



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

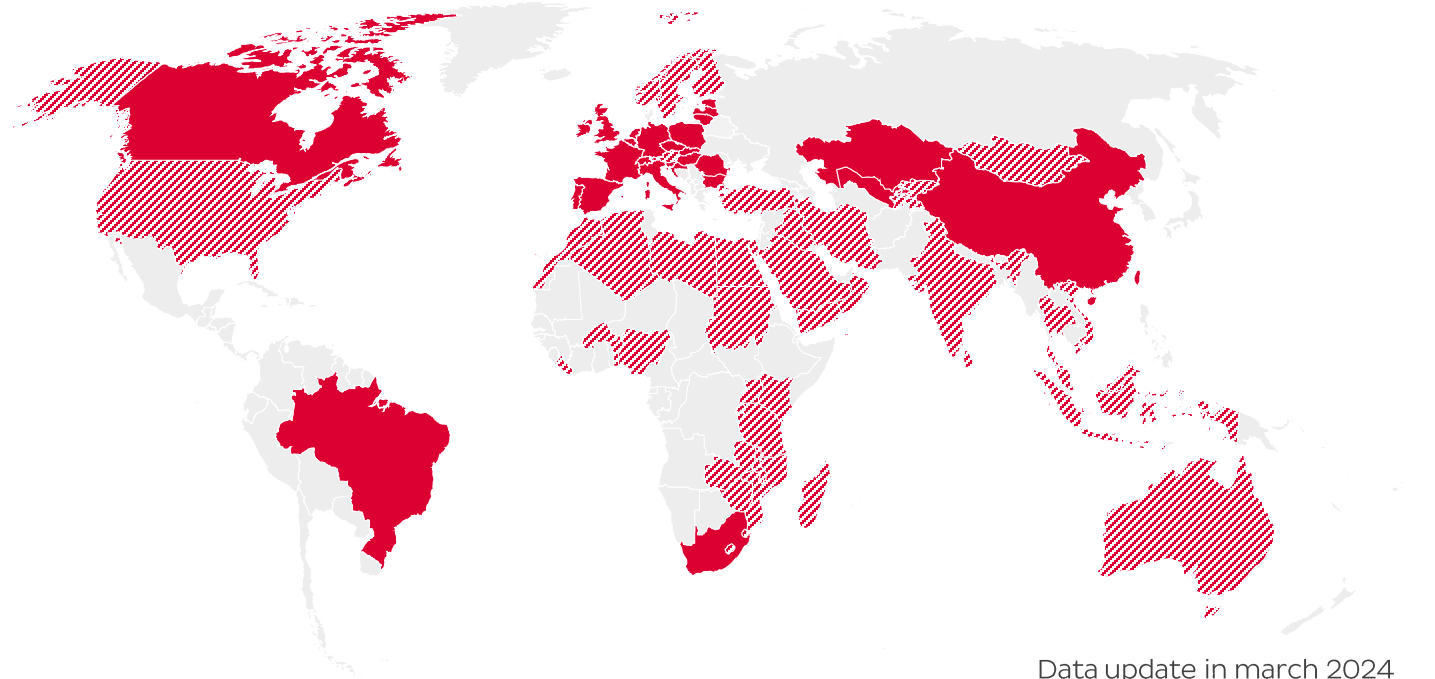
2.1 billions
parcels delivered worldwide



108,000
Pickup points worldwide



57,000
experts



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

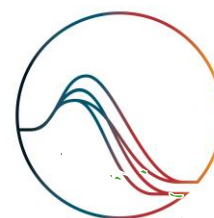
Net-zero emissions by 2040

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

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

European coverage*

20 Business Units in 19 countries



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*

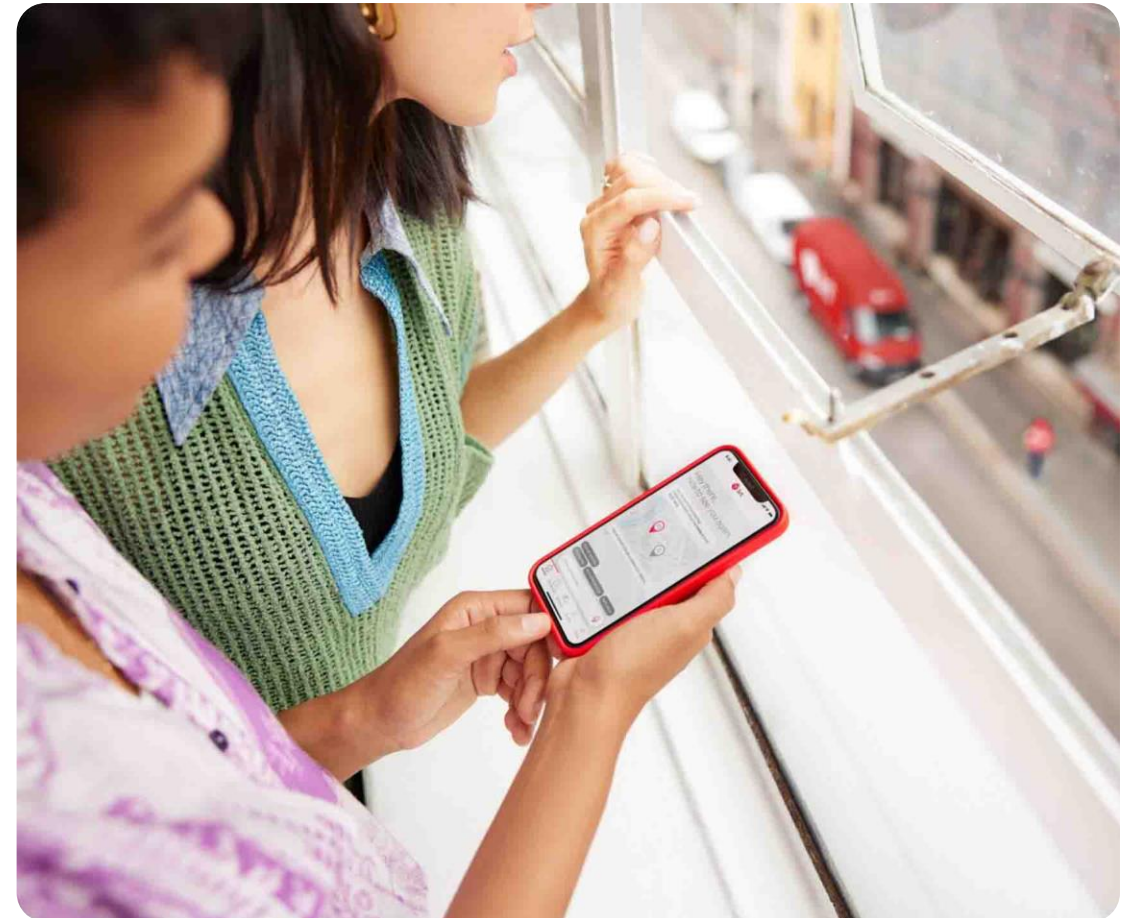
Predict allows consignees to change the date and place of delivery in-flight mode and to receive information and updates on shipments:

- 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.

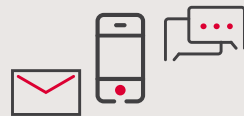


Features

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.

A photograph of two women sitting on a balcony, engaged in conversation. The woman on the right, with dark hair and wearing an orange button-down shirt, is smiling and holding a glass. The woman on the left, with short curly dark hair and wearing a white top, is seen from the back. They are sitting at a white table with a green glass and a small potted plant. In the background, a city skyline is visible through a large window. A white hexagonal text box is overlaid on the right side of the image.

Flexibility and
extensiveness
for consumer-
to-consumer
exchanges

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.

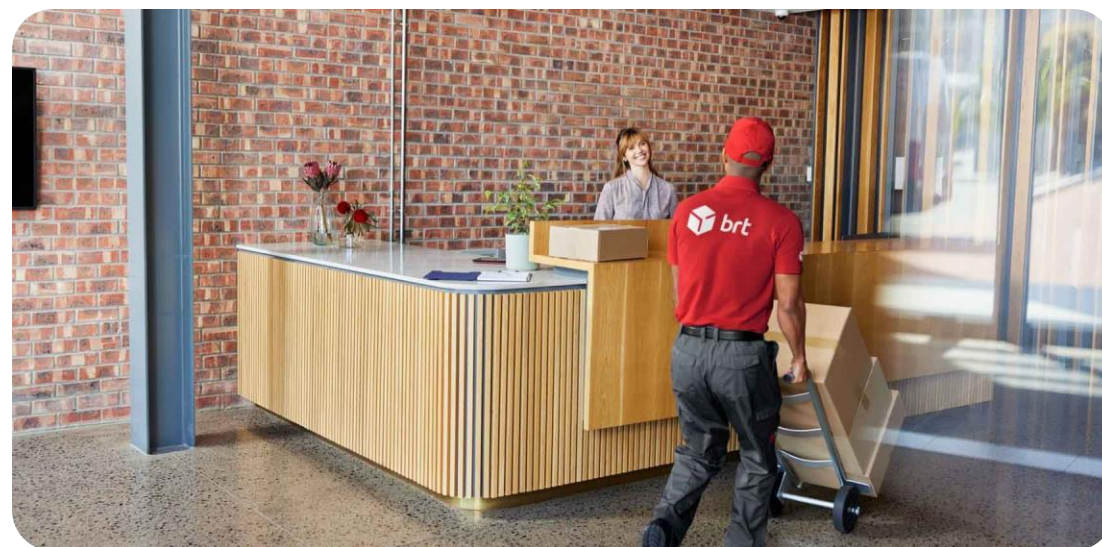
Extensiveness



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





in [BRT Corriere Espresso](#)

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