

AB & S

Nexpart® Distribution Management system helps grow AB&S' two-step distributor business "It saves us lots of time and helps us manage our business." – Anthony Amalfe, V.P.

Overview:

Amalfe Brothers and Sons (AB&S) is one of the largest underbody parts distributors in the mid-Atlantic region.

"AB&S is a 60 year old family business, run by the sons of the original owners," said Brian Cantagallo,

Operations Manager at the Edison, NJ headquarters. "The revolutionary thing that really grew our business was becoming a two-step warehouse distributor delivering directly to service dealers. We now deliver to the surrounding eight-state region." AB&S has grown to nine locations in New Jersey and Pennsylvania delivering parts throughout New York, New Jersey, Eastern Pennsylvania, Connecticut, Rhode Island, Massachusetts, Delaware and Maryland.

Their primary parts stocking business is exhaust (pipes, mufflers, tubing, converters and accessories), brakes (friction, hydraulics, drums and rotors), shock absorbers, filters and belts. They use the Nexpart Distribution Management system to manage their growing distribution business. Recently they added the Nexpart eCommerce site which is linked directly into their Nexpart Distribution Management system giving their customers online electronic cataloging, part lookup and order capabilities, 24 hours a day, 7 days a week. "We are a TruStar member and even though we carry other

branded lines, we like to promote the TruStar lines. They have quality products at great prices."

"Placing orders using the Nexpart Distribution Management system is a no-brainer for my sales staff." – Brian Cantagallo

Since the early 1990's AB&S saw that they could grow their pick-up and special order business as well as their stocking dealer business and continue to open warehouses



Brian Can-

in new areas to support both.

"When we opened up our Bridgewater warehouse, we just added some Nexpart Distribution Management terminals with communications lines and we were up and running." said Brian.

The Nexpart Distribution Management system lowers overheads with centralized phone room, shipping, and routes inventory from the nearest delivery point.

AB&S headquarters includes a 50,000 square foot warehouse and their other warehouses are typically 3,000 to 10,000 square

feet with the staff and drivers necessary to make hot-shot deliveries in each local area.

"We've had the Nexpart Distribution Management system in place for about five years," said Anthony Amalfe, Vice President and co-owner

of AB&S. "It saves us lots of time and helps us manage our business. The Nexpart Distribution Management system replaced an older system. Now the paperwork and reports are ready anytime we want them. We print about 200 invoices in our busiest locations every day and often over 1,000 invoices per day in all combined locations."

Centralized Phone Sales:

The Nexpart Distribution Management system phone room features facilitate centralized phone sales. Summarizing their inside sales operations Brian said, "We have seven parts specialists taking orders over the phone in our headquarters for all locations except for Allentown, PA and Wharton, NJ, where we have additional staff. For easy customer access, we have a toll-free 800 number, plus all of our local phone numbers, home run into our phone room and our Nexpart Distribution Management system simplifies the order process. As soon as you put in account information the system finds the warehouse closest to the ship point with the parts and prints ship tickets at that location automatically. Placing orders using Nexpart Distribution Management is a no-brainer



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for my sales staff. The computer does a lot of work to speed up sales and help my customers. I have automatic PO's programmed in, so if a customer wants individual purchase orders to include the specific make, model and year of the vehicle, Nexpart Distribution Management can do it. It also gives me great reporting so I can analyze and manage our sales performance."

Inventory Redistribution:

"The Nexpart Distribution Management system is fantastic because if parts have to come from more than one location for an order, pick tickets are automatically printed for the stock at each location and incoming receiving tickets to show that stock will be transferred in to complete the order."

AB&S utilizes their own fleet of delivery trucks and also uses common carriers for smaller special orders.

They keep overhead costs down by centralizing sales and major shipping operations and using the Nexpart Distribution Management system to match the parts stock to the nearest shipping point.

Coordinating Remote Locations:

Each of AB&S' warehouses has terminals and printers. This allows them to lookup information, enter cash and, process credits or returns. Each of their approximately 40 terminals runs from the centralized Nexpart Distribution Management server. Pick tickets print automatically at each location as determined by the centralized Nexpart Distribution Management system.



Optimizing Purchasing:

"Anthony manages purchasing by using the Nexpart Distribution Management system to fine-tune what he is ordering based on sales trends to maintain peak inventory turns and profits. The system has amazing flexibility for ordering based on automatically adjusting or pre-determined min/max inventory levels."

"I set up one customer with a log-in' (to eCommerce) 'and he jumped right in to check stock and pricing on-line."
— Brian Cantagallo

Adding eCommerce Sales:

"We only added the Nexpart eCommerce site recently, so I'm just beginning to experiment with a few customers. I set up one customer with a log-in and he thought the concept was excellent. He jumped right in to check stock and pricing on-line. I can also tell from the eCommerce re-



ports that some people have found the site already just by browsing the search engines. I think the eCommerce site is going to be a home run for us."

Management Reporting:

"I use many of the Nexpart Distribution Management reports for inventory, sales and margin analysis. The system capability of import/export of reporting is an unbelievable concept. Anthony and I both use them to look at trends by customers, lines, prices and patterns."

System Support:

"We don't need any dedicated staff to run the computer system. We've never had a system crash or lost data with the Nexpart Distribution Management system. Most of the time, the only reason

I call customer service is to ask them how to run a report or use a feature that I haven't run before. Customer service has always been very supportive of us.

The Nexpart Distribution Management system has more features and management reports than I can ever imagine using, but most of the time when I want something, it's already in the system," said Brian.

Summing Up:

"AB&S has a true family culture in the way we run our business. Everyone is very interested in making it successful and every year we grow our business. We're all about vertical integration and diversification. The Nexpart Distribution Management system is a great system and works very well for us as a large warehouse distributor. It's easy for us to open new locations or even new types of businesses with the Nexpart Distribution Management system."