



# Nexive

## Our offer

Milan • 2018



nexive

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An aerial photograph of New York City at sunset. The sky is filled with soft, colorful clouds in shades of orange, pink, and blue. The city's dense skyline is visible, with numerous skyscrapers and buildings. The sun is low on the horizon, casting a warm glow over the entire scene. The water of the harbor is visible in the distance.

# Company Profile

# Who we are



## THE LEADING PRIVATE POSTAL OPERATOR IN ITALY

Part of the PostNL Group and covering the entire country, Nexive has radically overhauled the postal scene and aims itself as the reference platform in mail delivery and parcels for e-commerce.



**500 mio**  
Letters/year



**+ 8 mio**  
Parcels in 2017



**+ 2.000** Vehicles  
(34% bike)



**+ 1.700**  
direct and indirect  
offices and retail point



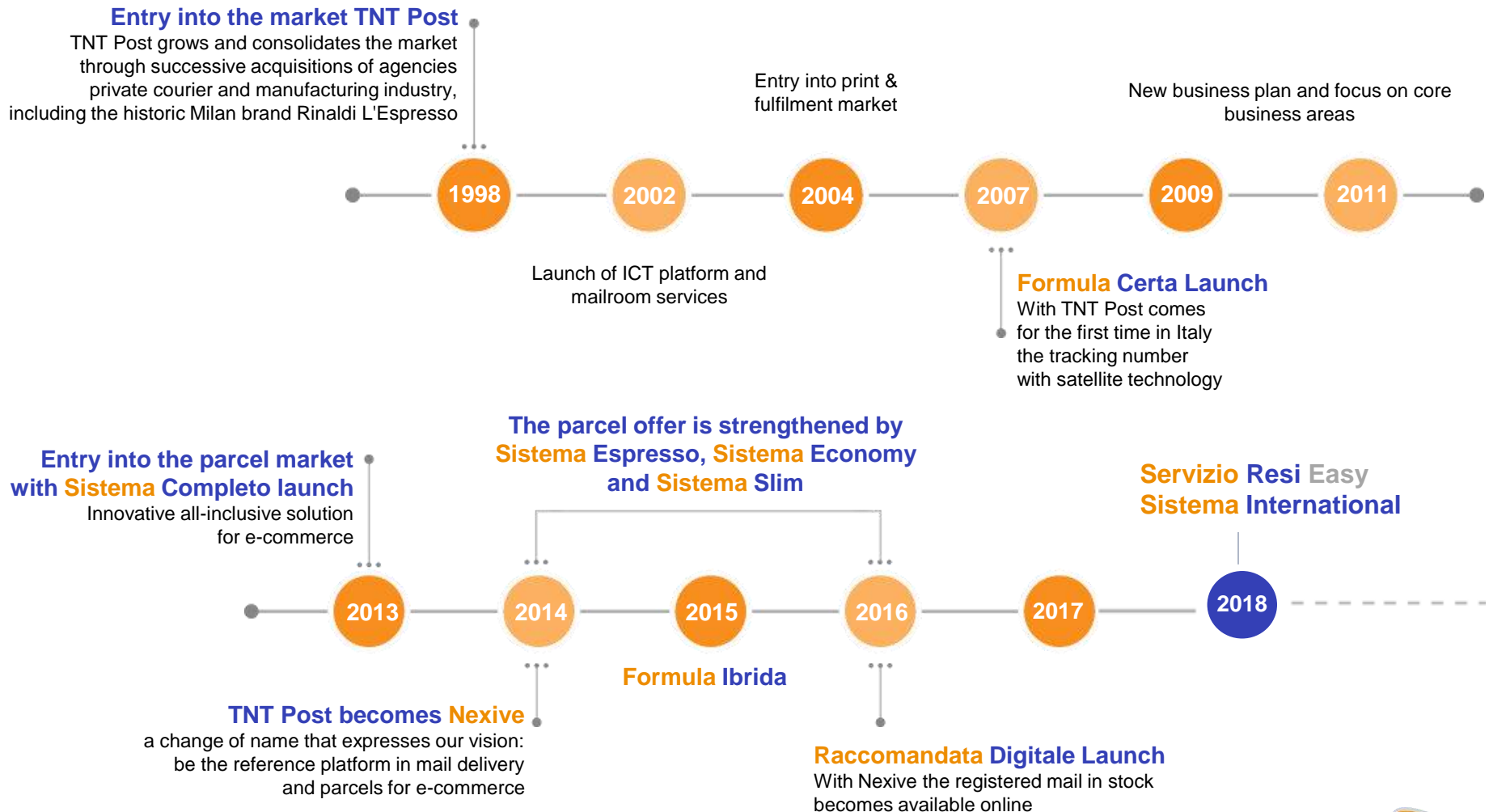
**Ca. 8.000**  
employees



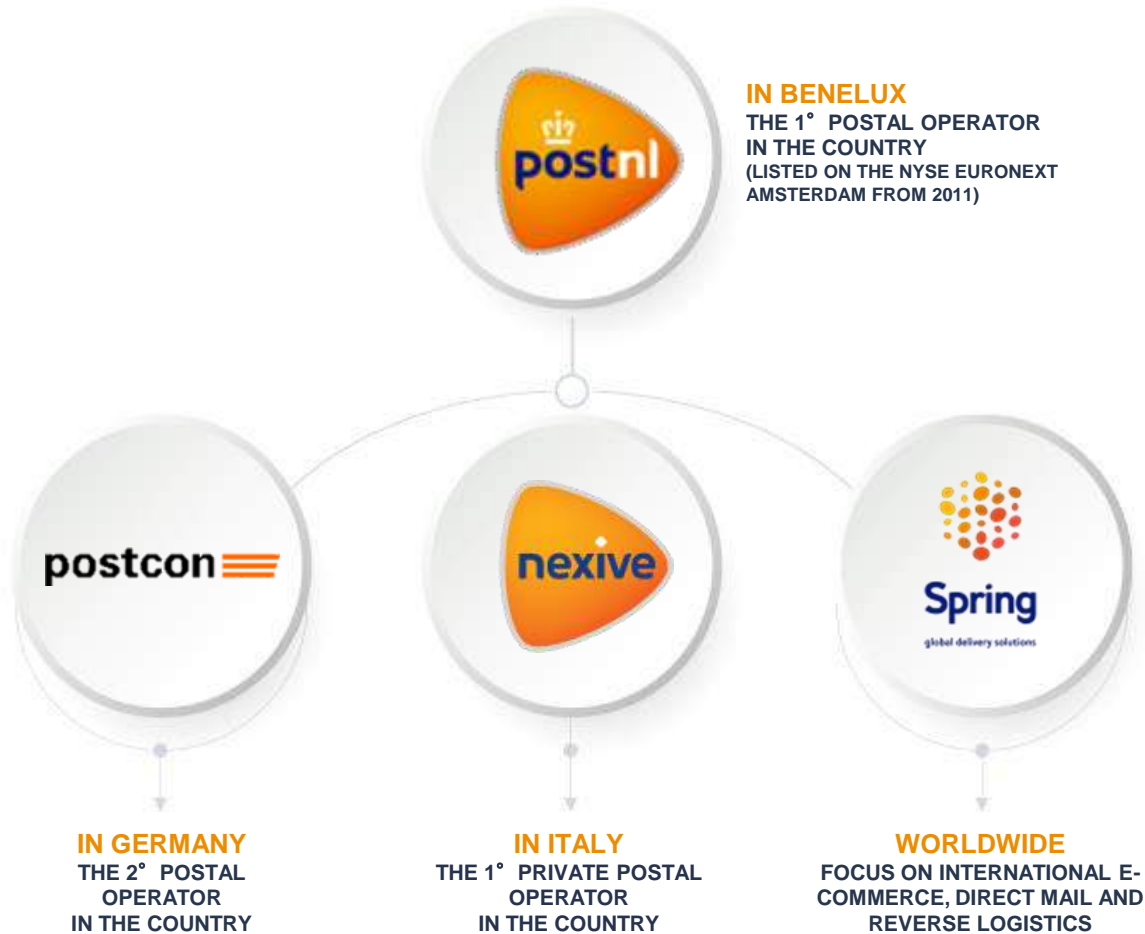
**+ 30.000**  
Business clients  
& PA



# Since 1998, a history of innovation



# The reliability and the experience of a large international group



## POSTNL NUMBERS

Revenue

€3,5 mld



Mail

2 mio



Parcel

207 mio



Employees

44.000

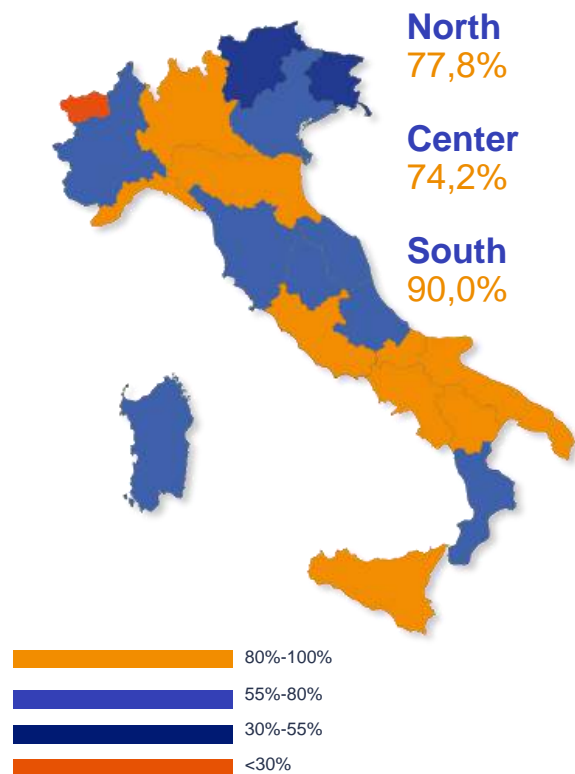


SOURCE: POSTNL ANNUAL  
REPORT 2017

# A wide national coverage

The logistic structure of Nexive has multiplied the volumes over the years, keeping significant growth trends. Today reaches more than 80% of families with mail delivery and 100% with parcels delivery.

## 2017



Mail Volumes



Parcel Volumes



Italian Families Coverage



# Three business areas, a single platform of excellence



## NEXIVE, three business, single platform of excellence

Nexive offers companies an **integrated platform**, main landmark for both postal and parcel services.

In an end2end logic, Nexive integrates **production** and **printing** documents, **physical** and **digital** delivery, post-delivery services and **delivering b2c packages**.

Multichannel

Technological Know-how

Operational Efficiency

Scalability





# MAIL Services

# Mail services

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Nexive has established itself on the market thanks to a distinctive technology able to certify delivery with satellite and guarantee the traceability of mail anywhere, anytime. The physical delivery is integrated with a number of digital value services, which allow more advanced and efficient way to manage communications with customers and stakeholders.



## Formula Certa®

Certified mail with the latest technology.

## Raccomandata Digitale

To withdraw held mail notification also online.

## Formula International

For correspondence with foreign countries

## Formula Direct

Advertising mail and direct marketing services.

## Raccomandata Classica

With the ability to add so many innovative services.

## Notificazioni

Qualified integrated services for PA.

# Our main mail customers



## BANKING & INSURANCE



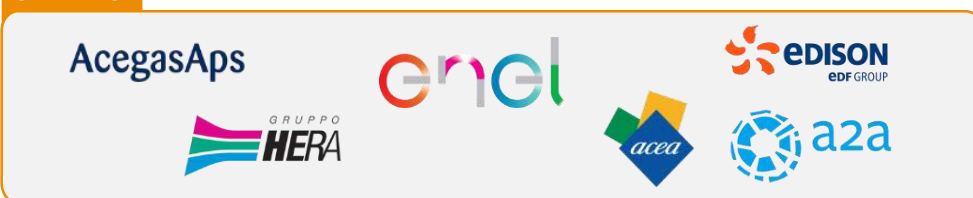
## INDUSTRIES



## MEDIA&TELCO



## UTILITIES



## PA



# Formula Certa®



## BENEFITS

- Formula Certa is the ordinary mail with the **most competitive prices in the market.**
- **Track&trace:** certification of date, time and delivery place.
- **Free shipment and tracking of Returns**
- **Digital storage of Returns.**
- **Data cleaning** and enhancing of addressees databases

## HOW IT WORKS

- Envelopes are collected and processed in Nexive branches. List of branches available on Nexive.it portal.
- Each envelope is marked with a unique barcode, that allowing real time track&trace.
- Up to 2kg weight shipment.
- Each envelope is scanned by our postmen, data about delivery are provided through satellite system.
- Each customer can access to his personal area in Nexive.it with a login. This area contains tracking informations.

# Formula International



## BENEFITS

- **Convenience**, just one product for all destinations worldwide.
- **Price convenience** compared to other operators.
- **A unique and reliable international partner** (PostNL).
- **No minimum number of items.**
- **No minimum item weight** (max. 2 kg)
- **Hand over** of your mailing sorted or unsorted

## HOW IT WORKS

- **Raccomandata International**, each envelope is marked with an international barcode, that allows the real time track&trace up to Italian border. Extra security with a signature on delivery.
- **Formula International**, reliable international business mail.

# Raccomandata Classica



## BENEFITS

- Registered mail with the most **competitive prices** in the market.
- **Track&trace:** date, time and delivery place are certified
- **Digital storage of the Proof of Delivery and Returns.**
- **Free shipment and tracking of Returns.**
- **Data cleaning** and enhancing of addressees databases

## HOW IT WORKS

- Each envelope is marked with a unique barcode, that allows the real time track&trace.
- Each envelope is signed on delivery, scanned by our postmen, and data about delivery are provided through satellite system.
- If the recipient is absent, the item is delivered to a local Nexive office, where it can be collected for up to 30 days.
- Returns are available online on nexive.it web portal.
- 100% HH coverage

Also see **Raccomandata Digitale**

# Raccomandata Digitale



## BENEFITS

- **Online download** of registered items in stock at a Nexive Office.
- **Safety and regulatory compliance**
- **Maximum delivery effectiveness**
- **Digital POD**



## HOW IT WORKS

- If the recipient is absent, the item is delivered to a local Nexive office, where it can be collected for up to 30 days.
- Registered letter is available online: the recipient collects the digital item using unique pin codes and advanced electronic signature

# Raccomandata Next



## BENEFITS

- **More convenience for the sender** who can download proof of delivery / collection from his reserved area
- **Easier for recipients** who sign on digital media without registration
- **Safety and compliance** with the legislation
- **Customer Care**, with a reserved web area to track shipments
- **More environmental sustainability** (no paper return postcard)



## TIMING

- Proof of delivery / collection is available in digital format from the day after delivery



## HOW IT WORKS

- The recipient signs on the palmtop of the postman or on the tablet in the Nexive retail points
- The day of the delivery / collection, the digital proof of delivery is published for all the purposes of the law
- Dedicated web area to track shipments

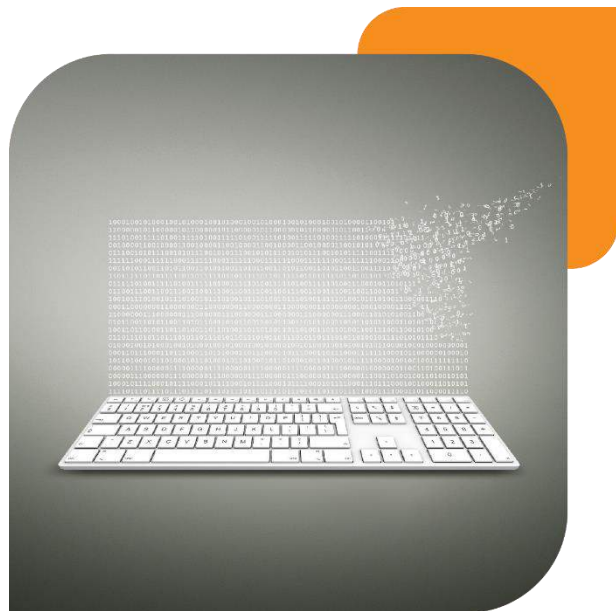


## PAID DIGITAL SERVICES

- The sender can choose the free notification services via e-mail or SMS (by payment)



# Raccomandata e-volution



## BENEFITS

- **More speed** for the sender
- **Reachability of recipients** through the use of available e-mail addresses, without the need of a PEC
- **Safety and compliance** with the legislation
- Certification of date, time and delivery place
- **More environmental sustainability** (digital 100%)



## HOW IT WORKS

- The recipient receives one e-mail from Nexive informing about of the registered letter
- The withdrawal of the registered letter in digital format is through the use of unique pin codes and the advanced electronic signature of the recipient
- The return receipt with legal value is sent in electronic format
- Dedicated web area to track shipments



## TIMING

- Delivery within 24 hours from the acquisition of the IT flow

# Formula Direct



## BENEFITS

- **Unique Direct Mail partner.**
- **Tailor made solutions** for all Direct Mail needs.
- **Reliable delivery** of brochures, catalogues, newsletters and other commercial mail.
- **Price competitiveness.**

## HOW IT WORKS

Nexive has studied two different proposals for direct marketing:

- **Formula Certa Direct**  
Customized service, with track&tracing.
- **Formula Simply Direct**  
standard and low-cost service for mass market communication activities

# Notificazioni



## BENEFITS

- **Safety**, thanks to tracked and traced delivery and archiving service
- **Cost saving** through the whole value chain: from production to digital archiving.



## HOW IT WORKS

The integrated notification service covers the whole taxes and fines' lifecycle: from production to digital archiving

- Software for taxes and fines notification management
- Print of taxes and fines notification documents
- Highly qualified staff dedicated to the delivery of notifications
- Digital archiving



**PRINT & DIGITAL**  
Services

# Print & Digital services

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Nexive can manage the entire document printing process, from the setting of the layout to the database management up to the packaging and reporting, providing to companies more control on processes and less wasted time. Nexive finally makes available to companies of all sizes, digital formulas: Intuitive services with high added value to create, send and store documents online, without moving from the office.



## Formula Stampa

To outsource the whole process of printing documents.

## Formula PEC

Certified Electronic Mail offering reliable technology and easy management.

## Formula Ibrida

To send mail comfortably from PCs and get it printed.

## MyPost

The rechargeable online account that allows you to pay for your cashless postal services

## BollettinoWeb

Simple and fast online payment

## Document Management & Multichannel Delivery

All the technology you need to manage your digital processes

# Our main print&digital customers

## BANKING&INSURANCE



PRINT &  
DIGITAL

## INDUSTRIES



## UTILITIES



## MEDIA&TELCO



# Formula Ibrida



## BENEFITS

- **Mail sent directly online** by tablet or PC
- **Easy document composition or pdf upload**
- **Track&trace:** date, time and delivery place are certified with Formula Certa system
- **Most competitive prices** in the market

## HOW IT WORKS

- Document's upload or creation through a web application accessible from nexive.it
- Print and delivery estimate in real time
- Delivery through Nexive distribution network
- Possibility to have a prepaid wallet

## TIMING

- Printing: Day 0
- Delivery Process: Day +1
- Delivery: within 5 working days

# Servizi Digitali



## DOCUMENT MANAGEMENT

- Customized layout
- Dynamic documents
- Videotutorial
- E-archiving
- Legal archiving
- Digital management of process and workflow



## INNOVATIVE WEB SOLUTIONS

- Digital communication
- Integrated portal that allows tracking management
- Online payments



## MULTICHANNEL DELIVERY

Solutions for documents delivery physical and digital

- Electronic billing to PA industries
- PEC mail
- Email
- SMS Alert





**PARCEL Offer**

# Parcel services

## Sistema Completo

All inclusive delivery solution

## Sistema Espresso

Accelerate your e-commerce.

## Sistema Economy

Lightweight in price and weight

## Sistema Slim

Parcels delivery directly in the postal box

## Servizio Resi

Offer your customers an extra solution

## Sistema International

A world of advantages to go far away

### COMFORT



B2C Delivery which includes all the value-added services for the recipient in the final price, in particular the delivery by appointment and the plan

### SPEED



Fast B2C delivery, suitable for large volumes and with cost-benefit to the customer.

### CONVENIENCE



Basic and cost-effective B2C delivery, always efficient thanks to the synergy with the Nexive postal network.

### EFFICIENCY



The perfect solution for super-light packages delivered directly inside the postal box, no signature required.

### SIMPLICITY



The new parcel product that guarantees the simplicity of returning a product that is not in line with expectations.

### INTERNATIONAL



The new parcel product to export product abroad.

# Our main parcel customers



## E-COMMERCE

amazon.com

viva ticket  
by BEST UNION

hachette  
FASCICOLI

MEDIA WAVE  
Star

privavia \*

WESTWING  
HOME AND LIVING

TIFFANY & CO.

TIEMPO NORD

## AGGREGATORS

logisticNet

CLICK&QUICK

dap sides  
AGGREGATORI

AIR EXPRESS

EDPS  
EURO DIRECT  
& PROMOTION SERVICE

Sendabox

## SERVIZI E ALTRO

CAIRO COMMUNICATION

PREMIUM  
MEDIASET

satispay

Unipol  
BANCA

vodafone

a2a

WIND

QUICKLY  
EASY TO DO!

Unipol  
ASSICURAZIONI

## LARGO CONSUMO

FERRERO

GRUPPO  
comet

# Sistema Completo



## BENEFITS

- **Flexibility**, thanks to the delivery by appointment
- **Comfort**, thanks to optionals included
- **Simplicity**, thanks to 5 easy sizes based on weight
- **Tracking** always available online

## TIMING

- Appointment for delivering in 24 hours from the collection

## SERVICES

- Pick-up
- Delivery by appointment with sms and e-mail alert
- Delivery at the floor
- Two agreed delivery attempts
- Electronic and papery notice
- Free stock service up to 10 days
- Possibility to pay at the delivery also by POS
- Assurance as an on top option
- Fuel surcharges and Restricted Traffic Zones fare always included

# Sistema Espresso



## BENEFITS

- **Speed** of delivery
- **Simplicity**, thanks to 5 easy sizes based on weight
- **Flexibility**, thanks to delivery alerts and double attempt of delivery
- **Tracking** always available online

## TIMING

- Delivery in 24/48 hours

## SERVICES

- Pick-up
- Prior notice by e-mail to the recipient
- Two delivery attempts
- Electronic and papery notice
- Free stock service up to 10 days
- Possibility to pay at the delivery also by POS
- Assurance as an on top option
- Fuel surcharges and Restricted Traffic Zones fare always included

# Sistema Economy



## BENEFITS

- **Simplicity**, thanks to one size (0-2 kg, 25x36x5 cm) and one price
- **Proximity**, thanks to a network of stocks points all around Italy



## TIMING

- Delivery in 3-5 days ( 7 days for Calabria, Basilicata e Islands)



## SERVICES

- Pick-up
- Prior notice by e-mail to the recipient
- Electronic and papery notice
- Free stock service up to 10 days
- Tracking always available online
- Fuel surcharges and Restricted Traffic Zones fare always included

# Sistema Slim



## BENEFITS

- **Efficiency**, thanks to delivery in the post office box without the need for signature
- **Simplicity**, thanks just one size (250 gr., 20x13x2,5 cm max)
- Just one **competitive tariff**
- **Proximity**, thanks to a developed network of stocks warehouses throughout Italy



## TIMING

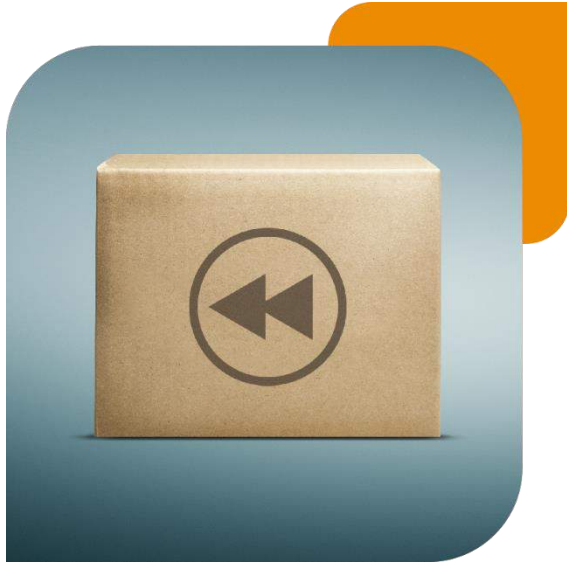
- Delivery in 3-5 days ( 7 days for Calabria, Basilicata e Islands)



## SERVICES

- Pick-up at the sender
- Shipping delivery directly into the recipient's post office box without signature
- Delivery alert by e-mail
- Alert by e-mail to the recipient when the shipment is in stock
- Free stock service up to 10 days
- Tracking always available online
- Fuel surcharges and Restricted Traffic Zones fare always included

# Servizio Resi Easy



## BENEFITS

- **Simplicity**, thanks to 5 easy sizes based on weight
- **Comfort**, thanks to the return waybill that the recipient finds in the forward shipping package
- **Effectiveness**, thanks to the information on the management of returns sent by email directly to the recipient
- **Independent management** of the return thanks to a web page created specifically for the recipient
- **Proximity**, thanks to a developed network of stocks warehouses throughout Italy



## TIMING

- Return to the Merchant in 5 days

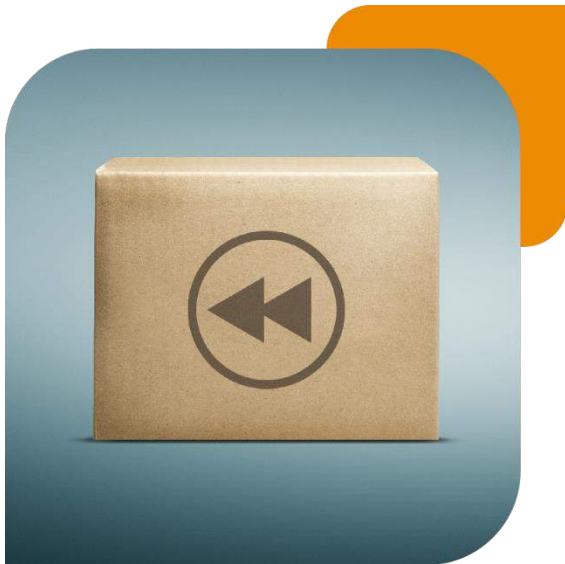


## HOW IT WORKS

- The merchant creates an expedition and automatically prints a second waybill letter
- The merchant enters the waybill letter in the forward shipment package
- The recipient finds the return waybill letter within the shipping parcel
- At the time of delivery, the recipient receives an email with the link to access the web portal where to choose between pickup or delivery at a collection point
- The recipient entrusts the return to Nexive, through pick-up or delivery at a collection point
- Nexive will take care of returning the parcel to the sender.



# Servizio Resi Basic



## BASIC



The recipient asks the merchant for a return shipping and agrees with him for a pick up or delivery at a Nexive collection point.

The merchant access to the Sistema Completo web portal, creates the waybill letter and sends it to the recipient.

The recipient entrusts the item to Nexive who will be responsible for returning it to the sender.



## BENEFITS

- Price list with 5 simple sizes based on weight
- Nexive capillary network of delivery points on the territory

# Sistema International



## BENEFITS

- All over the world delivery
- Reliability, thanks to the Nexive International network
- Simplicity, thanks to 5 easy sizes
- Excellent speed/price relationship
- Tracking always available online



## SERVICES

- Two delivery attempts
- Stock service up to 15 days
- The Merchant has the possibility to choose between return of shipment or desertion of goods
- Fuel surcharges always included
- Devoted customer service



## TIMING

- Delivery in 2-6 according to the destination country

# Payment on delivery by POS

For parcel deliveries through **Sistema Completo** e **Sistema Espresso** Nexive offers the option to pay directly on delivery, by POS. To pay directly to the delivery agent by **bank card, credit card or prepaid card**.



## NOTES

- The maximum spending limit with POS is € 3,000
- At the end of the payment, the recipient sends a digital receipt directly to his or her mobile number or e-mail.
- The collection of each payment with POS occurs on average in 2/3 working days from the execution of the transaction.
- Every transaction is performed in maximum security.

The service is available through the following circuits:





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