

Shipment Booking Deadlines

Timely booking of shipments is a crucial step that benefits the entire supply chain, ultimately ensuring a better service for your end customer.

We would like to emphasize the importance of respecting booking deadlines, also known as cut-off times.

We've created the following table to provide a clear and intuitive overview: based on the day your goods are scheduled to arrive at our international HUB, you'll find the corresponding day and time by which the shipment must be entered into our OMNIA system.

Arrival day at our international HUBs (Burago, Verona, Turin, Bari)	Latest time to enter the shipment (CUT-OFF)
Monday	Friday by 10:00 AM
Tuesday	Monday by 10:00 AM
Wednesday	Tuesday by 10:00 AM
Thursday	Wednesday by 10:00 AM
Friday	Thursday by 10:00 AM

PLEASE NOTE

For shipments directly to the **United Kingdom**, it is important to enter the shipment in OMNIA as soon as possible. This allows us to manage all the necessary customs operations on time, including the uploading of the mandatory documentation by your shippers. If a **domestic pick-up** is also planned, the cut-off time must be brought forward by a few days. We encourage you to check the offer you received for the specific timings related to the pick-up.

We would also like to inform you that, starting from 16/06/2025, the **Omnia booking system will automatically apply the rules specified in the table above, preventing the entry of bookings that exceed the established time limits.**

Additionally, please note that:

1. **Unbooked shipments** cause delays in unloading and, if there is no available space in the warehouse, may result in the rejection of the goods or the imposition of storage charges;

2. During the **summer and Christmas seasons**, we kindly ask for your help: **please enter the information related to the collection and shipment as soon as it becomes available**. This allows us to plan more effectively, ensuring smoother operations and, in fact, providing an operational **"priority"** that translates into a more efficient and timely service.

If you have any doubts, you can contact your **reference** or our **Customer Care** team at +39 039 635891.