

PRESS RELEASE

GLS launches international returns solution

- Simple connection for small and large online shops
- Convenient solution for sending returns
- Branding in the shop's own design is possible

Amsterdam, 28. July 2020. With the new returns solution, GLS simplifies the cross-border processing of returns parcels for online shops of any size and their customers. Especially for this purpose GLS offers a flexible online portal that can be individually configured and branded.

With return rates of 10 to sometimes 70 percent, the aim is to offer online shops and their customers uncomplicated and efficient return solutions. Especially cross-border, such solutions are not yet the standard, although the convenient return is an essential purchase criterion for online shoppers. In addition, smaller online shops in particular have so far shied away from the effort involved.

Comfortable for shops and shoppers

GLS now presents a flexible returns solution especially for this purpose, which enables both national and cross-border returns within Europe. It is flexibly configurable – optionally in the webshop's design – and can be integrated into existing processes with minimal effort.

"An efficient returns solution is an important success factor for the development of e-commerce in many industries," says Saadi Al-Soudani, Group International MD at GLS. "With the new GLS returns portal, we are proud to offer our export customers not only fast and reliable shipping throughout Europe, but also an easy-to-integrate solution for handling returns."

Online shoppers also benefit from the new solution: In the returns portal they can generate their own shipping labels. The labels are available online for download or are sent automatically by e-mail. Return consignors from Germany can also have return labels printed directly in the ParcelShop using a QR code. Possible drop-off points for returns are already displayed to the user in the portal, depending on the address.

Returns processing can also be carried out entirely on the online shop's website, as the portal allows an interface to the GLS system via so-called API's.

Currently, the new returns solution can be used for returns from Austria, Belgium, Denmark, Germany, Hungary, Ireland, Luxembourg, the Netherlands and Poland. Further countries like the UK and Spain are currently being integrated.

The GLS Group

The GLS Group provides reliable, high-quality parcel services to over 240,000 customers, complemented by freight and express services. “Quality leader in parcel logistics” is GLS’ guiding principle. Through wholly owned and partner companies, the GLS Group covers 40 countries and is globally connected via contractual agreements. With its ground based network, GLS is one of the leading parcel service providers in Europe. The Group also operates through wholly owned subsidiaries in Canada and on the West Coast of the USA. The GLS network consists of c. 70 central and regional transshipment points and c. 1,400 depots which are supported by c. 28,000 final mile delivery vehicles and c.4,000 long distance trucks. GLS employs c. 19,000 people. In the 2019/20 fiscal year GLS generated revenues of 3.6 billion euros and delivered 667 million parcels.

For more information, visit gls-group.com.