

PRESS RELEASE

GLS expands service for recipients

Flexible parcel delivery on demand – now also available internationally

Neuenstein/Ansfelden, 27 November 2013. Whether it's ordering online in a neighbouring country, staying informed about the parcel in one's own country or shaping the delivery process: GLS *FlexDeliveryService* now makes all of this possible for parcels sent between Germany and Austria.

Online shoppers are increasingly ordering items internationally, especially when there are no language or currency barriers involved, as is the case with Germany and Austria. However, orders are still expected to arrive quickly and reliably, even across borders. "Consumers often don't consider whether or not they will be at home when a parcel is delivered," explains Rico Back, CEO of GLS. "We overcome this challenge by informing recipients about the delivery of their parcel early on, and by offering them various delivery options – after the order has been placed, but before the delivery takes place."

Delivery choices are now available for international parcel shipments as well, which is a step forward for the proven *FlexDeliveryService*. GLS introduced this additional service for national parcels in Germany over a year ago and followed suit in Austria in September 2013. The service is free of charge and begins as soon as a sender provides GLS with the recipient's email address – provided the recipient's consent – as well as the parcel information.

A selection of delivery options

The recipient receives an email notification from GLS as soon as the parcel is shipped. Parcels sent between Germany and Austria are delivered within a standard delivery time of 24 to 48 hours. The recipient will be notified of the expected delivery date and approximate time frame. Depending on the destination address and based on experience, GLS establishes a delivery window between 1 to 5 hours, which allows the recipient to work out

whether or not someone will be available to accept the parcel. If this is not the case, the delivery time can be easily modified via a link in the email.

Even while the shipment is on its way, recipients can redirect the parcel to a different address, or choose a GLS ParcelShop as the pick-up point. They can also choose a different day for the delivery. GLS offers a total of six options, flexibly catering to the needs and requirements of recipients. The GLS mobile app enables the quick access to these options with a smartphone while on the go.

“The internationalisation of our service with cross-border shipments is beneficial especially for mail-order companies who can offer their foreign customers a high level of transparency and service,” says Back. “We plan to expand this innovative service to other countries which have already introduced the *FlexDeliveryService*.”

The GLS Group in Europe

GLS, General Logistics Systems B.V. (headquartered in Amsterdam), realises reliable, high-quality parcel services for 220,000 customers in Europe, complemented by logistics and express services. “Quality leader in European parcel logistics” is GLS’ guiding principle. In this context, sustainability is emphasized at GLS: its Europe-wide Think Green Initiative bundles activities aimed at protecting the environment. Through wholly owned and partner companies, the Group provides a network coverage of 37 European states and is globally connected via contractual agreements. 37 central transshipment points and 667 depots are at GLS’ disposal. With its ground based network GLS is one of the leading parcel service providers in Europe. About 14,000 employees handle 380 million parcels per year. Every day around 18,000 vehicles are on route for GLS. In the financial year 2012/13 GLS achieved revenues of 1.84 billion euros.