



**Alberto Pimenta**  
Head of e-Commerce



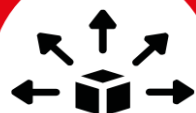
# DNA CTT

SINCE 1520, CONNECTING PEOPLE AND  
BUSINESSES IS PART OF OUR DNA



**dnactt**

**THE FIRST  
PORTUGUESE START-UP:  
500-YEAR-OLD HISTORY**



...

**500  
YEARS**

...



...

**CLOSE PROXIMITY  
TO COMPANIES  
& PEOPLE**

**PORTUGUESE  
TRUSTED  
BRAND**

...



**100%  
PRIVATE  
COMPANY  
(SINCE 2014)**



...

**INTEGRATED OFFER,  
FROM SHIPPING TO  
FINANCIAL SERVICES**

**IBERIAN  
POSITIONING**

...



...

**SUSTAINABILITY**

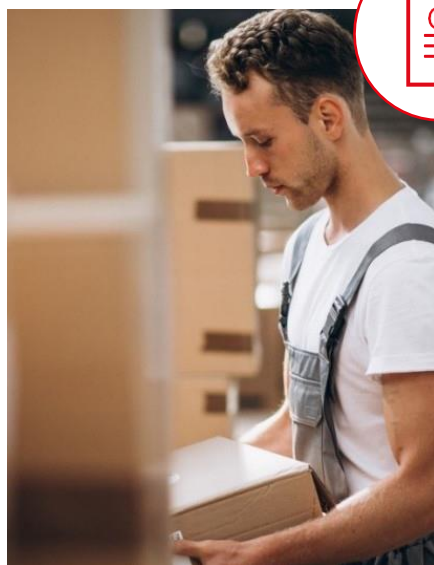




# PORTFOLIO

MODERN AND DYNAMIC OPERATOR IN SPAIN  
AND PORTUGAL WITH A DIVERSE PORTFOLIO

**ctt**  
Iberia



## MAIL & OTHERS



## EXPRESS & PARCELS

E-commerce, Cargo, Logistics



## BANK

Deposits, Savings, Credit, Debit and credit card



## FINANCIAL SERVICES

Investments and insurance, payments, money transfers

### REVENUES (2023)

443 M €

345 M €

148 M €

59 M €

**+ 13.670**  
EMPLOYEES

**+ 560**  
POSTAL STORES

**+ 4.400**  
VEHICLES

**+ 17.000<sup>1</sup>**  
PUDOS

**+ 640 K**  
CUSTOMERS

**+ €3.100M**  
DEPOSITS

**+ 5.000**  
AGENTS

**+ 7.000**  
PAYMENT POINTS

<sup>1</sup>Last update April/24



**WE ARE...**

**A HIGH TECH OPERATOR WITH THE STRONGEST  
CAPACITY IN PORTUGAL AND AN UNIQUE  
IBERIAN DELIVERY NETWORK**

**ctt**  
iberia



69 parcel processing centers in Iberia, supported by more than 200 last mile distribution centers



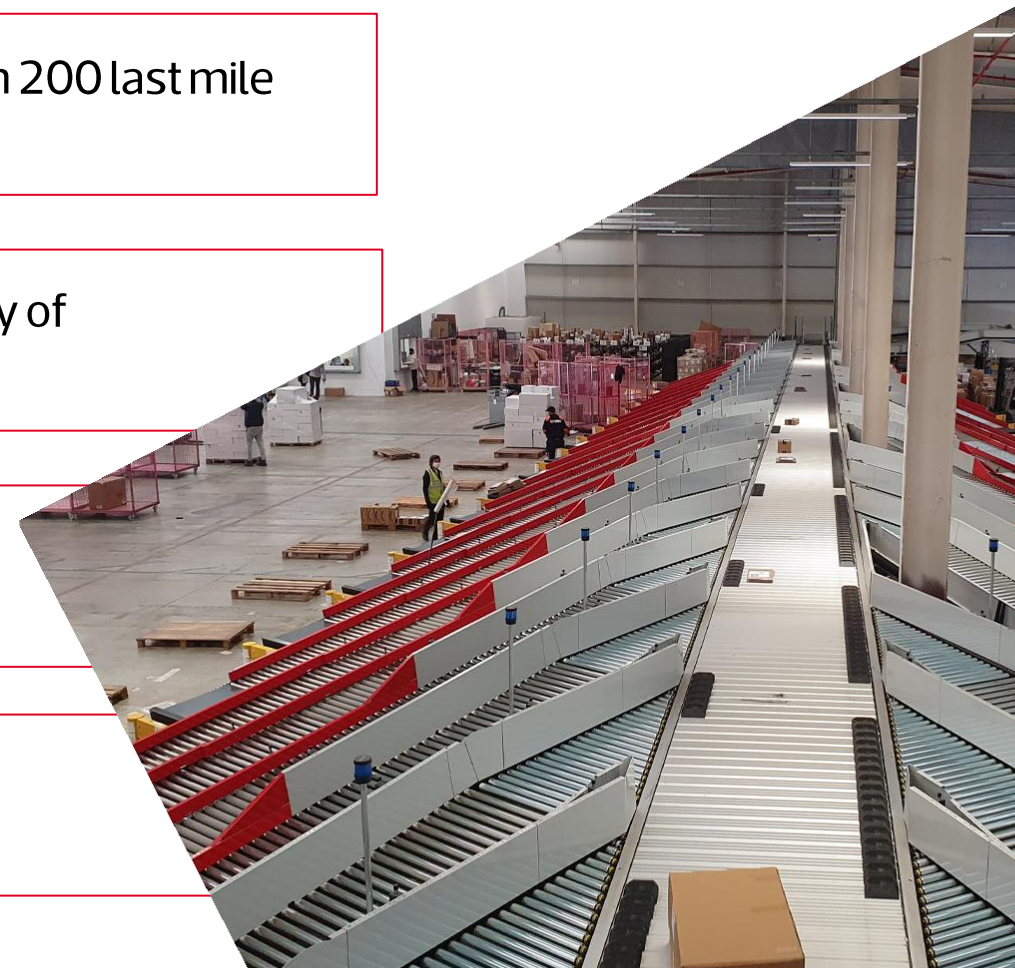
25 automated centers in Portugal & Spain with sorting capacity of 112k objects per hour



The biggest PUDO network in Iberia with more than 17.000 points for dropping-off and collecting parcels



Workforce of >13k employees, supported by more than 4.400 vehicles





**WE ARE...**

**THE BEST CHOICE OPERATOR WITH A UNIQUE 24H  
INTEGRATED DISTRIBUTION NETWORK IN IBERIA**

**ctt**  
iberia

**> 100% DELIVERIES IN 24 HOURS**



**> 90% DELIVERIES WITHIN SLA IN IBERIA**



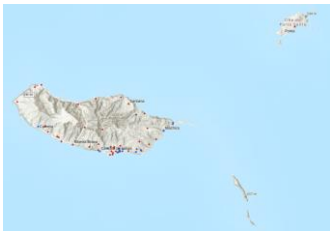
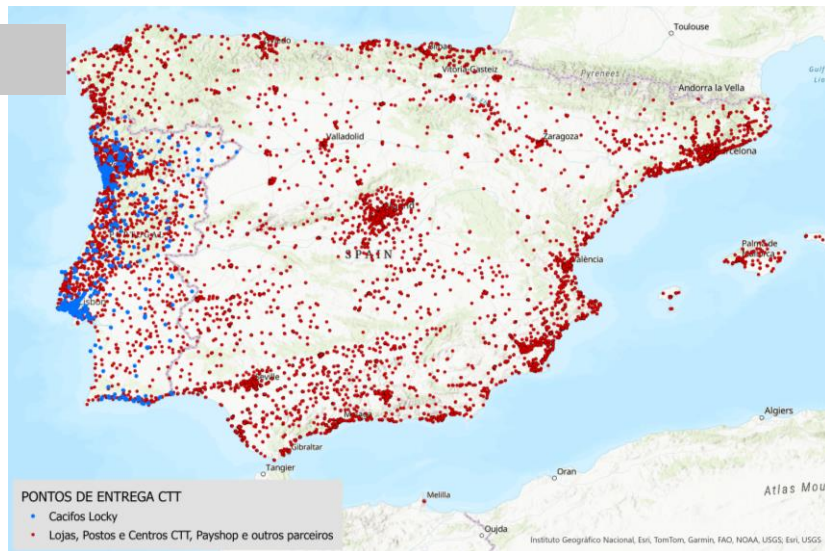


# PUDO NETWORK

THE LARGEST PICK-UP AND DROP-OFF NETWORK  
IN IBERIA WITH MORE THAN 3,000 PUDOs IN  
PORTUGAL AND MORE THAN 14,000 IN SPAIN



## IBERIA



## MADEIRA



## AZORES



## CANÁRIAS



PUBLIC

CORPORATE

RESIDENTIAL

CLICK & COLLECT

PICK UP PARCELS

RETURNS

SHIP PARCELS

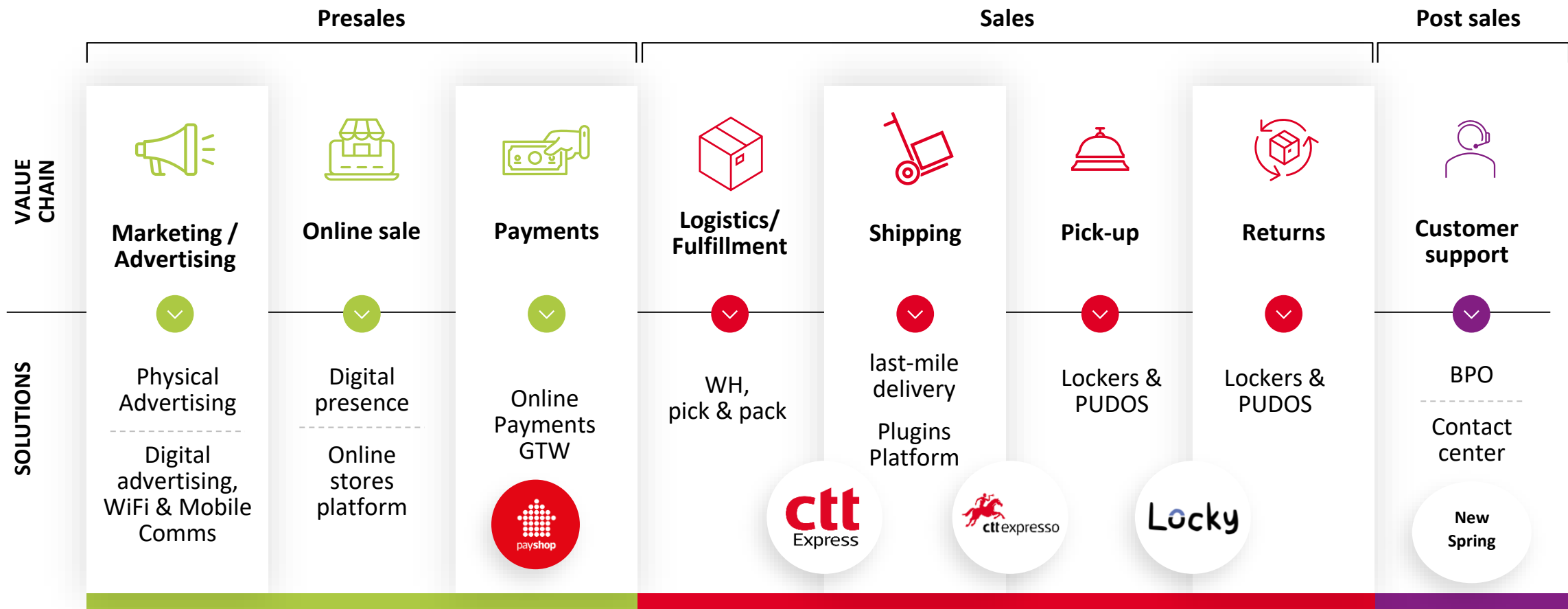
OPEN TO ANY LAST MILE DELIVERY OPERATOR



# This meetup's challenges for ctt

1. Delivery within 1 day / next day delivery in Spain and Portugal.
2. Plugins for shipping & tracking.
3. Online store designer. Social commerce.
4. Collection services from the supplier's warehouse, storage, consolidation.
5. PayShop payment solutions for accepting online and offline payments.

# CTT as a one-stop integrated player in Iberia offering e-commerce solutions across the whole value chain





# OUR DELIVERY SOLUTIONS

## THE EXPRESS E-COMMERCE OFFER PROVIDES E-SELLERS WITH CUSTOMIZED AND TAILORED SOLUTIONS TO DELIVER ITEMS IN IBERIA



### DELIVERY NOTICE

**TOMORROW / NEXT DAY**

e24h



**The fastest**

Receipt notice/notification the day before delivery via SMS or email



### PREDICT




On the day of delivery, notify the recipient of the time slot in which the shipment will be delivered (SMS or e-mail)\*.

### REAL-TIME NOTIFICATIONS

Information in real-time for shipment tracking, status, delivery prediction or any incident.

### FLEXIBLE DELIVERY

The recipient will be able to choose the delivery option that best suits them.

-  Change of delivery day
-  Change of delivery address
-  PUDO pick up

### PAPERLESS COLLECTION

We facilitate shipping to the issuing customer, by collecting their shipments or returns in a simple and agile way, either from home or through a CTT PUDO without the need to print labels.





## SHIPPING PLUGINS



Automatic generation of transport documentation



Updating the shipping code and its order status



Creating and Printing Return Labels



More than 14000 CTT delivery points available at checkout



Several shipping options according to the destination: Portugal, Spain, Europe and Rest of the World



A single account to manage multiple stores



Plugins available for integration







# ONLINE STORE BUILDER PLATFORM



## “Criar Lojas Online” (SaaS Online Store Builder)



Easy and simple implementation. Responsive templates



Automatic integration with shipping



Social Media Store (e.g. Facebook, Instagram, Google Shopping)



Free Apps & Plugins



Integration with payments and invoicing

	BASE	PLUS	CORPORATE	MAIS POPULAR CORPORATE PLUS
Produtos	30	300	Ilimitados	Ilimitados
Suporte Técnico	Normal	Normal	Prioritário	Prioritário
Armazenagem	250 MB	500 MB	10 GB	10 GB
Mensalidade	7€	10€	15€	25€
Consumidor Final	✓	✓	✓	✓
Revendedores	×	×	×	✓

[Criar Lojas Online \(ctt.pt\)](https://ctt.pt)



# RETURNS & REVERSE LOGISTICS

## LABELLESS RETURNS AND A FULL SET OF SERVICES TO HANDLE YOUR REVERSE LOGISTICS



### EASY RETURN



#### FLEXIBILITY

The Return may be created during the shipping of the original parcel or after its deliver, at request of the receiver.



#### CONVENIENCE

The receiver can return the parcel at a CTT Pick Up Point or request a collection at a convenient location.



#### NO NEED TO PRINT LABEL

Customer may present original tracking code on mobile at PUDO and CTT will print the return label



#### EASY TO MANAGE

Manage returns easily through a Portal

### REVERSE LOGISTICS

- Receipt and Registration of Returns
- Classification and Segregation of Returns
- Different levels of Product Inspection
- Sorting
- Repackaging of goods
- Storage
- Consolidation for destination shipment

[Devolução Fácil \(ctt.pt\)](https://ctt.pt/devolucao-facil)





# LOGISTICS SOLUTIONS FOR E-COMMERCE

## E-FULFILLMENT

Complete and standardized service from picking, storage, preparation and delivery to the e-Commerce customer's doorstep.

## MICRO FULFILLMENT

More efficient logistics process with localized warehousing/micro logistics centers combined with automation efficiencies from order receipt to picking, packing and same-day delivery. (Small Catalogue / Top Selling References / Immediate Deliveries)

## REVERSE LOGISTIC

- Returns management
- Reuse or reconditioning
- Packaging management
- Unsold products
- End-of-life
- Delivery Failure
- Repairs and maintenance

**What is our capacity?**

**+30,000 m2 of Storage Area**

**+35,000 SKU's stored**

**22,500 pallets, 50,000 storage spaces**

**2023 / 4 : strong investment in Logistics**





## PAYMENTS GTW POP

A single partner for all payment methods, without  
any membership or monthly fees.  
All-in-one platform!



**Payshop Online  
Payments**

Secure payments  
for your online store



Multiple payment methods in a single platform



Secure, certified and evolving platform



Real-time notifications



Single contract for all payment methods



User-friendly and intuitive dashboard

[Payshop Online Payments \(ctt.pt\)](https://payshoponlinepayments.ctt.pt)

ONLINE STORE **ctt**

**Woo** COMMERCE

 **PrestaShop**

**Shopkit**

Set up available through API  
REST or  
Dynamic Forms



# EXPRESS CUSTOMS CLEARANCE SERVICE (ECCS)

## TURNKEY SOLUTION FOR IMPORTING GOODS TO IBERIA FROM NON-EU COUNTRIES



**FAST** – 24h to 48h for full customs clearance after arrival



**FULL TRACEABLE** – Reporting status from origin dispatch to doorstep delivery



**NO PRE-SORTATION** – We can handle in the same Big Box objects for multiple provinces



**SIMPLE** – No setup costs, no handling fees, only a flat rate per object



**AUTOMATED** – Massive customs clearance with software integrated with tax authority and automated sortation





# SUSTAINABLE INITIATIVES

OUR OBJECTIVE IS TO DECARBONIZE OUR  
ACTIVITY BY 2030 AND TO HELP COMPANIES  
WITH SERVICES FOR CIRCULAR ECONOMY



## DECARBONIZATION BY 2030

01

100% of our fleet with electric vehicles in 2030 and 50% in 2025

45% of our outsourced fleet with electric vehicles in 2030 and 20% in 2025.

02

## GREEN OFFER

100% in 2030 and 30% in 2025 for:

"Green packages"  
(carbon neutral and recycled)

Green deliveries (using exclusively CTT's electric vehicle fleet)

03

## CIRCULAR ECONOMY

100% recycled and reusable packages in 2030 and 80% in 2025

Enhancing collaboration with eco-friendly parcels delivery services

Ciclo CTT  
Turn-key Solution supporting online Recommerce Channel for e-Retailers





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