

GLS Locker Return Service

Locker Return Service

We are pleased to inform you that with your GLS contract, you can now easily arrange customer returns!

A well-functioning parcel return process can enhance the customer experience, build further trust by prioritizing rights and needs, and, last but not least, simplify your own administration.

All you need to do is activate the return service on your MyGLS page.

How does this work in practice?

By generating a unique parcel return link, you can create a return service page for your online store.

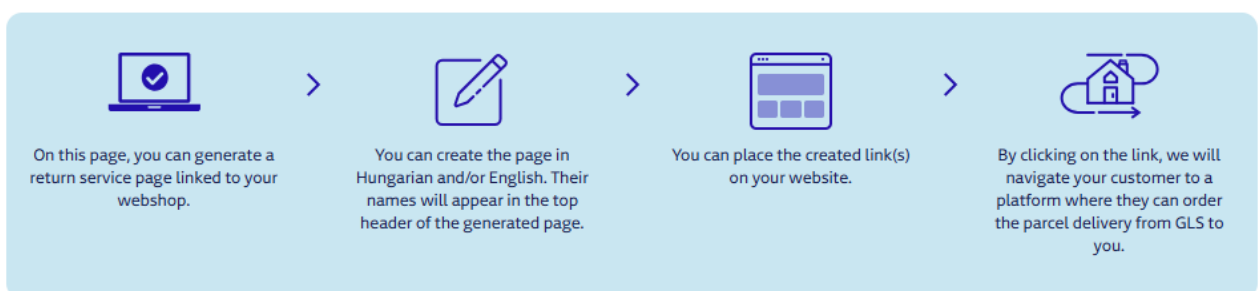
You can place the link in the cancellation process description or make it available in another format that is convenient for you.

By clicking on the link, we will redirect your customer to a user-friendly interface where they can enter the parcel information and order the delivery of the parcel by GLS in this form.

Upon finalizing the order, the user will receive a parcel identification number, which must be indicated on the packaging. They can then use this identification number to place the shipment in a suitable parcel locker.

Customers returning goods can find size limits and process descriptions on the shipping page, which helps them to complete the process more easily. They can easily check packaging information and the locations of our parcel lockers by opening the clickable pages in the process bar.

How does it work in practice?



The LRS service is also available through the API. In this case, it is not necessary to generate a link, and the cost of return cannot be passed on to the customer. For more information, please refer to the MyGLS API documentation or contact our customer service.

Thanks to the unique link, we know exactly where to return the parcel, so it will be returned to the address of the partner who created it, as recorded in our system.

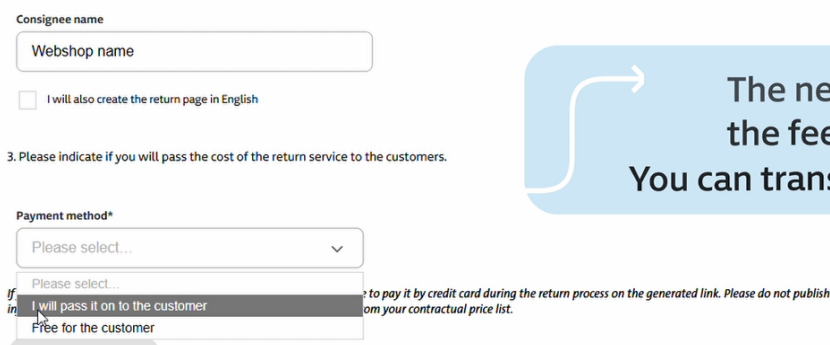
No other services may be linked to the return service (e.g., additional notification or cash on delivery handling), so no additional costs may be charged beyond the service fee.

How much does it cost and how is payment made?

If you, i.e. the online store, agree to cover the cost of the return service, please contact us at sales@glshungary.com or your contact person so that we can assist you with information related to your contract.

In this case, invoicing will be carried out as usual.

If you decide that the buyer should pay for the service, this is also possible. In this case, you can set this up by selecting the field below.



Consignee name

Webshop name

☐ I will also create the return page in English

3. Please indicate if you will pass the cost of the return service to the customers.

Payment method*

Please select...

Please select...

I will pass it on to the customer

Free for the customer

The next step is to set up the fee payment method. You can transfer it to the buyer!

In this case, the customer pays the gross cost of 1,390 HUF immediately when ordering the service, so you will not be billed for this item.

Here we present the process in video form on the [myglshu](https://youtu.be/IHZY3OPw-rM) website: <https://youtu.be/IHZY3OPw-rM>

How can you create a link?

On the main page of your personal MyGLS account, select the "Additional functions" menu item, which will open a new interface when clicked. At the bottom of this interface, you'll find an option called "Create link for return shipment".

After opening it, you need to perform the following steps:

1. First, select the customer ID for which you want to generate a link. Our system allows you to generate separate return links for each customer number, so if there are multiple pages associated with a customer number, you can create multiple links. A customer can generate a maximum of 20 versions.
2. Then enter the name of your service/online store. We will use this name as the header of the return page, so please enter a name that your customers recognize you by.
3. You will find the link in the "Created links" section, from where you can easily copy it and use it immediately.

GLS.

Request courier

Asset ordering

Information

Parcel Number

My Addresses

Profile

F.A.Q

Logout

Registered name: AUTÓ-MULTIMÉDIA KFT (10007105)
E-mail: default.test@glis-hungary.com
Permission level: GLSUser

Return service

We are pleased to inform you that with your GLS contract, you can now easily manage customer parcel returns!

A well-functioning withdrawal process can improve the customer experience, build more trust by prioritizing their rights and needs, and last but not least, simplify your own administration.

How does it work in practice?

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On this page, you can generate a return service page linked to your webshop.

You can create the page in Hungarian and/or English. Their names will appear in the top header of the generated page.

You can place the created link(s) on your website.

By clicking on the link, we will navigate your customer to a platform where they can order the parcel delivery from GLS to you.

The LRS service is also available through the API. In this case, it is not necessary to generate a link, and the cost of return cannot be passed on to the customer. For more information, please refer to the MyGLS API documentation or contact our customer service.

Generate link

1. Please select the customer ID for which you want to generate a link.

Customer ID*

Please select...

2. Please enter the name of your service or webshop. It will appear in the top header of the return page, so choose a name that your customers will recognize you by.

Consignee name

Provide company name

☐ I will also create the return page in English

3. Please indicate if you will pass the cost of the return service to the customers.

Payment method*

Please select...

If you pass the cost of the return service to the customers, they will have to pay it by credit card during the return process on the generated link. Please do not publish information about the cost of return on your website, as it may differ from your contractual price list.

Generate

Generated links

Total: 3 pcs

Link name	Link	Customer ID	Date	Language	Payer	Status
asd	https://ecsomaghu.staging.moonproject.io/ku/visszar?data=eSXLoZVtpyrtWT9XpCijw5bMxEG4z%2fR7jcrnbKUSoloDndKmekil7fklz4sdbihACRk2b0lfaAmoinkwoDFOU7hG CroCdqk7N%2bOd4XjADEkg%3d	Teszt-RG - 100022645	2025.06.25	Hungarian	own	Active
dsa	https://ecsomaghu.staging.moonproject.io/ku/visszar?data=eSXLoZVtpyrtWT9XpCijw5bMxEG4z%2fR7jcrnbKUSoloDndKmekil7fklz4sdbihACRk2b0lfaAmoinkwoDFOU7hG CroCdqk7N%2bOd4XjADEkg%3d	Teszt-RG - 100022645	2025.07.23	Hungarian	own	Active
dqa	https://ecsomaghu.staging.moonproject.io/en/parcel-return?data=eSXLoZVtpyrtWT9XpCijw5bMxEG4z%2fR7jcrnbKUSoloDndKmekil7fklz4sdbihACRk2b0lfaAmoinkwoDFOU7hG CroCdqk7N%2bOd4XjADEkg%3d	Teszt-RG - 100022645	2025.07.23	English	own	Active

[Back](#)

If you are unsure whether the correct address has been entered for you as the delivery and return address, please contact your representative before generating the link.



If you wish to suspend or deactivate the service for any reason, please notify us at sales@gls-hungary.com.

Thank you for your attention, and we hope you will take advantage of the opportunities offered by this new service!