

PRESS RELEASE

Convenient logistics for online retail

GLS provides flexible delivery in Ireland

- **New for the domestic market: *FlexDeliveryService***
- **Specially tailored to consumer requirements**
- **Variety of delivery options for increased satisfaction**

Dublin, 10 July 2018. GLS Ireland now offers a flexible delivery service for domestic e-commerce. With the *FlexDeliveryService*, online shoppers can prepare themselves for the delivery date announced or alternatively choose from several convenient delivery options.

Sales by Irish online retailers have shown double-digit growth rates in the last three years, and experts say the domestic market still has great potential for further growth.¹ Andreas Rickert, Managing Director of GLS Ireland, says: “Our *FlexDeliveryService* helps online shops to benefit from that. It increases consumer satisfaction and encourages them to order from the retailer again.”

Irish shoppers have relatively high expectations for parcel delivery, in an international comparison.² With its various options, the *FlexDeliveryService* from GLS can be adapted to individual preferences. Therefore the service is a convenient solution, in particular, for private recipients who are not at home during the day.

Delivery as desired and more benefits

If the online retailer has booked the *FlexDeliveryService*, GLS informs the parcel recipient via email early on about the upcoming delivery – including the estimated delivery time frame. If the delivery time does not suit the customer, they can choose from the following options:

- Delivery on a specific day
- Collection from one of over 180 GLS ParcelShops located in retail businesses throughout the country
- Collection from a GLS depot

¹ Irish Online Economy Report 2018, agency Wolfgang Digital

² Retail & Consumer Report 2018, PwC Ireland

- Granting of signature release authorisation to drop off the parcel in a safe place, for example in the garden or on the patio

Before dispatch or while the parcel is on its way, the recipient can control its delivery online free of charge to suit their wishes. Track & Trace allows the consignment to be tracked from its collection to delivery. If the parcel arrives at a ParcelShop or the drop-off location, the recipient is informed immediately. GLS generally delivers domestic shipments within 24 hours.

The GLS flexible delivery service is also available for international dispatch, with the delivery options being tailored to the country.

“The *FlexDelivery* **Service** contributes to an all-round positive shopping experience,” says Andreas Rickert. “That includes consumers being able to decide not only what they receive, but also when and how.”

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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