

## PRESS RELEASE

### **Arvato Takes Over Logistics and Fulfillment for Fermopoint in Italy**

The Fermopoint network offers more than 3,400 pickup stations for online commerce

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**Gütersloh/Bergamo – Fermopoint, operator of a nationwide network of pick-up stations for online commerce in Italy, has entrusted Arvato Supply Chain Solutions with the logistics and fulfillment of its delivery and pick-up service. Arvato in Italy manages and controls all services along the entire supply chain, from ordering to returns management.**

In the Fermopoint network, more than 3,400 shops throughout Italy currently act as pick-up points for goods ordered online - and are increasingly becoming a delivery alternative for online shoppers who cannot receive their parcel at home. Fermopoint customers just need to register and choose a station close to their home as their delivery point. "Our role in the process begins as soon as the online order to a Fermopoint station is ready for shipment," says Marco Galtelli, Head of Sales and Marketing of Arvato Supply Chain Solutions in Italy. "We then store the shipments in our warehouse in the Bergamo area, bundle them according to destination, label them and distribute them to the respective pickup stations".

Arvato relies on a mix of standard and express transporters for transportation management. As soon as the package arrives at a Fermopoint pick-up station, the end customer receives a delivery notification via automated e-mail and SMS. He can then pick up the parcel safely stored at that location within 14 days. "As the connection between the online retailers and their customers, our service is very important", says Alberto Luisi, CEO of Fermopoint. "This is because around 70% of customers link their general opinion of a website to how good the delivery service is." Fermopoint therefore regularly checks its network and focuses on high service quality - not least in its collaboration with Arvato. Alberto Luisi: "Arvato has extensive logistics know-how and the flexibility to meet the demands of an increasingly demanding e-commerce market. Even more important, however, is our strategy focused on the end customer, which fully reflects our values".

Returns management is thus also one of the tasks of Arvato Supply Chain Solutions. Marco Galtelli says, "Returning goods is uncomplicated and convenient for Fermopoint customers. They simply return their package at a pick-up station and we take care of everything else".

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### **About Arvato Supply Chain Solutions:**

Arvato Supply Chain Solutions is an innovative and international leading service provider in the field of supply chain management and e-commerce. Partners come together with industry specialists in the fields of Telecommunication, Hightech, Entertainment, Corporate Information Management, Healthcare, Consumer Products and Publisher. About 15,000 employees work together to provide practical and relevant solutions and services worldwide. Using the latest digital technology, Arvato develops, operates and optimizes complex global supply chains and e-commerce platforms, as the strategic growth partner for its customers. Arvato combines the know-how of its employees with the right technology and appropriate business processes to measurably increase the productivity and performance of its partners.

For more information, please visit [www.arvato-supply-chain.com](http://www.arvato-supply-chain.com).

Arvato Supply Chain Solutions is part of Arvato, a leading international service provider. More than 70,000 employees in almost 40 countries develop and implement innovative solutions for business customers all over the world. These include SCM and IT solutions as well as financial and customer communication services, which are continuously developed with a focus on innovations in automation and data/analytics.

Globally renowned companies from a wide variety of industries – from telecommunications providers and energy providers to banks and insurance companies, e-commerce, IT and Internet providers – rely on Arvato's portfolio of solutions.

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