

WE PUT THE WORLD
IN YOUR HANDS.

postedeliverybusiness



Posteitaliane



POSTE DELIVERY BUSINESS. THE EXPRESS COURIER OFFER DESIGNED FOR YOUR BUSINESS.

Poste Delivery Business is the **range of shipping services** by Poste Italiane to send goods and documents to private recipients and companies in Italy and abroad.

An **innovative** and **integrated** service to connect your business and achieve your goals together.

Versatile, modular, complete, with a wide array of complimentary services, the new offering is **specialised for the e-commerce market** and combines the expertise of an express courier with the extensiveness of the Poste Italiane network.

Poste Delivery Business relies on a network of proximity points in Italy, with more than 12,000 enabled Post Offices¹ and over 15,000 Punto Poste (tobacconists, supermarkets, lockers and other commercial establishments). You can ship to more than 200 countries² with home delivery or through the support of around 700,000 foreign Post Offices³.

The offer differs based on the speed of delivery, **Express or Standard**, and destination, **domestic and international**, and can be customised with a wide range of additional value-added services.

Poste Delivery Business offers your company **many advantages**:

- **Flexible delivery methods** thanks to an extensive network of proximity points in Italy and abroad;
- **Interactive notification systems** (sender/receiver);
- **Dedicated solutions** for e-commerce, such as Scegli Tu and Paperless Reverse;
- **Expertise worldwide** in customs clearance services;
- **Digital Solutions** suitable for every need.

¹ You can check the authorised Post Offices and Poste Points on the poste.it website

² For detailed information on the countries served, consult the Product Sheet available on the poste.it website

³ Through the network of International Postal Operators

DISCOVER THE SERVICES AND DIGITAL SOLUTIONS
BEST SUITED TO YOUR BUSINESS.



DOMESTIC OFFER

POSTE DELIVERY BUSINESS EXPRESS
POSTE DELIVERY BUSINESS STANDARD



INTERNATIONAL OFFER

POSTE DELIVERY BUSINESS INTERNATIONAL EXPRESS
POSTE DELIVERY BUSINESS INTERNATIONAL STANDARD



DIGITAL SOLUTIONS



Interactive index

Click and go to
the desired section.



DOMESTIC OFFER



DOMESTIC OFFER.



The domestic offer is divided into two distinct services based on your needs.

POSTE DELIVERY BUSINESS EXPRESS. THE PREMIUM SERVICE THAT COMBINES SPEED AND VERSATILITY.

It allows you to ship throughout Italy, even in multi-packs, with no weight or size limits⁴, choosing from a wide range of additional value-added services to customise the delivery phase based on your customers' needs.

Delivery in 1-2 working days to most locations in Italy⁴ and two delivery attempts included in the price.

With Poste Delivery Business Express, you have maximum **delivery flexibility**.

POSTE DELIVERY BUSINESS STANDARD. DESIGNED FOR LESS URGENT SHIPMENTS.

It allows you to ship in Italy, even in multi-packs, with no weight or size limits⁵, choosing from a number of additional services to meet your needs.

Delivery within 4 working days in Italy⁵ and two delivery attempts included in the price.

Poste Delivery Business Standard is the ideal solution for **scheduling your shipments**.

⁴ A maximum number of 6 packages of compatible weight and size is allowed for delivery to the Post Office.

At the Punto Poste network, single-piece shipments of a compatible weight and size can be delivered.

For details, check the product sheets available on the poste.it website.

⁵ Shipments can be made throughout Italy, with the exception of Livigno - Trepalle, Campione d'Italia, San Marino and Vatican City.

For Poste Delivery Express, delivery times vary depending on the location of departure and arrival of the shipment. You can check delivery times in the appropriate section of the poste.it website and/or through customer service.

SPECIALISED SOLUTIONS FOR THE WORLD OF E-COMMERCE

- **Reverse option:** return shipments with pickup at home or drop off at Post Offices and Punto Poste Network, also in Paperless mode.
- **Scegli Tu⁶:** This is a free* function specifically for e-commerce operators who, after configuration on the [My Poste Delivery Business](#) portal, want to offer their customers a high value-added service that allows them to customise delivery data "on the fly" based on their needs. The following options are available to the e-shopper:
 - Delivery on another date;
 - Delivery to another address;
 - Delivery to a neighbour;
 - Delivery to a secure location (at the same delivery address);
 - Pickup from Post Offices, Post Office Point Network;
 - Holiday mail hold.
- **Wide range of additional value-added delivery services** with high added value for private recipients (e.g. Delivery to a neighbour, Delivery by appointment, Floor delivery, etc.).



⁶ The recipient can use the YScegli Tu function only once per shipment. Scegli Tu is only available for home delivery shipments on which no additional delivery services have been activated.

* Notifications by email are free of charge; text messages are paid for in accordance with the contract.

BASIC CHARACTERISTICS.

PICKUP METHOD

Booking a pickup is easy. You can use the [Book Pickup](#) function or do it directly on the My Poste Delivery Business portal. Scheduled pickups can be arranged if they are frequent.

DELIVERY METHOD

- Delivery to the recipient's home;
- Delivery to proximity points: Post Office, Punto Poste Network (Lockers and shops).

With a simple click, you can manage the different delivery options directly from the My Poste Delivery Business portal, based on your needs.

DELIVERY SUCCESS

Poste Italiane's widespread and deep-rooted presence throughout Italy makes it easy to reach recipients and maximise delivery success.

Absent recipient

In the event of absence at the first delivery attempt, the recipient will receive a notification by text message/email with a link to use to release the shipment by midnight on the day the notification is sent. In the event of failure to release, a second attempt is made on the next working day.

Recipient release options

The recipient may choose to address the shipment to:

- A Post Office;
- Punto Poste Network.

ADDITIONAL DELIVERY SERVICES⁷

Speed⁸

Defined Hours:

- 9 a.m.;
- 10 a.m.;
- 12 p.m.

Value:

- Cash on Delivery;
- Full coverage;
- Basic coverage.

Information

- Digipod;
- Smart Alert Notification.



⁷ Paid services - for text messages notifications, the Smart Alert service is linked to the cost of the text message.

⁸ For further information on the service, weight limits and territories, please consult the dedicated section on the poste.it website.

Delivery

- to floor;
- by appointment;
- on Saturday;
- in the evening;
- defined day/time (scheduled and day fixed);
- to a neighbour;
- Scegli Tu (Smart Alert device).

DELIVERY OPTIONS⁹

Reverse option: the service that simplifies the management of returns, thanks to the extensive Poste Italiane network integrated with the speed of express courier services.

The Reverse Option is available for Express and Standard services.

Round Trip option: this service, available for Poste Delivery Business Express, enables the delivery of one shipment and the simultaneous pickup of another¹⁰.

⁹ Paid services.

¹⁰ For further information on the service, limitations and conditions for exclusions, please refer to the "General Terms and Conditions", and the product sheets available in the dedicated section on the poste.it website.

THE POSTE DELIVERY BUSINESS REVERSE SOLUTION

The **Reverse option**, available on national Poste Delivery Business services, allows you to manage your return shipments easily and independently.

With **Reverse** you can create a return label to send to your customers for their **purchases for returns in Italy** through the **My Poste Delivery Business** or the digital solution you use.

The e-shopper can make returns easily and conveniently, choosing whether to:

- book a **home pickup** from the toll-free number 06.4526.3160 or from the [poste.it](https://www.poste.it) website;
- go to a **proximity point** such as a post office or Punto Poste*.

PAPERLESS REVERSE

With the **Paperless** solution you can offer your customers an innovative and convenient service to manage returns in Italy **without the need to print any transport documents**.

How it works

Prepare the **waybill** through the My Poste Delivery Business portal or the **digital solution** of your choice and send it in **digitally** to the e-shopper. With the Send to Third Party function you can send the waybill directly to your customer's e-mail address.

The document contains the QR code that the sender of the return must show to the proximity point operator.

All the e-shopper has to do is go to the most convenient Punto Poste* shop or Post Office and present the QR code to the operator, who will scan the code and take care of the shipment. Alternatively you can book paperless pickup at home yourself directly on [poste.it](https://www.poste.it) using the Book Pickup function, by selecting "Paperless".

*Not available for Lockers.

For further information on the service, limitations and conditions for exclusions, please refer to the "General Terms and Conditions", and the product sheets available in the dedicated section on the [poste.it](https://www.poste.it) website.



You can also request a pickup from your customer's address via the book **"Paperless Pickup" function** of the My Poste Delivery Business portal. Your customer does not have to worry about printing anything because Poste Italiane will pickup the shipment and affix the document on the package to start the return shipment.

ADVANTAGES FOR YOU

It is flexible

- with Reverse the return is also express, to speed up the return of the goods;
- you can offer your customers a high value-added service by providing them with a nationwide network of proximity points.

It is sustainable

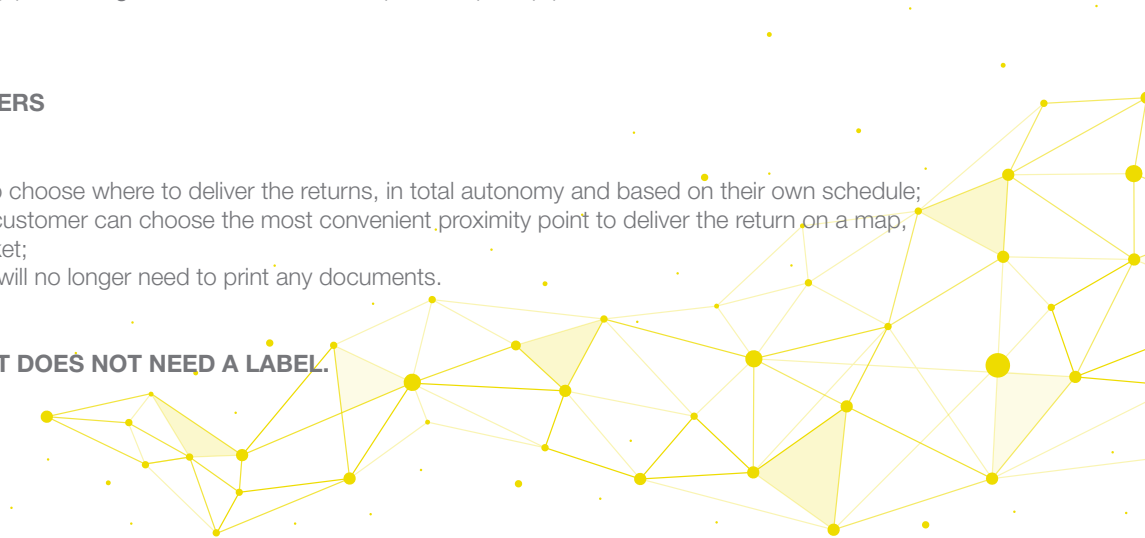
- the **Paperless** solution makes the return service in Italy digital. It is no longer necessary to add a label to the outward shipment, saving time and resources;
- leaving the shipment at a proximity point is a **green** choice because it optimises pickup processes and reduces the environmental impact of returns logistics.

BENEFITS FOR YOUR CUSTOMERS

It is convenient and simple

- the e-Shopper has the freedom to choose where to deliver the returns, in total autonomy and based on their own schedule;
- with the Poste Italiane APP, your customer can choose the most convenient proximity point to deliver the return on a map, even booking an appointment ticket;
- with the **Paperless** solution, you will no longer need to print any documents.

PAPERLESS: THE RETURN THAT DOES NOT NEED A LABEL.





POSTE DELIVERY NOW.



POSTE DELIVERY NOW IS AN ADDITIONAL SERVICE THAT IS PART OF THE NATIONAL POSTE DELIVERY BUSINESS.

The service is designed for national shipments, including multi-parcel shipments. With Poste Delivery Now you can offer recipients maximum freedom in customising their delivery, providing a range of options to meet your customers' needs.

An interactive experience allows the recipient to choose for themselves, through an innovative Tracking Page, when and how their order is received, as well as being updated in real time on every step of the process.

The service is active in: **Bergamo, Bologna, Brescia, Florence, Genoa, Milan, Monza, Naples, Padua, Rome, Turin, Varese, Venice, Verona.**

Delivery time¹¹:

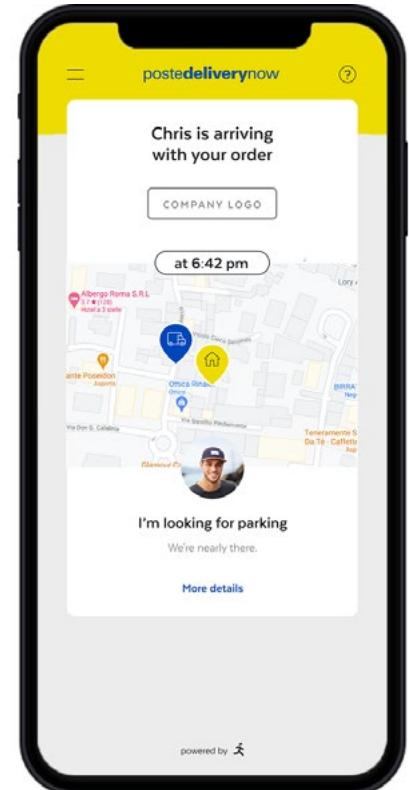
1-2 working days with POSTE DELIVERY BUSINESS EXPRESS

4 working days with POSTE DELIVERY BUSINESS STANDARD

2 delivery attempts included in the price.

POSTE DELIVERY NOW is the solution designed for brands that want to make home delivery the added value of their e-commerce strategy.

¹¹ Delivery times vary depending on the location of departure and arrival of the shipment. You can check delivery times in the appropriate section of the poste.it website and/or through customer service.





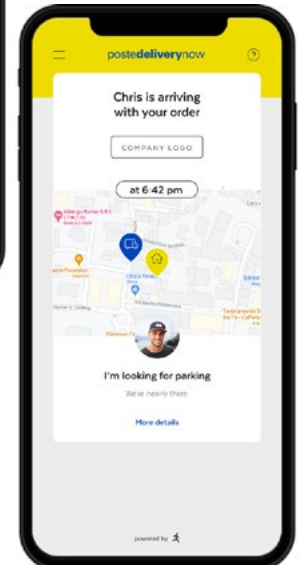
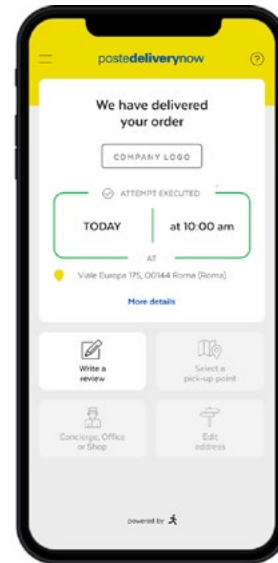
BASIC CHARACTERISTICS.



Post Delivery Now¹²

The service guarantees, in its “anytime” default mode:

- express delivery between 10 a.m. and 6 p.m., even on Saturdays;
- the possibility for the recipient to choose a precise time slot of up to 6 hours;
- rescheduling of the delivery day;
- rescheduling of the day and time slot up to 5 minutes before the actual delivery;
- change of delivery address;
- addition of opening hours of gatehouses, offices or shops;
- floor delivery always included;
- system of e-mail/text message notifications branded with the merchant's name, with updates on the acceptance of the shipment, the delivery status and the imminent arrival of the courier;
- advanced address management based on geocoding service;
- entry of address details (access instructions, floor, notes and instructions for the courier);
- photo and driver name;
- courier route on live map for the last mile;
- possibility of scheduling a new appointment if the first attempt fails;
- White Label tracking page branded with the merchant's logo;
- Digital Proof of Delivery (POD), always available to the recipient.



¹² Paid service.

VALUE-ADDED SERVICES.

Poste Delivery Now also introduces new delivery services that are available on the tracking page or can be integrated directly into your checkout:

Scheduled Day¹³:

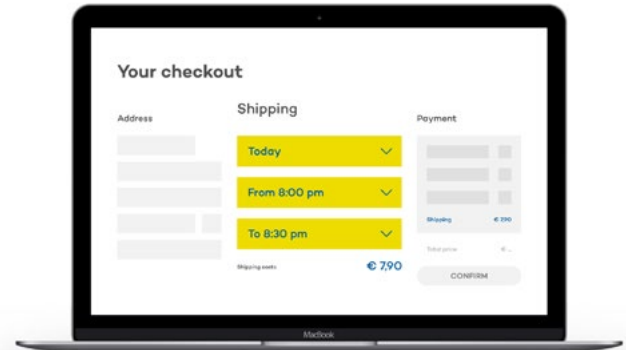
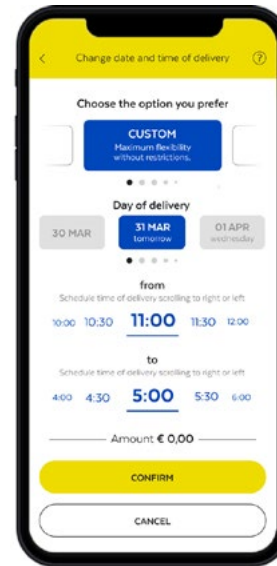
in addition to the benefits of Poste Delivery Now, the recipient chooses not only the date but also the time slot, accurate to just 30 minutes, in which to receive the delivery, which can be scheduled every 15 minutes **between 10 a.m. and 6 p.m.** even on Saturdays.

Scheduled Night¹⁴:

like Scheduled Day, the recipient can choose the date and time slot, even if it is only 30 minutes, in which to receive the shipment, which can be scheduled every 15 minutes in the evening, **between 7 p.m. and 11 p.m.** even on Saturdays.

Same Day¹⁵:

in addition to the benefits of Poste Delivery Now, the recipient can receive their delivery on the same day they place the order, in a time slot of just 30 minutes, which can be set every 15 minutes in the evening, **between 7 p.m. and 11 p.m.** even on Saturdays.



¹³, ¹⁴, ¹⁵ Paid services.



INTERNATIONAL OFFER



INTERNATIONAL OFFER.



POSTE DELIVERY BUSINESS INTERNATIONAL EXPRESS. THE FAST SERVICE WITH WORLDWIDE COVERAGE.

Wherever your customers are in the world, reaching them will be quick and easy. Our express service allows you to send documents and goods to more than 200 countries worldwide, the service is fast, reliable and includes customs clearance.

ADVANTAGES

- **Speed:** Delivery in 1-2 working days to the main EU countries¹⁶;
2-3 working days for USA/Canada¹⁶ and 2-4 days for the rest of the world¹⁶;
- **Worldwide coverage:** over 200 countries served¹⁷;
- **Multi-parcel:** a single shipment may consist of an unlimited number of packages;
- **Packaging included in the price:** for documents and goods;
- **Reliability:** thanks to Poste Italiane's partnership with one of the largest global logistics operators;
- **Modularity of delivery:** at home or at foreign Access Points (single parcel only), for the main business areas in Europe and worldwide.

RANGE OF ADDITIONAL SERVICES AVAILABLE

- **Value:** Full coverage¹⁸;
- **Information:** Digipod and Smart Alert¹⁸;
- **Delivery:** Access Point on foreign network;
- **Return options:** International Reverse¹⁷ (only for single parcel shipments and within the weight and size limits indicated on the product sheet).

¹⁶ Indicative delivery times, plus shipping time and subject to customs formalities for non-EU countries. Saturdays and public holidays are excluded.

To find out the delivery times for each individual destination and for more information, go to poste.it website

¹⁷ For detailed information on the countries served, consult the Product Sheet available on the poste.it website

¹⁸ Paid additional services (for prepaid payment method the Smart Alert and Digipod are included in the price; the Digipod is also included in the price for postpaid payment method).

POSTE DELIVERY BUSINESS INTERNATIONAL STANDARD. THE MODULAR, NATIONWIDE SERVICE FOR THE DELIVERY OF YOUR SHIPMENTS ABROAD.



If you need a modular service to ship your products with the most extensive delivery to more than 200 countries worldwide, this is the solution for you.

Thanks to the network of International Postal Operators, with their 700,000 Post Offices, we are able to offer you the widest to the **last mile** coverage available today. Versatile and configurable based on your specific needs, Poste Delivery Business International Standard is the partner for your e-commerce shipments worldwide.

ADVANTAGES

- **Reliability:** Poste Italiane is a partner in the global network of International Postal Operators;
- **Worldwide coverage:** over 200 countries served¹⁹;
- **Modularity of delivery:** home delivery or poste restante delivery at the network of International Postal Operators;
- **Delivery solutions to companies**¹⁹:
 - Multi-parcel, pallet, combi-freight (shipment consisting of parcels and pallets);
 - Import, possibility of requesting pickup abroad, for countries where the service is available (service fee applies).

RANGE OF ADDITIONAL SERVICES AVAILABLE

- **Value:** Full coverage¹⁸;
- **Information:** Digipod and Smart Alert¹⁸;
- **Delivery:** home delivery or delivery to Post Offices, with poste restante option on foreign networks;
- **Return options:** International Reverse¹⁷ (only for single parcel shipments and within the weight and size limits indicated on the product sheet).

¹⁹ For the characteristics, limitations of the service and detailed information on the countries served, consult the Product Sheet on the poste.it website. Delivery Solutions to Businesses¹ are available for major European destinations.

BASIC CHARACTERISTICS.

PICKUP METHOD

Booking a pickup is easy. You can use the [Book Pickup online](#) function or do so directly on the My Poste Delivery Business portal. Scheduled pickups can be arranged if they are frequent.

DELIVERY METHOD

- **Home delivery:** Delivery to the recipient's home;
- **Delivery to foreign proximity points:** Post Office, Locker on foreign network (service available only for single parcel shipments and for deliveries to private recipients, to residential addresses).

The different delivery options are managed directly by you, based on your needs, from the **My Poste Delivery Business portal, with a simple click.**

INTERNATIONAL REVERSE

Optional service designed primarily for the e-commerce market: it simplifies the management of returns for its e-shoppers thanks to the extensive network of foreign Post Offices²⁰.

International Reverse²¹ will allow you to manage your customer's return shipment easily: prepare a return air waybill directly from the **My Poste Delivery Business** portal, which you must transmit to the recipient (the sender of the return), either by e-mail or in paper format (by inserting the copy of the air waybill in the outward shipment).

For your foreign customer, returning goods is easy²⁰, practical and free of charge, simply apply the return waybill provided on the package and deliver it to one of the many Post Offices in your city.

Poste Delivery Business International is the ideal partner for growing your business abroad with large flexibility.

²⁰ Through the network of International Postal Operators.

²¹ This service is subject to a charge and is only available for single parcel shipments within the weight and size limits indicated on the product sheet.



DIGITAL SOLUTIONS



COMPLETE DIGITAL ACCESS SOLUTIONS

Managing shipments from the Poste Delivery Business range is simple and intuitive.

The available solutions are:

MY POSTE DELIVERY BUSINESS PORTAL

It allows you to manage every stage of the shipment, from printing the waybill to booking pickups, from invoicing to reporting. An innovative graphic interface and optimised user experience offering multiple functionalities including access to the Integrated Dashboard for the following activities:

- customisation of delivery notifications (Smart Alert and Scegli Tu);
- easy management of returns;
- creation and management of users who can access the portal;
- consultable widget to track shipments;
- use of the electronic wallet functionality;
- display of parameterizable reports.

WEB SERVICES

The ideal solution for e-commerce operators.

Enables the printing of waybill, booking pickups, list of booked pickups, tracking shipments, list of shipments held in storage and instructions for release, request for digital proof of delivery (Digipod) and master data of Post Offices and all of the Punto Poste Network locations (Locker and shops).

The solution enables the exchange of information between Poste Italiane's and the customer's systems via APIs.

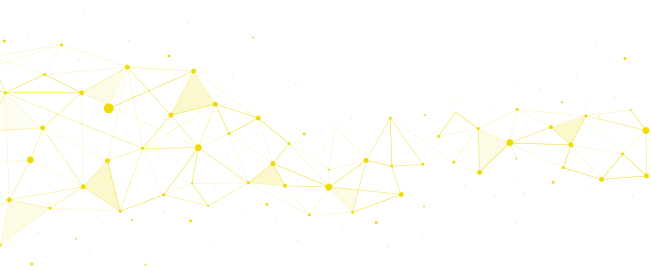
SYSTEM INTEGRATION

- **InvioFile:** ideal for customers who do not want to print transport documents from their own systems. The solution involves the creation of a route by the customer and transmission to Poste Italiane so that the operational centres can print the Waybill and attach it to the parcel;
- **InvioSystem:** for customers who create and print transport documents from their own systems. The solution involves the production and printing of the air waybill by the customer and the sending to the Italian Post Office of a route with the list of self-produced air waybills;
- **InvioEasy:** the solution for customers who want to book bulk pickups. The solution provides for the creation and transmission to Poste Italiane of a summary of daily shipments to book multiple pickups.

MONITORING AND ALERTING SYSTEMS

Each shipment is monitored at every stage of delivery:

- The sender can track the shipment on the My Poste Delivery Business portal;
- the recipient can track the shipment in the "Search Shipments" section on poste.it;
- With the Smart Alert system, sender and recipient are updated by e-mail or text message on the status and expected delivery date of the shipment;
- With Scegli Tu, the recipient can change the place and date of delivery "on the fly" based on their needs.



Advertising message for promotional purposes. Poste Delivery Business is a service provided by Poste Italiane S.p.A. for the delivery of parcels for customers engaged in sales, artisanal or professional service businesses. For further information, to know the economic and contractual terms and conditions, the characteristics, the complaint and customer assistance procedures and the territorial limitations and information on the shipping methods and delivery times, both national and international, as well as on customs charges and formalities, consult the "General Contract Conditions" and the product sheets available in the "Professionals and Small Businesses" or "Medium and Large Businesses" sections of the poste.it website. For information and shipping assistance, call us on 06.4526.1600 from landline and mobile phones, according to the costs of the telephone operator from which you are calling, or on the free landline number 800.160.000, both operating from 8 a.m. to 8 p.m. Monday to Saturday and the online Form available in the "Information - Assistance" section of the My Poste Delivery Business portal.

How can we help you?



Contact us

Go to poste.it in the "Contact us" section and fill in the form



Call us

On **06.4526.1600** from landline and mobile phones, according to the costs of the telephone operator from which you are calling, or on the free landline number **800.160.000**, both operating from 8 a.m. to 8 p.m. Monday to Saturday.

On the number **+39 06 452 63160** is available from a landline or mobile phone, costs determined by the phone service provider from which the call is made, or the toll-free number **+39 803 160** (landline only). Both active from Monday to Saturday from 8 a.m. to 8 p.m..



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