

PRESS RELEASE

GLS expands international recipient service

Flexible delivery for parcel shipments between Belgium, Germany and Austria

Brussels/Neuenstein/Ansfelden, 16 July 2014. Transnational flexibility: With the recent connection of Belgium, recipients can now use the *FlexDeliveryService* between three countries. On a national level, the service is already available in ten GLS countries.

In Germany, Austria and Belgium, parcel recipients can now choose between various a variety of delivery options for shipments in any direction between all three countries. “By expanding our recipient services, we are supporting our customers with their e-commerce activities, which are on the rise nationally and internationally, particularly within the Eurozone,” says Rico Back, CEO of the GLS Group. By 2015, according to professional estimates, the volume of transnational online purchases will increase from approximately 11 percent in 2012 to 20 percent. “We will get in touch with recipients even during the transnational shipping process and gear deliveries towards their wishes.”

Information and selection options

An overview of the service: Web shop providers obtain the recipients’ consent to pass on their email address to the parcel service and activate the *FlexDeliveryService*. The email address is then transferred to GLS together with the parcel data. Once shipping has commenced, GLS informs the recipients of the date and expected delivery period. This information will be sent to recipients in their national language.

If the recipient realises that no one will be present to accept the delivery, he can now – while the parcel is still on its way – influence the delivery. A link in the email gives him access to numerous options, e.g. to choose a different delivery date, change the address, or redirect the parcel delivery to a GLS ParcelShop. A registration is not necessary to use these options.

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 404 million parcels per year. Every day around 18,000 vehicles are on route for GLS. In the financial year 2013/14 GLS achieved revenues of 1.96 billion euros.

Further information available at gls-group.eu