

Choose the best delivery option for your parcel with the new version of My GLS

Since its launch in September 2021, more than 12 million unique users have logged into the GLS Spain app to track their shipments.

Madrid, 16th October 2023 – This autumn, GLS Spain is launching a new version of the My GLS app that improves the customer experience, allowing them to decide **the best delivery option for their parcel at any given moment.**

One of the new features included in this update is the option to deliver the package to a **neighbour or concierge** when the recipient is not at the indicated address. The perfect solution if we know we will be away from home when the GLS driver comes knocking on our door.

Users can also request **premium shipments** through the app when they need their parcels delivered urgently before 2 p.m. on the next working day. **Multiple shipments** are also new in the app, allowing numerous parcels to be sent in a single shipment with the same origin and destination.

In addition, the new app version will allow users to **dispatch envelopes** nationally and internationally and send registered letters, which are legally valid and offer real-time online tracking.

With these new services available on the app, GLS Spain aims to be ever **closer** to its users to make their transactions easier and respond to their needs for shipments, collections, and returns.

My GLS, in numbers

The My GLS environment has over **570,000 registered users** and targets individual recipients and senders. My GLS allows for easy management of shipments, deliveries, and returns while offering constant parcel tracking.

Since its launch in September 2021, **more than 12 million unique users** have logged into the app at some point.

In addition, **more than 1,200,000 parcels** have been **collected from Parcel Shops and GLS agencies**, confirming that My GLS is a valuable tool for Out of Home (OOH) collections, an upward trend in the logistics market. This is confirmed by the

78% increase in requests for this service from January to September 2023 compared to last year.

Since its launch, My GLS users have arranged **more than 5,000,000 shipments**, modifying the delivery options for their parcels to suit their needs, like changing the date and time or adding additional instructions for the driver to make delivery easier.

With this update, GLS Spain takes another step forward in **digitalising** its processes, focusing on continuously improving the user experience and integrating a **sustainable** vision in all its projects. Thus, the new delivery and shipment tracking options allow us to reduce the number of failed attempts, also reducing the emissions derived from new journeys by the driver.

The My GLS update is now available for download on [Android](#) and [iOS](#) devices.

About GLS Group

The GLS Group is one of Europe's largest independent parcel service providers, with a strong local presence in almost every country on the continent. It also operates through wholly owned subsidiaries in Canada and on the west coast of the US within a single GLS network. This allows the Group to seamlessly connect its customers and communities with millions of parcels and stories every day.

GLS proactively manages its network, flexibly connecting its markets to respond to their changing and dynamic nature. The company prides itself on offering its customers high-quality service that suits their needs in more than 40 countries. The GLS network comprises over 120 hubs and over 1,600 depots, supported by over 35,000 last-mile delivery vehicles and 4,700 long-haul trucks. This offers network resilience, enhanced flexibility, and greater reach. In 2022/23, GLS generated record revenues of EUR 5.4 billion and delivered 862 million parcels across all markets.

For more information, visit gls-group.com