

Company Profile - EN

Qapla' is the solution that allows eCommerce businesses to personalize tracking communications to their customers and simplify shipment management with support from over 180 couriers. Through this all-in-one platform, you can: generate labels in just 3 clicks, monitor shipments, and send accurate real-time information with customized messages about the delivery status of the order to the end customer.

Qapla' enables efficient management of all post-sale stages of an online order, from label printing, which can be generated automatically through APIs or in 3 simple steps, to handling returns. Through integration between eCommerce and logistics and courier companies, it's also possible to monitor the progress of each shipment punctually, allowing Customer Care to intervene promptly in case of anomalies.

In addition to these features, there is the possibility to develop a proper post-shipment marketing strategy: the Drag&Drop editor integrated into Qapla' allows you to personalize and manage tracking notifications and automatic emails by inserting banners, suggested products, call-to-action, and review requests to build customer loyalty and engagement at the moment of maximum attention and to generate new orders.

The digital soul of Qapla' combines with a "human-centered" vision. From the initial approach to the platform, Qapla's customers are always supported by professionals capable of offering assistance in using all its features. The tailor-made approach makes Qapla' a scalable solution that grows along with the volume of shipments and is well-suited for eCommerce businesses that handle a large number of orders per month.

The company, founded in 2014 by Roberto Fumarola and Luca Cassia, now has more than 40 employees, tracking approximately 2 million shipments every month for over 1,000 customers.

Since June 2023, the company is officially ISO 27001 certified, an international standard with specific requirements to protect information and ensure the security of customer data. Furthermore, Qapla' is a Benefit Corporation and is also active in the field of environmental sustainability. Since 2020, it has been collaborating with Treedom, the first website that allows planting trees remotely, with which it has created the Qapla' Forest. In addition, in the near future, the company aims to establish new partnerships that reinforce its commitment to doing business while reducing its carbon footprint and preserving the well-being of the planet.

Qapla' S.P.A. SB

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UNI CEI EN ISO/IEC 27001:2017

With a well-established presence nationally and an operational hub already active in the Spanish market, the company has gained the trust of brands such as Moschino, Vino.com, KIKO, PUPA, Nomination, Farmacia Loreto Gallo, SodaStream, Luisaviaroma, Raja, Tannico, Pittarello, Gioiapura, Legami, and Top Farmacia. For more information, please visit the website: <https://www.qapla.it/en/>

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