

trans-o-flex

Issue Autumn 2018

magazine

The solution for private deliveries

- New B2C service
- Combination of temperature control and express
- Automatic billing



Strategy

What sets trans-o-flex apart and where we are heading

Security

Why and how a TAPA certification process is planned

Pharmaceuticals

Logistics service goes into packaging and serialisation

What you always wanted to know about trans-o-flex

Comprehend a corporate strategy at a glance – is that even possible? We think so! Based on just six questions and answers, we want to show you what trans-o-flex stands for, what the unique selling points of the group and its various services are, how customers benefit and how the company is looking to further develop. Further key elements of the strategy are explained by trans-o-flex CEO Wolfgang P. Albeck on the next page in his editorial.



trans-o-flex Express: Quality leader with customised logistics solutions

What does trans-o-flex Express stand for?	Specialised and time-sensitive logistics solutions
What are the core industries of trans-o-flex?	Pharmaceuticals, healthcare, cosmetics, electronics and other high-end sensitive goods
What are the unique selling points?	<p>The combination of three special features:</p> <ol style="list-style-type: none"> 1. Shipment category and combined freight (parcels and pallets with express options) 2. Nationwide network for actively temperature-controlled pharmaceutical shipments in the temperature ranges 2 to 8 and 15 to 25 degrees Celsius 3. Complete dangerous goods network including services for radioactive shipments
What is the benefit for the customers?	<p>Efficient logistics solutions from a standardised quality system. Individual service modules can be booked or everything from a single source:</p> <ul style="list-style-type: none"> • actively temperature-controlled logistics that meet all requirements of EU-GDP for pharmaceuticals • Guaranteed and standard delivery times • Dangerous goods and standard goods • Careful handling during transhipment and transport with lowest damage rates • Focus on B2B • B2C service for sensitive goods
What distinguishes trans-o-flex?	100% quality – we do not settle for less!
How will trans-o-flex continue to develop?	As a quality leader, we aim to inspire our customers and grow profitably with our specialised customer and industry solutions.

Legal notice

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Responsible for the content: Sabine Kolaric

Editorial staff: Ludwig M. Cremer

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Dear Readers,

I am asked again and again: what is actually trans-o-flex's strategy? How is this almost 50-year-old company different from other logistics service providers and what added value does it offer for customers? These are key questions for any business, but which are avoided by many. At trans-o-flex we have asked the questions and answered them. I would like to present the cornerstones of our strategy here.

We are the only express service in Germany, perhaps even in Europe, with a clear customer and industry focus. We welcome all customers who wish to use our services and pay a fair price for these. However, we specifically target customers from the pharmaceutical and healthcare industries, cosmetics, electronics and customers with other high-end and sensitive goods, for whom we develop solutions that offer them clear added value and set us apart from other providers.

The core elements of our solutions derive from the specific needs of our customers. These needs are the reason why trans-o-flex is not a parcel service, but also transports goods on pallets; combined freight makes our customers more flexible and faster. These needs are the reason why trans-o-flex operates a dangerous goods network that not only offers the shipment of small quantities. And these needs are the main reason why we have set up a network for actively temperature-controlled pharmaceutical shipments in the temperature ranges 2 to 8 and 15 to 25 degrees Celsius.

These points are – at least in combination – unique selling points which trans-o-flex has developed over many years. And they are proving effective, with customer satisfaction, financial solidity and innovative strength increasing sustainably. Owing to the complexity of our service, we will never be able to achieve cost leadership in all our service areas. Suppliers of standardised partial services can industrialise these to a higher degree and

produce them more cheaply. But only these. Consequently, the bigger picture looks different. How much more flexible and faster does combined freight, for example, make shipment? How much less damage is there? How much happier are consignees because they receive all the parts of an order in one delivery? Anyone who factors all this into the equation soon sees that the benefits of the trans-o-flex solutions are so high that in an overall cost analysis, customers not only enjoy the best service with us, but also the most cost-effective.

Accordingly, we will be working steadfastly on quality and efficiency. 100% quality is the benchmark by which not only our customers measure us, but also by which competitors have to be measured. Of course you can always make things a bit cheaper and a little bit worse. But that is not our way. Rather, quality is and will remain the master key in our strategy.

Quality is the key to lasting profitability. After all, poor quality means sooner or later selling above price. Quality is also the key to our unique selling points. Otherwise we allow ourselves to be copied. After all, high quality may even be the key to ensuring that competitors do not feel like straying onto our patch. This enables us to grow faster, safeguard jobs and make them attractive, and further develop our service to our customers. This is trans-o-flex's strategy.

Wolfgang P. Albeck
Chief Executive Officer



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*The remedy for
growing pains*

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++ STREETSCOOTER TESTED ++

What can electric vehicles do for trans-o-flex?

Improve transport efficiency, reduce climate impact and avoid the risks of delivery in metropolitan areas associated with diesel driving bans. With this in mind, trans-o-flex has started the project "Alternatively powered vehicles." "Given trans-o-flex's special requirements, the challenges faced by vehicles with alternative drive systems are extremely high," says project manager David de Vega from trans-o-flex's Operational Development department. This applies above all to the active temperature control of Ambient and Thermo Direct consignments. "However, we want to leave no stone unturned and will therefore be testing a wide variety of vehicles and drive systems. There are no taboos!"

That's why trans-o-flex did not shy away from testing a competitor's vehicle during the very first test. "In April, we took a look at the normal StreetScooter to gain real-life experience with different delivery route lengths or weight loads." Next, a special model of the StreetScooter with active cooling will be tested.



E-mobility: Driver Wolfgang Hoffmann was the first to drive a StreetScooter for trans-o-flex.

"The offer in the market as a whole is not so mature that we can change our fleet on a large scale. That's what we can already say today," says de Vega. "However, we hope that trans-o-flex might at least be able to use vehicles with electric or natural gas drive on individual delivery routes in the foreseeable future. During the project, we will specifically analyse which vehicles and which routes are suitable."



++ REGULAR BULLETINS ++

Subscribe to customer newsletter

trans-o-flex regularly informs its customers via e-mail about the most important developments in the company. For all those who do not yet know the compact newsletter with its three to five precisely worded messages or who would like to receive it directly in future, trans-o-flex now offers a simple subscription facility on its website (www.trans-o-flex.com). If you received the newsletter in the past, but have missed the latest issues, we also recommend re-subscribing. To subscribe to the newsletter, simply select "Newsletter" in the "News" area on the trans-o-flex homepage and then follow the individual subscription steps. You will then be included from the next newsletter!



++ TOLLS DRIVE UP TRANSPORT COSTS ++

Next increase in January 2019

Although the tolls in Germany have only been significantly extended with effect from 1 July of this year, the next round of increases in truck tolls on A-roads has already been decided. On the basis of this, three factors will increase the toll costs, especially for modern fleets. According to the BGL transport association, for example, the infrastructure toll will increase by almost 30% for the latest 40-ton trucks. In addition, the EU now also allows the charging of "external costs" such as air pollution costs and noise. As a result, the latest trucks with Euro VI engines will now be charged with air pollution costs for the first time. In addition, all trucks will have to pay for noise in future. All in all, according to BGL, all three components together increase truck tolls, for example, for a 40 t combination of the cleanest emissions class Euro VI by almost 40%. "Toll is a charge that is politically intended," says Lutz Blankenfeldt, Head of Strategy, Communications & Commercial at trans-o-flex. "To make it clear that these are not direct costs of our system, but fees to be paid by us and our transport partners, we also declare toll as a separate invoice item."



36 COUNTRIES – ONE COMMITMENT

Each EURODIS member's goal is to provide best customer experience. The service is constantly improved through challenging service levels and common network KPIs, deviations are subject to defined measures under a follow-up process and the recovery is being enforced by applying a system of contractual penalties.

This is to guarantee a homogeneous and consistent service level and to take preventive action to avoid or reduce service disruptions. All network members support this with a daily open and transparent communication.

Based on the Cooperation Agreement, the Network Manual and this International Service Charter, each member is committed to always performing a premium service for every network shipment, in particular for those shipments defined as Core Product Consignments.

Every member and partner will save all necessary efforts to make his organization, in particular the driving/department employees involved in the operational handling of EURODIS shipments, aware of and living up to quality commitment.

This will improve the competitive position of all our members and support the successful development of the network.



++ ANNIVERSARY WITH VOLUNTARY COMMITMENT ++

EURODIS international network celebrates 25 years

EURODIS, trans-o-flex's international network now represented in 36 European countries, celebrates its 25th anniversary this year. The foundation stone for the European combi-freight network was laid on 31 August 1993 by trans-o-flex, the then six subsidiaries and four other cooperation partners. In addition to trans-o-flex, the Swiss partner Bonafide has been on board since the very beginning. In the meantime, EURODIS is a logistics network with around 650 sites, 52,000 employees and 25,000 vehicles, which handles around 560 million consignments each year.

In order to further strengthen the focus on quality and customer service, all the bosses of the EURODIS member companies have signed a commitment, according to which, each EURODIS partner then handles the international B2B or combi-freight consignments (i.e. with at least one pallet) as premium consignments. "The core business of EURODIS and trans-o-flex is still congruent, and if all partners pay the utmost attention to these consignments, then these are the best prerequisites for premium quality," says Wolfgang P. Albeck, trans-o-flex's CEO. The commitment, signed by all CEOs of EURODIS members, has been made available to all partners in the form of a poster. As a reminder of this promise of quality, the poster is displayed at all trans-o-flex sites.

**++ CHANGE OF NAME ++**

But Express please!

trans-o-flex Schnell-Lieferdienst has changed its company name to trans-o-flex Express GmbH. "This is a visible sign for everyone that for now our ongoing development into an express service has been completed," says Wolfgang P. Albeck. For the CEO of the logistics service provider based in Weinheim, the name 'Express' signals, in addition to a specific product offering, above all a certain promise of quality and the focus on customer requirements. "That's why we first ensured the necessary quality, to which we have now attached the appropriate label."

In April, the company introduced two more express products, bringing its total number of express services to ten. "Sometimes the standard delivery time is not enough for our customers, even if consignments do arrive the next day in 98% of cases. They would rather be 100% certain that their goods will arrive the next day. And sometimes they require the delivery to be made by a certain time." With our Express products, trans-o-flex customers can therefore choose from dif-

ferent delivery options (e.g. by 8 am, 9 am, 10 am or 12 noon). "These are always guaranteed products," says Albeck.

Even more important than these product enhancements is Albeck's claim, which he associates with an express service. "Express implies the promise of complete reliability. For this reason, the claim of 100% quality should not only apply to the pure transport processes, but we need 360 degree quality." By way of example, trans-o-flex has introduced requirements specifying for how long an offer may last, in what period of time a customer request must be dealt with, how quickly enquiries about billing are answered and clarified, and how quickly employees answer the phone. "With our continued development to an express service, we have not least implemented the most important requests that our customers have expressed in recent surveys."

++ SERVICE COMPETITION ++

EURODIS: trans-o-flex wins another gold medal for quality

For the second time in a row, trans-o-flex has won the quality prize of the European combi-freight network EURODIS. The award was presented to trans-o-flex at the recent EURODIS Convention, where representatives of EURODIS members meet once a year in a partner country and complete a compact information, networking and work programme.

A prize for best partner service was awarded for the first time this year. "In a network of strong national partners, partner service is synonymous with customer service," says Christian Knoblich. "By awarding this prize, we want to give partners an incentive to get even better in this regard." When awarding the prize, EURODIS rates the work of the partners with the specially developed Partner Support Service Tool and a ticket system. The winner in this category was the Hungarian Express One.

In winning the quality prize, trans-o-flex was again able to improve on last year's performance. The quality achieved is also assessed in relation to the quantity, because naturally it is more difficult to achieve consistent quality with 10,000 consignments a month than with 100.

The EURODIS Convention is organised by one of the partners in cooperation with EURODIS GmbH and this time took place with about 80 participants in the Italian capital of Rome.



Clearly proud of the 2018 Quality Award are (from left) Jens Reibold, Head of International Sales, Ute Conrad, International Gateway transport partner, and Wolfgang P. Albeck, Chairman of the Board. Christian Knoblich (2nd from left), Managing Director of EURODIS GmbH, who heads up the European network, presented the award.

++ PRICE ADJUSTMENT 2019 ++

Significantly higher costs for investments and staff

The logistics group trans-o-flex plans to adjust its freight prices by 5.5% for the next year. "The main reason is the already significantly increased and still rising personnel costs. If we want to keep and attract good staff, then we need to invest more than before," said Wolfgang P. Albeck, CEO of trans-o-flex management. "In addition, there are many other cost drivers, not least the ever increasing demands of legislators, customers and consignees."

As examples of the increased requirements Albeck cited "noticeably higher investment requirements and rising operating costs," for example, due to new fleet technology. "In order to avoid driving bans in future and to be able to

continue our work, we have to invest in vehicles that will be significantly more expensive but less efficient than the diesel vehicles used so far." On top of this, Albeck says, we have to contend with the ever increasing demands on IT and data protection. "Maximum transparency and constantly available real-time information about consignments, their location or their temperature are important advances, but it is precisely the intelligence of our logistics that cannot be had for free." It is a "common misconception" to assume that IT investments automatically pay for themselves through lower operating costs. "We have progressed beyond this stage in the logistics industry. Above all, today's IT investments increase the quality of the service or enable new services. However, they do not enable service providers to compensate for cost increases in the transport itself."

COVER STORY

The remedy for growing pains

trans-o-flex develops solution for delivery to private households – New service takes into account the special requirements for delivery to private addresses – Combination with Ambient enables nationwide safe delivery of sensitive drugs – Discount for all those who use the new XML interface for data transmission

What hasn't been written about the growing pains of online commerce – from problems with delivery to private addresses, packages that get lost, that go back, or that are delivered too late. The one thing, however, that is mostly overlooked here is the challenges of delivering directly to end customers are increasing, especially for companies that have so far supplied almost exclusively to commercial customers or wholesalers and retailers. According to the German E-Commerce and Distance Selling Trade Association (bevh), this is not just online trading that is growing fastest in Germany, but the numerous traditional producers and retailers who are now recognising the advantages of multi-channel sales. According to bevh,

in the booming distance selling market, although pure online marketplaces such as Amazon and ebay have once again posted the highest sales in 2017, "the strongest growth was for consignors who have their home base in brick-and-mortar retail. They succeeded in growing by 26.2%." trans-o-flex has developed a dedicated service that will soon be coming onto the market designed specifically to tackle the associated growth pains.

"We have more and more 2C consignments in the system, but we are unable to take account of their special features in terms of planning, because we do not know that these are 2C consignments," says Wolfgang P. Albeck. This

The 2C pipeline

trans-o-flex will continue to expand its 2C service in future. More specifically, the following additional options for deliveries to private addresses are already being planned:

- Notification of the consignment
- As instructed by consignee
- Temporary storage in case of vacation
- Redirecting to the other address or current whereabouts of the mobile phone owner when logged in via the app

is why the CEO of trans-o-flex gave the order to develop the new private delivery service. "We are not aiming at becoming another parcel service for private customers," says Albeck. "But for our traditional customers, who have more and more 2C consignments, we want a solution that works 100% and that is sustainable for all sides: for consignors, for consignees and for the logistics partner." That applies especially to the special services of trans-o-flex. As such, it should also be possible to combine active temperature control and the express services with private delivery and thus, for example, permit the highest patient safety for sensitive pharmaceuticals.

On the one hand, trans-o-flex is looking to take into account the special conditions of such deliveries with its new "delivery to private address" service: that there are no fixed opening hours for making deliveries, that private consignees are often not at home when the delivery service calls, that fewer packages per address are delivered and that the journeys are often longer. On the other hand, the costs associated with these conditions should not pose an incalculable risk to the consignor.

For this reason, a surcharge model was developed, which is firstly simple and secondly rewards the consignors for their help. "In future, customers will be able to mark a consignment as a delivery to a private address when transmitting data," says product manager Magdalena Panek, who led the development of the product. "This consignment will then automatically be billed at the agreed amount for private customers." According to Panek, this price will always be lower than if a consignment to a private address is not marked as a private delivery. "If the driver realises that they are delivering to a private address that is not marked as such, a standard surcharge will be charged for a delivery to a private address. This is higher than the price agreed with the customer for the private delivery because it contains an administrative surcharge."



So that the drivers do not mark addresses unduly as private addresses, they have been specially trained since May. "Since then, all drivers have had to mark private addresses with a checkmark on their delivery computer," explains Panek. "The branches receive a file the next day that lists all consignments that delivery drivers have newly marked as private customers the previous day. These addresses are subsequently checked by the respective site to see if the classification is correct. If it is found that the driver has incorrectly marked a delivery, the driver will be advised of the correct use of the private address mark." A clear definition has been developed for the classification of private addresses. Panek: "We include all deliveries to a private home or company that has no fixed acceptance or opening hours and whose address is obviously used for residential purposes."

The new product also gives customers a financial incentive to use the latest XML interface for transmitting their consignment data. Because with the new version, private parcels can be marked as such and billed cheaper. "This pays off particularly for customers who already have lots of packages delivered to private addresses," says Panek. The interface description is available for download at any time from the trans-o-flex website. The service "Delivery to private address" is now available to be booked and can be taken into account in the data transmission.

The 7 main advantages of the XML interface

In order to make the transmission of consignment data as simple, efficient and sustainable as possible, trans-o-flex introduced the XML interface in mid-2017. "That was a firm customer request, which we implemented," says Nadja Riehl, Head of Customer Integration, Requirements and Release Management at trans-o-flex. "All software companies that produce corresponding programs have received the interface information from us and have switched to the XML format. Today, more than 60% of trans-o-flex customers already use the new interface description. "In order to stop the prolifera-

tion of various historically evolved interface descriptions for the transmission of consignment data, trans-o-flex has been focusing entirely on the further development the XML interface since the start of this year. "We are concentrating our efforts on the data transfer format that offers the greatest benefits for all sides," says Riehl. "The new services we offer such as 9 am, Next Day Guarantee, the transmission of package dimensions and private delivery require the use of the XML interface." She sees a total of seven major advantages of the XML format:

1

Standardisation. The XML format has become established as a standard exchange format. This means easier implementation for our customers. XML is very popular and widely accepted in industry. Most ERP systems have output interfaces in XML format.

Easy readability for man and machine. XML files can be opened with Excel. Self-explanatory fields and a simple and clear structure allow machine readability.

2

++ OVERVIEW ++

All 36 products at a glance

36 different services with several possible combinations make up the service portfolio of trans-o-flex. So that no one loses the overview, the entire range of services from trans-o-flex is now clearly summarised and explained on just one double page. When folded, the overview easily fits in any pocket.

The pocket guide describes all of trans-o-flex's core services: from shipments in standard delivery times to express services (delivery up to a specific time) and various delivery and collection options (Saturday, Homecare, Cash-on-delivery, Pick-up Service, etc.) through to special forms such as Hazardous Goods, Oversize & Overweight, Avis-Service or CO₂-neutral shipments (co₂de green). In addition to the products and their description, the overview shows at a glance which services belong to which product area

(Health Direct, Ambient Direct, Thermo Direct and Tech Direct). The overview of services is available at all times on the trans-o-flex homepage (www.trans-o-flex.com/en/customers/brochures-and-flyers).



A little taste of the compact service overview. This is the inside of the latest pocket guide, which describes 36 trans-o-flex services.

Easy integration of data from different sources.

XML is platform and system independent. When data from disparate systems (such as between sender and trans-o-flex) work together with different operating systems in a larger network, XML is the tool of choice.

3

Enhanced performance.

Simple structure, easy and fast processing.

4

Upgradable and expandable.

New services, fields and extensions can be installed easily and flexibly. XML is also backwards compatible. This means that programs that process a particular version of an XML file can also handle newer versions that have additional elements – they simply ignore the extra data.

5

Simple development. By exchanging a 'definition file' between the parties involved, the data can be converted into XML format or read out again. This has the advantage for programmers that they do not have to worry about the syntactical correctness of the data. And it implies that special characters like umlauts do not have to be decoded.

6

Open source. There are no license fees or the like to pay for the use of XML.

7

SHAREHOLDERS

Why the Pharmaceutical Logistics Day is a very special event

For the owners of trans-o-flex, the Pharmaceutical Logistics Day, which the company is staging for the tenth time this year, is "a very special event." And since the two entrepreneurs Peter Amberger and Christoph Schoeller took over trans-o-flex, they regularly come in person to the industry meeting of pharmaceutical logistics specialists in Heidelberg. Talking to this magazine, the two commented on what makes the event so special and why it is so important. You can read what they said in the following. This year's Pharmaceutical Logistics Day will be held on 27 September in Heidelberg.

At this event, you get the sense of just how important logistics is as an interface function, which can connect an entire industry and bring it forward. During this event new ideas are born and discussed, new contacts established and old contacts maintained.

If the Pharmaceutical Logistics Day did not already exist, then we would have to invent it. It's a unique mix of expert lectures and the opportunity to engage with other experts in the industry beyond the confines of the company and day-to-day business.

The Pharmaceutical Logistics Day, including the informal get-together on the evening before the event, has become a fixture in ten years that nobody should miss. This is why our invitation goes out to all pharmaceutical consignors: Come to Heidelberg – also on the evening before the event on 26 September! We look forward to meeting you there!



MANUFACTURING LICENCE

Counterfeit-proof production of pharmaceuticals: trans-o-flex extends its core competence

Logistics service awarded manufacturing licence – packaging, labelling, serialisation at the storage location Alzenau – aggregation as expansion stage – Hormosan pilot customer and partner in the development of know-how



trans-o-flex Logistik-Service GmbH (LS) has been working on this for more than a year. It is due in autumn: the manufacturing licence for the packaging of pharmaceuticals in accordance with German and European law, § 13 of the Pharmaceutical Products Act (AMG) and Good Manufacturing Practice (GMP). "We started with the project 'Development of the GMP Production Rooms' in the summer of 2017. The inspection and acceptance by the Regional Council of Upper Franconia and, of course, the licensing are planned for September," says LS Managing Director Peter Astor. The first orders can then roll in. "In doing so, we are meeting an extremely important requirement for our customers and for us so that we can continue to operate and complement our core business in future." Astor is convinced: "In the future, efficient warehouse logistics solutions for pharmaceuticals will only be offered by those service providers who firstly have the

permission to repack or pack medicines and, secondly, who also fulfil the serialisation requirements that will apply from next year." For both – and beyond that also for the future requirements of aggregation and de-aggregation – trans-o-flex Logistik-Service is now ready. With Hormosan, the first customer is already waiting to be able to assign serialisation and production orders to LS.

Customers gain efficiency and flexibility

"The reason for applying for the manufacturing licence was that, in particular, smaller and medium-sized customers are increasingly asking whether we offer not only traditional warehouse logistics with and without temperature control for their proprietary medicinal products, but also repackaging or secondary packaging," explains Astor. "This division of work makes our customers more efficient and flexible at the same

time." For example, companies can have a drug produced in one package size only or as semi-finished goods. "Should there be a need for additional prescription sizes, we can meet the demand on an order basis." The same applies to sales expansions, for example if a drug is also to be marketed in other countries. "We can then take the goods from the existing stock, repack and ship them."

Counterfeit-proof marking

In order to be able to offer this service on a permanent basis, however, another hurdle had to be overcome: the requirements of the Counterfeiting Directive 2011/62/EU and the Delegated Regulation (EU) No. 2016/161. According to these, a system for verifying the authenticity of medicines to protect patients from counterfeit medicines in the legal supply chain has to be established within the EU. Background to this is the increasing number of counterfeit drugs. It is estimated that at

least 10% of drugs sold worldwide and half of all online drugs are counterfeit. That is why the European Parliament already resolved back in 2011 to provide each medicine packaging with additional safety features. These are meant to ensure the authenticity and allow the identification of each individual pack. The deadline is 9 February 2019. From this date, only prescription medicines that carry an individual serial number on their packaging and whose integrity is clearly identifiable may be placed on the European market.

"The technical solution for this mainly entails a special printer, which on the one hand applies the required Data Matrix Code, which in turn contains the product and manufacturer identification and expiry date and batch number," says Astor. "On the other hand, the system receives the unique serial number and the other data via the manufacturer for each package."

++ PHARMACEUTICALS CUSTOMER FORUM ++

What are the real pinch points for consignors when it comes to security?

The security of the supply chain was the focus of the fifth Pharmaceuticals Customer Forum, which took place in Mannheim in June. Representatives of seven pharmaceutical customers discussed with trans-o-flex representatives all topics that are of particular importance for a secure supply chain. "Above all, we want to listen well, to find out what the real pinch points are, and then we can improve our processes – always with the aim of aligning the security concept even more closely with the needs of our customers," says CEO Wolfgang P. Albeck.

The composition of the customer forum changes from time to time. "We invite different consignors to share different interests: large and small companies, manufacturers of human and veterinary medicines, research companies such as generic drug manufacturers or reimporters. Despite the open character of the forum, it is always an intense and exciting exchange."

The main topic of supply chain security was a joint workshop on which dimensions of security are most important today for customers in the pharmaceutical supply chain,

where a transport service provider can help customers avoid or differentiate between risks. The topics of security and transparency focussed for example on tracing, temperature data and serialisation processes.

In addition, current topics and developments at trans-o-flex were presented. This was followed by subject sequences on new products and services, action management and e-mobility, during which it was also clarified how trans-o-flex plans to secure the supply chain with the help of e-mobility. If you are interested in participating in one of the next customer forums, simply contact us by sending an e-mail to: claudia.hepper@tof.de.



Discussing topics, seeking solutions, giving and listening to feedback: all this happens in a relaxed atmosphere at the Pharmaceuticals Customer Forum.



Aggregation: transparent grouping together of packages

Also at LS all manufacturing processes are supervised by a pharmacist. This not only concerns the serialisation and application of tamper-evident seals (tamper-evident closure that indicates the integrity of the packaging), but also the future needs and requirements of the pharmaceutical industry for the aggregation of pharmaceutical packages. "In Germany, unlike in Russia, for example, no aggregation is required," says Astor. "But we are also prepared for this and can also offer the corresponding processes for summarising the serial numbers and labelling the largest container with Data Matrix Code, the manufacturer identification GTIN, batch and expiration."

The de-aggregation could also be a useful application, according to Astor. "After all, in the case of returns or damage, the drugs have to be de-aggregated and booked out, so it's clear that these drugs with this serial number are no longer on the market."

The first customer looking to award serialisation orders to LS is Hormosan. Since January 2008 the pharmaceutical company, founded in 1968 in Frankfurt am Main, has been part of the Indian Lupin Group, which achieved a turnover of 2.5 billion US dollars worldwide in the last financial year. LS has already been storing and picking drugs from Hormosan since 2001. To allow the additional serialisation service to be used, the Hormosan product was transferred from the drug depot in Weinheim to the warehouse in Alzenau. "It was clear that we would first invest in manufacturing facilities at our state-of-the-art site and develop the associated processes," says Astor. Specifically, a serialisation order should then run as follows in future: "LS receives the serial numbers to be used directly from the manufacturer, and the data is transferred to our machine. We already have the goods in stock, they only have to be retrieved from storage for production and provided for packaging, where blisters and leaflets are inserted. Employees close the packaging, which is then printed as per in-

structions. The tamper-evident seal is then used to seal the packages on both sides, making it instantly noticeable if the box has been opened. Finally, each box is weighed for quality reasons. If, for example, the package leaflet was missing, this would be picked up during weighing. In addition, the readability of the matrix code is checked. Subsequently, the goods are placed into stock, released by the responsible authority and shipped."

INTERVIEW

Why Hormosan uses trans-o-flex for serialisation

Christian Schumann, Head of Supply Chain at Hormosan Pharma, explains in an interview with this magazine why his company decided to award manufacturing and serialisation orders to trans-o-flex Logistik-Service (LS).

How did you come to approach trans-o-flex Logistik-Service for the serialisation of Hormosan products?

We needed a new solution for the small-volume production of pharmaceutical packaging because the company moved to a new site in Frankfurt. At the old site we took care of these manufacturing processes ourselves, but given the requirements of the associated serialisation regulations and new investments, we decided against a new manufacturing area of our own.

So it was a classic make-or-buy decision?

Yes, it was a classic decision to buy the service. We then sounded out the market as to with which partners this would be possible and, at the 2017 Pharmaceutical Day, we heard that trans-o-flex Logistik-Service was also planning a manu-

facturing area with serialisation. After discussions with various providers, we decided to work together with trans-o-flex and commenced preparations.

And this first entailed relocating your warehouse?

It is of course advantageous if the goods are stored where the marking and serialisation is carried out. That is why trans-o-flex moved our goods from Weinheim to Alzenau between April and May of this year. This was the first minor hurdle that was successfully overcome. The move went smoothly. There were no customer orders that were lost or delayed by the move. As soon as the manufacturing area in Alzenau is finished, approved by the regional council and qualified by us, we will issue the first production orders. We will probably begin serialisation in January 2019, so we can definitely meet the deadline of 9 February 2019.

Why exactly did you choose trans-o-flex Logistik-Service?

There were several decisive factors: Both companies have been working together successfully for many years; the service can be provided from one source and at the same site. This has several advantages. Thanks to the short distances for retrieval from the warehouse, repacking and returning to the warehouse, we speed up processes and minimise risks, such as transport damage. Altogether, we will also be much more flexible. The warehouse knows the exact stock, knows what you can take, you do not disturb the process.



Last but not least, we believe in long-term partnership. And with Logistik-Service, we have a partner who can learn from us and vice versa. The experience we have gained in the manufacture of our own medicines at Hormosan will be passed on to Logistik-Service. This allows us to avoid mistakes from the beginning. At the same time, we can always see on-site how we are working, so we can be certain that our products will be produced as our quality standards dictate.

To be clear – it is not planned that LS will take over the complete packaging for Hormosan?

Exactly. It's about taking over secondary packaging and serialisation for small markets or highly fluctuating volumes. The bulk of production continues through our parent company and contract manufacturers. However, we will only have the larger volumes packed there. If required, we will have the smaller packaging units finished and serialised at trans-o-flex. Other tasks would be the replacement of leaflets or repackaging of damaged goods. Whether we have semi-finished goods, i.e. blistered goods without cartons and leaflets, also processed by trans-o-flex, is not yet clear.

What about returns management?

We will also have goods or products processed by trans-o-flex, on which pharmaceutical wholesalers industry have overstocked or goods, which should be returned before the expiration. These goods go to Alzenau and are collected with a return log prescribed by Hormosan. We then make the decision as to whether the returned goods can go on sale again or have to be properly destroyed. This would naturally include the removal of the serial numbers from the database.

Should trans-o-flex Logistik-Service also aggregate products?

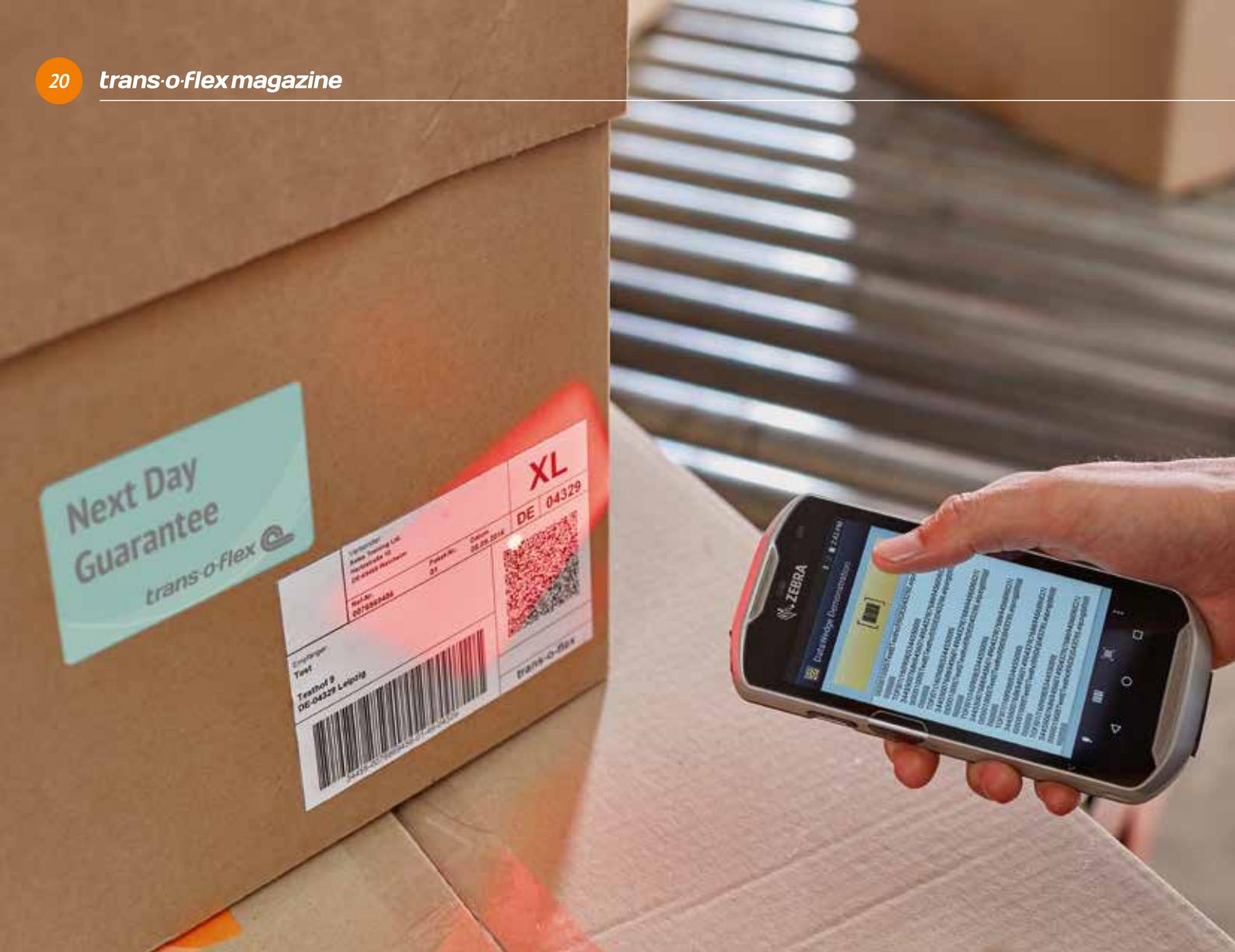
That has not been decided yet. Any action that adds security to the supply chain is welcomed, because Hormosan Pharma would like to play a pioneering role in Germany. And in principle we want to know, of course, which serial numbers are on which pallet. Because if you have an order, you also want to know which batch is in which box and on which pallet. Legally, this is not yet envisaged in the European market, but aggregation is relevant for other markets.

Personal details



Christian Schumann (48)

is a qualified logistics manager and a graduate in business administration (BA) from the University of Erlangen Nuremberg. After that, he first worked with EDI connections in the IT industry and then switched back to logistics. For example, he was initially responsible for electronic customer connection at Kühne & Nagel. From there, he moved to the pharmaceutical industry, where he spent six years at Aeterna Zentaris as Head of Supply Chain. He has been working in this position at Hormosan Pharma since 2014.

**NEXT DAY GUARANTEE**

Why Brodos AG supplies specialist retailers by express delivery

It's about trust. After all, customers who trust their retailer or supplier buy more from them. That's why it's about boosting trust by allowing everyone to keep their promises to their customers – specialist retailers such as wholesalers and not least logistics service providers. These considerations have led Brodos AG, one of Germany's largest mobile telecommunications distributors, to offer specialist retailers guaranteed

next-day deliveries since June. This makes Brodos trans-o-flex's first major customer to rely entirely on the new Next Day Guarantee service. "If delivery is not made by the next day, we will refund the retailers their shipping charges," says Florian Stubenhofer, Supply Chain Manager at Brodos. trans-o-flex CEO Wolfgang P. Albeck adds: "So that neither Brodos nor trans-o-flex have to refund the express price, our

quality is doubly important here. Other interested parties are looking closely at how our service for Brodos is developing. And word will also get about amongst retailers as to whether or not trans-o-flex can always implement its promise to Brodos."

For Brodos, choosing the new service is a strategic decision that sets the company apart from the competition. For

Brodos, the service promise is another step in the omni-channel concept of networked stores it has been pursuing for years. The basis is the system platform brodos.net, which was developed by the company itself. This enables a connected store to offer its customers goods from huge multimedia catalogue systems both in shops and online. The offer combines locally available products with the available ranges of leading distributors and specialist wholesalers. Stubenhofer: "Our goal is to make online shopping a regional matter in future, with customers benefitting from the combination of both channels – online and offline."

Fast and guaranteed next-day delivery is a key element of this strategy. "This is the only way our retailers can compete with the delivery offers of pure online platforms," says Stubenhofer. Key factors for awarding the express contract to trans-o-flex, however, were the low damage rate and the option of combining goods in parcels with those on pallets. "In the past, we only used trans-o-flex for palletised goods. We have been testing their combi-freight service very thoroughly and extensively since October 2017. And we have seen how this service makes our shipping much more flexible and faster with zero damage rate."

For trans-o-flex, Brodos is a particularly important customer, not least because the wholesale specialist for mobile communications is one of the core target groups. "This constitutes an important strengthening of our electronics division and high-end sensitive goods," says Albeck. "That's why we are all the more pleased that Brodos has recognised the added value of our new express solutions and integrated them so

Customer with sensitive goods and sales of 427 million euros

Founded in 1991, Brodos AG is one of Germany's largest mobile communications distributors. Headquartered in Baiersdorf in northern Bavaria, Germany, the company employs around 450 people and generated sales of 427 million euros in the 2016/17 financial year. Its customers range from small mobile communications shops, to large consumer electronics stores, to the heavyweights in the e-commerce branch, as well as more than half of all companies listed on the German stock exchange. Brodos is the official partner of leading manufacturers such as Samsung, Sony, Nokia, LG and Huawei and network operators such as Telekom, Vodafone, Telefónica and supplier to around 5,000 specialist retailers.



Together, they also presented the Next Day Guarantee delivery service at the Brodos in-house exhibition (from left): Florian Stubenhofer (Supply Chain Manager Brodos), Corinna Erdt, Michael Baumbach, Maria Theochari, Eugen Günther (all trans-o-flex) and Dominik Brokelmann (CEO of Brodos AG).

intelligently into its offering. This will strengthen regional retailers throughout Germany, as it greatly enhances the buying experience of local customers. What is not available in the shop will be delivered by the next day."

Since June, Brodos has sent more than a thousand consignments a month us-

ing the Next Day Guarantee service. "With such a high volume, things can sometimes go wrong on all sides," says Stubenhofer. "But we are very satisfied because we landed in terms of an actual delivery rate about 99% the next day in the very first month."

INCREASED SECURITY

trans-o-flex prepares for TAPA certification

trans-o-flex has long been a member of the Transported Asset Protection Association, or TAPA for short. However, the company is now also seeking the first certification according to the regulations of this organisation, which was founded by ambitious consignors. "The TAPA certification is a further step to increase the safety of our processes and to document our high safety standard," says Manfred Selinger, Head of Corporate Security at trans-o-flex. His department is responsible for the implementation and is planning the auditing of the Hürth site according to the TAPA FSR-C standard by the end of 2018.

FSR-C stands for Facility Security Requirement Category C and is the first certification level of the globally recognised security organisation. "This standard is more demanding than anything that exists in ISO quality management for security requirements and is the ideal basis for our new security standard," explains Selinger. "The standard FSR-C has

the advantage that the auditing can be done with our own staff, so that we can selectively build up know-how and gain experience, which we then use throughout the organisation." Examples of the requirements with regard to the content of the TAPA standard FSR-C are: The description and annual auditing of all safety-related processes, the use and annual review of firmly defined technical safety equipment and the regular participation of all persons involved in shipment and handling in safety training.

To meet all these requirements, the certification will be conducted on a site by site basis. "We have planned them over a longer period of time because structural changes have to be made at some sites." For example, the site in Hürth has been equipped in advance with a new video management system.

Last but not least, TAPA places high demands on its own personnel as regards the auditing. Because even the internal

The 5 major benefits of TAPA certification

1. Every customer demands a minimum standard of security – with the TAPA certification, trans-o-flex demonstrates a recognised standard.
2. Video surveillance enables faster searches for lost items.
3. Deterrence for criminals.
4. Support of day-to-day operations through synergy effects. Example yard management: Because in future every license plate on the site premises can be recorded via the security system, the trucks can be simultaneously guided to the right gate by the system.
5. Even lower goods losses, lower insurance premiums, fewer consignee complaints, higher customer satisfaction.



certifiers have to be specially trained by TAPA. Holger Wissemann, Security Manager Region North, will be in charge of the certification at trans-o-flex. He is already an approved TAPA TSR auditor (Transport Security Requirement), which he is now extending to TAPA FRS-C in order to then certify the first trans-o-flex site in Hürth. "With this certification, we will make Hürth a model site," says Selinger. "We will use this as a template to gradually certify the other sites."



MORE CAPACITY AND FASTER PROCESSES

New site in Westphalia

In order to increase capacity in its German network in view of increasing transport volumes and to improve production processes, trans-o-flex is planning a new site in Westphalia. In Hamm-Rhynern, an entirely new building is being constructed in an industrial area, replacing the site in Dortmund. Construction is due to start in the spring of 2019 and commissioning at the latest twelve months later. The investment amounts to around 17 million euros.

"In Hamm-Rhynern, we will for the first time be establishing a standard that will serve as a benchmark in future for conversions and new buildings," says Wolfgang P. Albeck, Chairman of trans-o-flex's Management Board. This includes for example a photovoltaic system on the roof of the more than 8,000 square metre handling hall and the preparation for electric charging stations at each of the 115 gates. "We can use the energy to operate the fully automatic sorting system, to air-condition the handling hall, to control the temperature of the load compartments of the vehicles before loading and to charge the batteries of possible electric vehicles," adds Albeck. The centre will be tailored for use within



The building floorplan is not a traditional rectangle, it has the form of the letter "Y". In this way, more gates can be installed in the same space.

the trans-o-flex network and, for this reason, permits handling in different temperature ranges. "We will be handling goods in the ambient range of 15 to 25 degrees as well as in the refrigerated range between 2 and 8 degrees Celsius." The ThermoMed site in Dortmund, which is responsible for the transport of refrigerated pharmaceuticals, will be integrated into the new facility in Hamm-Rhynern. "This is how we create more synergies between our different networks."



Building work is to commence here from spring 2019. Berthold Rinsche, Head of Settlement and Site Development Wirtschaftsförderung Hamm (WFH), Dr. Ing. Peter Becker, Deputy Managing Director WFH, Wolfgang P. Albeck, Chief Executive Officer trans-o-flex, Dr. Ing. Karl-Georg Steffens, Managing Director WFH, and Lord Mayor Thomas Hunsteger-Petermann at the handover of the land.



Stefan Thömmes explains why the trans-o-flex IT systems are certified and validated.

CERTIFICATION ACCORDING TO ISO 20000

"IT operation tailored to customer needs"

trans-o-flex IT-Service GmbH is planning to undertake a general ISO 20000 certification and additionally a validation of core processes that are particularly important for customers. Stefan Thömmes, Managing Director of trans-o-flex IT-Service GmbH, explained in an interview why these projects were launched, what their objective is and what their current status is.

Mr Thömmes, why another ISO certification?

With our certification to the ISO 20000 standard, we prove that we have successfully established a process-oriented management system, that the entire IT operation is geared to customer needs, quality management and continuous improvement processes are just as firmly rooted in the IT organisation as is deviation and incident management.

But isn't the quality management standard ISO 9000 enough?

ISO 20000 does not replace ISO 9000. Rather, it is an addition to the ISO 9000, especially for the entire IT department. The certification itself does not intervene in the current processes, but rather enables a defined further development of the IT processes. In addition, we are even aiming for ISO 27000 certification to document compliance with a range of IT security standards. But that will come at the earliest next year.

By when do you expect the initial ISO 20000 certification to have been completed?

Part of the certification will now also be the new data centre. Since this is currently being relocated and can only be certified after completion of the relocation, we are currently aiming for October for certification.

What is the additional validation for?

It is about the review of concrete processes. We want to establish and confirm that the respective processes work and clearly state the risks they pose. This is an important part of risk management, which our pharmaceutical customers in particular require of us.

Is this done by the same certifier?

No, we can do this ourselves as part of our own quality management. We take this path because validation can be faster, more flexible and less expensive. On the other hand, trans-o-flex IT-Service

GmbH can solve one of the main challenges of any validation: the fact that once a process has been validated, it cannot simply be changed without being re-validated.

Do you ever get out of the validation cycle?

It is precisely for this reason – unlike with a certification – that the entire IT system can never be validated. Instead, only individual processes are validated. Otherwise, every optimisation, every further development of services would result in a re-validation of the entire system. The resulting validation cycle would actually inhibit system development. Therefore, it is also important and worthwhile waiting with a validation if significant developments in the IT systems that affect all processes are imminent. That is exactly what trans-o-flex is currently doing.

Which developments do you mean?

Specifically, we are relocating our Weinheim data centre to an external service provider in Frankfurt/Main. This move will increase IT security and data availability. On the other hand, the operating system on our handhelds is currently being migrated from Windows CE to Android. The handheld scanners in the halls have already been switched over, and the trans-o-flex-easy devices are due to follow. This also produces significant improvements in data transparency, informative value and availability. In both cases, however, the changeover would result in a renewed validation of all processes because virtually all processes are affected by these two changes. That is why we are gradually validating three processes that are particularly important to customers.

Which ones are these?

The first is the traceability of a consignment. This validation involves checking that and how a signature collected from the driver is assigned to a particular consignment. This allows it to be confirmed that the consignment is delivered to the authorised consignee and that the customer always sees the correct consignee of a consignment in the tracking information. The process is due for completion in fourth quarter of this year. The second is the tracing information for a package. This entails the assignment of consignment information to the right package. This is planned for Q1/2019. And the third is the validation of the temperature curve. We are aiming to have validated this assignment and confirmation that specific temperature data are unique to a particular consignment by Q2/2019.

More service: trans-o-flex's ABC of IT

As an internal service provider, trans-o-flex IT-Service GmbH has developed numerous IT solutions which the company uses to optimise and control its own processes and which enable customers to work with trans-o-flex simply, quickly and transparently. The IT-ABC specifies the most important services and their added value.



CIM team

The Customer Integration Management (CIM) team takes care of customer data integration and specific customer requirements. The team records requirements on our systems and analyses whether trans-o-flex can develop new services or products from these. The team devises concepts that are geared to customer needs.

Consignee information

With the "trans-o-flex insight" app, consignees have unique opportunities to obtain detailed information about all consignments that are delivered to them, allowing them in turn to optimise their goods receipt. Even after receiving a consignment, it is possible to use the app, for example, to retrieve the temperature record of a consignment.

Consignment instruction

Customers themselves can dispose directly over consignments with delivery obstacles.

Continued on next page ...

... Continued: trans-o-flex's ABC of IT

D

Data transmission

There are basically three options for transferring data from the consignor to trans-o-flex: TOP online entry, shipping system or XML interface. Based on the quantity structure and existing solutions, the CIM team selects the optimum transmission path for the customer and supports the consignor or his IT service provider with any connection issues. As an individual additional service, it is also possible to transfer data in different special formats from merchandise management systems and to convert them accordingly.

G

General consignment information

If you would like to be notified automatically about a consignment status and/or package information for all your consignments, trans-o-flex IT will provide you with this information via a secure data connection (SFTP) within an agreed time frame and an agreed frequency. This information can then be retrieved at any time by the consignor and integrated into their own information system.

N

Notification of individual consignments

Consignees can be informed by e-mail or SMS in advance about the delivery of a consignment, if their e-mail address or mobile number are also transmitted in the data record along with the consignment data from the consignor.

P

Proof of delivery

Customers who require consignment-specific proof of delivery can access, save or print the proof in mytof.de.

Q

Quality evaluation

Within mytof.de, every consignor receives a daily quality evaluation. This provides an overview of the End2End rate for all the consignments of a day.

S

Shipping system service

The CIM team assists customers in selecting suitable shipping system producers who use the current trans-o-flex XML interface.

T

Targeted consignment information

In order to receive targeted but automatic information for specific consignments, the representational state transfer (REST) interface has been developed. This allows a consignor with different search criteria to query the status of specific shipments and integrate the result into their system.

TOKS

The trans-o-flex operative core system (TOKS) is a proprietary developed transport management system tailored to the needs and strategy of trans-o-flex.

track & trace

Customers can use www.mytof.de with their access data to retrieve all the information about their consignments at any time. Alternatively, trans-o-flex IT enables each customer to structure a URL query in order to use their own system to directly access the consignment information of a particular consignment they are searching for in mytof. This is subject to a one-off authentication process in advance in mytof.

X

XML interface

In order to make the transmission of consignment data as simple, efficient and future-proof as possible, trans-o-flex introduced the XML interface in mid-2017 (for details, see page 12).



In future, measuring instruments of the type Apache from AKL-tec will help trans-o-flex to automatically and correctly check the dimensions and weights of non-conveyable packages.

++ DIGITISATION ++

Weight and volume automatically recorded

Measuring the precise volume of a consignment correctly is not always an easy task. That's why trans-o-flex now uses calibrated, digital measuring devices to clarify how voluminous, and also how heavy consignments actually are. This replaces a relatively complex manual procedure with a faster automated procedure.

"We've been testing various devices since the spring of 2017, and have now decided on two versions, and most importantly we've ensured automatic data transfer into our core operational and administrative systems." This is reported by Frank-Peter Eid, who heads up Contribution Management and the "Measuring and Weighing" project at trans-o-flex.

trans-o-flex expects more reliability from the measuring devices and less administrative effort – also for customers. "If manual volume checking performed up to now had deviated from customer data, this often led to customer queries," recalls Eid. He expects that the majority of these queries will be dispensed with by the new digitised and automated procedure, and the remaining issues can be clarified more easily and quickly. In addition, this new digitisation step will eliminate a considerable amount of manual checking work. Last but not least, the increased reliability in terms of weights and measures ensures that the risk of operational problems in scheduling and handling is minimised. "For example, we can plan the appropriate delivery vehicle earlier and avoid overloading vehicles if incorrect weight information has been communicated by mistake."

Both types of devices used by trans-o-flex can weigh consignments, they can record the length, width and height of a consignment and take a picture of it. The photo is saved together with the other consignment data. "This ensures clear allocation and optimum documentation."

In order not to have to equip all sites with their own volumetric instrument, trans-o-flex relies not only on fixed installations but also on a mobile measuring station. Both devices are from the same manufacturer, the German company AKL-tec. "Fixed stations are even more efficient because they can measure very large packages," says Eid. "So far, one device has been permanently installed in Duisburg. Further fixed installations are planned in Hanover and Cologne. "At the other sites, we will perform random measurements with the mobile device." The mobile device has already been tested and approved in Weinheim, Hanover, Frankfurt, Dortmund and Nuremberg. "Because the measuring stations also record the weight in addition to the volume, we can also close the gap that we had until now with all non-conveyable goods." While sorting systems automatically measure the weight of each parcel, there has thus far been no automated test procedures for pallets and operationally difficult non-conveyable goods.

PRE-SORTING GOODS

Relieve drivers to increase delivery quality

ThermoMed tests pre-sorting of the goods – pilot project aims to show the optimum mix of travel time and vehicle utilisation

What is the best way to relieve delivery drivers to further increase the quota of Thermo Direct consignments delivered in just one day? This is being tested by the trans-o-flex ThermoMed network responsible for actively temperature-controlled shipment at 2 to 8 degrees in Herford and other sites.

"We are aiming to further increase the quality of ThermoMed altogether, regardless of whether it concerns deliveries to companies or private addresses," says trans-o-flex CEO Wolfgang P. Albeck, who is also Chairman of the Board of trans-o-flex ThermoMed. "This will be the main task of Michael Löckener, who, since July, has been strengthening the management team of ThermoMed as a further managing director."

"We are aiming to further increase the quality of ThermoMed altogether, regardless of whether it concerns deliveries to companies or private addresses."

To date, it is customary for delivery services that each delivery driver pre-sorts the consignments for their delivery route and then loads them into the vehicle. "This has proven itself in principle. Because the drivers know their route best, they can sort the consignments into the vehicle in the way that

best suits the route," explains Albeck. "In addition, the drivers then usually know immediately when a delivery is halted where they have stowed the respective consignment and do not have to search long."

However, a problem arises, the better a vehicle is used, or the longer a delivery route takes. "Driving and working hours are regulated by law, and when the drivers are coming to the end of their shift, they are sometimes forced to abort the delivery, even though there are still

++ INVESTMENT ++

ThermoMed puts 195 new vehicles on the road

Delivery of the new ThermoMed vehicles has begun. The first ten brand new thermal trailers have been in use within the ThermoMed network since May. In total, ThermoMed has planned the purchase of 195 new vehicles this year. These are 44 thermal trailers, 23 trucks that pick up or deliver the large items (14-tonners) and 128 vans (2.8 to 5-tonners).



Service overview Thermo Direct 2 to 8 °C

Services		National	International
Delivery times	Express Service	10, 12	12 ⁽²⁾
	Saturday Service	✓	
Delivery options	HomeCare	✓	✓ ⁽²⁾
	Cash-on-delivery Service	✓	✓ ⁽²⁾
Pick-up options	Island Service	✓	✓ ⁽¹⁾
	Pick-up Service	✓	✓
Handling options	Oversize & Overweight	✓	✓
Special order options	Avis Service	✓ ⁽¹⁾	✓ ⁽²⁾
	trans-o-flex charter	✓ ⁽¹⁾	✓ ^(1,2)
	trans-o-flex direct	✓ ⁽¹⁾	✓ ^(1,2)
	co ₂ de green	✓	✓
	Packaging Disposal	✓	✓ ⁽¹⁾

(1) On request / by arrangement; (2) Not deliverable in all countries

consignments on the vehicle." This is why, according to Albeck, "it's important to find the optimum mix of vehicle and travel time utilisation." More division of labour could be the key to this. "Consequently, we are looking to relieve drivers of at least the pre-sorting of consignments and to have this done by sorting staff. Drivers then have more effective driving time." Finding out how best to organise this is the aim of the tests currently underway at ThermoMed.

It is helpful that the trans-o-flex Express and trans-o-flex ThermoMed handling and sorting centres are located on shared logistics areas at more and more sites. This allows sorting staff to be deployed in both systems and peaks to be managed more easily. "To date, we can exploit these synergies at twelve sites. Löckener and his operations team will also find corresponding opportunities at the other sites," Albeck is confident.

In principle, he is actively promoting further synergies between the two networks. "A complete consolidation of the networks is indeed neither sensible nor necessary. Although both networks serve a large number of customers together, it makes sense to work with two separate networks due to the very different quantity structures and production conditions for reasons of quality and efficiency." Nevertheless, many synergies between Express and ThermoMed have already been leveraged. "For example, we have a joint customer service de-

partment, use a joint purchasing department, a standardised quotation costing and settlement system and standardised contracts." He sees further possibilities for synergies in the area of IT. "Consistent standards based on best practice applications will help us to become even more reliable, such as in temperature measurement and documentation."

Not least, ThermoMed is currently having a drive to boost personnel and organisational development. "We are aiming to gradually expand the responsibilities and management scope of the depot managers," Albeck reveals. "They should act less as additional drivers, and focus more on quality issues in future." This ranges from assisting the drivers over the course of the day and extends to checking the delivery routes before departure and after returning. "In addition, we will be investing in the training and development of our employees." A corresponding concept will be developed by trans-o-flex Express' Training & Academy department. "The sharing of such resources is another synergy between the two networks."



We're opening new doors

trans-o-flex is now offering a new service for its customers with delivery to private households. Use our latest XML interface and create your own individual shipping preferences in combination with additional services such as "active temperature control" or "express services". You can find further details about our new 2C offer on page 10 of this magazine.

Do you have any further questions? Your sales partner is looking forward to your call.

