

More than one step ahead

BOOXpress: Advancing the delivery to stationary book and online retailers

Responsible for supplying books to a vast network of high-street and online retailers, freight business BOOXpress sought to drive greater efficiency and resilience across its transport operations.

When customers order today, book wholesaler Libri delivers by the next morning—thanks to a dedicated transport and delivery network operated by BOOXpress. With over 1 million books stored at Libri's logistics center in Bad Hersfeld and a catalog exceeding 10 million titles, the need for precision, speed and scalability is critical.

Every night, BOOXpress distributes books from Libri through a hub-and-spoke network to trans-shipment points throughout Germany and Austria, where shipments are then distributed regionally. Supplying everything from the smallest individual book parcels to full Euro pallets, the logistics vary considerably, demanding a logistics solution built for complexity.

At a glance

Project goals

- Establish a homogeneous system for planning and controlling an extensive transport network
- Automate a significant number of processes to drive transport operation efficiency

Solutions

- Transportation Management System (TMS)
- Proof of Delivery (POD)

Features and benefits

- Automatic planning in the multi-level transport network and in areas such as loading, empties and account management
- Reliable resource forecasts
- Minimization of errors in the booking process
- Status transparency of individual transport orders



Outgrowing the old system

To prepare for the evolving demands of the book and media market, BOOXpress knew it needed to modernize. They decided to replace its existing system landscape, once relied on to plan and control the entire transport network, was no longer keeping pace in an increasingly volatile environment.

This model had reached its limit. That tipping point led to a full-scale modernization of the company's system landscape.

Smarter control with Infios TMS

To enhance planning, control and transparency across its extensive transport network, BOOXpress turned to Infios's Transportation Management System (TMS).

The Infios TMS system is able to distinguish between regular transport sequences and fixed master routes, delivery routes and stops, enabling order oriented delivery of all consignments.

With Infios's software, BOOXpress has full visibility from individual transport orders to the entire transport network. The solution supports over 400 trucks, dispatched six times a week, while managing trips, stops and master routes with precision.

To improve resource forecasting, orders are transferred to the TMS early—well before packaging. Once packages are picked and their details confirmed, the system matches transport orders to the correct trip in real time, factoring in target delivery dates for optimized routing and scheduling.

Intelligent logistics at scale

By partnering with Infios, BOOXpress has unlocked new levels of automation and efficient transport processing across a number of operations. These include:

- Automated planning in a multi-level transport network
- Automatic empties account management
- Flexible billing workflows
- Direct connection to the FI-CO application

With a scalable, intelligent platform now in place, BOOXpress has laid the foundation for future-ready logistics—ensuring reliable next day delivery continues to be business as usual.



“With this solution a uniform software landscape was created, which centrally unites various functional areas.”

Henry Wiechers

Head of Controlling and Organization, BOOXpress GmbH

BOOXpress has also leveraged Infios's TMS to display and support a wide range of transport-specific billing models. From the consolidation of accounting parameters and handling pre-accounting and pricing, to seamless integration with Enterprise Resource Planning (ERP) systems, all invoicing models are executed automatically based on real-time data in the TMS.

In addition, Libri's customer service team now has access to complete trip data across the entire delivery network, enabling them to print documents and labels on demand and proactively inform customers about the status of their shipments.

Infios's TMS has created a standardized, centralized software landscape that connects all functional areas of transport planning and execution. Orders are transferred into the system at the earliest possible point, enabling accurate resource forecasting. BOOXpress continues to build on this foundation by driving new automation initiatives and reducing paper use—supporting both operational efficiency and sustainability goals.