



Solutions for businesses

More space
and fewer limits
for your business

NETWORK
MEMBER OF



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Domestic

Services	Description
Product type	
Envelopes and documents	Express delivery of envelopes, documents, objects and samples.
Parcels	Delivery of small/medium/large shipments. For more details please see the service charter .
Freight Service	Delivery of heavy and/or bulky shipments.
Food	Delivery of non-perishable food products that can be transported at room temperature according to current regulations.
Fresh	Delivery of packaged fresh food products between 0 and 4°C.
Pharma	Delivery of pharmaceutical products at room temperature according to current regulations.
Fashion - Cases	Delivery of hanging garments.
Secure Box	The safe solution for the express delivery of glass bottles. Modular, easy to assemble packaging, to protect the contents of the shipment.
Time-oriented services	
Express Service	Delivery the day after collection without any restrictions on weight or number of parcels per shipment.
Priority Service	Delivery guaranteed by 12 p.m. on the day after collection in approx. 3,000 Italian locations.
10:30 Service	Delivery by 10:30 am the morning after collection in around 1,500 Italian locations.
Sender services	
myBRT - sender	A customer area for monitoring and managing your shipments, checking delivery times and accessing other useful information aside from the shipping details.
Shipment tracking	End-to-end shipping visibility and tracking, from first scan to delivery.
P.O.D. Image	View the waybill signed by the consignee, indicating the date, time and name of the person who received the shipment, quickly, simple and completely independently.
Cash on delivery service	To quickly collect the payment made by the consignee when the goods were delivered.
Undelivered goods management	If it is impossible to make the delivery, the sender is automatically informed and invited to provide further instructions.
Returns management	Possibility of making returns from home, from a pick-up point of the network BRT-fermopoint.
Management of attempted delivery notice	The absent consignee is informed of the attempted delivery via email, text message or paper notification. A second delivery attempt is made and if this is unsuccessful the branch will contact the consignee by telephone.
Shipping Insurance	AC Base Standard single-premium insurance product, simple and cheap, which refunds the full value of goods up to a limit of €6.20/kg. AC Plus Flexible insurance product, customisable according to the needs of the customer, with diversified maximum limit and variable premium.
Same-time collection	The collection is made at the same time as a delivery and vice versa.
Home collection	The collection is made at the address of the sender.

Services	Description
Types of deliveries	
Hold at depot deliveries	The consignee collects the shipment at a branch of BRT.
Home delivery	The consignee receives the shipment at home.
Deliveries to floor	The consignee receives the shipment on their floor.
Deliveries by appointment	The consignee agrees the desired delivery time before receiving the shipment.
Not @ home delivery	The consignee collects the shipment from a pick-up point of the network BRT-fermopoint or a locker.
Deliveries to supermarkets and major retailers	Shipments of goods to major retailers are managed by appointment.
Consignee services	
myBRT - consignee	A single portal through which the consignees can monitor and manage their shippings thanks to several features such as track & trace, in-flight options (change address and delivery date), Predict, virtual assistance and delivery evaluation.
Predict Service* **	<p>The service offers recipients:</p> <ul style="list-style-type: none"> • Information on the arrival of the consignment by sending e-mail or SMS notifications indicating the estimated time of delivery; • Interactive shipment management through in-flight options that allow recipients to change the date and place of delivery according to their needs.
Out of home solutions	The consignee can choose to pick up their delivery at a locker or pick-up point of the network BRT-fermopoint.
Notice of delivery to consignee via e-mail or text message	The consignee will receive an email or text message with the link for tracking their shipment and, if absent, will be able to change the delivery date and/or time, or choose their most convenient pick-up point.
Notice of attempted delivery to consignee via e-mail or text message	Consignees absent at the time of delivery will receive an e-mail or text message with a link for tracking their shipment and will be able to reschedule delivery, directly from the website or the app, choosing their preferred date, time and collection point.
Email/text message notification the day before delivery	We notify consignees about the arrival of their shipment one working day before delivery.
Customer service	Customer service available in Italian.
Chatbot	This tool manages device actions by users and provides in-self assistance on their main needs.
Integrations	
Integration of information systems	<p>The integration of the information systems allows enabled customers to send and/or receive data over the network, thus integrating their information system with that of BRT.</p> <p>Customers can send to BRT:</p> <ul style="list-style-type: none"> • Collection requests • The details of outward shipments • Instructions on undelivered shipments <p>Customers can receive from BRT:</p> <ul style="list-style-type: none"> • The results of collections carried out by BRT • Confirmation of outward shipments • The results of deliveries • Notification of the opening and closing of undelivered goods procedures • Cash on delivery payment details • Data on invoiced shipments <p>Data can be exchanged in different ways: via a simple e-mail or using communication systems such as sFTP, FTPs and web services, developed with secure protocols in order to guarantee high levels of security and data protection. The methods of using the services must be agreed on directly with your local BRT branch.</p> <p>The integration of information systems is a particularly useful solution for companies that have high volumes of outbound or inbound traffic and for those active in e-commerce.</p>

Services	Description
EasySpedWeb	<p>EasySpedWeb was developed to make the shipping process easier and faster for those who want to manage it independently.</p> <p>EasySpedWeb does not require the installation of software on your computer and offers all the advantages of a web solution:</p> <ul style="list-style-type: none">• Completely independent management, 24 hours a day, 7 days a week• Use on multiple computers by multiple users• Reduction of the margin of error in data entry• Storage of data relating to habitual consignees <p>With EasySpedWeb you can perform the following operations:</p> <ul style="list-style-type: none">• Enter data on shipments to be made• Print parcel labels with a laser printer on adhesive paper supplied by BRT• Decide when and for which shipments to give collection instructions• Print the shipping list to be handed over to the driver upon collection• Transmit data on shipments collected from your BRT branch• Import data from the main e-commerce platforms (Ebay, Magento Prestashop, Woocommerce, Shopify) <p>EasySpedWeb is a solution designed particularly for companies with a reduced number of daily shipments.</p>

Europe

Services	Description
Product type	
Parcels	Delivery of small/medium/large shipments. For more details please see the service charter .
Freight Service	Delivery of heavy and/or bulky shipments.
Food	Delivery of non-perishable food products that can be transported at room temperature.
Pharma	Delivery of pharmaceutical products at room temperature.
Secure Box	The safe solution for the express delivery of glass bottles. Modular, easy to assemble packaging, to protect the contents of the shipment.
Type of service	
DPD Service	Deliveries of envelopes, documents and parcels in Europe thanks to the Geopost network.
Euroexpress Service	Delivery in Europe of heavy and/or bulky shipments, also with cash on delivery or carriage forward.
Sender services	
myBRT – sender	A customer area for monitoring and managing your shipments, checking delivery times and accessing other useful information aside from the shipping details.
Shipment tracking	End-to-end shipping visibility and tracking, from first scan to delivery.
P.O.D. Image***	View the waybill signed by the consignee, indicating the date, time and name of the person who received the shipment, quickly, simple and completely independently.
Cash on delivery service* **	To quickly collect the payment made by the consignee when the goods were delivered.
Undelivered goods management	If it is impossible to make the delivery, the sender is automatically informed and invited to provide further instructions.
Management of attempted delivery notice	The absent consignee is informed of the attempted delivery via email, text message or paper notification. A second delivery attempt is made and if this is unsuccessful the branch will contact the consignee by telephone.
Shipping Insurance	AC Base Standard single-premium insurance product, simple and cheap, which refunds the full value of goods up to a limit of €6.20/kg. AC Plus Flexible insurance product, customisable according to the needs of the customer, with diversified maximum limit and variable premium.
Integrated customs process	Management of customs procedures for the transport of goods.
Home collection	The collection is made at the address of the sender.
Types of deliveries	
Home delivery	The consignee receives the shipment at home.
Deliveries by appointment* **	The consignee agrees the desired delivery time before receiving the shipment.
Not @ home delivery	The consignee collects the shipment from one of the pick-up points on the Pickup network.
Deliveries to supermarkets and major retailers	Shipments of goods to major retailers are managed by appointment.
Attempted deliveries	Euroexpress service only in some countries. DPD service B2B: 2 delivery attempts, second delivery attempt without phone call, only in some countries. B2C: 1 delivery attempt.

Services	Description
Consignee services	
myBRT - consignee	A single portal through which the consignees can monitor and manage their shippings thanks to several features such as track & trace, in-flight options (change address and delivery date), Predict, virtual assistance and delivery evaluation.
Predict Service* **	<p>The service offers recipients:</p> <ul style="list-style-type: none"> • Information on the arrival of the consignment by sending e-mail or SMS notifications indicating the estimated time of delivery; • Interactive shipment management through in-flight options that allow recipients to change the date and place of delivery according to their needs.
Out of home solutions**	The consignee can choose to pick up their delivery at a locker or a collection point of the Pickup network.
Notice of delivery to consignee via e-mail or text message**	The consignee will receive an email or text message with the link for tracking their shipment and, if absent, will be able to change the delivery date and/or time, or choose their most convenient pick-up point.
Notice of attempted delivery to consignee via e-mail or text message**	Consignees absent at the time of delivery will receive an e-mail or text message with a link for tracking their shipment and will be able to reschedule delivery, directly from the website or the app, choosing their preferred date, time and collection point.
Email/text message notification the day before delivery* **	We notify consignees about the arrival of their shipment one working day before delivery.
Chatbot* **	This tool manages device actions by users and provides in-self assistance on their main needs.
Integrations	
Integration of information systems	<p>The integration of the information systems allows enabled customers to send and/or receive data over the network, thus integrating their information system with that of BRT.</p> <p>Customers can send to BRT:</p> <ul style="list-style-type: none"> • Collection requests • The details of outward shipments • Instructions on undelivered shipments <p>Customers can receive from BRT:</p> <ul style="list-style-type: none"> • The results of collections carried out by BRT • Confirmation of outward shipments • The results of deliveries • Notification of the opening and closing of undelivered goods procedures • Cash on delivery payment details • Data on invoiced shipments. <p>Data can be exchanged in different ways: via a simple e-mail or using communication systems such as sFTP, FTPs and web services, developed with secure protocols in order to guarantee high levels of security and data protection. The methods of using the services must be agreed on directly with your local BRT branch.</p> <p>The integration of information systems is a particularly useful solution for companies that have high volumes of outbound or inbound traffic and for those active in e-commerce.</p>
EasySpedWeb	<p>EasySpedWeb was developed to make the shipping process easier and faster for those who want to manage it independently.</p> <p>EasySpedWeb does not require the installation of software on your computer and offers all the advantages of a web solution:</p> <ul style="list-style-type: none"> • Completely independent management, 24 hours a day, 7 days a week • Use on multiple computers by multiple users • Reduction of the margin of error in data entry • Storage of data relating to habitual consignees <p>With EasySpedWeb you can perform the following operations:</p> <ul style="list-style-type: none"> • Enter data on shipments to be made • Print parcel labels with a laser printer on adhesive paper supplied by BRT • Decide when and for which shipments to give collection instructions • Print the shipping list to be handed over to the driver upon collection • Transmit data on shipments collected from your BRT branch • Import data from the main e-commerce platforms (Ebay, Magento Prestashop, Woocommerce, Shopify) <p>EasySpedWeb is a solution designed particularly for companies with a reduced number of daily shipments.</p>

World

Services	Description
Product type	
Envelopes and documents	Express delivery of envelopes, documents, objects and samples.
Parcels	Delivery of small/medium/large shipments. For more details please see the service charter .
Freight Service*	Delivery of heavy and/or bulky shipments.
Food	Delivery of non-perishable food products that can be transported at room temperature according to the rules of the country of destiny.
Pharma	Delivery of pharmaceutical products at room temperature according to the rules of the country of destiny.
Sender services	
myBRT – sender	A customer area for monitoring and managing your shipments, checking delivery times and accessing other useful information aside from the shipping details.
Shipment tracking	End-to-end shipping visibility and tracking, from first scan to delivery.
P.O.D. Image**	View the waybill signed by the consignee, indicating the date, time and name of the person who received the shipment, quickly, simple and completely independently.
Undelivered goods management	If it is impossible to make the delivery, the sender is automatically informed and invited to provide further instructions.
Shipping Insurance	AC Base Standard single-premium insurance product, simple and cheap, which refunds the full value of goods up to a limit of €6.20/kg. AC Plus Flexible insurance product, customisable according to the needs of the customer, with diversified maximum limit and variable premium.
Integrated customs process	Management of customs procedures for the transport of goods.
Types of deliveries	
Home delivery	The consignee receives the shipment at home.
Attempted deliveries	2 delivery attempts. If the first fails, a second delivery attempt is made according to the procedures of the country of destination.
Consignee services	
Predict Service*	The service offers recipients: <ul style="list-style-type: none">• Information on the arrival of the consignment by sending e-mail or SMS notifications indicating the estimated time of delivery;• Interactive shipment management through in-flight options that allow recipients to change the date and place of delivery according to their needs.
Email/text message notification the day before delivery*	We notify consignees about the arrival of their shipment one working day before delivery.
Integrations	
Integration of information systems	<p>The integration of the information systems allows enabled customers to send and/or receive data over the network, thus integrating their information system with that of BRT</p> <p>Data can be exchanged in different ways: via a simple e-mail or using communication systems such as sFTP, FTPs and web services, developed with secure protocols in order to guarantee high levels of security and data protection.</p> <p>The methods of using the services must be agreed on directly with your local BRT branch. The integration of information systems is a particularly useful solution for companies that have high volumes of outbound or inbound traffic and for those active in e-commerce.</p>

Services	Description
EasySpedWeb	<p>EasySpedWeb was developed to make the shipping process easier and faster for those who want to manage it independently.</p> <p>EasySpedWeb does not require the installation of software on your computer and offers all the advantages of a web solution:</p> <ul style="list-style-type: none">• Completely independent management, 24 hours a day, 7 days a week• Use on multiple computers by multiple users• Reduction of the margin of error in data entry• Storage of data relating to habitual consignees <p>With EasySpedWeb you can perform the following operations:</p> <ul style="list-style-type: none">• Enter data on shipments to be made• Print parcel labels with a laser printer on adhesive paper supplied by BRT• Decide when and for which shipments to give collection instructions• Print the shipping list to be handed over to the driver upon collection• Transmit data on shipments collected from your BRT branch• Import data from the main e-commerce platforms (Ebay, Magento Prestashop, Woocommerce, Shopify) <p>EasySpedWeb is a solution designed particularly for companies with a reduced number of daily shipments.</p>

Logistics

Services	Description
myBRT - logistics	A customer area to consult real time stocks, flows related to handling and the progress of deliveries.
Inbound Logistics	
Goods receipt	Management of goods in stock and sending data of the entries and the stock in the warehouse.
Quality/quantity control	Check and certification of inbound goods and then accounting registration and storage in the warehouse.
Parcel labelling with bar code	Printing of personalised labels with bar code.
Processing phases in RFQ	Process management through the scanning of items and parcels by means of RF optical readers.
Cross docking	Assembly of goods from the customer's production sites or those of their suppliers and consolidation into a single shipment.
Reverse logistics	Quantitative and qualitative control and repackaging of returns.
Accessory works	
Kitting	Kit composition with semi-finished or finished products made of different components picked from the warehouse according to a bill of materials.
Personalised strapping	Application of neutral or personalised safety strapping on each individual parcel or pallet.
Cellophane film wrapping	Application, on individual parcels or pallets, of a transparent or obscuring PVC film to improve their safety and/or stability.
Blistering	Hot treatment for placing products inside plastic wrappers by stapling or interlocking.
Stock management	
Serial number control	Loading and unloading management of the serial numbers that identify every single sales unit.
Management of production batches	Identification of products, based on production date and origin, to manage their traceability.
Storage	Modular configuration of shelves according to the physical characteristics of the products.
Traceability	Identification of the location and stock movements of each individual product code.
Management of codes, sizes, colours	Order preparation according to the needs of each customer.
Warehouse management in FIFO, LIFO and FEFO mode	Management of warehouse stock according to rotation criteria required by the customer.
Stock management	Accounting and physical management of loading and unloading operations.
Periodic stock count	Periodic check of the physical and accounting existence of each product.
Outbound Logistics	
Custom cut-off	Processing and fulfilment of all shipping orders received from the customer based on single cut-off or multiple ones over the day.
Portfolio management and order preparation	Management of B2C and B2B/Retail orders: from mono-code and single piece (e-commerce) to more complex orders with multiple references and with a large number of sales units packaged with automatic sorter.

Services	Description
Creation of mixed parcels against the packing list	Packaging of a parcel with different items and content (code, description and quantity) summarised on the packing list to be applied externally or inserted internally to the parcel.
Cellophane film shrink-wrapping of the parcels	“Hot” application of a transparent plastic film to increase the packaging safety and solidity.
Certification of vehicle loading with optical reader	Certification of package loading by detecting their parcel ID label.
Customised documentation	Customised preparation of the transport document.

E-commerce

Services	Description
Market	
Shipping in Italy	For more information see the Domestic section .
Shipping in Europe	For more information see the Europe section .
Shipping outside Europe	For more information see the World section .
Services	
myBRT - sender	A customer area for monitoring and managing your shipments, checking delivery times and accessing other useful information aside from the shipping details.
myBRT - consignee	A single portal through which the consignees can monitor and manage their shippings thanks to several features such as track & trace, in-flight options (change address and delivery date), Predict, virtual assistance and delivery evaluation.
Pincode	It is a secure delivery system that involves the generation of a code known only to the consignee.
Digital parcel label	The service allows consumers to send returns and shipments via the BRT-fermopoint network, without the need to print the label. The consumers only need to show the digital label in QR code format to the shopkeeper, who will take care of applying the label on the package.
Integrations	
Integration of information systems	<p>The integration of the information systems allows enabled customers to send and/or receive data over the network, thus integrating their information system with that of BRT.</p> <p>Customers can send to BRT:</p> <ul style="list-style-type: none">• Collection requests• The details of outward shipments• Instructions on undelivered shipments <p>Customers can receive from BRT:</p> <ul style="list-style-type: none">• The results of collections carried out by BRT• Confirmation of outward shipments• The results of deliveries• Notification of the opening and closing of undelivered goods procedures• Cash on delivery payment details• Data on invoiced shipments. <p>Data can be exchanged in different ways: via a simple e-mail or using communication systems such as sFTP, FTPs and web services, developed with secure protocols in order to guarantee high levels of security and data protection. The methods of using the services must be agreed on directly with your local BRT branch.</p> <p>The integration of information systems is a particularly useful solution for companies that have high volumes of outbound or inbound traffic and for those active in e-commerce.</p>
EasySpedWeb	<p>EasySpedWeb was developed to make the shipping process easier and faster for those who want to manage it independently.</p> <p>EasySpedWeb does not require the installation of software on your computer and offers all the advantages of a web solution:</p> <ul style="list-style-type: none">• Completely independent management, 24 hours a day, 7 days a week• Use on multiple computers by multiple users• Reduction of the margin of error in data entry• Storage of data relating to habitual consignees <p>With EasySpedWeb you can perform the following operations:</p> <ul style="list-style-type: none">• Enter data on shipments to be made• Print parcel labels with a laser printer on adhesive paper supplied by BRT• Decide when and for which shipments to give collection instructions• Print the shipping list to be handed over to the driver upon collection• Transmit data on shipments collected from your BRT branch• Import data from the main e-commerce platforms (Ebay, Magento Prestashop, Woocommerce, Shopify)

Services	Description
	EasySpedWeb is a solution designed particularly for companies with a reduced number of daily shipments.
Plug & Ship	<p>Plug & Ship is a plugin developed to help businesses and SMEs in the world of e-commerce. It integrates BRT solutions for online commerce with the main e-commerce platforms and marketplaces allowing customers to optimise and simplify the shipping process.</p> <p>Through a simple and intuitive interface it is possible to:</p> <ul style="list-style-type: none">• Create orders, labels and picking lists• Track and trace shipments and update their status• Track cash on delivery shipments• Redirect shipments to BRT-fermopoints after the checkout phase
Integration with e-commerce platforms	<p>The BRT-fermopoint plugin integrates with the BRT-fermopoint network on the major e-commerce platforms. The integration allows online buyers to choose, in a quick and easy way, where to collect their shipment from the BRT-fermopoint network of over 8.000 pick-up points across Italy.</p> <p>The plugin is currently available for the e-commerce platform of PrestaShop, version 1.7.0.0 and later, and of WooCommerce, version 5.6.0 and later.</p> <p>Benefits:</p> <ul style="list-style-type: none">• The BRT-fermopoints can be viewed both on the map and on the list• Updated information on pick-up point opening times and days• If you use Easysped web you can automatically import your orders.

BRT fresh

Services	Description
Product type	
Transport and delivery at controlled temperatures	Transport and delivery at controlled temperatures between 0 and 4 C° of packaged fresh food products (excluding frozen foods).
Type of deliveries	
Deliveries to private individuals and to floors	The consignee receives the shipment directly at the front door of their home.
Consignee services	
Predict Service	The service offers recipients information on the arrival of the consignment by sending e-mail or SMS notifications indicating the estimated time of delivery.
Attempted deliveries	Two delivery attempts.
Food safety	
Traceability management	Recall of batches of products in case of health alerts issued by the competent authorities.
Management of expiry dates	Blocking of shipments with expired products.
Waste management	Management of the disposal of “non-sellable” products.



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