

Press release

GLS launches new International ShopDeliveryService to extend its cross-border service portfolio



Amsterdam, 25 July 2022 – GLS, leading international parcel service provider, launches its new International ShopDeliveryService for shipments to 15 countries across Europe, with more serviced nations to follow. A European-wide service enabling customers to have their international parcels delivered to a pick-up location of their choice. GLS' International ShopDeliveryService gives receivers the flexibility to pick up their order when it is most convenient and at a location that best suits their personal wishes.

This new service offers myriad benefits, such as a proactive notification system and suitability for delivering to various pick-up locations. With this offering, GLS has created the ideal cross-border B2C delivery solution that goes beyond standard delivery services.

International ShopDeliveryService

GLS strives to provide its customers with a reliable, high-quality service. By using the International ShopDeliveryService, parcels up to 20kg can be delivered to more than 33,000 pick-up points throughout Europe, ensuring that a delivery point is always close by. Due to the convenient opening hours of GLS' Parcel Shops and pick-up locations, recipients can use their time efficiently and decide when and where the parcel will be picked up, without having to worry about missing a parcel at a specific delivery time.

In addition to the benefits it brings the receiver, the International ShopDeliveryService enhances the senders' experience and capabilities. It no longer matters where their customers are based - GLS can offer the delivery solution that fits their needs. This enables senders to enhance their customer experience and service as well as increase their business offerings.

Strengthening of cross-border service portfolio

GLS is extending its cross-border consumer service portfolio by introducing this new service. As part of its flexible business approach, GLS continues to tailor its delivery and services to the needs of consumers. The International ShopDeliveryService enhances an already impressive customer service portfolio, including various existing delivery options. In addition to this new solution, GLS customers can take full advantage of services such as delivery at home, Parcel Shops and Parcel Lockers. GLS' cross-border parcel service ensures a reliable and high quality of service across its international network. This new service gives customers increased flexibility when it comes to arranging deliveries. From businesses to individuals, GLS customers can tailor their experience depending on their preferences and requirements.

"We make e-commerce delivery a great experience for consumers by being close to our senders and receivers. With this service, GLS is expanding its international B2C service portfolio, aiming for a customer-focused approach," says Saadi Al-Soudani, Chief International Officer at GLS Group. "We will continue to cover the needs of GLS' receivers and senders – because we understand that our customer's time is precious."

The new service will be available for deliveries in the following countries: Austria, Belgium, Croatia, Czech Republic, Denmark, Finland, Germany, Hungary, Italy, the Netherlands, Poland, Portugal, Spain, Slovakia and Slovenia. GLS will expand the list of serviced countries in the upcoming months.

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.