

# Optional on-demand services\*

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## CASH-ON-DELIVERY SERVICE

Payment for shipped merchandise is collected promptly to reduce collection delays and risks.

## IN HOLD PROCEDURE MANAGEMENT

When a shipment cannot be delivered, a notice is automatically forwarded to the sender stating the reason and requesting instructions. This guarantees that our customer has full control of the shipment and can decide whether to make another delivery attempt or to have the shipment returned to the sender.

## DISTRIBUTION TO LARGE RETAILERS

Management of shipments to large retailers (LOD) meets the typical delivery requirements of this industry such as fixed delivery days, delivery by appointment and driver wait times.

## BOOKED DELIVERY DATE

Delivering a shipment on the date specified by the sender improves consignment efficiency and performance while reducing the quantity of merchandise delayed by unsuccessful delivery attempts.

## SPECIAL FACILITIES

Transpallets, tail-lifts, fork-lifts, cranes and other types of special facilities are available for loading and unloading delicate, bulky and particularly heavy goods.

## DELIVERY BY APPOINTMENT

A phone call is made to the consignee before delivery to agree on the date and time, improving consignment efficiency and performance while reducing the quantity of goods delayed by unsuccessful delivery attempts.

## RETURNS SERVICE

Controlling returns will reduce your costs and improve the service you offer to your customers. Excellent solutions and the best shipping procedures are available for handling your returns programme.

## ON-SITE PICK-UP AND DELIVERY

We organise pick-up and delivery from upper floors, basements or any other location as agreed.

## PALLET MANAGEMENT

We handle all phases of EPAL pallet management, from shipping to delivery and returning empty pallets to the sender.

## CUSTOMS WAREHOUSING

We provide storage for goods purchased abroad without paying any customs duties until the importer declares the goods to Customs and makes payment of the applicable duties.

## CUSTOMS BROKERAGE

We handle all the necessary formalities for clearing international shipments of goods.

## EDI (Electronic Data Interchange)

Use EDI to transmit shipment data to Artoni, ensuring data accuracy.

## DIGITAL SHIPPING LABELS

Customers can print Artoni barcodes directly in their warehouse and can include them on product labels to guarantee correspondence between the transportation documents and the packages of the same shipment.

## DIGITAL PROOF OF DELIVERY (POD)

For each shipment, customers can consult POD (proof of delivery) on their own computers by viewing a digital image of the waybill signed for receipt, with the date, time and name of the receiver. Digital POD is a service provided by Artoni Online, available to all customers who have a registered username and password.

## PAPER PROOF OF DELIVERY (POD)

It is possible to submit a manual request for a copy of the waybill signed for receipt, with the date, time and name of the receiver.

## TRACK AND TRACE

Customers can monitor the status of each shipment on their own computers. Digital monitoring is a service provided by Artoni Online, available to all customers who have a registered user name and password.

\*OPTIONAL SERVICES: for details, procedures and costs see the clauses of the Artoni services contract. Not all optional services are available for all European countries.