

## Your International Guide

trans-o-flex offers you shipment and logistics services in Germany and throughout Europe in 36 countries. With the two international networks EURODIS and EUROTEMP (2–8 °C and 15–25 °C), we combine the strengths of strong local partners. Together we meet the highest quality standards. The following applies to all our international services: in all countries, for goods in parcels or on pallets, with active temperature control or without – you always have just one dedicated contact for all logistics tasks – trans-o-flex!

### Quality and standards

#### Standard delivery times

Our scheduled European line haul network allows defined transit times from country to country. So you can reliably plan your flow of goods.

#### Tracking and tracing

With trans-o-flex tracking and tracing, you always have an overview of your international consignments. This also applies to additional information such as temperature history.

#### Processes

From collection to delivery, all processes are subject to a defined and audited quality management system, which takes into account both the EU-GDP guidelines for pharmaceutical goods as well as the national regulations.

#### Shipping requirements

We require: Labels for complete pallets, 24-digit barcode per package, export documents for non-EU consignments.

#### Monitoring and control

Our trans-o-flex country specialists for international consignments monitor compliance with quality standards for every logistics process and ensure the highest levels of transparency and control.

### Special Services

#### Pick-up Service

We collect your consignments from third parties within 48 hours and deliver them to the desired consignee within the standard delivery time – on Saturdays if required.

#### Hazardous Goods

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

#### Cash on delivery (COD) Service

The cash on delivery option ensures guaranteed and fast payment of your delivery. We collect payments for you in cash or by crossed cheque.

#### Express 12

The best choice for urgent consignments. We deliver before 12 noon on the day of delivery (Monday to Friday) throughout the country. Also available on Saturdays.

#### Avis Service

For more transparency and greater customer satisfaction. We notify your customers about the pending delivery. Either by text message or by e-mail.

#### Customs Clearance

We take care of export declarations and shipping procedures for you, verify customs documents and check them against the goods.

### Network-specific Arrangements

#### EURODIS

Multiple delivery attempts and up to 10 days of free storage reduce your administrative workload and potential costs for returns. Passive chilled goods, ex-works consignments and exchange of complete pallets are excluded.

#### EURODIS – weights and measures (max.)

	Length / Width	Girth
Parcel	220 cm	330 cm
Parcel XL	270 cm	450 cm
Pallet	120 cm x 100 cm	60 cm x 50 cm (min. area)
Pallet XL	120 cm x 100 cm	60 cm x 50 cm (min. area)
	Weight	Height
Parcel	31.5 kg	-
Parcel XL	50 kg	-
Pallet	500 kg	180–200 cm
Pallet XL	800 kg	180–200 cm

#### EUROTEMP

The special network with active temperature control (2–8 °C and 15–25 °C). You do not need any special packaging or temperature loggers for your temperature-sensitive consignments, and you reduce freight costs through lower consignment weights and dispense with the need to return loggers or packaging. The active temperature control enables uncomplicated shipping over weekends and public holidays, and documents the maintenance of the temperature range throughout.

#### EUROTEMP – weights and measures (max.)

	Length	Width	Height	Weight
Parcel	60 cm	40 cm	40 cm	25 kg
Pallet	120 cm	80 cm	160 cm	300 kg

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



