



Cargo  
Agent

Agent code: 3847082 - 0010

# DVA »XPRESS

*Competitive Parcel Delivery*



**SHIPPINGS IN  
ITALY AND EUROPE**

## OUR COMPANY



We gather people together, everywhere, and connect them to what they value the most, through the shipping of documents and packages, in a fast, reliable and low-cost way. We are loving people with serving hearts and fierce spirits. Our goal is to become the most beloved and profitable forwarder in the world. Our strength is the incomparable customer service. We treat each customer with courtesy, individual pride and entrepreneurial spirit. We do not just ship packages. We want to bring joy and prosperity to our customers. Every day. Everywhere.

Our mission is to help you to cross borders, reach new markets and grow your business. Or else, just to deliver a letter to your loved ones.

## STORAGE AND SHIPPING IN ITALY AND EUROPE

Warehousing, pick up and delivery experts, across Italy and Europe.

**A tailor-made solution, reliable and cost effective**

DvaExpress offers the right solution to transfer your products, everywhere you need, across Italy and Europe, with daily connections to and from our warehouses.

DvaExpress guarantees express and standard deliveries in a brief time, from big cities to small villages, ensuring pick-ups and deliveries from private individuals and SME to big companies. Thanks to our advanced network, we offer shipments with guaranteed delivery date, to secure high quality standards for your needs. During the years, DvaExpress developed an incomparable know-how and dependability, on deliveries to the retail and B2B market. Your goods are transported following high security standards and are traceable online every step of the way.



# SERVICES



## **Distribution inside Europe in a specific delivery time, a strategic advantage for production**

The **DvaExpress international delivery service** reaches any place in Europe, fast. It also offers flexibility, offering customized solutions to best meet your necessities: DvaExpress allows you to choose time definite products, for those who need on schedule deliveries. That is the fastest way of reaching all of Europe. Every destination has a specific delivery time.

## **DVA CRITICAL**

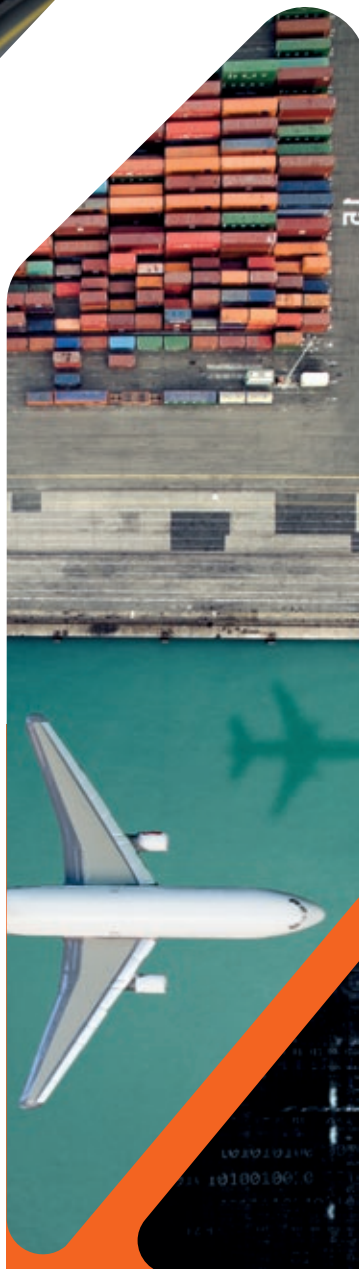
For those who need a specific delivery date, this service offers express national and international scheduled deliveries. This benefit is aimed to businesses and companies that are bound to production processes and must respect due dates. Deliveries can be planned and scheduled according to the receiver's requests.

## **DVA STANDARD**

This is the daily departure system for those who require standard delivery times and are cost-effectiveness oriented. Dva Standard allows the consignee to arrange the delivery at their best convenience.

## **TRACKING DVAEXPRESS: ONLY ONE CLICK AWAY**

Real time traceability is just one click away, from pick up to delivery. You can choose to have the instant tracking of your shipments and more.



# SERVICES



- **Online pick up request** Thanks to the advanced DvaExpress tracking system, the customer can book a pick up online, receiving immediately a reply with all the details about the request submitted.
- **Live tracking** The advanced DvaExpress tracking system allows both the sender and the receiver to be updated in real time on the progress of their shipment. Barcode scanning ensures the full traceability of your shipment to its delivery, since it is done by the drivers that physically transport the shipment. Any problem may occur during the delivery, the customer receives immediate notification.

## DIGITAL SIGNATURE

Once the driver delivers your shipment, they can immediately show online the signature of the receiver. Such method is protected and secure, because it is encrypted and uniquely associated to the signed document, via a certified electronic system.

## POD (PROOF OF DELIVERY)

Besides the information about date and time of delivery, name and signature of the customer, it is possible to digitally download the Proof of Delivery (POD) in real time.

### DvaExpress security systems: a safety guarantee for your work

- **More safety** Your shipments are transported according the latest security systems. The accurate selection of our partners and the advanced technology security systems of our warehouses minimizes damage and loss of your shipments. Every step of the supply chain is monitored.
- **Control tower** DvaExpress always oversees the safety of your shipments, from pick up to delivery. In the event of a refusal from the consignee, wrong quantities of packages or delays of



# SERVICES



your shipment, the active report tool automatically creates a real time report of all the registered irregularities, so we can take over and correct them.

## E-COMMERCE

### **DvaExpress logistic solutions for your online business**

The e-market is nowadays complementary to the traditional marketing channels and requires a strong know-how from the logistic operator. DvaExpress has a consolidated experience in the e-commerce logistic solutions. We can distribute your online sold products in Italy and in the entire European territory, with clearly defined transit times and on schedule delivery times. DvaExpress offers to its merchants more than 30 logistic warehouses all over the country, for those requiring storage space for their products sold online. Thanks to a vast offer of value-added services, DvaExpress satisfies the necessities of product customization. It also manages reverse logistics, with integrated and efficient solutions that offer an optimization of the expenses and constant visibility of your products throughout the supply chain. DvaExpress manages the handling of accessories, shoes, office supplies and many other goods purchased online.

## AIR FREIGHT

Thanks to a worldwide and well-established partner network, DvaExpress, as IATA Agent, handles air shipments to and from any airport in the globe. DvaExpress is capable of offering tailor-made, effective and high-quality service, thanks to a personalized customer care and a wide range of complementary services. These services allow us to find the best solution to control the entire working chain, from supply to production, from warehousing to distribution.





# SERVICES



DvaExpress can deliver shipments swiftly all over the world. We also consolidate your shipments and take care of customs clearance. Even the longest distances are covered within days, offering delivery to door. Based on our customer's needs, DvaExpress offers the following services:

## **AIR 24H/48H**

The direct and express service for airport to airport shipments. That is the top choice for urgent, important international shipments. There are no limits of size and weight, consistent with the evaluations made by international airlines.

## **AIR 72H**

That is the most cost-effective solution for your deliveries towards the main destinations worldwide.

## **ROAD FREIGHT**

An affordable solution for domestic and international road freight. By choosing this option, called groupage, you have a vehicle dedicated to your transport, allowing pick up from different places, consolidation and final delivery.

- Affordable solution for bigger volumes
- Choose between groupage or dedicated vehicle
- Safe and direct delivery

## **SUPPLY CHAIN SOLUTIONS**

Our warehousing solutions aim to increase the efficiency and expedite your response to the customer's dynamics. Our experts design, improve and manage flexible warehousing and distribution plans, customized for your business. They analyze every step of the supply chain to establish what is best for you.

- Supply chain analysis to determine optimal solution
- Warehousing, pick up, packing and shipping
- Handling of deliveries and returns

## **BREAK BULK – CUSTOMS CLEARANCE MADE EASY.**

Many shipments, one clearance

It is an international door-to-door service of consolidated shipments:

- Single shipments are consolidated in bulk and cleared through customs with one single operation
- Once cleared, individual shipments are delivered straight to the custo-

# SERVICES



mers within the European territory, in 48 hours

- You can opt for warehousing and VAT Tax warehouse

## DVA EXPRESS BREAK BULK

is your flexible option allowing you the fastest clearance of your goods, thanks to the “fast clearance” solution:

- Duties charges can be paid at the customer’s preferred terms of payment
- Simplified clearance
- Improvement of cash flow, lesser invoicing costs (only one invoice) and accessory charges (ex.: document returns)
- Single payment of duties and charges for all the shipments part of the “bulk”
- The final consignee is not involved in the process and does not know the value of the goods and how much is paid for duties
- Full tracking
- Easy access to the information regarding the shipment flow and last mile delivery

## HOW IT WORKS

The details about the shipment can be created using the e-commerce solution.

- All individual shipments, called “house”, are assigned to a “master” air waybill that represents the consolidated shipment.
- The Importer of Records (IOR) receives your consolidated shipment and the bulk shipment is cleared using a single invoice.
- All house shipments go into the destination country’s network and are delivered to the final consignees



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## HAZMAT HANDLING

The transportation of Dangerous Goods requires careful planning, in order to ensure the maximum safety. DvaExpress' qualified personnel takes care of all the stages of the process, from the preparation of the organizational procedures, to establishing the best route, to monitoring every step of the shipment to its delivery.

## VAT TAX AND CUSTOMS WAREHOUSES

DvaExpress provides import/export services in order to help the international market grow. We can handle the sensitive areas of import/export of goods, by offering consultation and then taking care of every single aspect of the logistic chain. The fast track electronic links with Customs Agencies allow an effective handling of activities and reduced times of document handling for:

- Import of goods from Extra European Countries
- Import/Export of goods within the European Union
- Import/Export of excises duties

## OUR ADVANTAGES

- Exceptional customer care, performed by our trained and highly specialized personnel, from the first call with a sales representative to the day-to-day customer service
- Maximum flexibility and high-standard delivery
- Immediate handling and report of any problem
- In-house customer service





# SHIPPINGS IN ITALY AND EUROPE



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