

PRESS RELEASE

Convenient online shopping

GLS delivers the international *FlexDeliveryService* to Irish online shoppers

- *FlexDeliveryService* now includes international parcel shipping to Irish consumers
- Service connects Ireland and 16 countries
- Several delivery options for delivery to suit individual needs

Dublin, 1 August 2018. Irish online shoppers benefit from a new service expansion: GLS Ireland now provides flexible delivery of both import and export parcels – between Ireland and 16 countries, including the UK. With the *FlexDeliveryService*, parcel recipients can choose the place and day of delivery to suit their busy schedules.

In autumn 2017, GLS Ireland introduced flexible delivery for shipment abroad. The service is now also available for goods being sent to Ireland. Moreover, Ireland's main trading partner and the largest e-commerce market in Europe¹, the UK, has now been integrated in the *FlexDeliveryService*. This cross-border convenience presents great benefits to Irish consumers, who use e-commerce shopping at an accelerating rate. France, Spain and Denmark have added the *FlexDeliveryService* in the past months to partake in this provision of convenient service.

Freedom of choice and well informed

International e-commerce is currently the strongest driver of growth in the retail sector². "In this environment, the *FlexDeliveryService* enables online retailers to meet the increased expectations of international online shoppers," says Andreas Rickert, Managing Director of GLS Ireland. "Proactive communication and the freedom to choose between convenient delivery options contribute to a positive shopping experience."

GLS announces the expected delivery date early on to the online customer in her/his own language. If required, the recipient can redirect the parcel depending on their individual preferences. For example, GLS delivers on a specific day,

¹ Ecommerce Europe: European Ecommerce Report 2018

² Accenture, 2014-2020

keeps the parcel ready for collection at a GLS ParcelShop or drops it off at an agreed location. The offer of delivery options is tailored to the destination country.

Customers can check the status of their delivery at any time and across country borders via Track & Trace. Whenever an online order arrives at a ParcelShop or drop-off location, GLS informs the recipient.

More countries in the pipeline

“The *FlexDelivery***Service** is especially useful for the many customers who are not at home during the day,” summarises Andreas Rickert. “This increases satisfaction with the web shop.” GLS is therefore preparing the flexible international delivery for other countries, too. These include Bulgaria, Greece, Finland, Portugal, Switzerland and Italy.

The following countries are connected with Ireland:

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|-------------------|--------------------|
| 1. Austria | 9. Luxembourg |
| 2. Belgium | 10. Netherlands |
| 3. Croatia | 11. Poland |
| 4. Czech Republic | 12. Romania |
| 5. Denmark | 13. Slovenia |
| 6. France | 14. Slovakia |
| 7. Germany | 15. Spain |
| 8. Hungary | 16. United Kingdom |

GLS Ireland and the GLS Group

GLS Ireland is a subsidiary of General Logistics Systems B.V. (headquartered in Amsterdam). GLS realises reliable, high-quality parcel services for over 270,000 customers, complemented by logistics and express services. “Quality leader in European parcel logistics” is GLS’ guiding principle, sustainability being one of the core values. Through wholly owned and partner companies, the Group provides a network coverage of 41 European and eight U.S. states and is globally connected via contractual agreements. About 50 central and regional transshipment points and over 1,000 depots and agencies are at GLS’ disposal. With its ground based network GLS is one of the leading parcel service providers in Europe. GLS counts about 18,000 employees and every day about 30,000 vehicles are on route for GLS. In the financial year 2017/18 GLS achieved revenues of 2.9 billion euros and transported 584 million parcels.

More information: gls-group.eu

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