

PRESS RELEASE

GLS *FlexDeliveryService* now in 10 countries

Amsterdam, 29 April 2014. Since 2012, Europe-wide parcel service provider GLS has been rolling out its *FlexDeliveryService* country by country. GLS Poland is now the tenth subsidiary to introduce the flexible delivery facility. Recipients will be informed in time of imminent parcel deliveries, which GLS will then gear according to their requirements.

Choose when and where standard parcel deliveries are made – in Germany, parcel recipients have been able to do this since September 2012.

2013 then saw GLS introduce the *FlexDeliveryService* nation-wide in the Netherlands, as well as in Austria, Belgium, Hungary, Romania, Slovenia and Slovakia. The Czech subsidiary followed suit in February 2014, and GLS Poland now also offers the service. The introduction in France, the eleventh country, is already in preparation.

„We have been catering to the growing requirements which the strongly growing online trade has placed on us and our customers“, says Rico Back, CEO of the GLS Group. With its *FlexDeliveryService*, GLS has set the course for consumers to receive goods ordered online according to their wishes.

Primarily designed for online trade

To use the service, senders only have to send the email address of the recipients – with their consent – to GLS and activate the service. Then, GLS will inform the recipient by email (in some countries also by SMS) of the upcoming delivery as soon as the shipment process has started. Via a link in the message, recipients have access to various options. For example they can select a different delivery date, redirect the parcel to a different address, and, in many countries, also have the parcel delivered to a GLS ParcelShop.

The options ensure consignees receive their online orders according to their wishes, and usually also quicker, since failed delivery attempts are minimised. “It’s a win-win situation”, says Back. “Our customers are satisfied, the delivery drivers don’t have to face closed doors as often, and our delivery rate increases.”

IT is the basis nationally as well as internationally

The service is based on defined IT-controlled processes, which now extend beyond national borders, and thus support international online trade. Recipients have been able to use the service for parcels between Austria and Germany since November 2013. Belgium will soon also be integrated, making the *FlexDelivery* **Service** available for shipments beyond the borders of all three countries.

“Today, competition in the parcel industry is largely determined by the providers’ IT solutions“, Rico Back explains. „We will keep investing in our IT to further develop the services for our customers.”

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 ThinkGreen 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.

For more information, visit gls-group.eu