



Send, return and manage the delivery of your parcels from anywhere

- **GLS Spain launches a new web environment to improve the experience of its customers and parcel recipients.**
- **Individual customers now have a new environment to hire national and international shipments from multiple devices.**

Madrid, 26th May 2022 – The parcel delivery company GLS Spain launches its Progressive Web App for individual customers. The functionalities of this new web environment include the hiring of shipments, quick and easy returns management, and proactive tracking alerts that allow shipments to be monitored at all times and from any device. This launch, along with its native app, "My GLS," responds to the company's strategy to reach out to the individual customer, putting technology at the service of its experience.

The company's new web environment is presented to users as a complementary solution to the mobile application *My GLS*, enabling customers to carry out the same procedures without having to download the app. After a quick registration via the mobile phone number, both platforms allow users to receive automatic alerts about shipments, easily manage parcel returns, and hire national and international shipments* from any device. The system also makes it possible to indicate the delivery address, either at home or at one of the GLS Parcel Shops, give additional instructions to the delivery staff, or track the shipment before it is delivered when there are five remaining stops before it is handed to the recipient. In short, it is a 360-degree tool for managing and tracking shipments.

The new Progressive Web App is only an example of the digital transformation the company is currently undergoing, focusing on the development of applications that improve the user experience, the continuous implementation of data protection measures, and the application of technological improvements at the service of people.

Access to this new web environment can be gained through this link:

<https://myglsl.gls-spain.es/>

*Available destinations for individual shipments on the new web app:

<https://www.gls-spain.es/es/enviar-paquetes/envios-particulares/>



About GLS Group

GLS Group is one of the largest self-reliant parcel services providers in Europe, with a strong local presence in almost all countries across the continent. It also operates through wholly-owned subsidiaries in Canada and on the USA's West Coast within one GLS network. This allows GLS to seamlessly connect its customers and communities with millions of parcels and stories every day. GLS is proactive regarding network management, connecting its markets flexibly and agilely to respond to their fast-changing and dynamic nature. The company takes pride in providing its customers across around 40 countries with high-quality service that best suits their needs. The GLS network consists of over 120 hubs and more than 1,600 depots, supported by approximately 37,000 final-mile delivery vehicles and 4,500 long-distance trucks. This offers network resilience, superior flexibility, and extended reach. In 2021/22, GLS generated record revenues of 5 billion euros and delivered 870 million parcels across the markets. For more information, visit gls-group.com.