

# SecondsOut

The newsletter from [secondhandtrucks.co.uk](http://secondhandtrucks.co.uk)







'Once again, the entire process of purchasing a vehicle from Secondhand Trucks was totally stress-free. I was able to tell them exactly what truck and extras I wanted without the pushy sales, and half an hour later, Matt came back to me with the finished price. As with my previous purchases, everything was arranged over the phone - I never had to leave the office. They also assigned a private plate for me as this was to be our company flagship vehicle. When collecting the truck, the handover took just half an hour and the vehicle was perfect - one of the easiest purchases I have ever made. This is the way to buy trucks! Trust me!'

**Chris Bowen** Chris Bowen Specialist Transport

## ***Don't just take our word for it, see what our customers say...***

'We've been very pleased with all of the vehicles we have purchased from Secondhand Trucks over the years, and the premium materials they use in particular. We were really impressed with the special leather seats and door cards we wanted re-covered, which was all arranged in the chosen leather and colour we required. Nothing is too much trouble for Matt - he makes everything very easy, is very efficient, and is pleasant to deal with. The service is great and it certainly gives us the confidence in the product - I would definitely recommend Secondhand Trucks!'

**Wendy Haynes** C J Haynes & Sons Ltd



'I wanted to part exchange two of my old trucks for two newer ones and, after seeing a Secondhand Trucks ad online, I decided to get in touch with Paul. He arranged for this to happen and I was able to use them as my deposit. The whole process from beginning to end was smooth and hassle-free, and I was really impressed with communication both before and after receiving my vehicles, with regular updates and honest answers to general questions I had - it goes to show they're not the type that just focus on the initial sale. My first experience of using Secondhand Trucks has been nothing short of fantastic - they make buying trucks very, very easy!'

**Graham Shuttleworth** G & J Shuttleworth Ltd



# Upgrade whilst Saving Money!

**W**hether you're looking to upgrade your existing vehicle, or make the all-important switch from Euro 5 to Euro 6, there's a whole host of benefits to take advantage of when purchasing through Secondhand Trucks! We take all of the hassle out of buying by providing the complete used truck package, from part-exchanges and finance, right through to complex modifications, including livery design, colour changes, light bars or PTO fitment. What's more, we don't sell trucks we have no knowledge of; all of the vehicles we offer for sale have been owned and operated by us from new, completely minimising any operating risks to you and your business whilst you reap the benefits of driving a top spec vehicle that's been main dealer maintained throughout its short working life.



There is undeniably great value to be had in upgrading your vehicle and naturally, purchasing a younger vehicle will mean it's more fuel efficient with newer technology bringing greater productivity, inevitably meaning less down time coupled with enhanced fuel returns so that you and your business benefits from increased uptime, revenue and profitability! When it comes to purchasing, the improved mpg could quite easily equate to the weekly payment of your replacement truck; to better highlight this fact, a 1.5mpg saving in fuel consumption at today's ppl over 1,600 miles



- equates to a weekly saving of £155!\*
- In essence, you could upgrade for the cost of your fuel saving!
- To help you upgrade for nothing, we'd be more than happy to provide you with a price to part-exchange one or a number of your current fleet, regardless of age, marque, model or configuration. We work closely with a number of companies that will happily underwrite your vehicle and we'll pass the price we're able to obtain directly on to you. Very often, this is more than enough to act as your deposit, allowing you to upgrade simply, and without the need to sell before you can buy, meaning uptime is maintained with no loss of earnings. Just bring your truck to us on the day you collect your new vehicle and we'll take care of the rest for you.
- Drawing from our fleet of over 1,100 trucks, we're uniquely placed to be able to offer you the latest technology, with the best specification and in the best condition, with you as the second owner. Being truck owners ourselves, we are also able to offer you first hand advice on all of the marques we choose to own and operate within our growing fleet. This is what truly sets us apart and allows you to gain a complete insight to the whole of life cost of your truck to ensure it will continue to serve you and your business in the same way it has us.
- Whether you want Euro 5 or 6, Scania, Daf, Volvo or Mercedes, 6x2 or 4x2, speak to us today to see how we can help you upgrade whilst saving money - it really is that simple!



**Call Matt: 07980 100200 or Paul: 07801 100200 or visit: [secondhandtrucks.co.uk](http://secondhandtrucks.co.uk)**

\*Correct at the time of printing

# Unlock your Potential with Finance



**W**e understand that buying a truck can be a big investment, and that sometimes, you just need it now! So why not let us take the hassle out of your next purchase, and get you on the road even sooner? If you require funding – we can help! The right finance solution can be crucial to unlocking your potential and, when tailored to you, can offer numerous advantages, including the freedom and flexibility to focus on your operating priorities without any setbacks.

Whilst we don't offer our own in-house funding facility, we do have a very strong working relationship with Clements Finance Limited who, over the last seven years, have provided our buyers with a bespoke service and unrivalled rates, helping them get into their trucks hassle-free and at the best possible APR. Here's a small introduction to Clements Finance, and answers to your all-important frequently asked finance questions.

Based in Colchester, Essex, Clements Finance Limited is a family-run business which was set up by Managing Director, Martin Clements. With over 30 years' industry experience in commercial and business finance, Martin is able to provide a range of flexible finance solutions tailored to you, whether it's Finance Lease, Hire Purchase, or Operating Lease. What's more, Martin and the rest of his team specialise in the funding of heavy goods vehicles, giving you peace of mind that you're dealing with a business that has extensive experience and knowledge in financing a vehicle and in a cost-effective way.

Let's find out more from the man himself...

## How does your finance process work?

Once you've made a decision as to which truck you'd like to purchase from Secondhand Trucks, Matt or Paul will pass all of your details on to me, including the price of the truck you're looking to purchase. I will then contact you to introduce myself and arrange for you to send me your company details and copies of recent bank statements. Once received, I will identify the best funder based on the information supplied in order to secure you the best rate. Once this is approved, providing you're happy, documents would be raised for signing. This can be done either in person or by post.

## Why shouldn't I just take out a high street loan?

The main benefit of using our services is our relationships with our vast network of funders. Based on our industry knowledge and experience, we are able to look at your information and know which funder to propose your deal to in order to secure the very best rates possible and in a time frame that meets your needs.

## Are there any minimum requirements for finance?

There are no minimum requirements. Like any loan however, there are certain things that will help you achieve better rates. For example, the majority of lenders work on a 10% deposit, so the more you can put down, the better the rate you're likely to achieve.

## What are the options available to me?

We will always discuss first how you want to fund your truck

- to ensure we find the right solution for you. This could be Hire Purchase for example, or Finance Lease, and we will always ensure this is explained prior to you signing on the dotted line.

## Is there a maximum length of time I can fund the truck for?

- As the trucks Maritime offer are relatively young, lenders are usually happy to fund these over three, four or five year terms. This can of course be reduced, should you wish, to one or even two years.

## Can I use my truck as a deposit?

- Yes, Secondhand Trucks will be happy to offer you a price for your current truck, providing the value meets the minimum 10% requirement; this can be used as whole, or part, deposit against the truck you're wishing to purchase.

## How quickly can I put a finance plan in place?

- The sooner you can supply the information, the sooner a proposal can be approved. As a general guide, once all financial information is in, a decision can normally be reached within 24 hours.

## Can I get in touch with you directly?

- Yes. Once I have your details and contact you directly, you're more than welcome to call me whenever you need to. I fund many buyers for Secondhand Trucks and I'm pleased to say the majority of these have gone on to become very loyal and long-term customers of mine.



# 21 years later: the master of Fleet Sales

**T**o truly understand our operation, services, and our 'secondhand first-class standard', it's important to know a bit about the experts behind it all, and the numerous advantages they can bring to your next purchase! Behind every vehicle order at Secondhand Trucks is Fleet Sales, otherwise known as the talented Paul Kilby and Matt Heath. Here, we get acquainted with Paul, the man that can make your wildest dreams a reality...

Our Fleet Sales expert Paul has been with Maritime and Secondhand Trucks collectively for over 20 years. As one of Maritime's longer serving employees, Paul's lengthy career in the transport industry has proved invaluable to both the Secondhand Trucks operation and customers alike; his knowledge and experience brings a host of benefits when customers want to know the ins and outs of their next vehicle, the advantages it can bring to their business, and what vehicle options are beneficial to them.

Before moving over to the Secondhand Trucks division, Paul had various operational roles within Maritime, including the management of a number of different major shipping line contracts. Some of these included MSC,

Evergreen, Hyundai Merchant Marine, and APL (Canary Wharf), where he worked for just over 11 years before moving back to Maritime's Tilbury depot to handle its Hapag-Lloyd contract. It was during this time that Paul predominantly gained most of his experience in customer service, working in-house to ensure Maritime's customers were beyond satisfied with works being carried out for them. Having witnessed first-hand Paul's natural ability to meet customer requirements, General Manager Matt offered him the chance to become part of the Secondhand Trucks Sales team and the rest, as they say, is history. Under Matt's tutelage, Paul has excelled in his role, building close, long-lasting relationships with all of his customers in the process.

Every day's a busy day for Paul, whose duties involve lots of careful planning – thankfully, over a decade of experience in operations has given him the ability to master this! With a unique stock-on-the-road system, Paul is responsible for working closely with the operational side of the business to take a customer's choice of marque off the Maritime fleet, and to oversee the preparation of it to their exact requirements without a lengthy lead time. He has a fantastic knowledge of the numerous customisation options we can supply, so, if you're looking to add that personal touch to your nearly-new purchase, whether it's Kelsa light bars or a larger fuel tank, he's the man to offer advice, and arrange for your premium materials and parts to be fitted prior to you taking delivery. Paul also knows everything there is to know about every marque and model in the Secondhand Trucks range, and so he's able to offer his impartial advice on which truck is suited to a customers' business. On top of

- this, he deals with part exchanges (which is becoming an evermore popular option for buyers that want to lay down a deposit), and communicating with a vast array of people from all walks of life each day.

- Paul's role is very much go go go, and even we're unsure how he fits it all into the working day. We know he has always been driven to do well in all of the roles he's performed in, but, more recently, having a baby girl has upped his motivation to do well for his family.

- As our Fleet Sales department, Paul has a huge responsibility when it comes to selling a vehicle, which, although obviously important, is only the beginning, as it's just as important to ensure the vehicle is absolutely perfect before the customer receives it on the exact date they've requested it; it's a challenging role for Paul but also an enjoyable one that enables him to see a beautiful end product leave the yard which he has helped to make happen.

- Nice work Paul!

**Why not put Paul to the test and get in touch with him regarding your next purchase from Secondhand Trucks.**

**T: 01375 845823 or 07801 100200**

# STAND OUT FROM THE CROWD



**CREATE THE TRUCK OF YOUR DREAMS  
WITH SECONDHAND TRUCKS!**

Speak to us today to discuss the full  
customisation options available



**T: 07980 100200 or 07801 100200**  
**w: [secondhandtrucks.co.uk](http://secondhandtrucks.co.uk)**

# Buy with Work with Ivan Smith



**S**upplying premium trucks in tip-top condition is just one of the many services Secondhand Trucks has to offer. In conjunction with Maritime Transport, our parent company, we also offer a Buy with Work scheme. Once again, there's a dedicated team of experts pulling the strings behind it, including our very own Subcontractor Recruitment Manager Ivan Smith, who's here to give you some insight into the scheme and the benefits it can bring you. But first, let's talk about Ivan.

Based at Maritime's Head Office in Felixstowe, Ivan and the rest of the Subcontractor Resource team oversee Maritime's subcontractor division, focusing on the commencement of operations for subcontractors joining the business, particularly those that come through our Buy with Work scheme. Having worked in frontline transport operations with Maritime for over ten years, Ivan was asked back in 2016 to work with the Resource team, primarily interfacing with potential subcontractors considering embarking on their own business setup as well as established small hauliers and owner drivers looking for business opportunities. This position has been a perfect fit for Ivan, who is able to utilise his operational expertise to provide first-hand information, particularly on vehicle productivity and finance, as well as giving guidance on typical weekly costs to assist business plan projections. Prior to his current position, Ivan worked in a variety of industry roles, from dock messaging and customs clearance, right through to operating vehicle fleets both big and small.

- Much of what Ivan does on a day to day basis involves liaising with operational personnel to ensure subcontractors' wishes and expectations are relayed to the appropriate people to action accordingly. He also spends a lot of his time offering his guidance and advice, where necessary to potential subcontractors; the end result of which is helping them to achieve their goal of owning their own vehicle and operating independently within the transport industry. As well as this, there are numerous administrative procedures he has to complete, for example, going through the processes of ensuring subcontractors joining Maritime are fully aware and compliant with licensing, insurances, legislation and Maritime procedures.
- Thankfully, it's not just Ivan doing all the hard work! Joining him in the Resource department is Resource Manager Tom Cole, who you may have been acquainted with in our previous issue! Tom has worked in the shipping and transport industry for over 50 years, and, just like Ivan, has worked at every level, from Traffic Operating through to various managerial and directorial roles. Tom joined Maritime's subcontractor team in 2006, and took on the recruitment of Maritime subcontractors. A vast amount of 'on the job' experience means he's ideally placed to execute subcontractor requirements. Lastly, there's Marion Bell, who has worked in administration and accounts for over 15 years. Marion is invaluable to Maritime's subcontractor operation, and is well versed in all aspects of Maritime's recruitment procedures and subcontractor support. In order to answer your frequently asked questions, we caught up with Ivan to find out everything Buy with Work...

### What is your Buy with Work scheme?

Secondhand Trucks' Buy with Work scheme is an ideal solution if you're looking to become a subcontractor driver, whether you're an already-established operator or just starting out and looking for some stability.

In short, upon purchasing your vehicle from Secondhand Trucks, we can, if required, also supply guaranteed daily work with guaranteed weekly earnings in conjunction with Maritime from the moment you receive your truck. By choosing this option, you don't even need to wait for your own work to increase or additional contracts to be won – it's already there for you. The scheme guarantees you regular, quality work throughout the year, enabling a consistent, high level of vehicle productivity, even in periods of low volumes (such as the Chinese New Year).

### How long has the scheme been running for?

Since June 2005; our Buy with Work option has proven popular since its inception, with even more owner drivers now in the process of purchasing their vehicles through the scheme.

### What is expected of me as a subcontractor for Maritime?

As drivers are the face of Maritime, being well presented and well-mannered is crucial, as well as communicating well in English and understanding safe working procedures. It would be a big advantage to hold a Waste Carriers Licence, as well as having a secure, overnight parking facility. You'll also need a Bulldog Lock for laden containers and Goods in Transit insurance cover – you can find out more about this by calling either Tom or Ivan on the number provided below.

### How will I be paid? How much and how often?

Funds for the first week worked will be paid 14 days after the end of the working week and then regular weekly payments thereafter. Maritime will send you a rate confirmation via email every Wednesday for the previous weeks'. You must then send an invoice including VAT back to the same email address and Maritime will do the rest. The process is designed to be as quick and as easy as possible.

### Am I actually guaranteed work?

Yes! We have a guarantee in place for all Buy with Work subcontractors:

**Trampers:** guarantee of 1,400 miles per week, although on average, 1,600-1,700 miles per week can be achieved.

**Day drivers:** guarantee of 10 jobs per week minimum.

**Day/Night drivers:** guarantee will be set by the relevant Maritime depot before you start; this can vary due to the variety of work they have across the UK.

### How many subcontractors does Maritime operate?

Currently, Maritime operates over 500 subcontractors ranging from owner drivers to hauliers with up to 30 vehicles.

### How quickly do I start working once I purchase a truck?

Once everything is in place regarding licences and insurance, you can start the day you receive your vehicle, if you'd like to.

### Are there any other specific benefits included?

As well as competitive rates, Maritime offers an annual loyalty bonus scheme which can see subcontractors who work with Maritime throughout the year earn an additional 1% of their yearly earnings.

Maritime also offers an excellent fuel recovery payment to protect you against rising fuel costs. Fuel recovery is set every month using the RHA national average fuel prices (currently 7.19%). Therefore, 7.19% is paid on top of each job (excluding containers from depot to depot or ports).

Other benefits include free trailer hire, a fuel card, and the choice of either distribution or container work. All vehicles are allocated to a dedicated Operator who will be your prime contact point and as a dedicated subcontractor, Maritime will actively track your weekly productivity to ensure your vehicle earns to its full potential. There's also the option for breakdown assistance and support with overnight and weekend work, when available. Also, all drivers that choose to benefit from Buy with Work have the opportunity to decide which Maritime depot they'd like to be operated from.

**If you're interested and want to find out more, give Matt Heath a call on 07980 100 200**

**Alternatively, you can contact either Tom Cole or Ivan Smith by calling 01394 617 300.**





'Historically, I have purchased from main dealers, and had been thinking about a replacement truck for a while. So, I visited the Maritime stand at Truckfest Peterborough, and could not grasp the fact that the Volvo which they were displaying was secondhand. The team were extremely helpful, and I soon realised they could facilitate all of my requests, including metallic paint, chassis paint, light bars, livery, additional tanks, painted rear wings, alloys and new tyres etc. keeping it in line with my existing truck. After brief negotiations, we agreed a fair deal there and then, and an order was placed. Everything I was told would be done, was done. A seamless purchasing process with an outstanding result - I will definitely be going back to Secondhand Trucks'

**Sean Tyrrell** S W Tyrrell & Sons

## ***Don't just take our word for it, see what our customers say...***

'Dealing with Matt and his team has made every truck purchase an easy and enjoyable experience for me. After such a quality service, I don't think I'll be in contact with anyone other than Secondhand Trucks when I need to add to my fleet. I wanted some customisation on each of my vehicles, including light bars and livery, and Matt even arranged delivery for me with my vehicles arriving in showroom condition. I am very happy with all of my trucks and to be honest I couldn't have asked for better service from Secondhand Trucks.'

**Andrew Woolsey** Total Cargo Services NI Ltd



'This was my eighth purchase from Secondhand Trucks; the bespoke service and aftercare the whole team provides is exceptional. We currently run a fleet of Scania and Volvo trucks and decided to add another top quality vehicle to our operation. With an unlimited choice of customisation options on offer, we had a custom paint job and light bar fitted which was all arranged by Matt prior to me receiving my truck. An extremely accommodating service that I have, and always will, recommend to anyone in this business!'

**Dave Woodcock** Woodcock Transport

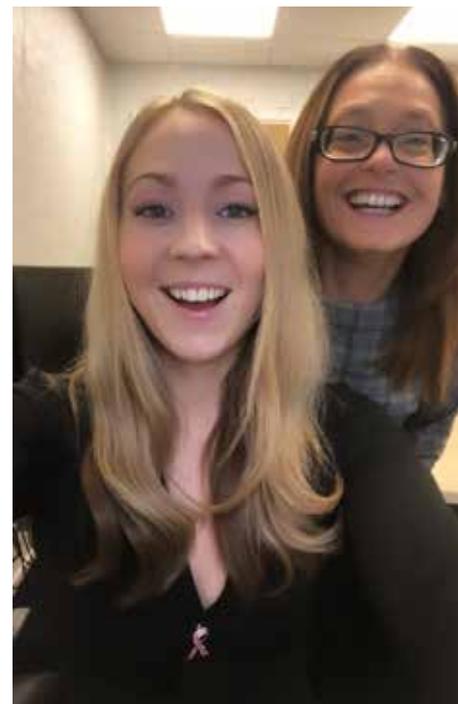


# The Fleet Admin Team behind your dream

Since 2005, our cause has been providing high-quality vehicles and an exceptional, bespoke service to our customers each and every day. We're extremely proud of our team on the ground here at Secondhand Trucks, who work incredibly hard to achieve this, whilst ensuring the business runs smoothly and our customers receive only the very best. From our sales, finance, and fleet preparation specialists right up to the people that manage the Secondhand Trucks division, each individual plays a vital role in our day-to-day operation and long-term success.

Our dedicated Fleet Sales team have an unrivalled knowledge of our vehicles and the industry, and are here to meet all customer requirements without fail. Our Fleet Preparation team meanwhile give all of our vehicles the love and thorough attention they need, making sure they're in premium condition before reaching their new owners.

Our Management team is responsible for all of our vehicle disposals, and focus on giving customers the right solution for their businesses every time. And behind the scenes, based at our sales centre in Tilbury, our Fleet Sales Administration team work tirelessly in the lead up to a new owner collecting their vehicle to ensure everything is prepared, organised, and ready for them as promised and on time. And so, as a Seconds Out special, we'd like to introduce you to the two that make it all happen...



## The first fantastic half of the Fleet Sales Administration team is...

### Melanie South



Much of Mel's career has been customer-based, and so she has years of experience in providing a genuine, personalised customer service from start to finish.

Among several other crucial duties, Mel is primarily responsible for ensuring all vehicle documentation is in order

prior to a customer coming to collect their truck. Much of Mel's role focuses on making the purchasing process stress-free, easy, and, most importantly, enjoyable, so that all a customer needs to do is be there to collect their keys! Numerous invoices and receipts to raise means there's plenty to be done within strict deadlines, but Mel works closely with Maritime's Fleet and Accounts departments to ensure service records are sent on and all monies are paid. It's a busy role that only the finest multi-taskers can manage; her other day to day duties also include putting customers through to relevant team members to answer their questions, and responding to the numerous enquiries we receive.

Communication and maintaining a close relationship with our customers is a huge part of Mel's role. This can include anything from keeping them up to date on works being completed, sending across photos at different customisation stages, organising vehicle collection or delivery dates, or asking our team of lenders to contact customers interested in our finance options.

As well as this, and only if agreed, Mel arranges for our customers to write testimonials (once they've received their vehicle) to be published on the Secondhand Trucks website. These testimonials

- include a brief introduction to the customer and their business, and a comment on the service they have received from the team. This not only promotes Secondhand Trucks, but the customers' business too!

## The second fantastic half of the Fleet Sales Administration team is... Natasha Brown

- Natasha joined the Secondhand Trucks operation in 2018, and, like Mel, is responsible for making sure a customer's vehicle is ready for the day they require it, whilst making sure all vehicle documentation is in order, building a detailed file for the customer on their purchased truck. Other day to day duties include sending our vehicles to different workshops, keeping the Secondhand Trucks database up to date, and acting as a first point of contact and company ambassador.

- If you've ever visited our social media channels, you'll have noticed they're filled with pictures of different trucks we're working on for people, what the team is up to, and the different services we provide. This is another of Natasha's many duties, which sees her regularly updating Secondhand Trucks' Facebook and Twitter pages.

- Our Fleet Sales Administration team are invaluable to our operation, and making sure the service we provide remains second to none.

- Keep up the great work ladies!





# Sign up

Sign up to receive our latest deals and information by contacting [marketing@maritimetransport.com](mailto:marketing@maritimetransport.com)

