

# Parcel delivery by GLS



Fast and reliable – that is how you want to receive your parcel. And that's precisely how GLS wants to deliver parcels on behalf of senders.



## Standard parcel delivery

Ideally a parcel is delivered to you personally. You then confirm the parcel acceptance with your signature on the handheld scanner of the GLS driver. Another member of your household can also accept your parcel on your behalf.



## If nobody is present

GLS asks a neighbour if they can accept the parcel for you. If no neighbour can accept your parcel, GLS will take the parcel back to the depot (distribution centre).



## Notification card

If the parcel cannot be delivered to the specified delivery address, the GLS driver will leave a notification card. It holds key information such as the neighbour's name information or about the GLS depot.



## Your "Track ID"

On the notification card is a number, the "Track ID". You can use either this number or the parcel number to track your parcel online, from your smartphone or alternatively by text message.

The Track ID is particularly important if GLS took your parcel back to the depot. Then you can use the number to redirect the parcel online. This means, you can decide yourself what happens next.

## Redirection options

If your parcel is returned to the depot, you can choose:

- A second delivery attempt to the originally-specified address – you select the day.
- Delivery to another address of your choice.
- Parcel delivery to a GLS ParcelShop of your choice
- A release authorisation. The GLS driver can deliver your parcel to the address you specify, even if no one is present.
- Refuse acceptance. The parcel is returned to the sender.
- Collect the parcel yourself at the depot. The parcel remains in the depot and is available for collection for 9 days.

There is no new delivery attempt.



## Second delivery attempt

GLS will undertake a second delivery attempt if no neighbour is able to accept the parcel. If you choose a redirection option, the course of action will be according to your individual wish.



## Delivery and transport times

GLS delivers parcels on working days from Monday to Friday – in Belgium usually within 24 hours. This standard delivery time is not assured or guaranteed, however. Parcels are transported by road, so traffic holdups can lead to delays.