



SERVICES PART 3

Security

Careful handling of your goods



The safety of your goods always comes first. And in many ways. This means we not only ensure that valuable and confidential items are delivered in separate and secure shipments, but also document every step of the process, offer a wide range of solutions for consignee identification and provide the best possible information on the status of the delivery.

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(Monday to Friday 8.00 am to 5.00 pm)

Services

Ident

Your online and offline solutions for secure identification of the consignee. The person authorised to receive the delivery will receive it only upon presentation of a QR code.



OVERVIEW OF SERVICES:

- Safekeeping of your goods in case of no authentication.
- Option of communication via my.tof.de.
- Identification of the consignment as an Ident delivery in trans-o-flex insight.
- Applies to parcel and pallet shipments.
- Telephone information through consignee service.

BENEFITS:

- Ideal for individual, sensitive and/or high-value items.
- Extremely secure delivery through recipient authentication.
- Easy handling for consignor and consignee.
- Can be combined with other services.

Confidential Service

Greater security for your particularly valuable and confidential items. The delivery takes place as a separate, secure shipment with fully documented process at each point of transfer.



OVERVIEW OF SERVICES:

- Documentation of the delivery process at each point of transfer.
- Identity check with your consignee.
- Delivery only to the person named by you.
- Applies to parcel and pallet shipments.
- Telephone information through consignee service.

BENEFITS:

- Systematic security for particularly confidential items.
- Compliance with your confidentiality requirements.
- Can be combined with other services.

Services

Avis-Service

Greater transparency and higher customer satisfaction. We notify your customers throughout Germany about the pending delivery. You can choose whether to send these notifications by text message to German mobile numbers or e-mail.



OVERVIEW OF SERVICES:

- Notification of the delivery of your consignment by e-mail or text message on the day of delivery.

BENEFITS:

- Greater transparency.
- Greater customer satisfaction.
- Greater predictability.
- Can be combined with other services.

Cash on delivery (COD) Service

We offer a cash on delivery option for your consignments. Amounts can be collected in cash up to € 1,000, by crossed cheque even up to € 25,000.



OVERVIEW OF SERVICES:

- Accepting COD payments from your customer.
- Safekeeping of funds.
- Settlement within 48 hours after collection.
- Information to your customers via trans-o-flex insight.

BENEFITS:

- Faster availability of money.
- Reduction of losses of receivables.
- Optimisation of receivables management.
- Can be combined with other services.

Services

Delivery Note Service

Reliable and convenient printing, delivery and, on request, return and archiving of your delivery notes.



OVERVIEW OF SERVICES:

- Printing of your delivery notes in standard or consignor layout.
- Delivery of your delivery notes with the goods.
- Optional return and archiving of delivery notes.
- Telephone information through consignee service.

BENEFITS:

- Optimisation of your administrative workload.

Your safe partner

Low damage and loss ratios have been a unique selling point of trans-o-flex for decades. To ensure this, we take the safety of the entire shipment into account. To protect the goods and the data entrusted to us, we use a risk-based safety management system that is continuously reviewed and further developed. By doing this, we make our supply chains resilient in an efficient manner and strengthen the trust of our customers and employees in our services and products over the long term.

Are you interested in further services? Visit www.trans-o-flex.com