

“We set high standards for our carrier”

Medcor very satisfied with switch to PostNL Pharma & care network



When you deliver medicines to hospitals, pharmacies and wholesalers, a good logistics organisation is essential. Medicines need to be delivered on time, with care and sometimes even secured or refrigerated. Pharmaceutical parallel-importer Medcor used this wish list in their search for a new carrier. “Punctuality and quick switching are important to us. We were looking for a logistics partner that meets these requirements. And PostNL fitted the bill.”

Logistics puzzle

From three locations in Lelystad, Medcor supplies wholesalers, pharmacies and hospitals with parallel imported medicines, among others. From OTC products to opiates, everything has to be transported with the greatest care. Bertus Buffinga is logistics manager at Medcor: “Our biggest challenge is the day-to-day logistics puzzle. On the one hand, we look at how we can get goods to Lelystad. On the other hand, we need to supply our customers from Lelystad and that involves different types of orders for all kinds of customers throughout the Netherlands. Obviously, medical aids are not handled the same as, say, opiates or certain medicines. Also, some orders have tight delivery schedules, such as hospital pharmacies where a patient may be waiting for a particular medicine.”

Focus on fulfillment rate

“Our deliveries fluctuate throughout the week. And that makes it quite challenging to pick up our deliveries every day. Every day before noon, we communicate which pallets and individual parcels are ready, which allows PostNL to decide which transport they’ll use.” For Bertus, this method of working is closely linked to the fulfillment rate: “That’s actually what I focus on all day.”

A score of 100% means all shipments have been delivered. But as soon as you miss parcels or a pallet, the rate drops. A delay, for example, which means something doesn’t get to our customers on time, immediately impacts our score.” Again, for Medcor, it’s ultimately about the end customer because a delay can have major consequences. “Some may simply consider it a late delivery, but for a patient this can have huge consequences and PostNL understands that.”

Conditioned healthcare transport

Transporting medicines, vaccines and medical aids require specific handling. In our special Pharma & care network, we always transport shipments with the necessary care and in accordance with the GDP standard, i.e. constant temperature, secured and under the right hygienic circumstances. We provide proof of delivery for all shipments and proactively inform you about the delivery to provide assurance that the quality and operation of the medication are guaranteed.

From initial discussions to good cooperation

To support their operations, Medcor started looking for a carrier that provided support throughout the logistics process. Medcor soon arrived at PostNL. Bertus: “We first held talks and stated our wishes. Various audits were conducted to make sure everything was in order, for example in terms of GDP rules. When all this was cleared up, we entered a test phase and finally chose a start date.”

“The contact has been impeccable. And that’s the most important thing if you enter into a relationship with each other”

says Bertus Buffinga, Medcor Logistics Manager.



Medcor: Parallel imported medicines

With over 130 employees, Medcor, a wholesaler in parallel-imported branded medicines and medical aids, is one of the larger players in the Dutch medicine market. This means that medicines are purchased cheaply within Europe and then distributed in the Netherlands through wholesalers, pharmacies and hospital pharmacies. Medcor was established in 2000 and has three sites in Lelystad.