



# Company profile

NETWORK  
MEMBER OF



# Company profile

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# BRT: history, extensiveness and innovation

# A constantly evolving company

Founded in **1928**, BRT is a **flexible organisation** with an **extensive network** that is able to satisfy the distribution and integrated logistics requirements of any business that is searching for a **single provider** for the **storage, handling, express transportation** and **delivery** of their shipments in Italy, Europe and the world.



1928

BRT SpA,  
(formerly BARTOLINI  
Corriere Espresso) is  
established.



1955

Logistics is launched.

2017-2020

**Geopost** enters the BRT  
corporate structure.  
In 2020 BRT passes  
under the control of  
Geopost.

2020

BRT becomes the  
majority shareholder  
of Fermopoint.  
The **BRT-fermopoint**  
**network** is born.

# A widespread partner

Over 200 branches in the Italian territory, of which:

 35 Hub Parcel

 10 logistic plants of 300.000 mq

 13 freight branches

 A network of +100 lockers

 Over 8,700 BRT-fermopoint among  
neighbourhood businesses



# BRT-fermopoint

A broad and extensive network that allows e-shoppers to plan the collection and dispatch of their shipments at the most convenient and close delivery location.

-  Over **8,700** collection points amongst neighbourhood businesses
-  **8 million** parcels collected in 2023 first semester
-  **1 mln** users
-  score of **4.3** with 15.000 reviews on  Trustpilot



With Geopost, in Europe  
and the World

# A leading player in Europe and the World

15.7 billions  
revenue



1° Operator  
in Europe

2.1 billions  
parcels delivered worldwide



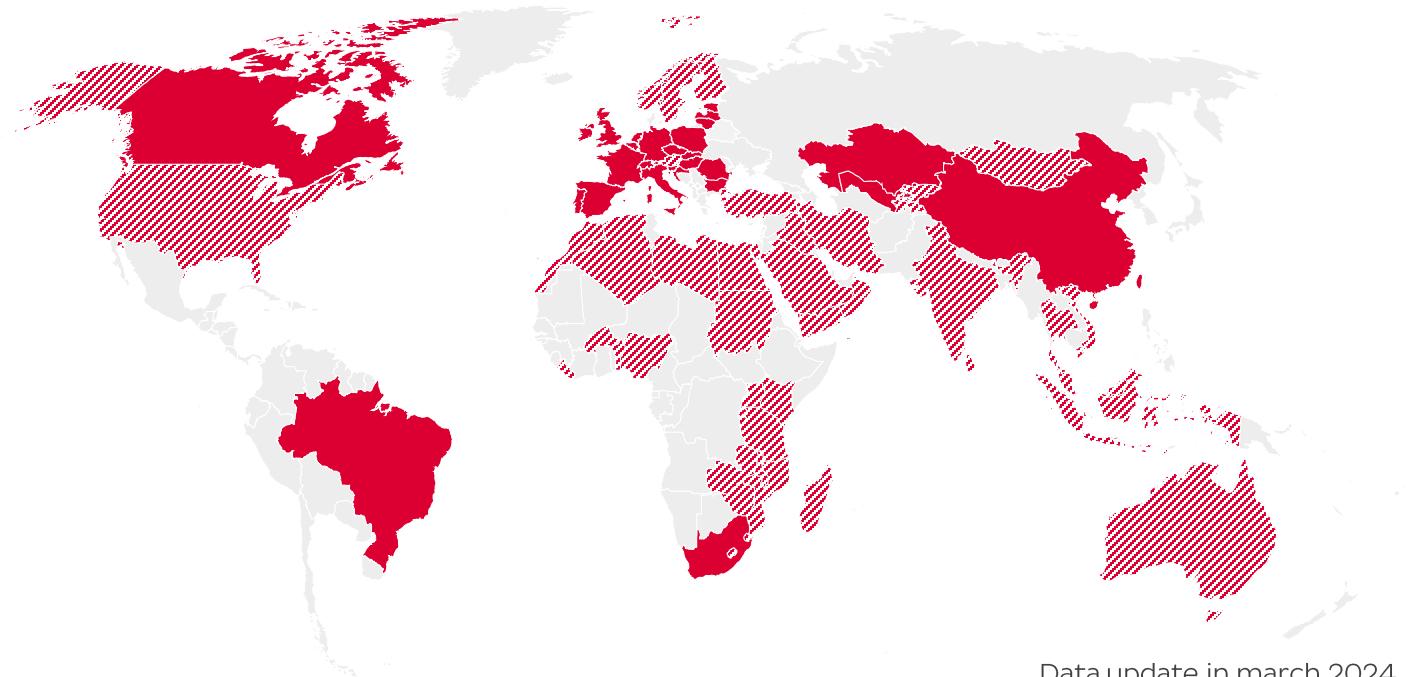
108,000  
Pickup points worldwide



57,000  
experts

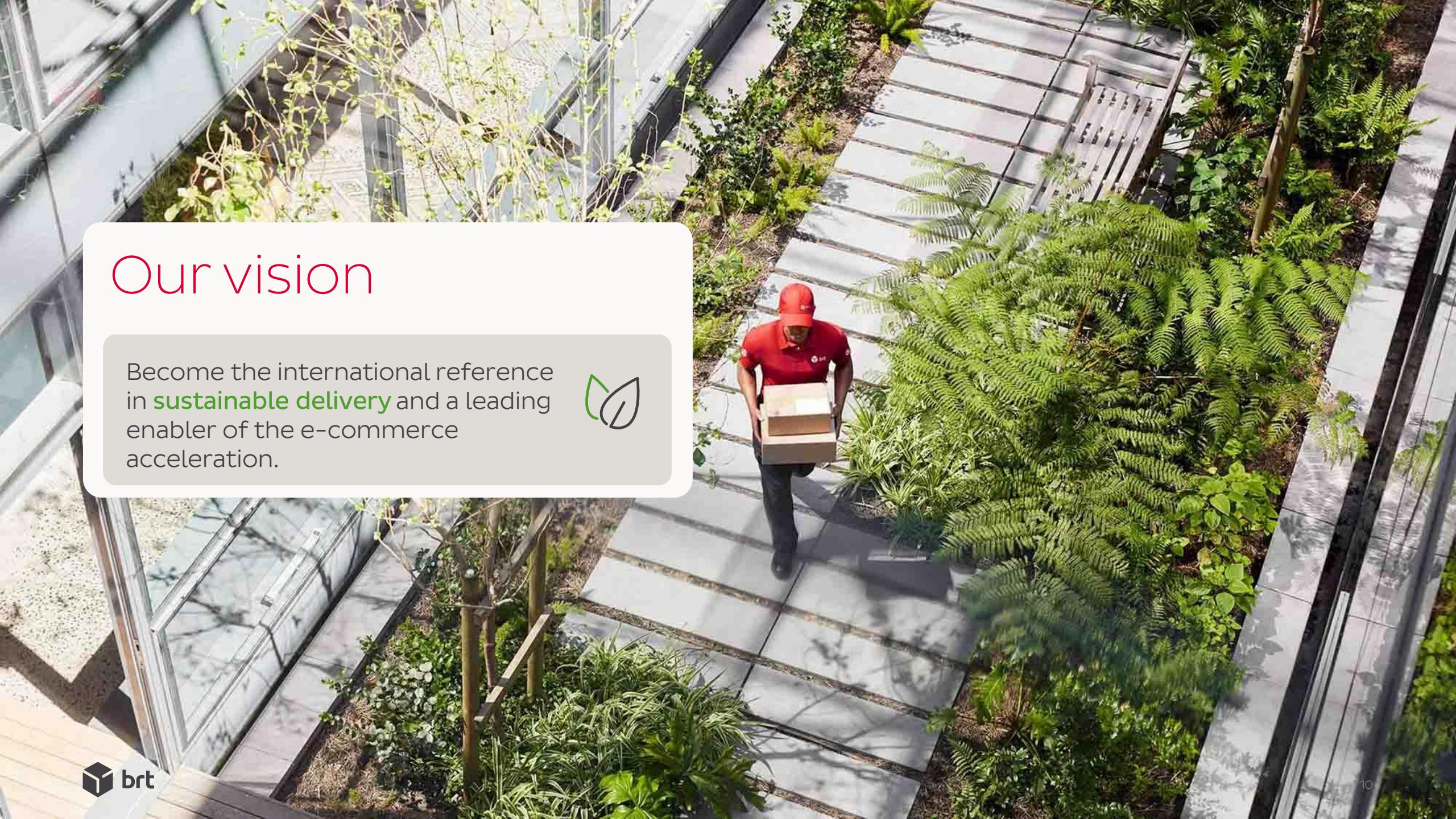


- Majority share
- Minority share or partner



Data update in march 2024

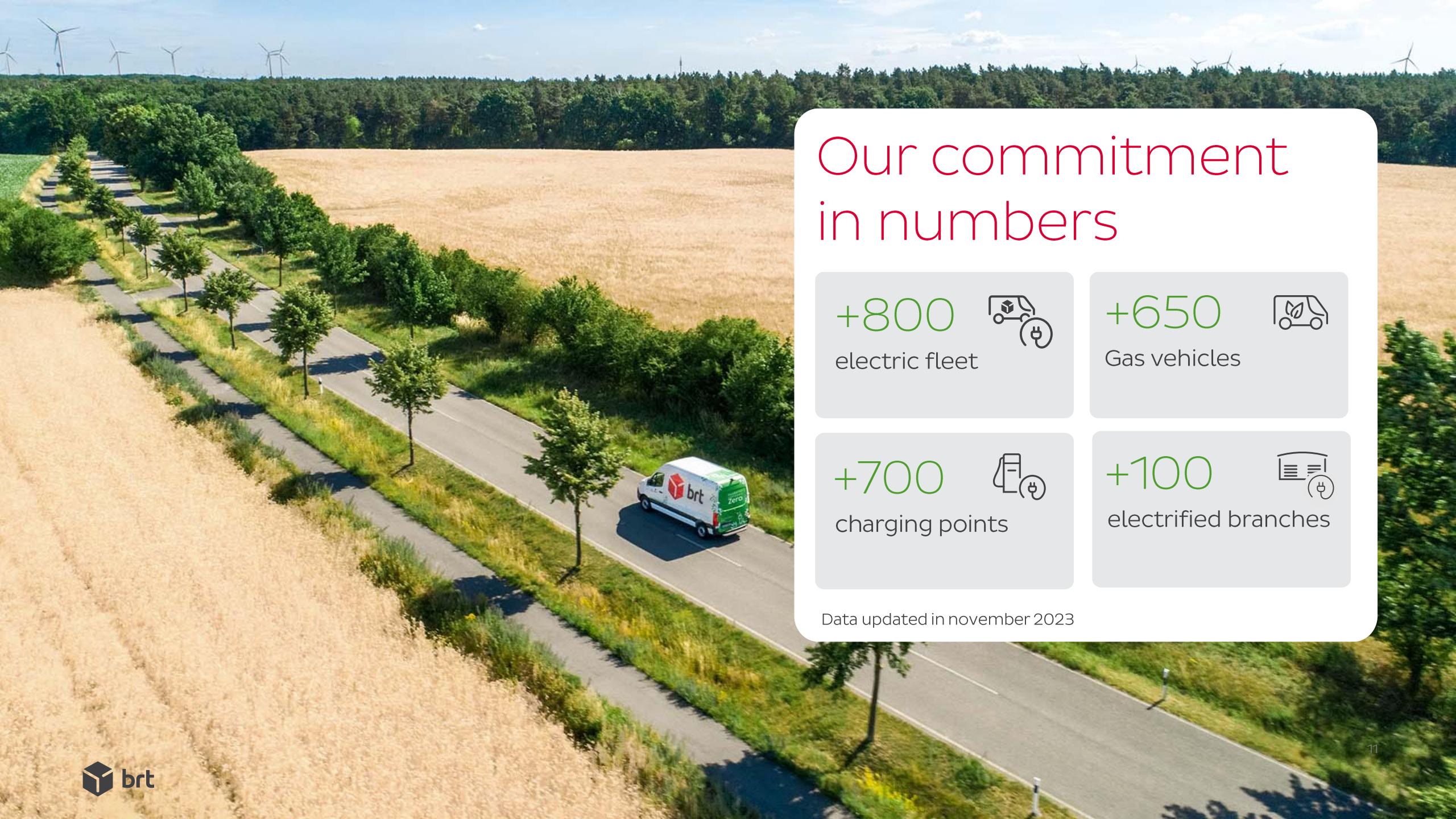
# Our commitment for the environment



# Our vision

Become the international reference in **sustainable delivery** and a leading enabler of the e-commerce acceleration.





## Our commitment in numbers

+800



electric fleet

+650



Gas vehicles

+700



charging points

+100



electrified branches

Data updated in november 2023

# We are taking stronger action to meet the challenge

Net-zero emissions  
by 2040

Target is **10 years ahead** of the  
Paris Agreement

European coverage\*

20 Business Units in 19 countries

We will support  
limiting global  
temperature rise to  
**1.5°C**



SCIENCE  
BASED  
TARGETS

DRIVING AMBITIOUS CORPORATE CLIMATE ACTION

\*Strategic scope: 90% of our Geopost business  
Geopost's science-based targets were approved by the SBTi in February 2023



# BRT solutions

# An answer for every need

## Markets

We operate in **B2C, B2B, C2C** markets.

## Product categories

We operate in several product categories:

- Fashion
- Food
- Manufacture
- High-Tech
- Beauty
- Books

## Destinations

Italy, +200 countries in Europe and the World.

## Goods

Parcel, envelopes, documents, pallets, heavy and/or bulky shipments.



# One partner, many solutions



## Domestic and International markets

Express shipments of parcel, documents and pallets in Italy, Europe and worldwide.

## E-commerce

Innovative solutions and IT integrations to support companies in the digital evolution.

## Logistics

Outsourcing solutions that allow companies to expand quickly and flexibly the warehouse.

## BRT fresh

New solution dedicated to the transport and delivery of packaged fresh food products at a controlled temperature between 0 and 4 °C.

# Goods not accepted

## Type of products not accepted:

- works of art, precious items, valuables
- living animals or plants
- perishable, flammable or explosive goods, ADR
- boats, motorcycles and motor vehicles
- non-reproducible items or documents

## Weight and size specifications not accepted:

- over 1,000 kg weight
- over 180 cm in height
- more than 400 cm in length (140 cm for package weighing > 50 kg)
- bigger side longer than 700 cm + circumference



# Why choose BRT?



Professionalism,  
reliability  
and speed  
for companies



# Benefits for companies

## Fast and flexible deliveries

- customised solutions
- time-oriented services
- wide coverage



## myBRT - sender

One digital place to manage shipments, check delivery times, calculate costs.

## Priority access to customer care

for account customers

## Safe and reliable systems





The best  
delivery  
experience  
for consignees

# Benefits for consignees



## Predict

The service that provides users with updates on the arrival of the shipping, and enables consignees to manage the delivery in an interactive way according to their needs.

## myBRT

A digital space where the recipient can monitor and manage their shipments independently and flexibly.

## Wide choice with Out of Home solutions

- BRT-fermopoints
- lockers

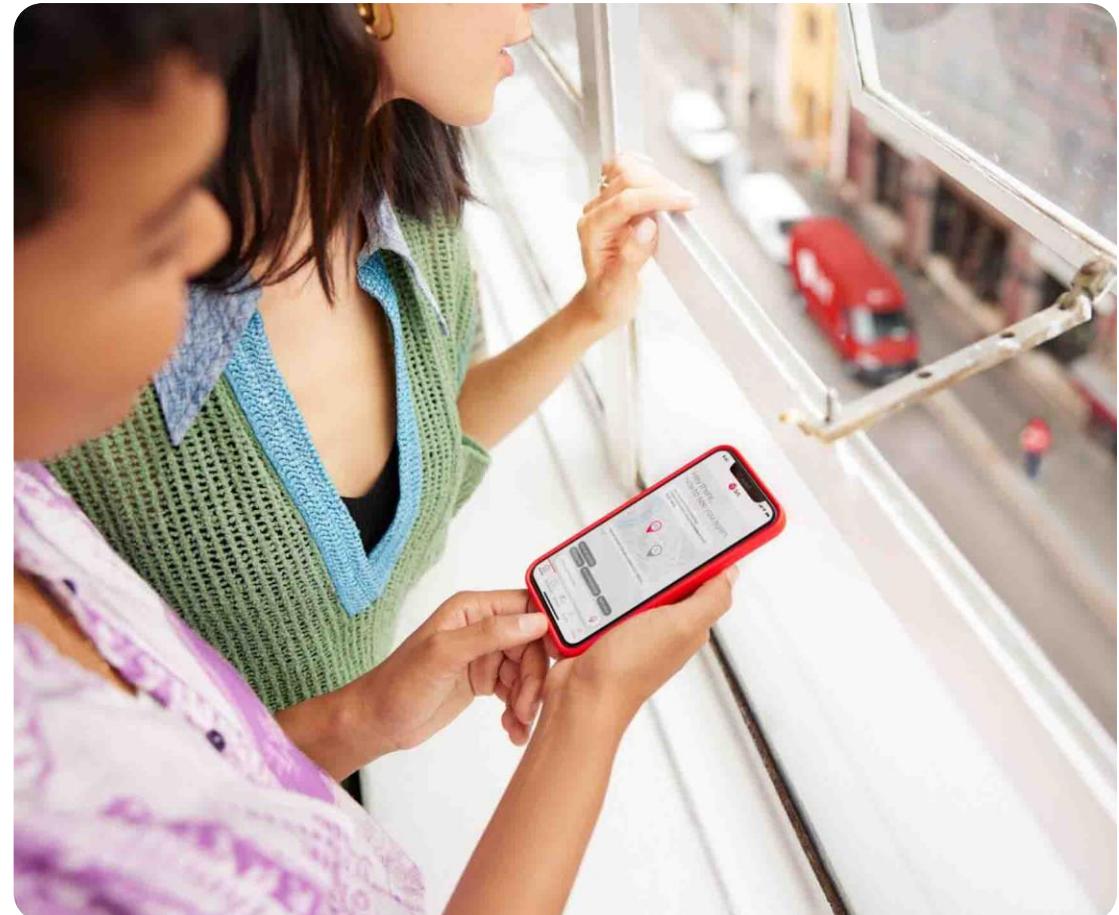
# Who receives, decides

## Predict\*

Predict allows consignees to change the date and place of delivery in-flight mode and to receive information and updates on shipments:

- notifications via sms and/or mail in real time
- shipment tracking
- time window for delivery

Thanks to its precision, the **Predict** helps to ensure that delivery will be successful at the first try.



\*Service available only in certain countries and with limitations.

# Features

## Predict\*

### Real time notifications

via SMS and/or email



### Home delivery

- the day before the delivery
- on the morning of delivery
- in case of failed delivery

### Out of Home delivery

- Arrival of the shipment at the BRT-fermopoint
- Reminder for the withdrawal



### Reschedule the delivery date

### Change of delivery address:



- collection at BRT branch
- Collection at pickup points
  - direct delivery
  - redirection



### Time window

Alert to know the scheduled time slot for the delivery



### Tracking

To monitor the status of the shipping

\*Service available only in certain countries and with limitations.



# Benefits for C2C

## Flexibility and extensiveness



### Home delivery

- Home2Home

### Out of Home delivery

Thanks to the pickup points network we offer:

- Shop2Shop
- Shop2Home
- Home2Shop



# myBRT

# The digital tool for every need

The new **myBRT** ecosystem offers a series of additional features to make a more complete and flexible the experience of customers and consignees.

## **myBRT - sender**

The BRT portal dedicated to customers, which enables them to manage their shipments with complete flexibility.

## **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, Predict, virtual assistance and delivery evaluation.



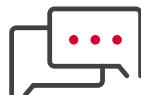
## **myBRT - logistics**

The portal that provides customers with a window into the warehouse, with the possibility of consulting in real time stocks in the warehouse, flows related to the handling and progress of deliveries.

# Customer care

# Our customer care

Our new customer service is based on two guiding principles: customer centrality and multi-channel assistance. For this we have developed a series of solutions to respond to the defined service promise:



## IVR

It offers customers a **priority support** channel and consignees the ability to quickly receive information on their shipments.

## Chatbot

It manages **device actions** by the users and provides **in-self assistance** on their main needs.

## Webform

It allows users to provide the **detailed and necessary** information in the **assistance requests** to the customer service.

## Area personale

It allows the consignee to manage and track their shipments **independently**.

# Our customer care

We also offer subscribed customers **priority access to the Customer Service**, to promptly manage their requests.

For non-subscribed customers, we have digitized the **in-self care resolution**.

For more complex requests, the customer has the possibility to get in touch and talk with an operator.



# Solutions for companies

# Solutions for the Domestic market

## Maximum flexibility

Send envelopes, documents, parcel, heavy and bulky goods.

## Fast delivery time

With time oriented services:

### Express Service

Delivery the day after collection throughout Italy.

### Priority Service

Delivery by midday on the day after collection in about 3.000 Italian locations.

### 10.30 Service

Delivery by 10.30am on the day after collection about 1.500 Italian locations.

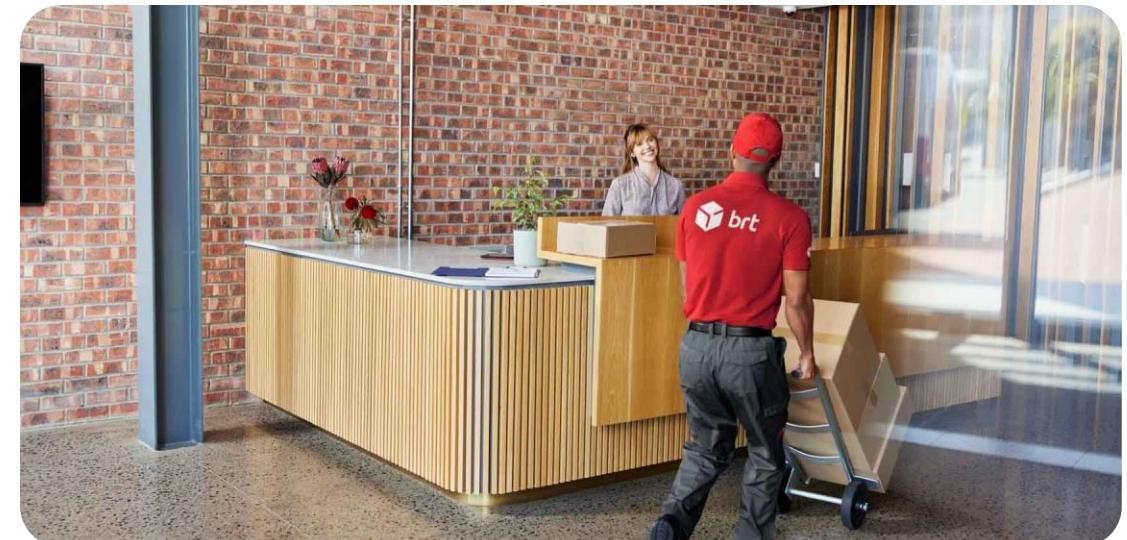
## Extensiveness



over 200 branches



a network of +8.000 BRT-fermopoints



# Solutions for the International market



**Wide reach**  
+200 countries  
worldwide



**Local delivery partner**  
expert in last mile delivery



**108,000**  
pickup point  
worldwide

**Europe**  
Day definite delivery time



[Start calculate the lead time](#)

**World**  
Delivery time  
With transit time of 4-9 days.



# Solutions for e-commerce

## Integrations available

### Plug & Ship

A single tool, integrable with **80 marketplaces and CMS**, in which generate, manage and monitor shipments.

### Plugin BRT-fermopoint

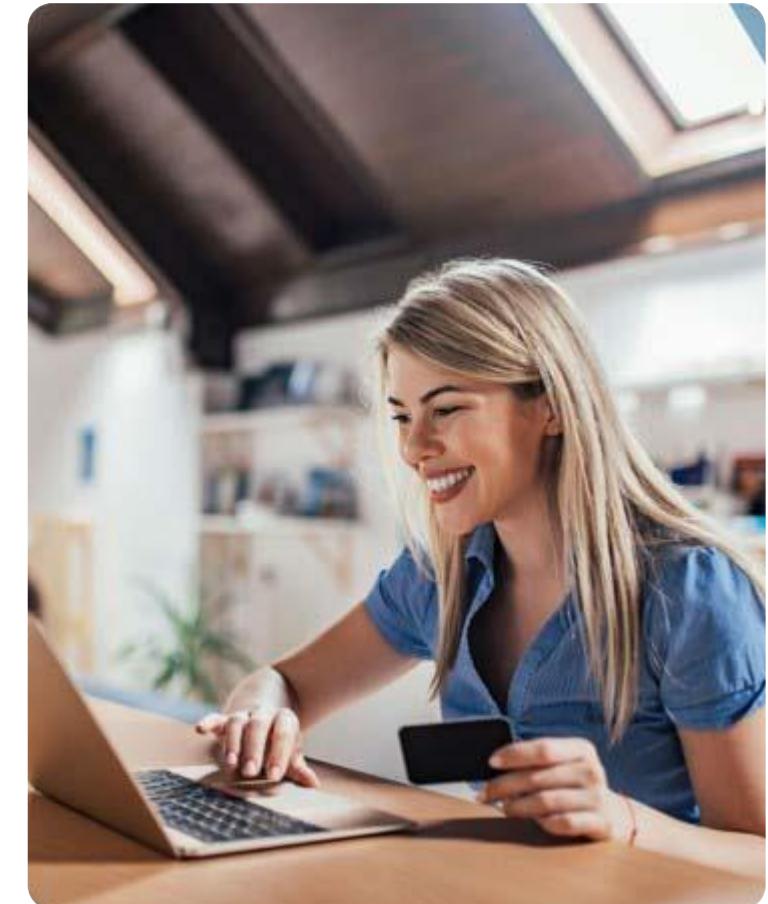
A plug-in able to integrate the **network of 8.000 BRT-fermopoint** on major e-commerce platforms.

### EasySpedWeb

A web app developed to make the **shipping process easier and faster** for those who intend to manage it independently.

### Integration of information services

The service allows authorized customers to send and/or receive data through the network, thus **integrating their own information system with that of BRT**.



# BRT fresh



**BRT fresh** is the new solution dedicated to the transport and delivery of packaged\* fresh food products at a controlled temperature between 0 and 4 °C.

## Service features

Saturday delivery



Two delivery attempts



Doorstep delivery



Predict service



\*The transport of frozen products is excluded.

# Logistica

We support our customers with: :

- █ 10 modern facilities of over 300.000 mq
- █ extremely **advantageous cut-off times**
- █ **autonomy** in the management of the stock

## Why choose BRT Logistics?

- coverage of the most important import and distribution routes
- integration with company IT systems and real time visibility of the processes
- goods covered by insurance policy and infrastructures equipped with 24/24h surveillance systems
- wide range of outsourcing services for logistics input and output, stock management and ancillary work





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