED SERVICES

✓ Inbound

In general the inbound process for ARPA SA operation is as following:

- A list of expected arrival of shipments as well as the relevant shipping invoices is sent electronically by the client, so that ARPA SA is informed regarding the quantities to be received, the relevant shipment and the expected date of arrival.
- The products are unloaded and moved to a control area where they are checked for compliance in quantity and quality.
- A qualitative receipt is the control of the external state of the product packaging received. Indicatively, the boxes in which the products are packaged in are not to be wet, in a bad shape, torn or violated in any way.
- A quantitative receipt is the control of the quantity delivered on an outer unit level of packaging compared to the expected quantity which is stated on the supplier's Shipping Note.
- Any damaged products, boxes or pallets as well as any differences in product codes or quantities between the actual receipt and the Shipping documents are to be recorded in writing during the detailed receipt performed by ARPA and are to be stated clearly on the remarks sheet.
- Upon the confirmation of each inbound delivery order, an electronic notification will be triggered and sent to the client information system.



✓ Distribution / Transport

ARPA SA operates a **fleet of permanent contracted associates** for its distribution activity in Attica and Thessaloniki, as well as in the province and islands, to cover distribution in the various prefectures of Greece. ARPA SA has selected the most reliable associates/ agencies, while selection is based on specific procedures and on their recorded performance, so manages distribution through a national network, both shared and dedicated for specific project requirements.

Distribution takes place using an adequate number of trucks of a size and capacity corresponding to the demands of each order. The trucks are in compliance with current legislation and regulations in particular those regarding road safety and insurance coverage.

FACILITIES - NETWORK - TECHNOLOGY



2 Distribution Centers
ARPA SA (Thessaloniki) & our partner company
TRANSPACK TRADING Ltd (Bulgaria)



10.000 M2 of covered surface



50 Strategic Partners



30 Collaborative Transport Companies



12 Full-time employees

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CLIENTELE



Our company “success stories” in duration and customer satisfaction :

Contract with COCA COLA 3E from 2007 until present total turnover 3.500.000€

Contract with LKW WALTER AG from 2012 until present total turn over 200.000€

Contact with BORCKENSTEIN GMBH from 2012 until present total turn over 140.000€

Contact with Linz Textile GMBH from 2014 until present total turn over 150.000€

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