

Press Release

Parcel lockers are now the most popular option for sending parcels, especially among young people. Now all you need is a PIN from the app

Prague, 3 November 2025 – GLS continues to enhance and expand the features of its mobile app, further strengthening its position in the consumer-to-consumer (C2C) parcel-sending segment. The application now makes it easy to send parcels, for example, from locker to locker. Interest in sending parcels is rising significantly this year; according to a recent GLS survey, more than a quarter of people now send parcels, most often via a locker or pick-up point.

People no longer go to the post office with parcels. Demand for parcel sending is growing particularly among young people. According to the latest GLS survey, 27% of people plan to send a parcel before Christmas this year; among people under 35, this rises to 33%. *"But people no longer rush to the post office to send parcels. Two-thirds of senders simply deposit the parcel in a locker or bring it to a pick-up point, and lockers are becoming rapidly more popular for this purpose,"* says Petr Pěcha, Managing Director of GLS in the Czech Republic.

GLS is now making parcel sending even simpler, further increasing convenience for household-to-household parcel services (C2C). Customers only need to generate a PIN in the mobile app, which allows them to easily insert the parcel into a locker; alternatively, a courier can pick up the parcel with a label. The recipient can then just as easily retrieve it — either from a selected locker or pick-up point, or a courier can deliver it to an address. No printed labels or handwritten addresses are needed.

"Interest in parcel delivery is growing especially among young people. The main reason is the expansion of apps that allow users to sell items they no longer need, most commonly clothing or toys. And when sending parcels, they prefer simplicity and convenience — which is why we continue to improve our app. You no longer need any unnecessary paperwork or label sticking," adds Petr Pěcha.

Parcel lockers are not only the most popular way to receive parcels, but recently have also become an important channel for sending them. People most often still take parcels to pick-up points operated by merchants (35%), followed by lockers (30%). Only 18% of all senders go to the post office. The large pre-Christmas GLS survey also shows that women send parcels more often (29%). Women also more frequently go to pick-up points (44% of parcels), while men prefer lockers.

In addition to the rapid growth and expansion of its locker network, GLS has focused on mobile app development. The app offers several unique features, including the latest addition — convenient parcel sending. Among other benefits, the app shows customers the real-time location of their courier (similar to food-delivery tracking). Of course, parcels can also be redirected to another address, or the delivery date and method can be changed. *"We see that interest in using our app is growing quickly. We will continue developing it,"* concludes Petr Pěcha.



With the growing popularity of lockers, GLS continues to build its own network. While two years ago it operated only 250 lockers, it now has roughly 1,300 and plans to reach at least 2,000 by the end of March. The company is also gradually opening its network to other carriers.

About GLS Group

GLS Group is one of the largest parcel delivery companies in Europe with a strong presence in almost all European countries. GLS also operates through wholly owned subsidiaries in Canada and on the U.S. West Coast. It provides services to customers in more than 50 countries. The GLS network consists of 120 central and regional hubs and more than 1,600 depots, served by over 36,700 delivery vehicles and 6,400 trucks. In addition to home delivery, GLS ships to more than 110,000 pick-up points and 20,000 lockers. In the 2024/25 fiscal year, GLS generated revenue of €5.9 billion and delivered 926 million parcels.