



## TAKE CONTROL OF ALL YOUR SHIPMENTS. INTRODUCING THE INPOST APP

In today's fast-paced world, with constant running around and endless to-do lists, people seek experiences that are immediate, simple, and seamlessly integrated into their daily routines—and picking up a package is no exception. That's why **InPost Italy** is launching its new mobile app to simplify the shipping experience: from a single digital space, you can track packages, find lockers on the map, and manage pickups quickly and intuitively.

Locker access, now on your car display. Open it before you even step out.

According to an InPost Italy survey of 5,700 people, 48.8% pick up their parcels while on the go—running errands or during their commute—and 55.3% use their car to do so. These real-life habits inspired an experience designed to fit seamlessly into the daily routine without causing interruptions. The new mobile app integrates its main features with Android Auto and Apple CarPlay, bringing navigation to the locker or pickup point and essential collection information directly to the car's display, safely and conveniently, without needing to use a smartphone while driving.

But the heart of the experience is remote locker opening: the compartment can be opened from up to 100 meters away, turning pickup into an immediate, wait-free action. The locker can also be opened with a tap on your car's display. This feature is designed for people on the move who want to manage their shipments as easily as they send a text or use a navigation app.

### **The remote control for your shipments, always in your pocket.**

The InPost app does more than just open lockers remotely; it's a complete control center that keeps the QR codes and PINs for your shipments always at hand, so you no longer have to search through emails and text messages.

The app also allows you to:

- Always know where your purchases are by tracking them in real-time;
- Receive a push notification when your package is ready for pickup;
- Find the most convenient or nearest locker and InPost Point;
- Contact customer service.

And that's not all. By this fall, **the experience will become even smarter**. Ordered a home delivery but can't wait for the courier at the last minute? Directly from the app, with a single tap on the delivery details, you can redirect the shipment to your preferred pickup point. Need to send a gift to a friend or ship a box of books and clothes after moving? You will be able to purchase a domestic shipment directly within the app through the InPost Direct service in three simple steps.

*"We designed this app starting from a simple question: how much time can we give back to people in managing a delivery? The goal isn't just to track a package or open a locker remotely, but to eliminate small daily frictions, reduce unnecessary waiting, and give customers more freedom. For us, this is what*



*innovation means: using technology to transform logistics from a chore into an experience and truly simplify people's lives,"* comments **Viviana Coppo, Head of Marketing at InPost Italy.**

According to the latest data from the Netcomm Consortium's *Netcomm NetRetail 2026*<sup>1</sup> research, Out-of-Home pickup solutions are rapidly consolidating, reaching a total share of 22%. This is a clear sign that flexibility, autonomy, and simplicity are becoming increasingly central to the shopping and pickup experience.

Moreover, this is a transformation reflected in the numbers achieved by InPost. With 1.4 billion parcels handled by the Group across Europe and volumes growing by 40% in Italy, out-of-home pickup is now an integral part of daily habits. In the cities of Rome, Milan, and Naples, over 5.5 million people can reach an InPost locker in less than five minutes. An experience that is now even more immediate, thanks to an app designed to manage every shipment directly from your smartphone.

#### **About InPost**

The InPost Group (AEX: INPST) is the leader in logistics solutions for e-commerce in Europe.

Founded by Rafał Brzóska, the InPost Group is now the leading delivery platform for e-commerce that has revolutionized the parcel market in Poland. The first Locker appeared in Krakow in 2009 and quickly became an indispensable part of the online shopping process, ensuring speed and convenience. By the end of Q1 2026, the InPost Group has more than 94,800 pickup points, including over 64,600 APMs and over 30,100 PUDOs in 9 countries (United Kingdom, France, Poland, Italy, Spain, Portugal, Belgium, Luxembourg, and the Netherlands). InPost also provides logistics and fulfillment services to e-commerce, collaborating with around 100,000 e-tailers. In 2025 alone, the company managed 1,4 billion parcels (+25% compared to 2024). The InPost Group has a decarbonization strategy aiming to reach net zero emissions across its entire value chain by 2040, compared to its 2021 baseline. These targets were approved by the Science Based Targets initiative (SBTi) in March 2023 and are aligned with the Paris Agreement and the goal of limiting global temperature rise to 1.5°C. The Group regularly monitors its carbon footprint, improves data quality, and reports on its progress. More information can be found in the InPost Group's annual report: [https://inpost.eu/sites/default/files/2026-03/InPost\\_Group\\_IAR\\_2025\\_0.pdf](https://inpost.eu/sites/default/files/2026-03/InPost_Group_IAR_2025_0.pdf)

Instagram: <https://www.instagram.com/inpost.it/>

LinkedIn: <https://www.linkedin.com/company/locker-inpost-italia/>

---

<sup>1</sup> The Netcomm NetRetail research analyzes the behavior of Italian digital shoppers and was conducted in partnership with Banca Sella, Beintoo, Confcommercio Milano Lodi Monza e Brianza, EDI - Digital Ecosystem for Innovation of Confcommercio, InPost, Magnews, and Trustpilot.