

*trans·o·flex*

# *magazine*



## *How much does my shipping really cost?*

*Full-cost accounting: this is easier than ever using a new service tool*

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### ***Best provider of transport services***

Why trans-o-flex ranks first with Siemens Digital Industries

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Special Services: delivery on request directly on to the shelf

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Acceptance of card terminals only with digital authorisation



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## Dear readers,

This magazine is now, for the first time, available exclusively in digital form. In terms of the content it remains true to its guiding principles. It is thus still possible to see from the topics covered how trans-o-flex has developed – and that genuinely fills me with pride. Take **customer satisfaction**, for instance, which is in my opinion the single most important yardstick of progress. Last year, our customers awarded us numerous record high marks in this area! That applies to both individual divisions and specific requirements as well as to the company as a whole. By contrast with previous years, the recommendation rate was positive in every quarter of 2025! And due to the fact there is always room for improvement, this year we will change the frequency of our customer survey. The things you can expect are explained on page 5.

For a logistics provider that specialises in the handling of sensitive goods, like trans-o-flex, **supply-chain security** takes top priority. It is therefore especially important that two further sites, in Koblenz and Hannover, have now been successfully certified in accordance with the stringent TAPA standards, and that this year we are planning to subject a further eight sites to the demanding certification process for the first time. That would bring the total to 34 TAPA-certified sites by the end of the year, which amounts to almost the entire express network. Each such certification further underlines our trustworthiness.

**Energy management** – for which we can now lay claim to an ISO certification (page 28) – is of particular importance in terms of the sustainability and strict cost control. This topic is of great relevance for service providers such as trans-o-flex. This is because we employ active temperature control, which is, for instance, the best method for transporting medicines without any loss in efficacy. However, this method consumes more energy than non-temperature-controlled shipments, meaning energy consumption represents an above-average cost factor for us. Intelligent cost

management is therefore required in this area in order for us to constantly improve. And it goes without saying that every kilowatt hour of energy we save improves our sustainability record. The importance of this to us is underlined by our new contract with our long-standing electricity supplier. We already started purchasing electricity from renewable energy sources back in 2007. Since 2021, we have been doing so exclusively and will continue to do so for the next three years. You can read up on how much we are reducing our ecological footprint on page 7.

In addition to feedback from our customers, independent rankings also confirm that we have developed very well. In recent months, we have come out on top in three such rankings, namely in the assessment of our value for money, our customer service, and our excellent sustainability. However, I am particularly delighted that we came first in the **transport service provider ranking** of our customer Siemens Digital Industries! The criteria used for this assessment are presented on page 26.

Speaking of customers: this digital magazine focuses on specific customer solutions and the continuous improvement of our quality. Maybe our customer-specific solutions and quality projects will provide you with some food for thought on how you too can leverage the optimisation potential and how trans-o-flex can help you do so. If that were the case, this magazine would have not only documented the development of trans-o-flex for all of us – it would have actively promoted it.

Yours,

Martin Reder  
Chief Executive Officer

## Increased levels of satisfaction

## Customers record historic highs in 2025



In 2025, customer satisfaction levels with their service provider reached new all-time highs for trans-o-flex. Overall levels of satisfaction increased markedly, something reflected in the recommendation rate, the key benchmark of customer satisfaction. By contrast with the previous years, the recommendation rate was positive in all four quarters of 2025. Furthermore, customers awarded numerous best-ever top marks, especially in the second half of the year.

Examples of these best-ever scores come from all business areas. The rating scale follows the school-mark system from 1 (very good) to 6 (insufficient). In the 4th quarters, the Customer Service team

achieved three record scores, namely in the areas of accessibility (1.76), handling time (1.96) and the keeping of promises (1.94). Sales achieved a top score of 1.67 for accessibility. In other categories, Sales had set best-ever scores in Q3 and declined by only 0.01 points in the last quarter. Operations showed a similar pattern, having achieved best-ever scores across all categories in the 3rd quarter.

There were also top marks for important single criteria. Thus transit times of the consignments reached a historic low score of 1.98. In the Sales and Marketing field, customers even went on to award all the criteria ratings a 1 (the highest

possible school mark in Germany) before the decimal point – ranging from friendliness through accessibility to contact frequency. Among other things the Customer Service was awarded new best scores for accessibility (1.81) and for problem-solving competence (1.84), and Operations achieved new top marks in response to almost all the questions on satisfaction and on operational performance promises. Examples include the accessibility of branches (2.07) and their problem-solving competence (2.08), reliability in accepting goods (1.88) or reliability in terms of next-working-day delivery (1.97).

## Sustainability

## Double the information for greater transparency

In order to report regularly on the overall development of sustainability within the GEODIS Group on the one hand, and to highlight trans-o-flex's specific goals and measures in this area on the other, information on this subject is now available via two channels. Interested parties can now download GEODIS' annual sustainability report from the trans-o-flex website, as well as specific data on trans-o-flex's environmental, social and corporate governance (ESG) performance.

The respective information channels have different points of emphasis and therefore complement each other. The GEODIS report, which also includes the trans-o-flex data, reflects the global and strategic sustainability performance of the entire group. The company's own ESG factsheet enables stakeholders to also trace the specific activities, targets and progress of trans-o-flex.



The most recent GEODIS sustainability report and trans-o-flex ESG fact sheet can be found here:



Sustainability report:  
[bit.ly/sustainability-2024](https://bit.ly/sustainability-2024)



ESG fact sheet:  
[bit.ly/tof\\_factsheet](https://bit.ly/tof_factsheet)

## New frequency

## Customer survey to be conducted twice a year from now on

Starting this year, trans-o-flex will be switching from its quarterly customer survey to two large-scale surveys per year, one in spring and one in the autumn:

- The central GEODIS group survey will take place between late April and early June. The questionnaire and processes are not identical to the previous approach but are similar.
- The trans-o-flex specific customer survey will be conducted at the start of October. All contact persons of active customers will receive the questionnaire developed by trans-o-flex.

For Lutz Blankenfeldt, who is responsible for customer surveys, the change makes sense for several reasons. “It means we avoid overburdening our customers with surveys,” explains the Head of Strategy, Commercial & Marketing. “Without the change, we would have conducted five surveys a year: four quarterly surveys plus an annual GEODIS survey. Most customers would consider that too frequent.”

He also points out that the new survey frequency allows trans-o-flex to better survey its entire customer base and therefore elicit more feedback. “Instead of sampling partial subsets quarterly, we will in future survey the en-

tire active customer base twice a year – which significantly increases response rates.”



## New CFO

## Malte Hingst takes charge of the company's financial operations

Malte Hingst took over as Chief Financial Officer (CFO) at trans-o-flex effective as of 1 February 2026. The 45-year-old joins from the Körber Supply Chain business unit of the globally active technology company Körber AG. At Körber he held various operational and strategic finance positions since 2011. In these roles, he managed transformation projects, international M&A integrations and the further development of financial processes and ERP structures, among other things. Prior to this, the business administration graduate worked as a consultant at Ernst & Young in Hamburg.

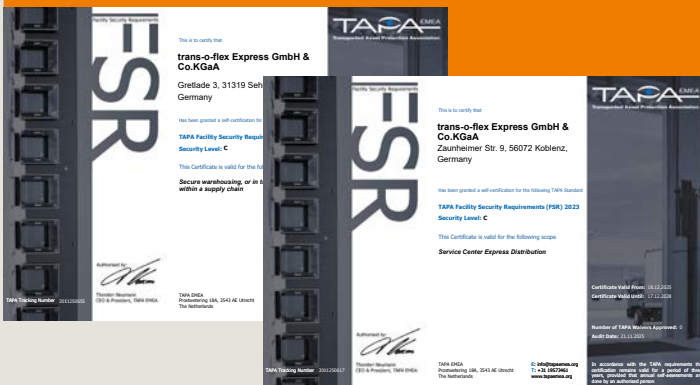


## Secure supply chain

## Koblenz and Hanover certified in accordance with the TAPA standard for the first time

Two further trans-o-flex sites have now received formal written confirmation of the special security of their processes: Koblenz and Hannover have been awarded certification in accordance with the TAPA FSR C 2023 standard. The sites underwent the certification process in accordance with the strict standards of the Transported Asset Protection Association (TAPA) and passed at their first attempt. TAPA brings together manufacturers and shippers, logistics providers, carriers, law-enforcement agencies and other stakeholders worldwide with the common aim of reducing losses in the supply chain. The certificates are valid until 17 December 2028. A total of 26 trans-o-flex sites are now also certified in accordance with TAPA. This year, a further eight locations are to be audited for the first time.

*Two new certificates that fit perfectly into trans-o-flex's collection: certificates in accordance with the strict regulations of the TAPA security initiative.*



## Thanks for time-off

## trans-o-flex employees exempted from work for disaster relief duty

Sebastian Kuhne is one of those trans-o-flex employees who perform voluntary work alongside their jobs and are supported by the company. The Head of Terminal Handling at the Kassel site works for the German Federal Agency for Technical Relief (THW) and has already been involved in numerous missions, including relief efforts several days after the Ahr valley floods. The THW has now officially thanked trans-o-flex for repeatedly allowing Kuhne and other employees to undertake their volunteer duties at short notice. This demonstrates trans-o-flex's responsibility towards society and shows that humanitarian interests are just as important as business needs. "We welcome this recognition from the THW," says Dr. Lorenz Waibel, Head of Human Resources at trans-o-flex. "This is because we as a company support our employees' voluntary work as best we can. Employees like Sebastian Kuhne demonstrate responsibility and apply their expertise and time where help is required. That warrants our utmost respect."



## Three awards won

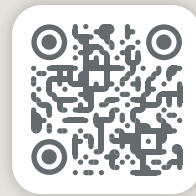
## Top customer service, sustainability and, for the sixth time, price winner

Three independent surveys have recently issued awards to trans-o-flex for its value for money, sustainability and customer service. Above all, the latest “Deutschland Test” survey has certified trans-o-flex as offering the best value for money in the entire transport and logistics industry in Germany for the sixth time in a row. The company was awarded the title of “Preissieger 2025” (winner of the award for the best value for money) for this achievement. For this survey several hundred million German-language online sources were analysed, and companies were evaluated based on positive, negative or neutral mentions in connection with the topics of “price” and “overall impression”. The full reports are provided via the relevant links on the right for those who want to read more about this and the further surveys.

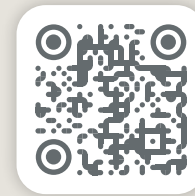
trans-o-flex also came out on top in the industry in the “Champions in Customer Service” survey conducted by the

F.A.Z. Institute and the market research company Service Value. In this case, trans-o-flex set the standard for courier, express and postal companies.

The same organisers separately issued trans-o-flex with an award for its “Excellent Sustainability”. In this survey Sustainability was comprehensively examined in three dimensions, namely in terms of ecological sustainability, social sustainability and economic sustainability.



Excellent sustainability:  
[bit.ly/faz-nachhaltigkeit](https://bit.ly/faz-nachhaltigkeit)  
(in German only)



Champion Customer Service:  
[bit.ly/deutschlandzertifikat](https://bit.ly/deutschlandzertifikat)  
(in German only)



2025 prize winner:  
[bit.ly/deutschland-test](https://bit.ly/deutschland-test)  
(in German only)

## Renewable energy sources

## trans-o-flex cuts out 5,903 tonnes of CO<sub>2</sub> emissions annually

trans-o-flex began switching its electricity supply to renewable energy sources back in 2007. A new agreement with the Mannheim energy supplier MVV Energie ensures the delivery of power from renewable sources until the end of 2028. MVV Energie guarantees that the electricity supplied to trans-o-flex is entirely produced in renewable-energy installations. The new three-year contract, which officially started on 1 January 2026, stipulates an annual delivery of 16,263 megawatt hours of electricity. “The procurement of electricity from renewable sources forms a tried and tested element in our sustainability strategy and has reduced our environmental footprint for years,” points out trans-o-flex CEO Martin Reder.

According to the German Environment Agency, the average German power mix produced 363 grams of CO<sub>2</sub> per kilowatt hour in 2024.\* Set against this, trans-o-flex’s annual procurement of 16,263 MWh from renewables prevents more than 5,903 tonnes of CO<sub>2</sub> emissions. Roughly 246,000 trees would be required to bind the same amount of CO<sub>2</sub> in one year in Germany. The calculation is based on the assumption that a tree in Germany binds an average of around 24 kilograms of CO<sub>2</sub> per year.\*\*

\*Source (in German only): [www.umweltbundesamt.de/themen/co2-emissionen-pro-kilowattstunde-strom-2024](https://www.umweltbundesamt.de/themen/co2-emissionen-pro-kilowattstunde-strom-2024)

\*\* For further details, see (in German only): [www.fortomorrow.eu/de/blog/co2-baum](https://www.fortomorrow.eu/de/blog/co2-baum)



Cover story

# *Full cost accounting has never been easier*



***Total Cost of Ownership (TCO): Comparing transport prices alone is misleading. That is why a free TCO calculator is now available on the trans-o-flex website. This small programme helps to calculate and compare the total logistics costs of actively and passively temperature-controlled consignments and provides starting points for the reduction of costs.***

“I had long been searching for this!” A smile crosses Maria Bolsing’s face as she opens an Excel spreadsheet on her screen and explains how it works. “Using the spreadsheet, I was able to calculate the full costs for passive temperature-controlled transports of our consignments in less than an hour. This allows me to now compare the costs I incur with trans-o-flex for active temperature-controlled shipping with those that would be incurred with parcel services offering passive temperature control.” Bolsing is the managing director of a small pharmaceutical company in Hesse.\* She ships an average of 20 temperature-controlled parcels a day with trans-o-flex. Nearly half of these are refrigerated consignments that must be kept at temperatures of between 2 and 8 degrees Celsius in transit. The remainder are ambient consignments, meaning they are transported at temperatures of between 15 and 25 degrees. The products shipped in this way are primarily sensitive to frost, but also cannot tolerate the frequently higher temperatures in the truck cargo area in summer. >>



*\*The name was changed because the managing director wishes to remain anonymous. For the same reasons the company name of the trans-o-flex customer is not stated.*

Three years ago, Bolsing switched all her customers' deliveries to active temperature control. "The regulatory authority also exerted some pressure on us," admits the 47-year-old. At the time, she initially considered whether she should not simply stay with her parcel service provider and have the consignments delivered using passive temperature control. "But we shied away from the effort involved in handling insulated packaging, ice packs or dry ice, and we didn't know exactly what else we would have to deal with. Ultimately, we accepted trans-o-flex's offer and the seemingly higher transport prices because switching to temperature-controlled shipping was easier for us and we were able to make the switch more quickly." However, she repeatedly receives mail from standard parcel services offering passive transports at very low prices. Bolsing then asks herself: "Should we switch after all?"

## **Download the service tool free of charge**

When trans-o-flex offered a TCO calculator for download on its website in February this year, Bolsing initially thought it was a publicity stunt rather than a genuine service tool for calculation of the total cost of ownership (TCO). But her curiosity had been piqued, and she downloaded the tool from the trans-o-flex website.

"When I then opened the spreadsheet, I immediately noticed that I could use it to calculate the actual costs incurred by our company very precisely, and for each cost category." Bolsing set to work and entered her company's actual quantities and costs into the spreadsheet. In total the spreadsheet consists of around 70 pre-filled rows, which span ten cost categories, ranging from packaging & transport through returns & reusable logistics to IT & integration.



You can download the TCO calculator here and obtain additional information about the tool: [bit.ly/tco\\_calc](https://bit.ly/tco_calc)



### ***Calculate using market-standard or company-specific costs***

“Each line contains short explanations of the individual items so that I can recognise whether that cost item applies to us at all.” Bolsing calculated for her company the total costs that would arise for passive temperature-controlled shipping in reusable boxes. “We also use reusable boxes for actively temperature-controlled transport with trans-o-flex. For environmental reasons using disposable boxes is therefore out of the question for us even where passive shipping is involved. And where the coolant is concerned, we would opt for gel packs rather than dry ice. If an item does not apply to us, I simply enter zero.”

For each individual cost item, the users of the TCO calculator can enter the cost per unit for them and how many units per year occur. The tool then auto-

matically calculates the total value of the respective cost item, immediately adds all individual items to a total sum and divides it by the number of consignments. At a glance this therefore shows the total costs as well as the cost per parcel or consignment.

“A lot of experience and knowledge about logistics processes seems to have gone into this tool. It has also opened my eyes to cost items that I had not previously allocated to transport and logistics costs.” As an example she cites packaging qualification or lane validation. “If I use a passive system and, for instance, set up a new pharmacy, the pharmacist must learn to return the reusable box, the inlay and the logger. Every lane, i.e. every new distribution channel or new recipient, has to be trained.”





### ***Active versus passive: lower total costs despite higher transport prices***

Finally, Bolsing, who is a pharmacist herself, went on to say “We now use the tool for two things. On the one hand we actually compared the total costs and realised that, despite higher transport prices per shipment, active temperature control is actually slightly cheaper for us overall. On the other hand we now use the tool when we look at individual cost blocks of our logistics chain and consider whether and how we can reduce expenditure.”

She also has a tip for all other users when it comes to comparing total costs: “To avoid comparing apples with pears, the total cost calculation should be completed twice. Once for active and once for passive temperature control. Then you can see exactly which additional costs are incurred with which form of temperature control alongside the pure transport price.” ■





## **Active temperature control significantly more environmentally friendly than passive**

The climate impact of consignments that are actively temperature-controlled in a reusable box at temperatures of 15 to 25 degrees Celsius when transported by truck is 2.63 times lower than passive transport in a reusable box. It is even 3.93 times lower when a disposable cardboard box is used for the passive temperature control. These results were reached by the express carrier trans-o-flex in 2022 in an analysis of the various transport methods. The data collated here are based on scientific calculation principles.

The analysis is performed in three steps. Firstly, based on the example of shipments between Munich and Berlin (588 kilometres), the greenhouse gas emissions (GHG) of an unconditioned shipment were calculated. For this purpose – as well as for the other calculation steps – all direct and indirect GHG emissions were calculated using a well-to-wheel approach, from the provision of a resource to its conversion into kinetic energy. The benchmark employed for these emissions is CO<sub>2</sub> equivalents (CO<sub>2</sub>e), which not only takes into account carbon dioxide (CO<sub>2</sub>) but also other greenhouse gas emissions. The second was to determine how many CO<sub>2</sub>e are generated when consignments are

transported with active temperature control. The third step was to determine which additional CO<sub>2</sub>e (compared to a non-temperature-controlled shipment) arise when consignments are transported using passive temperature control.

The scientific basis for the calculations was, on the one hand, the GLEC framework, a globally recognised method for the reporting of CO<sub>2</sub> emissions that covers all modes of transport and transshipment points in global logistics chains. On the other hand, the results of the distance-based calculations according to the GLEC standard were checked for plausibility using the EcoTransit calculator. The EcoTransit calculator, developed in close cooperation with neutral institutes such as ifeu, INFRAS or Fraunhofer IML, corroborated the GLEC results. For instance, in the case of non-temperature controlled shipments, GLEC arrived at 47.63 kg CO<sub>2</sub>e per tonne and EcoTransit at 47.33.

For the calculation of emissions at package level trans-o-flex then performed its calculations exclusively in accordance with the GLEC standard. Accordingly, an eleven-kilogram package in a reusable packaging with active temperature control between Munich and Berlin generates emissions of 656 g CO<sub>2</sub>e. If, on the other hand, the package is transported on the same route using passive packaging (disposable system without a polystyrene box), the CO<sub>2</sub>e emissions per package amount to 2,579 g. Thus, the climate impact is 3.93 times higher than with active temperature control. The consignment also generates additional costs for waste disposal, for loggers, the handling of cooling-packs and for storage. If a reusable system is used for passive transport instead of disposable packaging, this still results in CO<sub>2</sub>e emissions per package of 1,723 g. This means the climate impact of passive temperature control in the reusable system is still 2.63 times higher than that of active temperature control.



All-round service for recipients

## *Deliver, shelve, tidy up: Logistics that makes people happy*

***Special Services: by means of delivery directly onto the shelf, trans-o-flex demonstrates how smart logistics can take account of individual recipient requirements today. At the same time, the US biotechnology and medical-technology specialist Beckman Coulter uses numerous other services from trans-o-flex and can thus reduce the number of logistics providers it uses.***

“We launched our range of Special Services for Beckman Coulter at exactly the right time,” says Eugen Günther, Chief Sales Officer at trans-o-flex. “Beckman Coulter was in search of a partner in 2024 that could transport both parcels and pallets and also organises and reliably implements individual delivery agreements with numerous recipients. In October 2024 we started with the first addresses for special deliveries.” Thus the US

biotechnology and medical-technology specialist, which has developed, manufactured and marketed laboratory and measuring equipment and the necessary consumables for more than 90 years, became one of the first users of the Special Services from trans-o-flex. The corresponding department was established in the same year and has since implemented a wide variety of individual customer requirements (see page 17).



In the case of the medical-technology customer the special service specifically consists of the delivery driver not simply handing the ordered goods over to the recipient, but unpacking the pallets, shelving the products, tidying up the packaging material and taking it away. trans-o-flex deploys specially trained drivers who distribute Beckman Coulter's goods on special routes from the respective branch for these services. Furthermore, the deliveries have previously been agreed in person with both the sender and the recipients. For Beckman Coulter this particular type of delivery is now an additional sales argument used in the customer acquisition. But how time-consuming is the preparation of this service?

“We receive an annual plan of when the individual recipients are normally to be supplied from Beckman Coulter,” explains Anna Maria Cirimele, who established and now leads the Special Services division at trans-o-flex. “This plan is based on the ordering behaviour of Beckman Coulter's recipients and on discussions with the customer – and it is largely accurate.” Based on this information, the Special Services department of trans-o-flex then contacted the recipients and asked when the best time for delivery would be. “If the answer was, for instance, “between 8:00 a.m. and 12:00 noon”, then that is considered in our route planning.” In addition, recipients receive advice on the day of delivery stating that, and when, new goods will be de-



livered. “Other special considerations are also taken into account, for example that a recipient will receive both parcels and pallets but cannot be served by a lorry but only by a van,” says Cirimele. All arrangements relating to the special tasks and the operational implementation are organised by the Special Services team at trans-o-flex. “As a result, there are fixed contacts for both senders and recipients, people know each other, people know the processes. That instils a sense of confidence and security.”

“We had already gained that trust in previous years through the collaboration with trans-o-flex and gradually entrusted the company with further tasks,” says Frank Pels, Director Transportation EMEA at Beckman Coulter. “The wide-ranging product portfolio that trans-o-flex offers, is ideal for us because it enables us to cover all our needs.”



*Anna Maria Cirimele joined trans-o-flex in 2024 to set up the Special Services division. Following extensive preparation, she is now launching the division with a team that has many years of experience in the field.*

Thus, trans-o-flex not only transports the Special Services consignments for Beckman Coulter, but also express consignments with deliveries by 8:00 a.m., 10:00 a.m. or 12 noon on the next working day or temperature-sensitive products that are transported by ThermoMed with active temperature control at 2 to 8 degrees Celsius. This also facilitates synergies during the collection process. That’s because all goods are collected once daily from the company’s European central warehouse in the Dutch town of Wijchen. The two-compartment vehicle takes receipt of both the refrigerated goods and the express and Special Services consignments. The lorry unloads the express goods in Duisburg. From there the consignments are distributed nationwide to all the branches in an overnight run. The lorry then continues to drive the rest to the ThermoMed hub in Baunatal. The nationwide distribution of the refrigerated goods is performed from here. Pels: “By means of the active temperature control we not only ensure the quality of our thermo-sensitive products but also save large quantities of special packaging that we would otherwise have to buy, hold in stock and dispose of.” ■

## Special Services: Nothing is impossible!

Time-critical logistics paired with consultation requirements – that is the core competence of the Special Services team at trans-o-flex. It organises tailor-made national and international shipments for particularly urgent, important or sensitive consignments. Whether it involves transport by land, air or sea: the route is chosen that solves the problem.

Despite all their many differences, the special assignments have one thing in common: They are extremely urgent, important, sensitive or require special handling. “Often it is a combination of these,” says Anna Maria Cirimele, who heads the new Special Services division at trans-o-flex. “We find solutions for trans-o-flex customers that cannot be provided via our standard express networks or scheduled direct runs.”

At its core, the Special Services team utilises various proven service variants that – depending on the customer’s needs – can be deployed individually or in combination to solve the logistical challenges involved. The services are adapted to the individual solution depending on customer requirements and generally consist of the core elements listed on the right.



*On Board Courier (OBC)*



*Next Flight Out (NFO)*



*Air Charter*



*White Glove Services*



*Customised, complex special solutions*



*Special runs with standby time of usually 90 to 120 minutes*



*Flexible network combinations*



Further information on the core elements and Special Services offer can be found on our website:  
[bit.ly/specialservices\\_en](https://bit.ly/specialservices_en)





CompuGroup  
Medical



Secure shipment of card terminals

## *Digital logistics solution facilitates digitalisation of the healthcare sector*

*Greater security and transparency through IT-controlled monitoring, automated status notifications and a personal handover to authorised recipients: How the trans-o-flex Ident Service became a part of a TÜV SÜD-certified logistics chain*



Wolfgang Stauch,  
Managing Director of CGM IT  
Solutions und Services GmbH

“The digitalisation of the healthcare sector also requires new digital solutions in logistics. We are a prime example of this,” says Wolfgang Stauch. He is Managing Director of the CGM Medical IT Solutions and Services GmbH company that is based in Koblenz. The subsidiary of CompuGroup Medical SE & Co. KGaA, one of the world’s leading e-health companies, specialises in telematics infrastructure solutions in the healthcare sector. One of its key pillars in this is E-Health card terminals. “The terminals not only facilitate the reading of electronic health cards (eGK), but also the use of qualified electronic signatures and additional functions. And due to the fact these involve highly sensitive data, we require a highly secure logistics chain for the delivery of the terminals. We need to know at all times where the goods are and ensure that they are exclusively delivered to authorised persons. All of this must be digitally documented and transmitted in real time. Because trans-o-flex already had a proven solution for such cases, we entered a business partnership.”

Since January 2024, trans-o-flex has been collecting consignments on a daily basis from CGM’s headquarters in Koblenz, which are delivered exclusively using the Ident Service. “Using this digitally controlled specialist service, we ensure that a consignment is only handed over to an authorised person who can identify themselves accordingly,” says Eugen Günther, Chief Sales Officer at trans-o-flex. “If the recipient cannot identify themselves, the delivery driver can only continue working after entering a specific status message in his handheld device, taking the consignment back and, once the tour has been completed, delivering it to the trans-o-flex branch in a specially secured area. The consignment is kept there until the sender instructs what should be done with it.”

trans-o-flex Ident Service offers two different variants (see page 20) for the authorisation of the recipient. In both cases, the recipient identifies themselves using an individual QR code. “However, CGM wanted an additional level of service, which we also already organise on request for other customers,” Günther reveals.

trans-o-flex documents every change of location and every transfer of responsibility for a consignment by scanning the package. “At CGM, we provide these scan data automatically and pro-actively. This means the customer does not have to retrieve the information, but instead we transmit every new



CGM has its headquarters in Koblenz.



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## *How both variants of the Ident Service work*

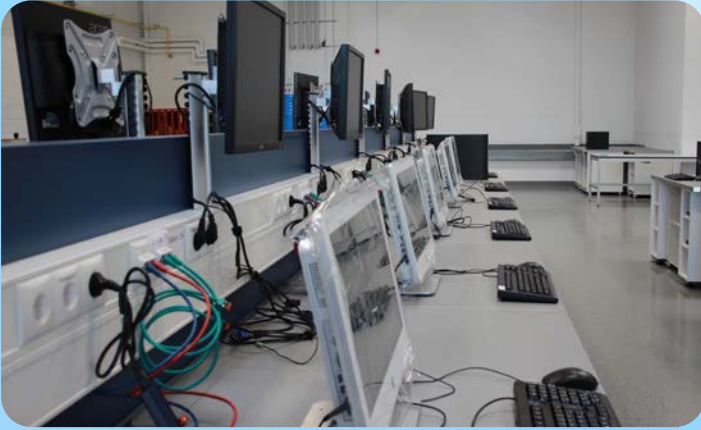
The trans-o-flex Ident Service was developed for particularly sensitive or high-value consignments that may only be delivered to a specified person or at a specified location. This specialist service guarantees this by delivering the consignment only when the recipient can identify themselves using an individual QR code. The recipient can obtain this code in two different ways.

In the standard variant, the code can be accessed via the trans-o-flex recipient app by the name of insight. “This is especially suitable for regular recipients who use the app anyway,” explains trans-o-flex Chief Sales Officer Eugen Günther. “What’s more, this option reduces the workload for the sender.”

With the solution for app users, the sender only needs to enter the email address used for the Insight app in the accompanying dataset, whilst also indicating that the Ident Service is required. trans-o-flex then generates a random alphanumeric identification code and makes it available to the recipient in the form of a QR code via the insight app.

Using the alternative solution, the sender specifies the identification code themselves and provides it to both the recipient and trans-o-flex. The recipient can receive the QR code by email as a PDF file or in the traditional way by post. trans-o-flex receives the QR code from the sender together with the dataset of the respective consignment via an XML interface.

In both cases, the delivery driver scans the consignment before handover and automatically receives a notification on the handheld device that the recipient must identify themselves using an identification code. The recipient can present the code either in printed form or on their smartphone. The recipient then receives the consignment and confirms receipt with their signature. By allowing the ident code to be printed, the ident service enables both designated persons to prove they are authorised recipients and for locations (where the barcode is affixed) to be declared authorised drop-off points.



*In the central production facility of CGM IT Solutions und Services GmbH, every server and client is inspected and configured in line with the customer's individual requirements prior to delivery. This makes installation on the customer's premises considerably faster.*

status update directly into the customer's transport management system." While most customers only wish to be informed about exceptions in the process, CGM achieves two objectives through this seamless and automated documentation. "On the one hand, the company uses our information as documentary proof of a secure supply chain for its supervisory authority." To this end, the trans-o-flex documentation process was integrated into a secure supply chain that is certified by TÜV SÜD. The customer therefore always knows where its card readers are and can demonstrate this through the scan data. "At the same time, CGM also makes the consignment information available to its own customers, ensuring that they can also monitor the status of the consignment at any time."

*This is what one type of the card-reading devices looks like that CGM ships via the Ident service of trans-o-flex. Since the device reads the health insurance cards of insured persons, it may only be delivered if the recipient can identify themselves using an individual QR code.*

Finally, CGM has all Ident consignments delivered as express parcels by 10:00 a.m. or 12:00 noon on the next working day. "However, there are also particularly time-critical consignments which are organised via our Special Service," adds Günther. In such situations, a CGM employee calls their contacts in the trans-o-flex Special Services division directly and instructs them: "You need to pick up goods in Koblenz within two hours today." A direct delivery from the customer's logistics centre to the recipient of the goods is then organised to meet this requirement.

CGM has also been using trans-o-flex to deliver additional consignments in Germany since the beginning of 2026. "Following one year of positive experiences with the trans-o-flex Ident Service, we issued a new tender for our parcel distribution volumes, and trans-o-flex was awarded the contract for express consignments," says Stauch. "Since the recipient groups of trans-o-flex and CGM overlap to a marked extent, this proved to be an excellent fit." ■



Virtual central warehouse

# A flexible solution for complex tasks

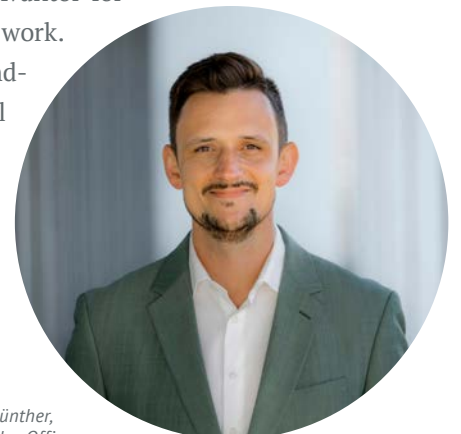
*Avantor: how the group that specialises in laboratory equipment relies on a three-tier logistics concept for the storage and distribution of its goods in Europe – and which role trans-o-flex plays in all this.*

“This logistical task is one of the most complex tasks I have ever come across,” states Eugen Günther full of admiration. As Chief Sales Officer at trans-o-flex, he has already encountered many logistical challenges during his 15-year career at the express service provider. What he admires most about this task – and the way in which it is solved – can be summarised in just one word: “Flexibility! That is possibly the decisive factor in ensuring the success of Avantor’s logistics.” According to Günther, Avantor and its logistics service providers manage to break down the complexity of logistics in the direction of operational excellence and efficiency by virtue of very high levels of flexibility. “At trans-o-flex we are proud to be part of this solution. And we are ready, in collaboration with GEO-DIS, to take on additional responsibility both in Europe and worldwide.” But what exactly makes the task so complex and what form does the solution

take? What role does trans-o-flex play, and how can its contribution be further increased?

To better understand the answers to these questions, some background information on Avantor is required. Avantor is a vertically integrated, global supplier of discovery-to-delivery solutions for the global life sciences, advanced technologies and research industries. Whether it is a thermometer or a centrifuge, a sterile stainless-steel workbench or a laboratory chair, chemicals or a Pipette – even in Europe there is hardly a laboratory that does not order products from Avantor for its equipment or daily work.

These include independent laboratories as well as those in universities, hospitals or public institutes, in



Eugen Günther,  
Chief Sales Officer  
at trans-o-flex



pharmaceutical companies, in the wholesale trade and at chemical companies that conduct research or produce things. Almost everyone who operates a laboratory in this industry orders from Avantor. And within Europe, the logistics are led by VWR, a part of Avantor. VWR's expansive channel access and deep customer relationships strengthen Avantor's abilities, adding a vital new dimension to the full scope of solutions it can provide, from discovery to delivery.

A three-tier warehouse system ensures, firstly, that most materials and products are always in stock and, secondly, that they are stored as close as possible to the customers. That is why there are three central distribution centres (CDC). They are in Bruchsal (Germany), Genk and Leuven (both in Belgium). There are also regional distribution centres (RDCs) that serve a specific country or region,

such as the Iberian Peninsula. There are six of these in Europe: in Dublin (Ireland), Lutterworth (United Kingdom), Briare (France), Llinars del Vallès (Spain), Sizzano (Italy) and Örebro (Sweden). As the third tier, there are local distribution centres (LDC) in Poland, Hungary, the Czech Republic, Austria and Switzerland.

The CDCs assume a special importance in this three-tier structure. On the one hand, all three together form a virtual central warehouse in which a large proportion of the defined articles are kept in stock. On the other hand, the CDCs are responsible both for supplying the RDCs and LDCs and for the fine distribution within a country or a region. Bruchsal, for instance, supplies almost all RDCs and LDCs, as well as the other CDCs, and in addition delivers directly to customers in Germany.





Avantor and trans-o-flex were able to look back on 50 years of cooperation last year. When the cooperation was launched in 1975, the trans-o-flex customer was still called Bender & Hobein, later "Merck Eurolab", then VWR. VWR has been a part of Avantor since 2017. Today, VWR's expansive channel access and deep customer relationships strengthen Avantor's abilities, adding a vital new dimension to the full scope of solutions it can provide, from discovery to delivery.

"For this structure, trans-o-flex is the ideal partner by virtue of its flexibility and its ability to consolidate consignments," Günther continues. No matter whether Avantor ships goods in parcels or on pallets, no matter from which warehouse location the goods originate, and whether they are hazardous goods or standard materials: trans-o-flex can handle all of this and deliver it to the recipient in a single shipment. Avantor also takes advantage of trans-o-flex's flexibility where larger volumes are involved. "In Bruchsal, for instance, the volumes are so large that we collect goods several times a day." This flexibility also applies at the IT level. "All parcels and pallets for one recipient – even if we collect them at different times at a location – are consolidated into a single consignment following

the final collection and invoiced to Avantor as one shipment."

For Dennis Sauder, Avantor's Distribution Service Manager for Region East & Control Tower is responsible for the monitoring, handling and the continuous optimisation of the transport network, it is not only the high flexibility that argues in favour of cooperation with trans-o-flex, but also the transit time. "For instance, trans-o-flex collects from our CDC in Bruchsal as late as 5.30 p.m. Despite this late collection, more than 95 per cent of all Avantor consignments nationally are delivered the following working day." In doing so, Avantor generally makes use of standard consignments within the Tech Express service.

## Avantor: successful through pure chemistry

While studying chemistry, John Townsend Baker discovered that the laboratory chemicals he used in class were not pure enough to produce accurate results. Baker took matters into his own hands and in 1904 founded the J.T. Baker Chemical Company to manufacture chemicals with “the highest degree of purity commercially available”. This company, which started with 20 employees in the US state of New Jersey, is today known as Avantor and has now more than 13,000 employees in over 30 countries. The world’s top 20 pharmaceutical companies are customers of the company, and it is the number one global partner for laboratory consumables.



For Sauder, reducing complexity also means that trans-o-flex can take on special tasks in addition to the distribution of goods to certain addresses, and thus eliminates the need for cooperation with additional partners. “At a large chemical company in northern Germany, trans-o-flex does not simply deliver, but also handles the fine distribution work across the large company premises. This not only involves delivering to different buildings but also placing the goods directly on specific shelves.”

According to Sauder, such examples also demonstrate that the cooperation with trans-o-flex offers potential for further development. “As a global organization, we must weigh the number of our part-

ners carefully in order to further increase our efficiency.” That is why, especially following the acquisition of trans-o-flex by GEODIS, he feels there are opportunities for further development. “GEODIS is also a partner of Avantor in France, and from our point of view the addition of further international tasks would be conceivable – for instance in full truck loads between our CDCs and RDCs. A degree of expertise in the handling of hazardous goods such as that provided by trans-o-flex in Germany would also offer outstanding benefits for us as a European solution.” ■

**Leap to the top**

## Forwarder ranking: 1st place awarded by Siemens Digital Industries!

The Siemens Digital Industries (DI) business division has announced that trans-o-flex has come first out of 18 providers in the current forwarder ranking. The evaluation, which has been conducted for only the second time, relates to the most recently completed Siemens financial year from October 2024 until September 2025. In the same ranking of the previous year, trans-o-flex came in 7th place out of 19 providers. “The latest result is outstanding not only because we came top, but also because we have made such a big leap,” said Martin Reder commenting on the evaluation. “We are proud of this success, and I thank our entire workforce, because this is the result of continuous quality work towards which everyone at trans-o-flex has made a contribution.”



### Logistics criteria assessed and their weighting

|      |                            |
|------|----------------------------|
| 10 % | Invoice management         |
| 15 % | Sustainability aspects     |
| 15 % | Physical flow of shipments |
| 20 % | Proactive communication    |
| 40 % | Information flow           |

Siemens DI has made very transparent the criteria by which the forwarders evaluated and how the individual criteria are weighted. Sustainability, for instance, counts for 15 per cent of the evaluation.

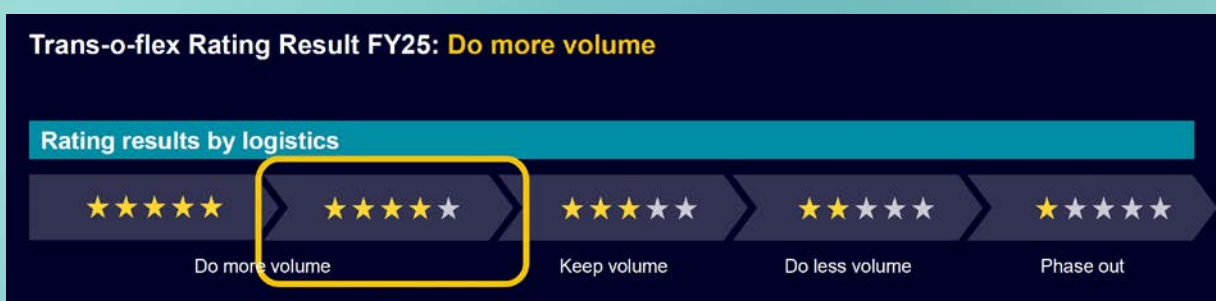
## What does trans-o-flex do for Siemens DI?

trans-o-flex has been working for the Digital Industries division of Siemens AG since October 2022. The goods are collected at five warehouse locations in Nuremberg and Erlangen and delivered as single packages or on pallets to recipients throughout Germany. The recipients are industrial customers in the fields of

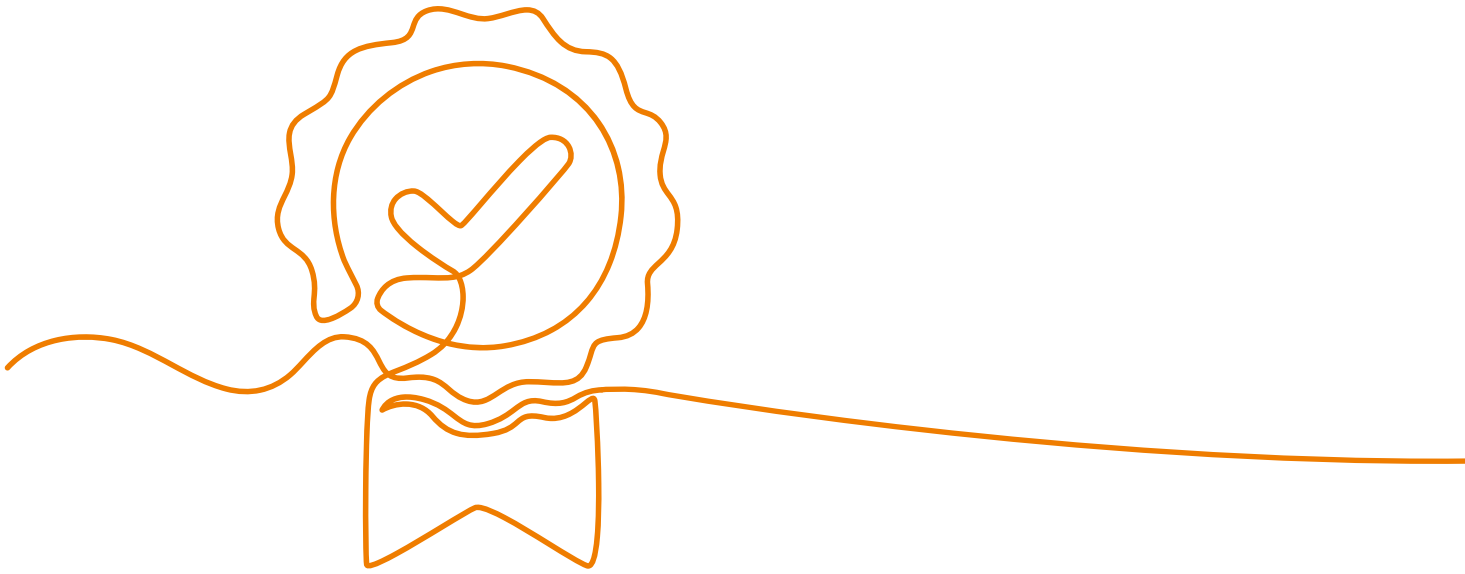
plant engineering, mechanical engineering and automotive suppliers. This is mainly a classic nationwide distribution of goods, with trans-o-flex scoring points with its unique ability to collect and deliver parcels and pallets with just one contact.

There are five precisely disclosed criteria that are included in the evaluation. The physical flow of the consignments accounts for only 15 per cent of the evaluation. The information flow, which is weighted most heavily at 40 per cent, is of much greater importance to Siemens DI. A leading position in the ranking is therefore only possible if status reports are collected without errors and feedback is provided to the customer quickly. Other criteria included in the assessment are proactive support at 20 per cent, sustainability aspects at 15 per cent, and value flow (invoice management) at 10 per cent.

The evaluation of the logistics by DI is a component of the overall DI evaluation and feeds into Siemens AG's evaluation of suppliers. "It won't be easy to defend our top position," says Reder. "But buoyed by this success we can pull it off!" ■



Siemens Digital Industries uses its transport service provider ranking as a basis for regularly readjusting the distribution of volumes among its service providers. As a result, trans-o-flex can receive a larger volume based on its performance in the ranking.



Energy management

## *Yet another certification? Why ISO 50001 is strategically important*

*Integrated Management System: The shared core and structure of the ISO standards make it easier to introduce new management tools from the ISO world. The view from the outside breaks up organisational blindspots and entrenched routines. Every certification also increases employees' sensitivity to the respective topic.*



*Tamara Schulz,  
Head of Quality Management  
at trans-o-flex*

trans-o-flex's range of certificates is getting longer and longer. Last year the company successfully completed the re-certification of its quality management (ISO 9001) and its environmental management (ISO 14001). For the first time in 2025 a systematic and professional energy management system was also introduced – according to the international standard ISO 50001. And this year the certification of occupational health and safety management (ISO 45001) is being launched, which should be completed by the end of 2026. Is all this necessary? And what effects do these changes have on customers, employees and the company? In the interview with this magazine, Tamara Schulz, Head of Quality Management at trans-o-flex, answered these questions.

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### ***Why did trans-o-flex complete another certification last year, namely that of energy management according to ISO 50001?***

Tamara Schulz: Because it supports us very well in systematically and sustainably increasing our levels of energy efficiency. In addition, ISO 50001 helps to ensure compliance with legal requirements and to position the company so that it is future-proof and crisis-resistant, especially with regard to the increasing demands of the climate crisis. The certification forms, not least, part of our sustainability strategy and helps us to achieve the goals we have set. That is not simply a question of our attitude and cost efficiency, but also of our competitiveness. We also strengthen that using ISO 50001, since sustainability and energy efficiency are increasingly decisive criteria for business partners and customers. >>

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### ***How does the new energy management system fit into the existing management systems?***

The various standards ISO 9001 (quality), ISO 14001 (environment) and now also ISO 50001 (energy management) have a single, consistent framework. Instead of several parallel systems we use this common structure to consistently avoid duplicate work and redundancies. The shared core includes all fundamental processes such as risk and opportunity assessments, the setting of objectives and action packages, internal audits, management review, document control, training as well as clear delineations of responsibility. The proven systematics and the familiar PDCA cycle (Plan – Do – Check – Act) enable our employees to implement new certifications significantly more quickly and easily. In this way we not only create efficiency and cost benefits, but at the same time strengthen our holistic, sustainable and future-proof corporate management by means of an integrated management system.

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### ***What findings and saving potentials have you gained through the energy management system?***

We have established that heat consumption plays an even more important role for trans-o-flex than we had originally assumed. The reasons for this are as follows: as a specialist for the pharmaceutical sector we work with actively temperature-controlled transports and climate-controlled distribution hubs. Our energy requirements for heating or cooling are therefore higher than for conventional express services. In the systematic investigation of consumption and possible sources of heat loss we did, for instance, come across door openings. If doors remain open longer than necessary, this means noticeable energy losses in a distribution hub.





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### ***Did you draw any conclusions from these findings?***

Yes. We now perform measurements at one site using a camera software system in terms of which doors are open for how long. The system additionally sends an audible and visual reminder signal as soon as a door exceeds the set maximum opening time. We are currently collecting the data and will then examine which steps we can derive from this. Further optimisations that we have identified are fine adjustments to the heating control with a view to an even greater needs orientation. Specifically this means: less heating on Sundays. While such control optimisations can be implemented relatively quickly and without a significant financial outlay, other improvements require large investments and time. Examples of these are door and building insulation or the renewal of heating systems.

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### ***What further lessons have you drawn from the audit process?***

The audit process in the energy management system has once again revealed to us the added value that an external view of our processes can offer. We recognised areas of potential efficiency improvements and identified approaches to optimisation. The view from the outside breaks up organisational blindspots and entrenched routines. Every certification also increases employees' sensitivity to the respective topic. Thus the announcement and conducting of the audits has now sharpened employees' focus towards the topic of energy efficiency and energy management in their everyday work.

The key consideration in an ISO certification is the sustainable promotion of improvement processes. The audit process supports this principle by regularly providing new impulses for technical, organisational and behavioural measures. ■



### Business Continuity Plan

## *Why trans-o-flex has completely revised its emergency preparedness*

*Risks in the logistics chain are increasing, and the importance of risk prevention is growing. In the field of pharmaceutical logistics, product quality, patient safety and regulatory compliance are at stake.*

trans-o-flex has comprehensively overhauled its entire risk preparedness – both its Business Continuity Plan (BCP), and also all its specific emergency response plans. Is the company merely following a trend? Tamara Schulz, Tamara Schulz, emphatically rejects this contention. “Risk prevention is certainly fashionable in logistics right now,” explains the quality-management specialist. “But the risks of being unable to continue with the company’s core operations are not only statistically higher for logistics companies in recent years – they have materialised in very real ways.” Schulz recalls the COVID-19 pandemic, which led to branch closures at several parcel and freight operators because of staff shortages; floods that inundated sites and rendered parcel sorting impossible; hackers who attacked and in some cases paralysed the IT systems of international express carriers; and wars and crises that forced global logistics chains to be altered, which did in practice cause longer transit times, reduced transport capacity, higher rates and delivery bottlenecks.

“But in the pharmaceutical logistics sector, emergency planning goes back much further and has always had strategic significance,” says Schulz. “Without a

well-developed BCP, it is almost impossible to guarantee product quality, patient safety and compliance.” For that reason, trans-o-flex already had a dedicated pandemic plan before the COVID-19 pandemic struck. Nevertheless, last year the company fundamentally reviewed, adapted and raised its BCP strategy and emergency preparedness plans to a new level. Why did they do this? “Firstly, a BCP is only effective if the plans are updated regularly,” Schulz explains. “Secondly, we learn from events that occur and analyse precisely how to prevent similar events from occurring in the future, reduce the likelihood of them recurring, or limit their impacts.”

Schulz cites examples such as major carrier failures or power outages. “As a consequence, we have developed plans that allow whole sites to cover for one another in an emergency.” Often, however, smaller changes are enough to maintain the continuity of company operations. Current risk prevention plans thus now also take into account modern substitution options such as working from home. “We have ensured that every site has dispatchers who can work from home if their location suffers a prolonged power outage,” says Schulz. Another example of this: to keep temperature-sensi-

tive goods within the correct temperature range and to continue recording and documenting temperature data during a power failure, stock is transferred to thermo-trailers. “Their refrigeration units also operate independently using a diesel engine when stationary. That engine, together with a generator and battery, ensures not only the power required for the temperature control but also continuous measurement and documentation.”

All emergency plans are recorded in the QMS document-management system, which is internally also referred to as the system manual. It also specifies, for each process, the deadlines by which the process must be reviewed and, where necessary, updated. “And because this is part of our certified quality management system, we cannot postpone anything. These processes are likewise checked during the respective recertifications.”

For customers, Schulz says, this means that trans-o-flex has “become more resilient to disruptions of all kinds. That means quality assurance even in exceptional circumstances and the minimisation of risks especially for sensitive consignments. Last but not least, we can better support our customers in their own audits and regulatory requirements.” ■



## What things are involved in emergency preparedness?

In detail, the path to a successful business continuity plan looks different for every company. However, the following four basic steps are the same for everyone:

### 1 Risk assessment:

The identification of risks and hazards such as IT failure, power outage, supply shortages, fire, flooding, etc.

### 2 Continuity strategy:

The development of emergency plans or alternatives for critical processes and scenarios for returning to normal operations.

### 3 Communication plans:

Who will be informed, and how?

### 4 Training, testing, updating:

Exercises to verify and improve plans in practice; regular updating of the plans.

*These also play a role in the Business Continuity Plan: empty thermo-trailers serve as a buffer for temperature-controlled consignments, for instance during a prolonged power outage. The trailer's diesel-driven refrigeration units then ensure the correct temperature. Battery buffers ensure that temperature measurement and documentation continue.*

Austria

# Knowing precisely when your consignment will arrive

*trans-o-flex ThermoMed Austria: new dispatch software and self-handling by drivers accelerate delivery and increase transparency – recipients can receive detailed advance information with an expected delivery time window*

Großebersdorf got the ball rolling. The trans-o-flex ThermoMed Austria GmbH (TMA) branch near the Austrian capital of Vienna was the first to introduce new dispatch software and self-handling for delivery drivers at the beginning of February. The rollout is expected to be completed in the remaining three branches in the spring.

“We are pursuing four main goals with the new processes,” says Thomas Handlos, Managing Director Operations of the Austrian company. “The new dispatch software speeds up and optimises tour planning for our delivery vehicles. Secondly, the software can estimate the expected delivery time

and communicate it to recipients. Thirdly, implementing the new processes in Austria represents a major step towards harmonising the IT solutions used by trans-o-flex companies, since the processes are already established and proven at trans-o-flex Express in Germany. Fourthly, the new self-handling module ensures that delivery drivers can start their routes more quickly.”

And how will these goals be achieved? Here are the most important questions and answers concerning this:

## ***How does the new dispatch software speed up and optimise the tour planning of delivery vehicles?***

Until now, the efficiency of dispatch in Austria has largely depended on the experience and expertise of our dispatchers and drivers. This is because the dispatch was performed manually, with the recipient's postcode as the main criterion and other secondary criteria such as the size of the consignment. The new software, on the other hand, automatically creates the optimal routes for all delivery tours for the respective branch. In doing so it considers predefined factors such as goods receipt times or



express deliveries by 12 noon. However, the dispatcher is not made redundant. Rather, they can adjust the suggested vehicle allocation or stop sequence if they can produce a better solution based on their personal knowledge.

***Will every recipient now receive a notification in the morning that a consignment is on its way and the time window in which it is expected to arrive?***

This depends on whether the senders subscribe to the service on behalf of their recipients. Three things are required for this: customers must book the service, transmit the recipient's data to trans-o-flex and simultaneously obtain the recipient's consent to be contacted by trans-o-flex.

***How important is the harmonisation of the IT solutions across trans-o-flex companies?***

Harmonisation lays the foundation for the various operational units of trans-o-flex to more achieve a uniform level of quality and higher levels of customer satisfaction. Standardising software systems also saves time and money. For instance, focusing on a small number of IT systems reduces the variety of variants, which lowers the costs of both the development and maintenance. Thus, there are fewer software variants, while the need for variants to be tested and training provided for them is reduced. And ultimately, software harmonisation goes hand in hand with process harmonisation. This makes it easier for staff from other sites to step in when other employees or transport partners are absent.



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

***What does self-handling actually mean? How does the new self-handling module work? And why can delivery drivers start their tours more quickly now?***

When a delivery driver has finished loading their vehicle, they previously had to leave the transshipment hall and go to a dispatch office. There, checks were performed to ensure that the route was fully loaded and ready to depart. Where the self-handling is concerned, the driver now no longer needs to leave the hall, but can instead go directly to one of the self-service terminals located in the transshipment hall. There the driver scans a QR code and the consignment is checked digitally. Any necessary accompanying documents are printed out automatically at the terminal. This saves the driver time walking around and means they don't have to queue at the dispatch office, allowing them to start their tours earlier. This enables them to spend more of their working time on deliveries and therefore deliver more consignments. ■

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trans-o-flex magazine,  
Spring 2026

**Publisher:**  
trans-o-flex Express GmbH & Co. KGaA  
Hertzstr. 10, 69469 Weinheim, Germany  
[trans-o-flex.com](https://trans-o-flex.com)

HRB 741455 AG Mannheim  
VAT registration number: DE811130664

Personally liable:  
trans-o-flex Verwaltungs GmbH, Weinheim  
(HRB 740060 AG Mannheim)  
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**Photos and illustrations:** AdobeStock/Andrii Yalanskyi (Titel, 8–9, 11), Fotostudio Fischer (3, 22), Freepik (4, 10, 28, 30–31, 32), AdobeStock/kamiphotos (5), AdobeStock/accogliente (5, 6), KI-generiert (12), Beckman Coulter (15, 16), AdobeStock/JKLoma (17), AdobeStock/TommyNa (18–21), CGM (19, 21), Cherry (21), Avantor (23–25), AdobeStock/CrazyJuke (26–27), AdobeStock/Katerina Bond (34)

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