

trans-o-flex is your ideal partner for the dispatch and storage of sensitive and high-quality pharmaceutical and high-tech products. We offer parcel and pallet logistics throughout Europe, also in one consignment (combi-freight) or active temperature-controlled.

### Delivery times

#### Express 12, 10, 9 and 8

The right option for urgent deliveries before 12, 10, 9 and 8 am on the next working day. We deliver nationwide from Monday to Friday. Optionally also available with the Saturday service before 12 or 10 am.

#### Next Day Guarantee

Choose this service if you want to make sure that your consignment is delivered on the next working day from Monday to Friday.

#### Time-definite Service

If your consignment doesn't need to be delivered as quickly as possible, but rather on a specific day, you can reliably plan the delivery with our Time-definite Service.

#### Evening Service

trans-o-flex's Evening Service is the solution for a reliable late delivery of your consignments on the next business day between 5 pm and 8 pm.

#### Saturday Service

We deliver your products on Saturday, also with an express option before 10 or 12 am.

### Delivery options

#### Ident

We offer you both online and offline solutions for secure identification of your consignee or delivery location and only deliver on presentation of the QR code provided.

#### HomeCare

Your care products are delivered directly from Monday to Friday to the home patient or to patients in care facilities. If desired, with prior notification by telephone.

#### Private Delivery

We deliver your items to private addresses nationwide, also temperature-controlled or with an express option.

#### Inhouse Delivery

Determine exactly where your B2B delivery is to go: to a specific floor, to a specific department or directly to a specific person.

#### Confidential Service

Increased security for particularly valuable and confidential items. Delivery is carried out as a separate, secured shipment with documented handover at all interfaces.

#### Island Service

Our island delivery service is the reliable extension of our standard network to all the North and East Frisian islands.

### Pick-up Options

#### Pick-up Service / 3rd Party

We collect your consignments from third parties – on request also by express – and deliver them within 48 hours standard delivery time to the desired consignee throughout Germany from Monday to Friday, and even on Saturday.

#### Time-definite Pick-up Service

If your consignment is to be collected on a specific desired date, you can easily schedule the collection with our Time-definite Pick-up Service.

### Handling Options

#### Hazardous Goods Service & Radioactive

We transport all classes of dangerous goods for you with the exception of class 1 ADR or minimal restrictions for other classes and certain UN numbers.

#### Oversize & Overweight

Almost no consignment is too large or too heavy for us. With the additional option 'oversize' or 'overweight', bulky deliveries also reach their destination safely and reliably.

### Special Order Options

#### Avis Service

For more transparency and greater customer satisfaction, we notify your customers throughout Germany about the pending delivery of your consignment. You choose whether we notify them by text message or by e-mail.

#### tof.charter

All regular shipments with a high and readily plannable volume of goods are processed on schedule by tof.charter – be these temperature-controlled, national or Europe-wide.

#### tof.direct

This service is your solution when you need to be especially fast – also for high volumes. On time delivery is carried out without detours, directly from the collection address to your consignee. We also offer courier services where immediate transportation is necessary.

#### tof.cover

Our tof.cover service is available for small parts and documents. The service includes a premium insurance policy and the 12 hour service when booking via tof.now.

#### co<sub>2</sub>de green

The CO<sub>2</sub> emissions for shipping are offset – jointly taking responsibility.

#### Returns Service

We use our Returns Service to return deliveries directly from your B2B customers back to you.

#### Reusable systems

With our tof.ecobox service, we offer you individual reusable logistics concepts that are economically well thought-out and ecologically effective. Our H1 plastic pallets offer operational benefits and increased levels of sustainability by virtue of their longer service life and lower weight compared to conventional wooden pallets.

### Digital Competence

Using our convenient e-services makes it even easier to book the trans-o-flex options and to keep track of your deliveries.

#### FOR CONSIGNORS

##### mytof.de

The interactive tool to control, measure the performance, track your flow of goods and communicate with our customer service. Manage earlier orders with just one click, track the temperature history on parcel level, and see consignee information at all times.

##### tof.now

Our service for the spontaneous dispatch of documents, parcels or pallets in the B2B and B2C sectors. The quick solution for small quantities.

##### Online data entry

Our user-friendly online data entry system enables you to book your consignments quickly and easily online.



#### FOR CONSIGNEES

##### tof.insight

The app for your consignees ensures transparency and an efficient goods receipt process. It provides a notification when consignments arrive at your consignees. Also available as a web version so that your consignees can stay up to date conveniently from any workstation.

### Warehouse logistics

Our services include warehousing and order picking in various temperature ranges and security zones. Value-added services such as the decommissioning of serialised pharmaceuticals, controlled drugs processing and returns management round off our portfolio. The digital control of the processes runs via our validated Goods Management System Viadat with the downstream shipping system V-Log. Pharmaceuticals can be repackaged, sealed and serialised in the GMP-compliant production room.

Would you like a detailed description of our services? Then please contact us for our product flyers.

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The product portfolio illustrated here does not replace the individually agreed service agreements and is therefore not legally binding.

## Services

### HEALTH EXPRESS

without temperature control (pharma goods)

### AMBIENT EXPRESS

15–25 °C

### THERMO EXPRESS

2–8 °C

### TECH EXPRESS

without temperature control (high-tech/electronics)

	HEALTH EXPRESS		AMBIENT EXPRESS		THERMO EXPRESS		TECH EXPRESS	
	NATIONAL	INTERNATIONAL	NATIONAL	INTERNATIONAL	NATIONAL	INTERNATIONAL	NATIONAL	INTERNATIONAL
<b>DELIVERY TIMES</b>								
Express 08:00	x		x (1)				x	
Express 09:00	x		x (1)				x	
Express 10:00	x		x		x		x	
Express 12:00	x	x (2)	x	x (2)	x	x (2)	x	x (2)
Next Day Guarantee	x		x				x	
Time-definite Service	x		x				x	
Evening Service	x	x (1)	x				x	x (1)
Saturday Service	x	x (2)	x		x		x	x (2)
<b>DELIVERY OPTIONS</b>								
Ident	x		x				x	
HomeCare	x		x	x (2)	x	x (2)	x	
Private Delivery	x	x (2)	x	x (2)	x (1)	x (2)	x	x (2)
Inhouse Delivery	x		x				x	
Confidential Service	x		x				x	
Island Service	x	x	x	x (1)	x	x (1)	x	x
<b>PICK-UP OPTIONS</b>								
Pick-up Service / 3rd Party	x	x (2)	x	x	x	x	x	x (2)
Time-definite Pick-up Service	x		x		x (1)		x	
<b>HANDLING OPTIONS</b>								
Hazardous Goods Service	x	x (2)	x (3)				x	x (2)
Radioactive	x	x (1,2)					x	
Oversize & Overweight	x	x	x (1)		x (1)		x	x
<b>SPECIAL ORDER OPTIONS</b>								
Avis Service	x	x (2)	x	x (2)	x (1)	x (2)	x	x (2)
tof.charter	x (1)	x (1)	x (1)	x (1,2)	x (1)	x (1,2)	x (1)	x (1)
tof.direct	x (1)	x (1)	x (1)	x (1,2)	x (1)	x (1,2)	x (1)	x (1)
tof.cover	x		x				x	
co <sub>2</sub> de green	x	x	x	x	x	x	x	x
Returns Service	x	x (1)	x	x (1)	x	x (1)	x	x (1)
Reusable systems	x (1)		x (1)		x (1)		x (1)	

You can conveniently combine these and many other services. Please contact us, we will be happy to make you an offer tailored to your needs. For more detailed information, please contact us on +49 6201 988 444.

(1) On request/by arrangement

(2) Not available in all countries

(3) Limited Quantity

(4) For national shipments

**General dimensions and weight information for national and international shipments**  
The specifications may vary internationally by country.

