



SERVICES PART 2

# Flexibility

## Customised delivery concepts



We deliver to where it's supposed to go. Whether on the fourth floor, to a specific addressee, whether the pharmaceutical product is to be delivered directly to the patient, whether it is to be delivered nationwide to private addresses, also on Saturdays – and even to all North Sea and Baltic Sea islands. trans-o-flex ensures that your requirements are met in a reliable, trustworthy and highly flexible manner.

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(Monday to Friday 8.30 am to 4.30 pm)

# Services

## Inhouse Delivery

You stipulate exactly where your B2B delivery is to go: to a specific floor, to a specific department or directly to a specific person (free to point of use).



### OVERVIEW OF SERVICES:

- Delivery of your consignments to different departments, offices or desks at one delivery address.
- Planned, longer stop times.
- Telephone information through consignee service.
- This also applies to pallets if the location is easily accessible and reasonable with a lift truck.

### BENEFITS:

- Certainty that your goods will be delivered exactly where they are needed.
- Ideal for special customer groups – hospitals, office buildings, universities, etc.
- High satisfaction of your customers thanks to significant time savings.
- Can be combined with other services.

## HomeCare

Your pharmaceutical products are delivered with our HomeCare delivery service from Monday to Friday directly to the home patient and patients in care facilities, with prior notification by telephone if desired.



### OVERVIEW OF SERVICES:

- Direct delivery to special consignee groups - People who receive medicine, medical devices or clinical nutrition products in a recurring cycle at home or in old people's and nursing homes.
- Delivery free to point of use, e.g. floor, apartment, room.
- Option of storage and delivery arrangements.
- Telephone information through consignee service.

### BENEFITS:

- Certainty that your goods will be delivered exactly to the right place.
- Optimum patient care.
- Patient receives deliveries in familiar environment.
- No carrying of many or heavy packages by the HomeCare patient.
- Relieves the nursing staff.
- High consignee satisfaction.
- Can be combined with other services.

# Services

## Private Delivery

We deliver your items to private addresses nationwide from Monday to Friday or optionally also on Saturdays.



### OVERVIEW OF SERVICES:

- Delivery of your goods to private households.
- Alternative delivery to neighbours with notification card (except for medicines or in the case of contrary consignor instructions).
- Notifications to your customers regarding the delivery time slot via trans-o-flex insight.
- Your consignees can contact our customer service or branch directly to arrange a new delivery date.

### BENEFITS:

- Flexibility.
- Transparency.
- Can be combined with other services.

## Island Service

Due to the reliable expansion of the standard delivery network, delivery to all North and East Frisian Islands as well as Heligoland and Hiddensee is possible.



### OVERVIEW OF SERVICES:

- Delivery of your goods in cooperation with island carriers.
- Telephone information through consignee service.

### BENEFITS:

- Ability to deliver to consignees on islands.

Are you interested in further services? Visit [www.trans-o-flex.com](http://www.trans-o-flex.com)