



Offer an even more flexible and personalized delivery service with FlexDeliveryService.

GLS Webmail Newsletter

GLS presents a new service designed to expand e-commerce solutions and to improve online shopping experience.

With *FlexDeliveryService* we have introduced many options for flexibility and customization in the national area, already tested in international shipments, to make GLS and its partners' offer more qualitative and competitive. **You will discover a service designed to satisfy everyone!**

FlexDeliveryService communicates with the recipient through an automatic system of notifications, by e-mail and/or sms, which update him on the expected delivery date of the shipment, on possible delays, on the delivery notice and on the negative outcome of the delivery. Through a link, he can access a management area, both before and after the first failed delivery attempt,

where he can choose up to six customization options.

FlexDeliveryService has two default options: "Change the expected delivery date" and "Choose a new pick-up point between GLS Depot and GLS Shop". If you want, you can add **four more options** to customize the offer according to your customers' needs: "Enter a new delivery address", "Enter a safe place for delivery", "Authorize delivery to a neighbor" and "Refuse delivery".

The main **benefits** we offer you:

- Maximum flexibility and quality
- Great customization of service
- Optimization of the customer experience
- Enhanced and timely notification system
- Optimization of delivery times
- Improved reviews of your e-commerce

gls-group.com/it

[List of GLS Depot and Shops](#)

We deliver!

