

## Press release

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



**Toulouse, 4 November 2022** – GLS, leading international parcel service provider, launches its new International ShopDeliveryService for shipments to 17 countries across Europe as of December 1st, 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.

*"With this new product, GLS completes its international offering for all its customers. The International ShopDeliveryService enables our B2C customers and e-merchants to offer an alternative at no extra cost to their own consumers. The standard home delivery service is still available throughout Europe and benefits from all the digital options of the FlexDeliveryService, i.e. rescheduling of the delivery date, delivery to another address or to a secure location, as well as drop-off at a Parcel Shop if the consignee chooses so" says Michel Naudin, Deputy Managing Director of GLS France.*

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

### **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](https://www.gls-group.com).