

Press Release

trans-o-flex changes its name: Completion of the development to an express service

- *Ten guaranteed products with defined delivery time*
- *Quality promise for customers: 100% reliability in all areas*

Weinheim, 10 July 2018. trans-o-flex Schnell-Lieferdienst is changing its company name to trans-o-flex Express GmbH this month. "This is a visible sign for everyone that our ongoing development into an express service has been completed", says Wolfgang P. Albeck. For the CEO of the logistics service provider based in Weinheim, the name 'Express' signals, in addition to a specific product offering, above all a certain promise of quality and the focus on customer requirements. "That's why we first ensured the necessary quality and can now also attach the appropriate label."

In April, the company introduced two more express products, bringing its total number of express services to ten. "Sometimes the standard delivery time is not enough for our customers, even if consignments do arrive the next day in 98% of cases. They would rather be 100% certain that their goods will arrive the next day. And sometimes they require the delivery to be made by a certain time." With our Express products, trans-o-flex customers can therefore choose from different delivery options (e.g. by 8 am, 9 am, 10 am or 12 noon). "These are always guaranteed products", says Albeck.

Even more important than these product enhancements for Albeck is the claim that he associates with an express service. "Express implies the promise of complete reliability. For this reason, the claim of 100% quality should not only apply to the pure transport processes, but we need 360 degree quality". By way of example, trans-o-flex has introduced requirements specifying for how long an offer may last, in what period of time a customer request must be dealt with, how quickly enquiries about billing are answered and clarified, and how quickly employees answer the



phone. "With our continued development to an express service, we have not least implemented the most important requests that our customers have expressed in recent surveys."

About trans-o-flex:

The trans-o-flex Group's core competence focuses on the provision of logistic solutions for the pharmaceutical, cosmetics and consumer electronics industries as well on the transportation of other high-quality, sensitive goods. For the transportation of pharmaceutical products, trans-o-flex has built a nationwide network that includes active temperature control and full documentation. To this end, the company, in its Pharma Logistics business area, has installed transport systems that are suitable for the transportation of pharmaceutical products in the temperature ranges of between 15 and 25 °C and between 2 and 8 °C in compliance with the EU directives for the transportation of pharmaceutical products. In its Technology Logistics business area, trans-o-flex organises transports for customers from other industries, mainly consumer electronics. These customers also benefit from the high standards with respect to safety, hygiene, reliability and transparency which trans-o-flex has established for the pharmaceutical industry. In its Contract Logistics business area, trans-o-flex bundles services from storage and picking & packing up to individual value-added services. At an international level, trans-o-flex focuses on the implementation of logistic concepts via the networks EUROTEMP (temperature-controlled logistics) and EURODIS (in 36 European countries). Both nationally and internationally, trans-o-flex, in contrast to 100-% parcel services or forwarding agencies, delivers both goods in parcels and on pallets and also offers special services, such as the transportation of hazardous goods (without being limited to small quantities), express and time-window deliveries, shipment consolidation as well as direct deliveries. Thus, the company covers the entire logistic chain from procurement and warehousing to distribution and fulfilment. In 2017, annual sales of the trans-o-flex Group, which has a workforce of approximately 2,060 employees, amounted to ca. € 459 million. For more information, go to www.trans-o-flex.com.

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