

trans·o·flex magazine



Climate changes puts logistics sector to the test

*How well prepared are shippers?
Pharmaceutical logistics: in the absence
of active temperature control, you are
skating on thin ice*

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Two customer solutions

VDLAB: Special terms for members
Lyreco: Contract extended

E-Invoicing is coming

Digital invoices will soon be
machine-readable

Quiet, clean, safe:

New trailers now equipped
with electric refrigeration



News

- 4 **Security** • Dresden site successfully certified according to TAPA FSR
- 4 **Anniversary** • trans-o-flex now turns 55 years young
- 5 **Combined audit** • IT management and security: passed without any deviations
- 5 **Sustainability** • GEODIS presents detailed report and summary for the year 2025
- 6 **Keeping our finger on the pulse of the market** • Intensive dialogue at the Pharma Customer Forum
- 7 **Compliance 1** • New whistle-blowing system also open to customers
- 7 **Compliance 2** • New Code of Conduct for business partners
- 8 **Company rankings** • trans-o-flex receives no fewer than five awards

Strategy

- 10 **Cover story** • How climate change is reshaping pharmaceutical logistics
- 18 **Internationalising supply chains** • trans-o-flex Chief Sales Officer to head DACH sales within the GEODIS Group

Customer Solutions

- 20 **Shipment service** • 700 laboratories to be granted special terms
- 24 **Tender Awarded** • Lyreco extends 25-year strong partnership
- 25 **Customer-specific consignment analysis** • Greater transparency, less manual work, faster, error-free processes

Quality

- 26 **Quiet, clean, safe** • ThermoMed opts for new trailers with electric cooling
- 28 **International process harmonisation** • One system – more transparency, service and security
- 30 **E-Invoicing** • PDFs are a thing of the past – invoices are now becoming automatically readable!



Dear readers,

There have been two major ‘storm events’ that have shaped political, economic and social developments over the course of the past summer. Both illustrate how important the transformation and further development of logistics are, the direction in which it must evolve and even the role that companies such as trans-o-flex will play in this process for their customers.

One of these major storm events is meteorological: one heatwave has followed the next across Europe. The other storm event is mainly international and political in nature. It is the major catastrophe caused by the wars in the Persian Gulf, in Israel and Palestine, and still in Ukraine. These and other conflicts have made the impact on global supply chains abundantly clear. For many people, the consequences of an interruption or delay to supply chains are immediately visible in the prices at petrol stations. But it is not simply a matter of resource shortages, with sharply fluctuating and, above all, rising prices. Deliveries of spare parts are also being disrupted, as are those of semiconductors and computer chips.

In these turbulent times, resilience is the key word above all others. And this applies just as much – if not more so – to the logistics sector. Anyone who is unable to build or make use of robust and flexible national and international supply chains has drawn the short straw, whether as a service provider or as a customer. It is therefore important for companies such as trans-o-flex – and for our customers – to be part of a larger group that thinks and operates globally and intermodally and has access to different transport routes and modes of transport.

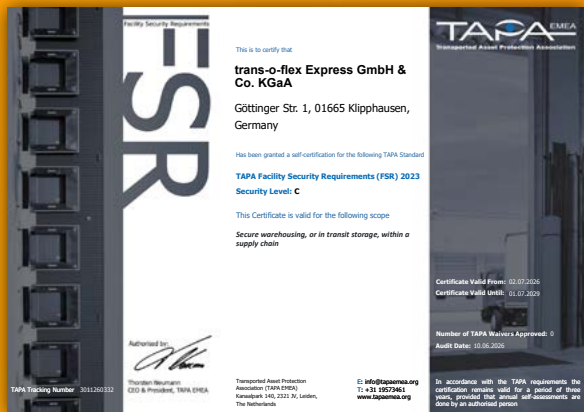
We are therefore delighted to have been part of the GEODIS Group for three years now. This is because, although our core business is the provision of national express transport services for sensitive goods in Germany and Austria, this gives us the opportunity to offer our customers solutions that extend far beyond these markets. Cannabis products from Canada for Europe, which we deliv-

er in Germany, are just one example of the global supply chains in which we are involved.

That is why, we at trans-o-flex, are working to strengthen the resilience of global supply chains as we continuously advance our integration into GEODIS’s systems and processes. This involves far more than the creation of synergies and reduction of costs. Rather, we are laying the foundations that will enable our customers to make seamless use of international road, air and sea freight services and to switch between them according to their requirements. The fact that my fellow Managing Director, Eugen Günther, is now responsible not only for sales at trans-o-flex but also for sales across all GEODIS organisations throughout the DACH region demonstrates that we are also growing together as organisations. And it demonstrates that we are very much bringing trans-o-flex’s strengths to bear in this process. You can read more about this subject in the relevant article on Eugen Günther’s new responsibilities.

One final word on the extreme weather situation this summer. As a specialist in sensitive goods, particularly pharmaceutical products, the prolonged heatwaves have shown us where we can further improve our systems in the future in order to ensure the safety and integrity of medicines throughout the entire supply chain at all times, even during extreme weather events. At the same time, the very tangible effects of climate change have once again underlined the importance of active temperature control for the safety of pharmaceutical shipments. Resilience does, of course, have some particular aspects in the field of pharmaceutical logistics. But I do not need to go into them here. Our cover story examines them in detail. I strongly recommend that you read it.

Martin Reder
Chief Executive Officer



The new TAPA certificate for the trans-o-flex site near Dresden attests to the exceptional security of the storage and handling operations within the logistics chain.

Security

Dresden site successfully certified according to TAPA FSR

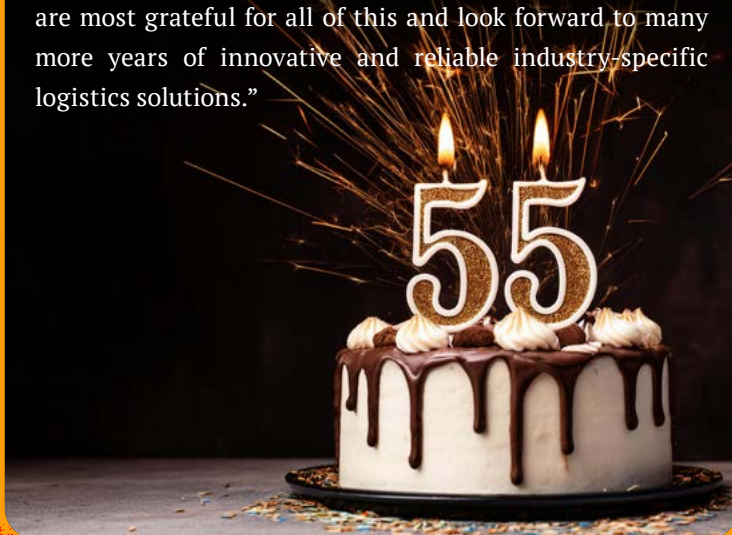
In Klipphausen near Dresden, trans-o-flex has successfully certified another site in its express network according to the TAPA FSR C 2023 security standard. This brings the total number of trans-o-flex sites certified according to the standards of the global Transported Asset Protection Association (TAPA) to 27. The certificate issued is valid until 1 July 2029.

“By means of the successful certification, we are emphasising, on the one hand, the high priority that we assign to security and quality at trans-o-flex,” says Michael Löckener, Chief Operations Officer at the company. “At the same time, we are demonstrating both internally and externally the high standards that we are able to meet with our organisation.”

Anniversary

trans-o-flex now turns 55 years young

This month trans-o-flex can look back on 55 years in the field of pharmaceutical logistics. This is because back in October 1971, five forward-thinking entrepreneurs founded the express delivery service trans-o-flex, which already specialised in pharmaceuticals and other sensitive goods at the time and from which today's trans-o-flex Express, trans-o-flex ThermoMed and trans-o-flex Logistik-Service have evolved. “We are proud that we have managed to establish ourselves over more than five decades as the benchmark for logistics solutions for pharmaceuticals and other high quality, sensitive goods”, as Martin Reder proudly relates. To mark the anniversary, the CEO of trans-o-flex highlights the unique features that, in his view, distinguish the company: “First of all, there are around 2,000 employees, many of whom have been with us for many years and contribute their expertise and experience every day. They have created our unique logistics network, by means of which we have become the market leader in the field of temperature-controlled pharmaceutical logistics in Germany. And then there is the great wealth of many long-standing customer relationships that have grown over the years. We are most grateful for all of this and look forward to many more years of innovative and reliable industry-specific logistics solutions.”



Combined audit

IT management and security: passed without any deviations

Insiders will be pleased to hear this. Since the IT department of trans-o-flex System Development has successfully completed two recertifications according to ISO standards 27001 and 20001 in a combined audit – without any deviations whatsoever. “The ISO 20001 standard assesses compliance with an IT Service Management System (SMS) based on internationally recognised standards,” explains Markus Jung, who is responsible at trans-o-flex for certification in accordance with both standards. “This includes evaluating the planning, implementation, monitoring, maintenance and continual improvement of the Service Management System in order to ensure that IT services are delivered consistently and effectively.” The second certification, in accordance with ISO 27001, focuses on the security of IT systems. The standard helps to protect information and data effectively while continuously strengthening the company’s cybersecurity.



The certificates are each valid for three years. Follow-up audits take place every year. Recertification under ISO 27001 is due in 2027 and under ISO 20001 in 2028.

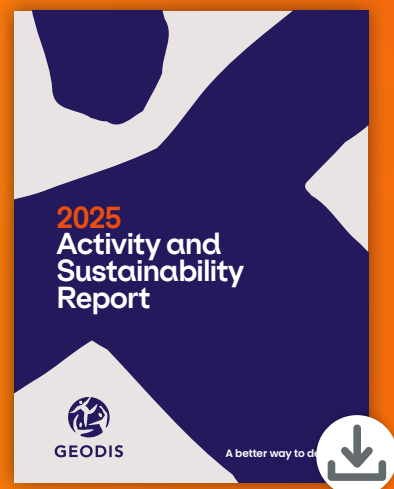
The certification organisation TÜV Süd once again conducted a combined audit, as it did for last year’s audit. This means that compliance with both standards is assessed within a single audit process. “This saves us two audit days,” explains Jung. This saving in time is made possible due to the fact the general requirements of both standards are largely identical and therefore only need to be audited once.

Sustainability

GEODIS presents detailed report and summary for the year 2025

The importance of transparent information has grown significantly in recent years, particularly regarding a company’s sustainability. Therefore, GEODIS, the parent company of trans-o-flex, publishes comprehensive insights every year into the group-wide sustainability strategy, including international initiatives, supply chain responsibility and global climate targets. All of this can be read in the GEODIS Sustainability Report for the year 2025.

The focus is on the global and strategic sustainability performance of the entire corporate group. In addition, the report provides an overview of the key sustainability results for 2025, the central commitments of GEODIS and specific local initiatives. Alongside the comprehensive report, a 16-page summary is also available online. Tamara Schulz, Head of Quality Management and ESG at trans-o-flex, adds: „Last but not least, this reporting is also part of our strategy to foster an even greater awareness of the importance of sustainable action among employees and customers.“



GEODIS:
Sustainability Report 2025



The participants of the Pharma Customer Forum at trans-o-flex's headquarters. Representatives of customers AEP, Biotest, kohlpfarma, Roche and VetLogOne, together with members of the trans-o-flex Executive Board, used the event for personal discussions about current developments and the future of pharmaceutical logistics.

Keeping our finger on the pulse of the market

Intensive dialogue at the Pharma Customer Forum

How are the demands upon pharmaceutical logistics developing? What issues are of concern to trans-o-flex's pharmaceutical and healthcare customers, and how can the logistics service provider further improve its services for this core sector? These questions were at the heart of the Pharma Customer Forum, which this year took place on 10 June in the lounge at trans-o-flex headquarters in Weinheim.

In order to facilitate an intensive personal dialogue, the number of participants was once again strictly limited. Customer representatives from five companies and eight members of the trans-o-flex Executive Board took part in the one-day event, which has been held for more than a decade. "Direct dialogue with our customers forms an important part of our ongoing development; this is how we keep our finger on the pulse of the market," said Eugen Günther, Chief Sales Officer at trans-o-flex. "Only through open discussions and regular feedback can we continuously improve our services and reliably meet the require-

ments of the pharmaceutical market in the future."

Customer participants gained a comprehensive overview of the latest developments at trans-o-flex. In addition to the results of the latest customer survey (Customer Loyalty Management, CLM), a review of the business year of 2025 was conducted and an outlook on the developments planned for this year was provided. Specifically, members of the Executive Board provided information on the forthcoming improvements in claims management, advances in the areas of Operations and IT, and initiatives to make dialogue with customers even more proactive.

Last but not least, the Pharmaceutical Logistics Day was also a topic of discussion. The event is taking place for the seventeenth time in early October and will once again be held in Mainz this year. Ideas regarding its design and format were discussed jointly.



Compliance 1

New whistleblowing system also open to customers

As part of the further alignment of processes and systems with established GEODIS Group standards, trans-o-flex has implemented a new whistleblowing system. Through this channel, not only employees but also external personnel, business partners, and trans-o-flex customers can securely, confidentially, and – if desired – anonymously report potential violations of laws, internal policies, or ethical principles. Relevant reports can be submitted at any time via the web address alert.geodis.com.

“For us, compliance means much more than simply adhering to statutory requirements. It

builds trust and gives our customers the reassurance that they are working with a partner that consistently upholds high standards,” explains Dr Franz Kaps, Head of Legal at trans-o-flex. “The further development of the compliance structures and our alignment with the established standards of the GEODIS Group results in transparent processes, clear areas of responsibility and an unequivocal commitment to compliant and responsible conduct for our customers.” Therefore, trans-o-flex has also introduced a new Code of Conduct for Business Partners (see separate message).



By means of this poster, trans-o-flex draws attention to the various ways in which to report potential compliance violations within the company.

Compliance 2

New Code of Conduct for business partners

A new Code of Conduct for all business partners is now in effect at trans-o-flex. It also includes regulations concerning invitations, gifts, donations or sponsorships. Furthermore, the Code of Conduct, which has already been established successfully at GEODIS, sets out further obligations that trans-o-flex expects its partners to comply with. These include, for instance, respecting human rights, the prohibition of discrimination, forced labour and child labour, compliance with customs and export laws, as well as adherence to competition law. The provisions also cover the handling of conflicts of interest, protec-

tion from bribery and corruption, and a commitment to cybersecurity, data protection and environmental protection.

Business partners must confirm in writing that they comply with the guidelines. The guidelines are based on the ten principles of the United Nations Global Compact initiative, the United Nations Guiding Principles on Business and Human Rights, and the International Labour Organization. trans-o-flex had previously developed its own Code of Conduct for Business Partners, which is now being replaced by the provisions already established successfully at GEODIS.



The three-page document is available here for download.



Company rankings

trans-o-flex receives no fewer than five awards

Their aim is to provide customers with guidance, recognise companies and create greater transparency in the often confusing jungle of offerings across a wide range of sectors. We are talking about company rankings, which assess companies from a wide variety of industries. trans-o-flex has been recognised and recommended in no fewer than five current rankings. Here is a brief overview:

1

Best SME Service Providers: Wirtschaftswoche recommends trans-o-flex

The “Wirtschaftswoche” magazine lists trans-o-flex among the “highly recommended companies” in its “Best SME Service Providers” in its most recent ranking. As part of this prestigious ranking, a total of 21,674 decision-makers, purchasers and users from medium-sized companies evaluated 729 service providers across 51 sectors. The online survey was conducted by the market research institute ServiceValue.



Anyone wishing to view the full report in Wirtschaftswoche can find it here. (German only)

2

Attractive prices, high quality and courteous service

According to the market research company ServiceValue which conducted the survey, the “Customer Favourite 2026” award stands for “attractive prices, high quality and courteous service.” trans-o-flex was awarded the title of “Customer Favourite” in the Courier, Express and Parcel Services category.



The report can be viewed here. (German only)

3

Recognition: German B2B Award

Which service providers consistently achieve the highest levels of customer satisfaction and establish themselves as reliable business partners? This was the question addressed by the German Society for Consumer Studies (DtGV) through its online survey “German B2B Award 2026”. The ranking covering the areas of customer satisfaction, customer service and value for money. To this end, more than 195,500 opinions from decision-makers were gathered on a total of 1,444 companies across 112 sectors. trans-o-flex received the award in the express courier services category for the value for money offered.



Details of the survey can be found here. (German only)

4

Double award from the SZ Institute

The SZ Institute, which is part of Süddeutsche Zeitung, has placed trans-o-flex on the podium twice. In the latest customer satisfaction ranking, the company received the “High Customer Satisfaction 2026” award in the Courier, Express and Parcel Service Providers category. In addition, trans-o-flex was recognised as a “Business Partner 2026” in the Transport and Logistics Companies sector.

While the “High Customer Satisfaction 2026” award is based on an independent customer survey, the “Business Partner 2026” study assesses the quality of business relationships in the B2B sector. Further information on both surveys can be found here:



Customer Satisfaction
(German only)



Business Partner
(German only)

5

trans-o-flex wins the EURODIS sales competition

Each year, EURODIS, the international transport network for parcels and pallets operating in 38 European countries, evaluates the performance of its partners in three categories and recognises the highest-performing companies. This year, trans-o-flex won the Sales Competition. EURODIS members compete by presenting innovative and successful sales concepts together with proven success stories.

“The idea behind the competition is to promote the best-practice learning,” said Jens Reibold, Managing Director of EURODIS GmbH, during the award ceremony. “In a cooperative network such as EURODIS, we actively support our members in learning from one another. We encourage them to adopt the best solutions for their respective countries.” From Reibold’s perspective, the internal performance comparisons help ensure that “we can continuously improve our processes and that our partners can learn from examples of best practice. This is also one of the reasons why our quality standards are at a very high level.”



You can obtain further information on EURODIS here.
(German only)



Kerstin Böhm, Head of International Sales at trans-o-flex, accepts the award for winning this year's EURODIS sales competition alongside CEO Martin Reder and Chief Sales Officer Eugen Günther (to her right and left). On the far edges of the photo are Peter Umundum (left) and Alberto Lozano as representatives of the EURODIS Advisory Board. Second from the right is Jens Reibold, Managing Director of EURODIS GmbH.





Cover story

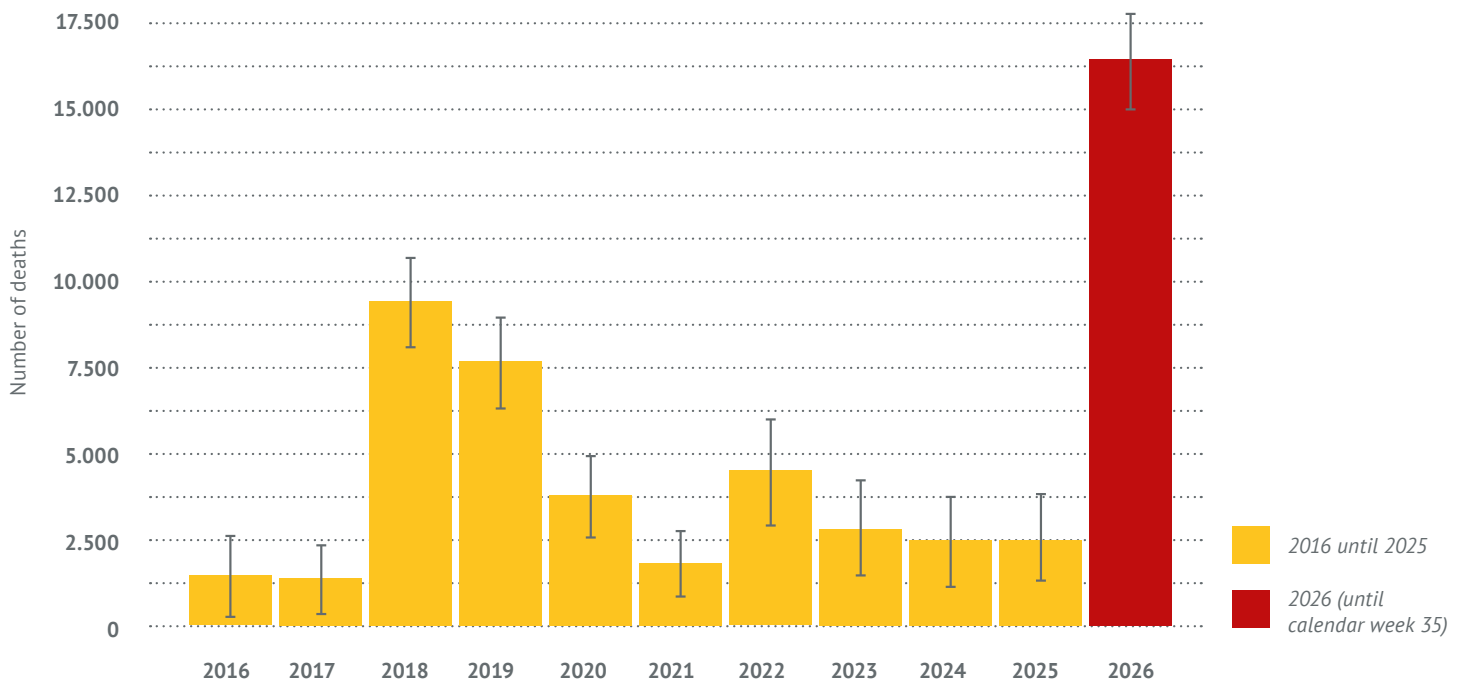
How climate change is reshaping pharmaceutical logistics

Extreme weather events are becoming more frequent, one heatwave follows the next, and what surprises will the coming winter bring? Patients are sensitised and unsettled about whether medicines lose their efficacy due to heat or freezing temperatures during transport. How pharmaceutical manufacturers and senders can respond to climate change, why the discussion goes far beyond individual heatwaves – and what trans-o-flex has learned from this summer.

Records can be frightening – especially when they come in the form of climate change and the associated heatwaves. This is an experience people across Europe have had to face this year. “And the climate changes triggering these events will also have a lasting impact on the field of pharmaceutical logistics,” says Lutz Blankenfeldt, Head of Strategy, Commercial & Marketing at trans-o-flex, who is convinced of this. Before he explains the implications of temperature and patient studies, however, let us take a look at some of the negative records and their immediate consequences.

The heatwaves this year, which meteorologists describe as “extreme weather events” and consequences of man-made climate change, have not only caused widespread fires across many European countries but have also led to increased mortality levels. In the face of almost 10,000 heat-related deaths recorded in the first half of 2026, the figure already exceeds the annual totals for any of the past ten years – in some cases by three to four times (see chart: Heat-related deaths). The Federal Statistical Office has established that the number of deaths in the penultimate week of June, which was affected by a heatwave throughout, was “34 per cent above the average for previous years”. “At the turn of the month, in calendar week 27 (29 June to 5 July), the number of deaths was also significantly above the comparative figure, at +28 per cent.”

Heat-related deaths



Estimated number of heat-related deaths in Germany from 2016 until 2026. The estimate for 2026 is not yet complete. The bar at the top of each annual column shows the range of the estimate – by calendar week 35, around 16,300 [14,800; 17,700] heat-related deaths were estimated. Source: Robert Koch Institute (RKI), as at 14 September 2026 (German only)

Temperatures of 41°C and above recorded in 13 German cities

With regard to the same heatwave at the end of June, the German Meteorological Service wrote: “A new all-time high was recorded at 252 weather stations. In other words, it had never been this warm there since records began. This also includes weather stations with very long measurement series (e.g. Jena Observatory with 39.2°C, where records began in 1824). At a total of 46 stations in eleven federal states, temperatures reached or exceeded 40°C.” At 13 of these locations, temperatures even reached between 41.0°C and 41.7°C, including Bad Kreuznach, Bad Nauheim, Frankfurt, Saarbrücken and Trier.

In view of these record temperatures, the media discussed the following question in relation to pharmaceutical logistics: how can medicines be transported under these conditions without compromising their efficacy and usability? Articles in the online publication Apotheke adhoc about test shipments of medicines highlighted, for instance, how suppositories ordered by customers ended up in a parcel locker and, when the package was opened, poured out of the packaging as liquid. Warnings were also issued that substances such as insulin can lose their efficacy at temperatures above 30°C; that the fat and water phases in creams, gels and ointments can separate, causing the cream to break down and the active ingredient to become unusable; that pressurised containers used for asthma inhalers can explode and that the dosage delivered per spray can change. The situation can become particularly serious with fentanyl and other analgesic patches, which “have a significantly stronger effect in summer” and, “particularly in the case of opioid-containing patches”, can result in a life-threatening overdose. >>

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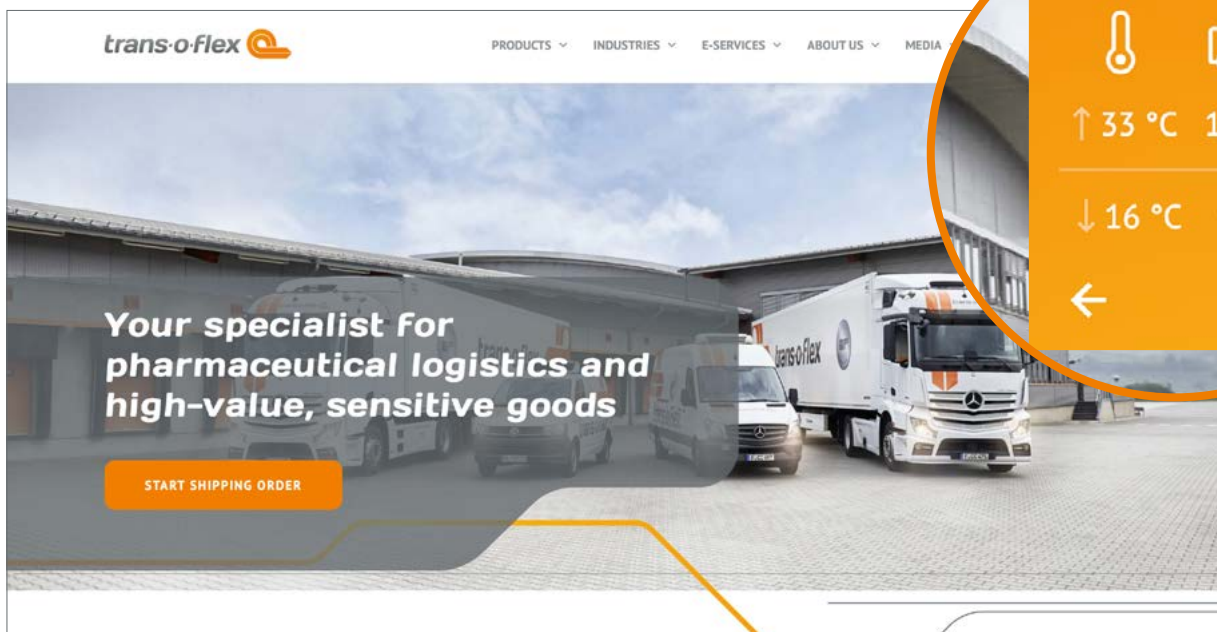
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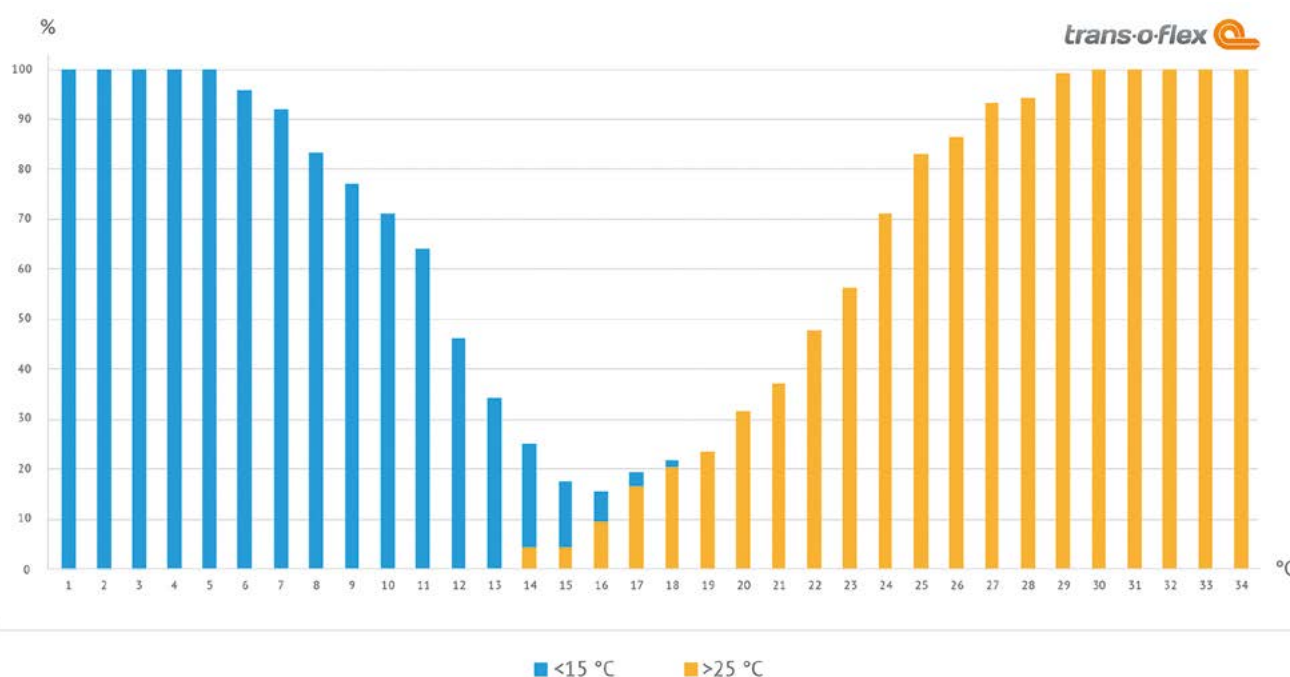


The same media outlet reported on a pharmacy that completely halted the shipment of medicines ahead of a hot weekend as a “precautionary measure” due to the high temperatures forecast. “Such a capitulation in the face of climate change seems neither necessary nor appropriate,” states trans-o-flex strategist Lutz Blankenfeldt. “After all, our actively temperature-controlled networks have created the conditions needed to protect pharmaceuticals from weather-related losses of efficacy – both in summer and winter. And demand for, and use of, these systems is also increasing.” However, the decision as to which system products are transported with rests entirely with the sender. “As a carrier, we do not know which medicines are in a consignment, nor do we know their stability data.” This information is known to manufacturers based on the tests conducted as part of the marketing authorisation process. “They simply need to draw the right conclusions for the shipment. Anyone who decides against active temperature-controlled transport in the face of increasingly frequent extreme weather events is skating on increasingly thin ice.”

To substantiate this, the Head of Strategy refers to extensive nationwide test series involving more than 150,000 temperature measurement points conducted by trans-o-flex. The result? “Anyone who does not have the temperature at which pharmaceuticals are transported monitored and controlled, runs the risk in Germany on every single day of the year that a medication will lose its efficacy during shipment.” How high this risk is can be seen daily via trans-o-flex’s updated “Temperature Alarm” service, which can always be found in an orange box on the right-hand side of the website. The Temperature Alert compares the results of the nationwide test series with the current daily temperatures and calculates the probability in each case that medicines will remain within the ambient temperature range of 15–25°C even without temperature control.

On the trans-o-flex website, the Temperature Alert can always be found on the right-hand side in an orange box. Clicking on the arrow on the left expands the box and displays further information.





This shows how high the risk is that consignments will be transported in an un-temperature-controlled delivery vehicle at below 15°C or above 25°C at a given outside temperature. Example: even at an outside temperature of 22°C, the risk is almost 50 per cent. In other words, one in two consignments is likely to be transported at temperatures of above 25°C. The complete results of the study can be found [here](#).

30°C outside – 60°C inside the lorry

“According to our measurements, there is no outside temperature at which medicines can remain safely within the ambient temperature range of 15–25°C without temperature control,” as Blankenfeldt points out. “The lowest risk occurs at an outside temperature of 16°C. At this temperature, there is a 16 per cent probability that a consignment will be transported in an un-temperature-controlled vehicle at below 15°C or above 25°C during delivery. Above and below this temperature, the risk rises sharply (see graphic: How high is the risk). For instance, at an outside temperature of 23 degrees Celsius, peak temperatures in excess of 50°C were measured in un-temperature-controlled vehicles, while at an outside temperature of 30°C, temperatures even exceeded 60°C.”

In addition to the temperature risks during transport, Blankenfeldt sees completely different challenges for manufacturers and shippers of pharmaceuticals. “Above all, this is the increasing uncertainty felt by patients.” A representative survey of 1,002 adults in Germany conducted before this year’s extreme weather events had already revealed that 92 per cent of consumers consider cooling and safety during the transport of medicines to be important, while 68 per cent even described this as “very important”. More than half of those surveyed wished for more transparency through temperature monitoring or certification. Blankenfeldt is convinced: “Choosing the right transport system can help restore or enhance patients’ confidence in the safety of medicines.”

Active temperature control is becoming the standard transport method for medicines

Blankenfeldt is in no doubt that the “right transport systems” are specialised, actively temperature-controlled networks. “Actively controlled and documented temperature management in the two temperature ranges of 2–8°C and 15–25°C will also become the standard delivery method for medicines in Germany. And that includes the entire logistics chain. Not just in the vehicle, but during transshipment, in the transport hubs, during intermediate storage and right up to delivery. The temperature must be monitored in a tamper-proof manner and documented in accordance with GDP requirements.”



Unlike actively temperature-controlled shipping, as offered by trans-o-flex, passive shipping involves numerous additional costs on top of the basic transport price. With trans-o-flex's TCO calculator, you can easily calculate the total cost of ownership (TCO).

Hot summer provides data for the further development of pharmaceutical logistics

On the one hand, the extremely high temperatures this summer confirm the effectiveness of actively temperature-controlled logistics for the trans-o-flex manager. “At the same time, they have provided valuable insights into where infrastructure and technology can be even better prepared for longer periods of extreme weather in the future.”

Once the latest series of measurements has been fully evaluated, trans-o-flex will decide whether, and at which locations, additional safeguards need to be introduced in the areas of air-conditioning or cooling technology and how monitoring can be made even more efficient. “We want to become even better, because no system is perfect in every situation. The exceptionally high temperatures this summer have provided us with important insights into how we can optimise our infrastructure and technology for future extreme temperatures. We accept this challenge and are confident that we will master it. This is because we have the experience and expertise to continue offering secure pharmaceutical logistics chains even in future periods of extreme weather.”

Finally, Blankenfeldt has a tip for anyone who considers the cost of active temperature control too high: “Why not take a look at our TCO calculator? The tool calculates the individual total costs (Total Cost of Ownership – TCO) that companies incur for passive systems. These can then be compared with the cost of active temperature control with trans-o-flex. Our conclusion is: active temperature control is not more expensive when considered holistically!” ■



The TCO calculator can be found under E-Services on the trans-o-flex website.

Myth or fact?

Are the following claims true or are they myths?
Test your knowledge.

1. Only medicines subject to cold-chain requirements need temperature-controlled logistics.
☐ Myth ☐ Fact
2. In the summer, insulated packaging is sufficient.
☐ Myth ☐ Fact
3. Temperature problems only occur at the height of summer.
☐ Myth ☐ Fact
4. To prevent medicines from losing efficacy during transport, the temperature should be actively controlled, monitored and documented throughout the entire transport chain.
☐ Myth ☐ Fact
5. Only the final delivery matters.
☐ Myth ☐ Fact



Solutions

1. Many medicines that are stored at room temperature (15–25°C) must also not be exposed to higher or lower temperatures for prolonged periods during transport. Temperature control therefore applies not only to conventional refrigerated products.
2. Passive packaging can only absorb temperature peaks for a limited period. This principle reaches its limits when transport times are long or the outside temperatures are extreme.
3. Frost can also damage medicines. Liquid medicines in particular can freeze at sub-zero temperatures or lose their stability.
4. That's right.
5. The temperature must be maintained throughout the entire transport chain.

A man with short brown hair and a goatee, wearing a light green blazer over a white shirt, stands with his arms crossed. He is smiling slightly. He is wearing a smartwatch on his left wrist. The background is a bright, out-of-focus interior space.

Internationalising supply chains

***trans-o-flex Chief
Sales Officer to head
DACH sales within the
GEODIS Group***

In addition to his responsibility for sales at trans-o-flex, Chief Sales Officer Eugen Günther has assumed responsibility for Sales and Marketing within the GEODIS DACH organisation. This provides the Sales divisions of the various GEODIS companies in Germany, Austria and Switzerland with a joint leadership structure. In his new position, Günther will also establish a dedicated DACH key account sales organisation.

“I view this above all as a great opportunity for trans-o-flex and trans-o-flex customers,” explains Günther. He is confident that “we can take our cooperation within the GEODIS Group to a new level and provide our customers with even more comprehensive support in the future”. By establishing the DACH key account organisation, he aims to bring together the expertise of the various business areas more closely – ranging from Air & Sea Freight, Road Freight and Contract Logistics through to Healthcare and Last-Mile expertise. “The goal is to develop and implement integrated supply chain solutions that provide genuine added value for our customers. Last but not least, I want to integrate trans-o-flex’s healthcare expertise, high service quality, and particularly close customer relationships even more strongly within the international orientation of the GEODIS Group.”

Eugen Günther’s primary focus will continue to be on his role as Chief Sales Officer at trans-o-flex. “However, my personal focus will now shift more towards strategic issues,” says the 43 year old, who

has been working for trans-o-flex since 2010. “We are in a phase where our markets are undergoing fundamental change. Purchasing decisions are becoming more international, supply chains more complex and customers increasingly expect comprehensive solutions. That is why today, more than ever, it is about identifying developments at an early stage, opening up new markets and setting the right course for sustainable growth.”

Günther is convinced that there is still considerable untapped potential for cooperation between the various organisations within the GEODIS Group. “Right now, many projects that have been prepared over the past few years are gradually becoming reality.” He is particularly excited here by the international healthcare strategy through to 2030. “By means of new healthcare locations and the new pharmaceutical-specialist GEODIS site in Neu-Isenburg, a strong international network is being created. This opens up the opportunity for us to link global supply chains even more closely and offer our customers comprehensive healthcare solutions.” In doing so, Günther expects trans-o-flex will contribute its particular expertise in healthcare logistics even more strongly within the GEODIS Group in the future.

Anton Blöth is Managing Director of the Association of German Laboratory Companies (VDLAB). The association, which was previously known as VUP, has recently adopted a new name which reflects a broader remit while also introducing a fresh new design.



Shipment service

700 laboratories to be granted special terms

The Association of German Laboratory Companies has admitted trans-o-flex as a member and partner. Their joint objective: to make B2B shipping as simple, fast, secure and sustainable as possible.

By virtue of a partnership agreement, around 700 privately owned laboratories in Germany can take advantage of special terms when they use trans-o-flex Express as their service provider for shipping parcels or pallets. The prices are based here on the frequency of use. The general rule is: the more frequently consignments are shipped, the lower the unit price per consignment. Specifically, there are three pricing tiers for monthly, weekly and daily shipping. All companies that are members of the Association of German Laboratory Companies (VDLAB), formerly VUP, are eligible for the special terms. VDLAB is Germany's largest industry associa-

Single-use cardboard box? No, thank you!

Why intelligent reusable logistics is ideal for the shipment of sensitive, fragile, high-value goods

It is safe, simple to use, and saves both money and resources. We are talking about the tof.ecobox, which is far more than just a reusable transport container. trans-o-flex developed it in collaboration with packaging specialist Smart Container Loop for the resource-saving, regular transport of sensitive, fragile, or high-value goods. Compared to single-use cardboard boxes, the reusable system reduces packaging waste and CO₂ emis-



trans-o-flex offers reusable transport containers as a resource-saving alternative to single-use cardboard boxes.



tion representing independent private-sector testing and calibration laboratories. Anton Blöth, Managing Director of the association, commented on the partnership as follows: “For our members, it is particularly important that they can send samples and other consignments simply, straightforwardly and reliably. We are delighted to have found a partner in trans-o-flex who makes exactly that possible.”

To make it as easy as possible for members to access the shipping service they require, including the special terms, a two-stage online process has been developed. First, the laboratories receive a discount code via the VDLAB website’s page listing benefits for members. They then use this code when creating the shipping order in the trans-o-flex online shop to identify themselves as VDLAB members, and the agreed terms are automatically granted.

“Our joint objective was to make shipping for laboratories simple, fast, secure and sustainable,” explains Eugen Günther, who is the Chief Sales Officer at trans-o-flex Express. “That is

why we have based the entire order processing system around online support and have also taken account of the specific requirements of laboratories.”



Laboratories need an especially reliable logistics partner, particularly when shipping samples.

sions. Based on a calculated lifespan of an average of 50 cycles per container, Smart Container Loop reports that each cycle generates around 50 per cent fewer CO₂ equivalents than using conventional single-use cardboard packaging.

Available in three different sizes, the boxes are designed for use in both temperature-controlled and non-temperature-controlled transports. trans-o-flex has developed a sophisticated return logistics system. Each box is scanned not only on its outward journey to the recipient, but also during collection, cleaning, and return to the box pool. To enable

this, every box is uniquely identifiable via RFID technology, ensuring trans-o-flex knows the exact location of each box at all times.

However, the tof.ecobox is not just a transport container; it is a complete service designed to minimise the workload for users as much as possible. trans-o-flex supplies shippers with the required boxes, manages the collection of empty boxes from recipients, organises the cleaning, and provides complete transparency across the entire logistics chain.

For instance, shipping orders can be placed online around the clock, independently of office hours (see the box “Ready to ship at any time”). Laboratory employees responsible for arranging shipments do not need any prior logistics knowledge. Instead, all the necessary data is requested during the ordering process. Once all the data has been entered, the price per consignment is displayed automatically. And, depending on the time at which the order is placed, trans-o-flex will collect the consignment from the respective laboratory either on the same working day or on the following working day.

The online tool tof.now.de can be used to send national and international parcel consignments weighing up to 25 kg. A pallet consignment may weigh up to 750 kg. Special demands, such as temperature-controlled shipping or the shipment of dangerous goods, are also possible. As a particularly sustainable and secure option, transport in a reusable box is also available. trans-o-flex provides three different types of boxes for this purpose and also organises the return transport of the empty containers (see the box “Single-use cardboard box? No, thank you!”).

“We have known VDLAB for a long time because numerous members of the association are regularly supplied by trans-o-flex,” adds Eugen Günther. “That is why it was also possible to make these companies a special offer.” This is because, on the one hand, a transport service provider has less work to do if it can also collect consignments when making a delivery. On the other hand, the agreement with VDLAB enabled trans-o-flex to establish the terms for all 700 member companies at once. Günther explains: “It goes without saying that this involves less work than having to negotiate terms individually with 700 companies.” Last but not least, trans-o-flex’s core competence lies in shipping between companies (B2B), which is the norm when laboratories send consignments.



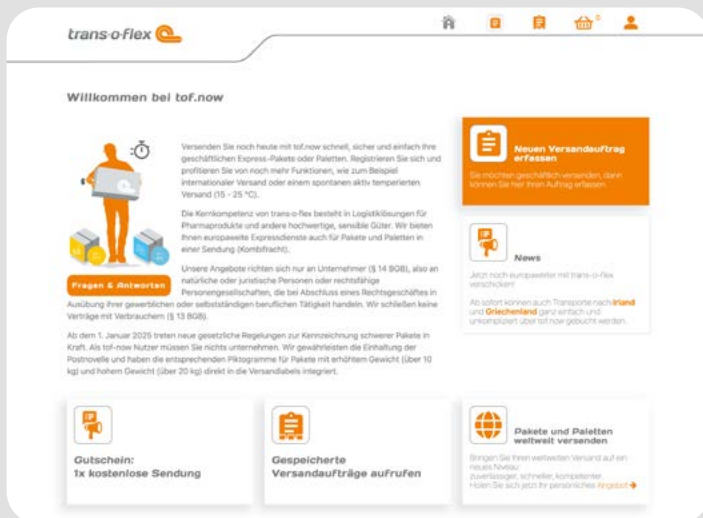
Ready for shipment at any time

tof.now: How trans-o-flex’s online booking system works and what it offers.

There were two key objectives while the tof.now online booking system was being developed. It was intended to become the simplest shipping system available in the express and logistics market, while simultaneously offering the widest possible range of products. The system has now been available to all trans-o-flex customers for five years. “And we can say that it proves its worth every day,” says Eugen Günther, Chief Sales Officer at trans-o-flex. In his opinion, this is primarily due to the consistent implementation of its fundamental principle. “That principle is: the customer clicks on what they want, and the system immediately shows them how trans-o-flex can fulfil their requirements and at what price. And it works like that all the way through to the completed shopping basket.”

The system automatically takes into account which product combinations are possible and which are mutually exclusive. At the same time, the process chain is designed in such a way that all the information required for the selected shipping options is also entered automatically. It starts with the customer selecting national or international shipping, with or without active temperature control, choosing between a document pouch, parcel or pallet, and selecting from various delivery options. “Alternatively, the customer can choose one of three ready-configured offers that we display at the edge of the ordering window,” Günther explains. “Here we offer the most common transport options, and all it takes is one click to select the desired offer.”

To ensure that customers always know where they are in the ordering process and what comes next, a circular action wheel indicates the current status at a glance. Easy-to-understand icons show, for instance,



Using the online shop for trans-o-flex consignments, customers can not only place transport orders, but also have the necessary address labels sent to them and initiate consignment tracking.

whether the customer has selected a national shipment (German flag) or an international shipment (EU flag), an actively temperature-controlled consignment (thermometer), or the size of the consignment (indicated using T-shirt sizes S, M and L).

In principle, it is also possible to place an order as a guest without registering. In the case of guest users, all information is stored only for the purpose of processing the respective order and is then deleted. Registration is required for special terms and conditions and also comes with additional benefits. "Only if a customer registers are we permitted to retain the data for longer and can, for instance, offer an address book in which the sender can save collection and delivery addresses and then retrieve them at any time with a mouse click." In addition to credit card and PayPal payments, registered customers also have the option of paying by invoice.

Ordering is made even more convenient by two additional functions. Registered users can

place consignments in the shopping basket without having to order them on the same day. The shopping basket is automatically saved for 14 days, even if the user closes their browser in the meantime. The advantage: even if the person placing the order is distracted by another task, or simply wants to prepare the order in advance, they can do so without having to re-enter their details later. The developers have also incorporated the option of saving certain frequently used shipping orders in full, including all their characteristics as well as sender and recipient addresses. Günther explains: "If they need to send the same type of consignment once again, all it takes is a single click on the saved sample consignment to complete the order."

A well-rounded solution: selecting options with the navigation wheel

tof.now makes the ordering process transparent for customers with a navigation wheel. All options are requested step by step: national or international transport? Active temperature control? Pallet, parcel or document pouch? Time options? Additional services? The customer then clicks to add the

consignment to the shopping basket. Instead of configuring the consignment individually, customers can also choose from three ready-made offers displayed at the edge of the screen outside the wheel. The respective price of the consignment is always displayed according to the options selected.



The navigation wheel guides senders through the ordering process for express consignments. Available directly here (German only): [Link](#)

Tender Awarded

Lyreco extends 25-year strong partnership

Lyreco supplies companies with office supplies, IT accessories, personal protective equipment, as well as catering and hygiene products. The consignments that Lyreco does not deliver using its own fleet are handled by trans-o-flex. The two companies have been collaborating for around 25 years, and following a tender process, the partnership has now been extended by a further three years. Moreover, trans-o-flex will in future handle additional consignment volumes that have previously been delivered using Lyreco's own fleet.

“What began in the early 2000s has now developed into a long-standing partnership: for a quarter of a century, Lyreco Germany and trans-o-flex have enjoyed a successful relationship that is based on trust,” stated the management of Lyreco Germany. “We are therefore all the more delighted to be extending our partnership.”

Lyreco makes use of trans-o-flex's unique Kombi-fracht service: recipients don't just receive parcels but also pallets in a single delivery. Moreover, the “delivery to point of use” service, also known as in-house delivery, is booked for around one in ten consignments. By means of this service, trans-o-flex does not simply deliver to a particular address, but takes the consignment directly to the requested department and can also allocate different consignments directly to different cost centres. In the event of particularly urgent consignments, Lyreco makes use of trans-o-flex's time-definite express deliveries.

In addition to consignments for delivery within Germany, Lyreco also sends consignments to trans-o-flex for delivery in Austria. These are delivered by trans-o-flex's Austrian partner, Österreichische Post.



Lyreco delivers some of the consignments ordered by its customers using its own fleet and others via trans-o-flex. The proportion handled by the express service has grown steadily in recent years.

Customer-specific consignment analysis

Greater transparency, less manual work, faster, error-free processes



Jutta Roller, Head of
Customer Service (CS) at trans-o-flex

Why was the express consignment delivered at 10.30 a.m. rather than 10.00 a.m.? What percentage of a customer's entire consignments were delivered within 24 hours? And what caused a delay? Was it the long-haul lorry caught in a complete motorway closure? The recipient, whose business was closed for holidays? An incorrect address? Anyone who wants to improve needs to know the reasons for deviations from the standard. Only then can processes be successfully adapted. In order to create the customer-specific reports required for this purpose, trans-o-flex has introduced a new IT tool, the CS Report Dashboard. "This has reduced the amount of manual work involved and therefore also eliminated sources of error that had previously been associated with preparing customer-specific reports," says Jutta Roller, Head of Customer Service (CS) at trans-o-flex. "At the same time, we have created the prerequisite to ensure we can provide more customers with such detailed reports in the future."

Until now, only those customers who had expressly agreed to receive such a monthly analysis were provided with one. All the other customers have standard access to consignment tracking via mytof.de. "It goes without saying that via mytof.de customers can obtain information at any time about how each of their individual consignments was transported, when and to whom it was delivered, and, in the case of temperature-controlled consignments, a temperature history is even included," Roller explains. "However, an online consignment-tracking system like

this is not designed for the analysis of deviations or to perform statistical evaluations."

Until now, CS employees therefore had to retrieve the necessary information from various systems and compile it into customer-specific reports. "The CS Report Dashboard now largely takes this work off their hands. Customers therefore receive the analysis more quickly and reliably, by the tenth day of each month for the previous month. The reports have also been standardised. "There is now a German and an English version as standard, the evaluations are provided as Excel data for further internal processing by the customer, and charts make the data easier to understand and analyse more quickly." Last but not least, the CS Report Dashboard also performs a basic analysis of the so-called gross-to-net rate. This shows how many consignments were delivered on time and without any issues, how many consignments experienced deviations, and who or what was responsible for this and for what reason.

"In principle, we want to make the solution available to even more customers and consequently further increase the added value of our services." An assessment is currently under way to determine the conditions under which such an expansion would be possible. The aim is to establish the appropriate framework conditions before the end of this year and subsequently extend the offer step by step.





Quiet, clean, safe

ThermoMed opts for new trailers with electric cooling

trans-o-flex ThermoMed is modernising its trailer fleet, moving towards a new generation of semi-trailers equipped with electrically powered cooling units. These are quieter, more resource-efficient, and safer than the vehicles previously used. The first E-trailer was delivered in September, with further replacements taking place gradually. As additional trailers arrive, trans-o-flex ThermoMed will integrate them into the fleet.

Until now, the trailers' cooling units have been powered by diesel engines; in future, an electric motor will take over this task. This not only eliminates direct CO₂ emissions from cooling but also significantly reduces noise levels. This especially benefits staff at the depots as well as residents living near the ThermoMed sites.

“With the new E-trailers, we are making targeted investments in a lower-emission, future-proof transport logistics setup. At the same time, we are improving working conditions for our employees and increasing the safety of our transports,” says Michael Löckener, Chief Operations Officer.

Single- and dual-compartment vehicles are being procured

ThermoMed currently has 49 trailers in operation, which are to be phased out and replaced by vehicles with electric cooling units. The semi-trailers are sourced from the manufacturer Schmitz Cargobull and are being procured in two versions: single-compartment and multi-compartment vehicles.

A conventional trailer currently consumes around three litres of diesel per hour for cooling. With an average of 220 operating hours, this generates approximately two tonnes of CO₂ emissions per trailer each month. These direct emissions are completely eliminated during cooling operations with the new vehicles. The batteries of the electric cooling units are charged at the depots using certified electricity from renewable energy sources. During transit, an energy recovery system via the trailer axle also ensures that the batteries are recharged.

Thanks to an electric cooling unit, every single new trailer at trans-o-flex ThermoMed saves around 240 tonnes of direct CO₂ emissions from cooling over its service life.

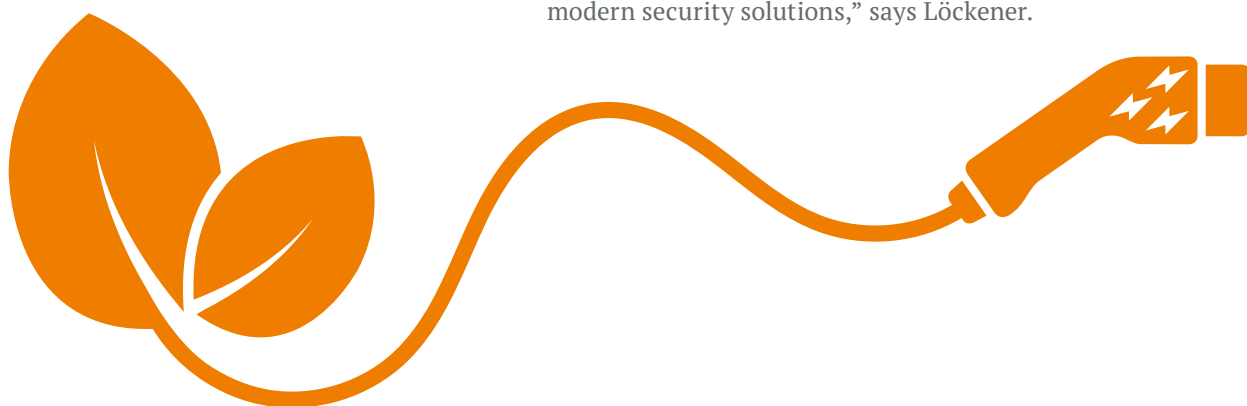


Investment in sustainability and safety

The new trailers are designed for a service life of around ten years. This allows for savings of approximately 240 tonnes of direct CO₂ emissions per vehicle. If all 49 trailers are replaced as planned, this results in a calculated potential saving of up to 11,760 tonnes of CO₂ for the entire ThermoMed trailer fleet over its planned lifespan. "Sustainability and economic efficiency are not mutually exclusive. By converting our trailer fleet, we are significantly reducing the ecological footprint of our refrigerated transport operations, while at the same time making an important contribution to modernising our transport processes," stresses Löckener. In the medium to long term, he can also envision transitioning the trailer fleet used at trans-o-flex Express to the new technology.

The new trailers are also setting new standards when it comes to safety. Each vehicle is equipped with modern electronic safety systems. These include an electronic immobiliser that facilitates the remote blocking of the brake system. The trailers are also fitted with robust portal doors at the rear. These provide better protection for temperature-sensitive goods from temperature fluctuations and make unauthorised access more difficult. The safety concept is complemented by an electronic door-locking system. Every door opening is automatically monitored and reported. In addition, the rear doors can be locked using a PIN and additionally secured remotely.

"Our customers trust us to ensure that their sensitive shipments reach their destination safely and reliably. That is why we are not only investing in sustainable technologies but also consistently in modern security solutions," says Löckener.



International process harmonisation

One system – more transparency, service and security

trans-o-flex ThermoMed Austria completes the introduction of trans-o-flex Express's adapted IT system and processes, thereby creating the basis for future harmonised development.

Thomas Handlos,
Managing Director Operations
at trans-o-flex ThermoMed Austria



Two countries, one operational IT system. This has been the case since July this year for the trans-o-flex Express organisation in Germany and trans-o-flex ThermoMed Austria (TMA). "We are delighted that at the end of June we also completed the second phase of process harmonisation according to schedule and achieved the objectives we had set ourselves," states Thomas Handlos, Managing Director Operations at the Austrian company. "We

have further increased the levels of transparency throughout the entire transport chain, improved traceability and sustainably strengthened process quality." For instance, recipients can receive a notification on the morning of the delivery day informing them that a consignment is on its way and specifying the time window in which it is expected to arrive. One should also not ignore the synergies achieved in the maintenance and updating of the IT systems. "Since we now make use of the same software and have established the same processes in Germany and Austria, future improvements can be introduced and implemented more easily and quickly in both countries."

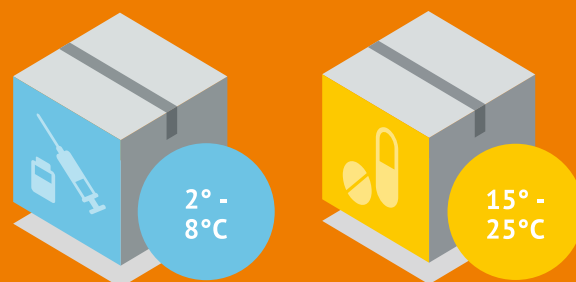
The new IT structure originates from trans-o-flex Express in Germany, where it has already proven its worth. "Among other things, we have introduced new scanning processes that enable significantly more transparent recording of temperature



profiles along the entire transport route,” explains Handlos. “This makes it easier than before to track the conditions under which consignments are transported – constituting an important contribution towards quality assurance, product safety and compliance with regulatory requirements.”

Following the completion of the first phase of process harmonisation in March this year (see the Spring 2026 issue of the trans-o-flex magazine), the completion of the second phase has now brought the entire project to a successful conclusion. Handlos went on to say: “The first phase focused primarily on introducing new dispatch planning software, which speeds up and optimises route planning for delivery vehicles. Furthermore, the introduction of a new processing module means that delivery drivers can start their routes more quickly.” According to the Managing Director of TMA, the second phase of the project focused on introducing and optimising operational processes at the transshipment hubs (handling operations) and their administration (warehouse management).

To ensure the successful implementation, new route labels and barcodes were introduced for the loading-bay doors, new line schedules were created and the necessary master data was prepared. In addition, a standardised data basis was established, meaning that consignment information is now available more quickly, Customer Service can respond to enquiries more efficiently, and consignments are handled across national borders in accordance with the same high quality standards.



40 years of pharmaceutical logistics in Austria

This year, trans-o-flex ThermoMed Austria GmbH (TMA) can look back on 40 years of experience in the field of pharmaceutical logistics. Franz Scherübl founded the company as Scherübl Transport GmbH in 1986. From the outset, Scherübl focused on the active-ly temperature-controlled transport of pharmaceuticals. In June 2008, trans-o-flex initially acquired 74.9% of the company's shares; in 2012, the company was rebranded as trans-o-flex ThermoMed Austria, and at the beginning of 2013 the remaining shares in the company were finally acquired from Franz Scherübl. TMA currently employs around 100 people at four locations. As part of the trans-o-flex Group, TMA uses specialised solutions to provide an uninterrupted cold chain for the temperature ranges of 2 to 8°C and 15 to 25°C, providing seamless temperature recording from the manufacturer through to pharmacies, hospitals, medical practices, wholesalers and also directly to patients at home.

E-Invoicing

PDFs are a thing of the past – invoices are now becoming automatically readable!



The following applies to all companies with an annual turnover of 800,000 euros or more: from 2027, invoices must be drawn up in such a way that accounting software can read them automatically – trans-o-flex will make the switch before the end of this year.

E-invoicing is coming. By 1 January 2027 at the latest, all German companies with annual turnover of more than €800,000 will have to send their invoices to other companies in Germany electronically. “A PDF file sent by email will no longer be sufficient for this purpose,” says Markus Herold, who heads the Accounting & Billing department at trans-o-flex. “File formats will now be required that can not only be sent electronically but also contain structured data that accounting programmes can read automatically.” Herold’s department is therefore pressing ahead with the transition to e-invoicing at full speed. trans-o-flex plans to switch to the new invoice format at the end of November.

The background to the new regulation is the Growth Opportunities Act, which entered into force on 28 March 2024. One of the goals of the legislation is to promote the digitalisation of the German economy. The new e-invoice is intended, for instance, to prevent invoice data from having to be re-entered by the recipient. This is designed to eliminate duplicate work and the resulting data-entry errors. “In fact, e-invoicing is another step towards faster, more efficient and digital processes,” according to Herold. However, the new procedure initially involves changes to existing processes.

trans-o-flex already sends 98% of its invoices electronically as PDF attachments to emails rather than in paper form. But this is not sufficient to meet the statutory requirement. This is because a PDF file is not automatically machine-readable. Work

is therefore currently under way to transition to a machine-readable standard. All customers will receive separate information specifying which standard trans-o-flex will use, together with further information on e-invoicing. Herold says: “We will make the transition as easy as possible for our customers.”

According to the Federal Ministry of Finance (BMF), companies in Germany have been required “to ensure that they can receive an e-invoice since 1 January 2025”. According to the BMF, “an email inbox is sufficient” for the receipt of e-invoices. However, if a company wants not only to receive the invoice but also to benefit from automated data capture and storage, appropriate software is required. The BMF provides more detailed information online regarding e-invoicing, current standards, legal requirements and deadlines.



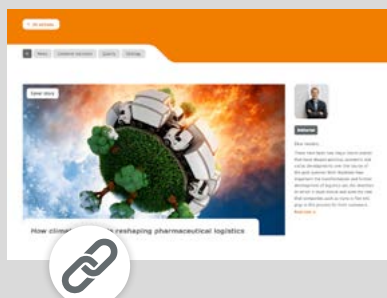
Full details on e-invoicing (in German only)

Three digital formats - the choice is yours!

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The digital magazine works quite differently. It is designed with new reading habits in mind. Instead of turning through pages, you are presented with individual topics. Simply click on what interests you and read it on a digital device.

While the PDF file and e-book are more suitable for reading on a tablet or larger screen, the digital magazine is also convenient to read on a smartphone. The content is identical in all three formats. Try them out and see which best suits your reading habits!



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trans-o-flex magazine
Autumn 2026

Publisher:
trans-o-flex Express GmbH & Co. KGaA
Hertzstr. 10, 69469 Weinheim, Germany
trans-o-flex.com

HRB 741455 AG Mannheim
USt.-IdNr: DE811130664
Personally liable:
trans-o-flex Verwaltungs GmbH, Weinheim
(HRB 740060 AG Mannheim)
represented by the managing directors:
Martin Reder (CEO),
Eugen Günther, Michael Lökener

Contact:
Telephone: +49 6201 988-0
E-Mail: innovation@tof.de

Responsible for the content as defined by § 18 Abs. 2 MStV:
Sabine Kolaric

Editorial staff:
Sabine Kolaric, Ludwig-Michael Cremer

Design:
bfw tailormade communication GmbH, Angelika Szigeti

Photos and illustrations: KI-generiert (Titelseite, 10-11), Fotostudio Fischer (3, 18), Magnific (4, 8-9, 13, 17, 30-31), AdobeStock/Arda ALTAY (4), SPIER (16), VDLAB (20), Smart Container Loop (20), AdobeStock/Frank Coop/peopleimages.com (21), Lyreco (24), AdobeStock/Masque (28).

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