

## GLS Spain makes returns easier with its International ShopReturnService

- **The company offers the International ShopReturnService in Spain for the cross-border return of parcels.**
- **An international reverse logistics service allows e-commerce companies and consumers to manage returns procedures conveniently.**

**Barcelona, 24 February 2022.** The parcel delivery company GLS Spain is expanding its international returns management service. The **International ShopReturnService**, a one-of-a-kind service within the industry, makes returns between 20 European countries easier\*. In this way, GLS Spain offers greater flexibility to its customers with this international reverse logistics service, which benefits both buyers who wish to return an item to their e-commerce platform and shippers, making the return process easier for the final recipient.

Online retailers can implement this service swiftly and without any costs. Clients have two options:

- **URL:** Consumers manage their requests directly through GLS' returns website. That website can be customised with the client's image through a branded URL, as well as their preferred logo, images, and texts.
- **API:** To integrate GLS' returns website into the e-commerce website. To this end, the customer has to develop its own app, assign the **International ShopReturnService** API and request access to GLS for its implementation and subsequent activation.

The process is simple and free of charge for the recipient:

- Once the e-shopper requests the return, they must provide their details and **choose in which Parcel Shop they wish to deposit their parcel**. Thanks to the company's extensive network, they can choose from more than 26,000 GLS Parcel Shops and lockers all over Europe.
- Once the GLS Parcel Shop or convenience point has been chosen, **a return label is automatically generated**, which must be attached to the parcel by the customer, or a QR code link is sent to their email (this option is currently available in Germany and Denmark).

*"With this new **ShopReturnService**, the only one of its kind in Spain, we solve a need in returns logistics by offering an easy-to-manage portal for e-commerce retailers and a swift and practical returns process for their customers. At GLS Spain, we continue to offer innovative and differential solutions that allow us to provide the highest quality service,"* says Jérôme Jaeger, International Sales Manager at GLS.

Thanks to the extensive network of Parcel Shops throughout Europe, the company offers unrivalled coverage and, therefore, efficient and quality management in the processing and transport of returns. This service is handled nationally in Spain and Portugal and will be available in the UK shortly due to customs procedures yet to be defined.

\*List of European countries with available service:

- Ireland.
- France.
- Italy.
- Luxemburg.
- Belgium.
- The Netherlands.
- Hungary.
- Poland.
- Lithuania.
- Latvia.
- Finland.
- Sweden.
- Denmark.
- Croatia.
- The Czech Republic.
- Slovakia.
- Germany.
- Slovenia.
- Austria.
- Estonia.
- The United Kingdom. (Coming soon internationally).
- Spain. National solution.
- Portugal. National solution.

**About GLS Group**

GLS Group is a leading cross-border parcel service provider. The company provides reliable, high-quality and personal parcel services to customers in 41 countries, complemented by freight and express services. Thanks to the company's expansive cross-border network and strong local market knowledge, customers can expect the same seamless, flexible and personal service across Europe and beyond. GLS also operates through wholly-owned subsidiaries in Canada and on the USA's West Coast. The GLS network consists of 71 central and regional transshipment points and about 1,500 depots, which are supported by approximately 31,000 final-mile delivery vehicles and 4,000 long-distance trucks. GLS employs around 21,000 people. In 2020/21, GLS generated record revenues of 4.5 billion euros and delivered 840 million parcels, despite global challenges.

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