

WORLDWIDE EXPRESS

Going Far, Keeping Close.



*“We are what we repeatedly do.
Excellence, then, is not an act, but a habit.”
Aristotle*

What you are about to read is a business presentation, however, is also a sincere display of our goals and mentality: to excel in the global transport of documents and goods.

We invite you to invest few minutes of your time to understand what it is. Your business may be making great benefit.



“Responsibility is the price of greatness.”
Winston Churchill

STRATEGY

We developed a new business model.

We work with the best carriers in every country of the world.

Transport Management is an Express Courier that guarantees the freedom to choose among the most reliable transport solutions available.

The International experience and the capillary network ensure that in every country the customer can rely on the expertise of the best carriers and on unbeatable delivery times. Just test our service.

We do not intend to grow at the expense of quality.

TM targets are very ambitious, but not purely linked at the revenue growth. The first goal is to understand the real customer need and to develop for him a tailor-made service and customized operational procedures, making possible long lasting and successful partnerships.

We think that a qualitative growth strategy must be followed and is preferred than a quantitative: the only strategy that allows the highest level of service provided.

Average delivery times of Transport Management services ⁽¹⁾

Priority	before 10.00 and 12.00 of the next day
Express	24/48 hours ⁽²⁾
National Truck	1/3 days
EEC Road	2/5 days
Truck Europe	1/6 days
International goods	according to the shipment

(1) see description of the Services on page 17

(2) For National Express, excluding islands served in 2/3 days



TRANSPORT MANAGEMENT
WORLDWIDE EXPRESS

PHILOSOPHY

Professionalism is at the center of our commitment, without compromise.

Your Logistic Office outsourced.

Transport Management offers a complete service, which never leaves anything to chance. It does it by following each phase of transport through constant checks and supporting the customer in all the operations needed for sending worldwide documents or goods. A team of specialists, if necessary, takes care of the whole logistics chain, from pickup to delivery, guaranteeing an assistance similar at the very best Logistic Office, but outsourced.

A tailor-made service.

Since 1999, Transport Management adopted an original strategy for distribution and it did it to satisfy the growing demand of quality. TM in fact reaches its customers satisfaction through a reliable daily service obviously, but above all, by guiding them in the design of the smartest logistic structure and providing concrete solutions when needed in the most critical circumstances.

This winning policy, by nature, allows us to offer a customized partnership to all of those companies who are looking for a professional and modern new way, to send and receive shipments worldwide.

Transport Management at a glance.

- Customized assistance
- Express delivery of documents and goods
- National and International coverage
- Shipping management and tracking on line
- Special Services and Mission Transports
- National and International Air Cargo
- Stock management and logistic services
- Import and export Customs Operations
- IATA AGENT
- WCA Member





“No human knowledge can leave aside from experience.”

John Locke

RELIABILITY

Our customers love working with us, and, as we all know, the customer is always right.

Excellence does not have fear of comparisons.

There are many things proving the value of Transport Management services, but there is one above all others: the loyalty of its customers. The reason?

Simply because no one else ensures a greater sense of awareness of what happens to the shipment - because it supports its clients with the most modern and advanced technology, with the highest skill profile, and because it has grown an efficient experienced team, able to answer promptly and professionally any request.

Test us on your most important shipments, the ones that count.

Transport Management does not immediately aim to transport all your shipments, those tens, hundreds or thousands that every year you have to forward. It wishes to start with the few that count, the ones that for you are crucial. There is nobody better than you who knows how much it is worth to invest in the quality care and safety of your goods.

Hundreds of companies rely on us every day for their shipments and they do it because they trust us.

Even the numbers give us reason.

- 97% customer loyalty
- 98% worldwide coverage
- 99.9999% of packages delivered without loss
- 100% shipments with digital labels
- 1,600 packages / hour as a potential for Management



TECHNOLOGY

There is no easier way to manage your shipment via internet.

It is all as easy as checking your mailbox.

There is no simpler tool than Transport Management's website to handle your shipments.

Simplicity comes from the fact that from its inception, the system has been designed for everyday customers life needs and the interaction with it is so intuitive and fast that we are sure you will have a lot more free time.

We guarantee you full control of the situation.

Each authorized user can enter, download and print data or documents of any shipment, including Customs invoices.

They can book the collection of the goods or ask to cancel previous orders, can choose and select appropriated service for specific needs, check the rates and set delivery times. They can access advanced tracking features to follow shipping during its journey, anywhere in the world and at a quick glance, can detect shipments delivered, the ones in transit and those that have occurred delays or problems, then deciding in advance to inform the recipient and others concerned about this shipment.

The Transport Management portal allows to:

- create and print transport documents
- transmit shipping data to the system
- send an automatic e-mail to the recipient informing him of the shipment
- track and monitor shipments in real time
- manage multiple daily pickups
- check the rates
- view the proof of delivery
- access the shipment history
- generate standard and customized reports
- send shipments list with a single command
- create a "summary daily manifest"
- manage payment and invoices
- more to come...





"There are only two qualities in the world, efficiency and inefficiency, and there are only two kinds of people: the efficient and the inefficient."
George Bernard Shaw

AVAILABILITY

Call Center? Not really.

We always answer within three telephone rings.

There is a precise commitment that Transport Management has assumed to guarantee its customers immediate availability. That's why it always answers telephone calls within three rings, every day of the year *. It is important to know that by calling, the client will speak immediately with his trusted account and not with a generic call-center operator and he will always receive a professional answer to his questions. Transport Management will effectively become your outsourced logistics office, with the best experts you could ever wish to have on side.

Shipment Volumes and rates

Transport Management offers to all sized customers, competitive rates, free from subscriptions or service packages, because it wants to earn your preference day by day.

Immediately after receiving the credentials, every user has access to the TM web site, and is able to program services, see the cost of each shipment and when it is needed, check the balance reached in any period, anytime, anywhere.

At the end of the month, the services performed are invoiced and published, allowing immediate control to whoever has the authorization.

* Excluding holidays

Leave that to us.

Despite that the tracking data are always available online, Transport Management believes that you do not have to take care of your shipments.

If for any reason something goes wrong, the one who needs to start working, of course, is not you.

Transport Management is able to free you up from these worries. Do not think of your shipments, leave that to us.



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Winston Churchill

MANAGEMENT

Your administrative transport management is our flagship.

Your ID becomes the access key to the data.

The TM website provides to the customer administrations, a dedicated area that guarantees absolute freedom. During the service insertion phase, a customer is given the opportunity of saving their own identification code at every single shipment. Through this, from then it is possible to follow the progress of each package, check its weight and the price, and if necessary, bill it precisely to any third parties. The shipping database is kept for several years, can be consulted any time by keywords, and organized according to variable criteria (period of time, destination, type of service, etc ...). The result of the research can be also downloaded.

We work with maximum transparency.

The measurement of the dimensions and weight of packages to be shipped is a delicate activity. To guarantee correct billing, the measures and weights detected by Transport Management are electronically certified by appropriate homologated equipment.

You can count on us, we are precise by nature.

More operational efficiency, more freedom of action.

Our innovative management system, in addition to significantly reducing the time required for the research, frees some large companies from having an internal post office dedicated to mail and freight shipments.

It comes less the need for a dedicated archive of the AWB.





DOMESTIC AND INTERNATIONAL SERVICE

We gained global reliability.

Your shipments are always safe.

With a network that reaches every part of the world on time and a range of services tailored to your business, Transport Management is organized to carry out transport customizations 365 days a year with extreme flexibility ⁽¹⁾ until you can choose the day and delivery time. Saturday included. ⁽²⁾

PRIORITY - DOMESTIC ⁽³⁾ AND INTERNATIONAL

It is the door-to-door delivery service at set times, the fastest among those offered by Transport Management. By 10.00 / 12.00 of the following day, the service reaches the whole of Italy, including islands * and the main business centers of Europe, USA and Canada.

Delivery is mandatory within the time set by the customer.

ESPRESSO - DOMESTIC AND INTERNATIONAL

Door-to-door shipments with national destinations e international to Europe, Central and North America and the most important business centers in Asia, are forwarded with the Espresso service, which delivers within 24/48 hours ⁽⁴⁾.

ROAD SERVICE – EUROPEAN (<30 kg)

European shipments of parcels weighing no more than 30 kg are normally forwarded through the road truck service, which offers low budget deliveries within 2/5 days.

TRUCK SERVICE - NATIONAL AND EUROPEAN (> 30 kg)

Domestic and European shipments weighing more than 30 kg or on a pallet, are normally forwarded through the truck service, which guarantees low budget and deliveries within 1/6 days.

ACCESSORIES

Cash on delivery. Combined with services that deliver to the European Union (5). The cash payment returns by bank transfer or check.

Insurance. In the case of shipments of particular value, it is possible to stipulate an additional insurance cover, in addition to the one normally supplied by Transport Management.

Customs procedures. Normal practices are included for International Express and Priority services.

(1) Excluding holidays.

(2) Transport Management carries out a scheduled delivery service on Saturday for Express or Priority shipments in over 2000 cities, both Italian and some of the main destinations in the world. Service available on request with supplement.

(3) For some areas the service is not available.

(4) For National Espresso: excluding islands served in 2/3 days

(5) Excluding Greece, Norway and Switzerland

*Excluding remote locations.



*“The value of an army is measured by the test of facts.”
Pindaro*

SPECIAL SERVICES

We make possible impossible deliveries.

We are much more than an Express Courier.

Transport Management represents the experienced supplier on which you can always count, especially in extreme circumstances. You must deliver a document within 24 hours in India? To distribute promotional material within 36 hours in 500 different locations? Deliver in a few hours vital medical devices at hundreds of kilometers of distance? Transport Management assumes responsibility to do it, and it does deliver.

DEDICATED TRANSPORT SERVICE

These kinds of services are extraordinary and for each one a scrupulous examination is necessary. Transport Management is also in this case the decisive partner, experienced to organize shipments of any dimension with professionalism and foresight.

E-COMMERCE AND LOGISTICS SERVICES

Transport Management offers integrated logistics and worldwide distribution services for customers who make business with e-commerce.

With times and costs proportional to the real urgency of your shipment this service is ideal for those who need to increase sales through logistics and distribution optimization.

The service includes deposit, preparation and IT control of shipments.



STOCK MANAGEMENT

To save time and resources in the management of small stocks of goods, Transport Management makes spaces available in warehouses equipped with adequate facilities and competent staff.

The service also includes the eventual assembly of parts in pre-defined kits to send.



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