



Shipping guidelines for regular senders

Shipping with GLS

Reliable parcel delivery for companies of all sizes and from all sectors – nationally and internationally, business-to-business and business-to-consumer. With its own subsidiaries as well as partner companies, GLS covers 40 countries and is globally connected via contractual agreements.

Consignors can combine parcel and express products with optional services. The highly industrialised performance is supported by modern IT systems.



Parcel shipment

National shipment

Products	Optional Services	
<p>BusinessParcel The basic product for national parcel delivery</p> <p>BusinessSmallParcel National delivery especially for small and sensitive goods</p>	CashService	Cash on delivery. Recipients pay for goods on delivery. GLS transfers the payment to the consignor.
	ConsignmentService	Delivery of incomplete shipments after one day storage.
	DeliveryAtWorkService	Delivery to workplace. GLS delivers directly to a department, an office or a person.
	ExchangeService	Delivery and exchange. Delivery and collection of returns at the same time.
	FlexDeliveryService	Information about delivery time and flexible delivery options. GLS informs recipients about the delivery and offers a variety of delivery options to choose from.
	Guaranteed24Service	Guaranteed delivery (except German Islands) on the next working day (Mon – Fri). Bookable only for BusinessParcel .
	HazardousGoodsService	Shipping of dangerous goods (according to ADR) within Germany, only for dangerous goods classes approved according to GTC.
	IdentService	Proof of identity. Parcel handover exclusively to the stated person on proof of identity.
	IdentPINService	Identification by PIN. Parcel handover to a specific person upon entry of the correct PIN number.
	InboundService	Shipping by suppliers for your account.
	IntercompanyService	Returns within branches. GLS simplifies intra-company parcel exchange.
	LetterboxService	Mailbox deposit, no signature required. If necessary, alternative delivery or deposit at a suitable place. Size min. C5 / max. 28 x 40 x 5 cm, max. 1 kg.
	LimitedQuantitiesService	Shipping of limited quantities (in accordance with ADR chapter 3.4).
	PharmaService	Certified GDP-compliant shipment of pharmaceuticals and medicinal products.
	PharmaService Plus	GDP-compliant shipment of pharmaceuticals with a guaranteed delivery time.
	Pick&ReturnService	Order for collection at any address and return to the own address.
	Pick&ShipService	Order for collection at any address and delivery to any address.
ShopDeliveryService	Direct delivery to the GLS ParcelShop.	
ShopReturnService	Return via ParcelShop. Recipients can return parcels free of charge via a GLS ParcelShop.	

Parcel shipment

Europe-wide shipment

Products	Optional Services	
<p>EuroBusinessParcel The basic product for Europe-wide parcel delivery</p> <p>EuroBusinessSmallParcel Europe-wide delivery especially for small and sensitive goods</p>	CashService	Cash on delivery. Receivers pay for goods on delivery. GLS transfers the payment to the consignor. Available for dispatch to Austria and Poland*. * CashService parcels to Poland must be specified in zlotys
	eDeclarationService	GLS provides the electronic export declaration.
	FlexDeliveryService	Information about delivery time and flexible delivery options. GLS informs recipients about the delivery and offers a variety of delivery options to choose from. Available for dispatch to Austria, Belgium, Bulgaria, Croatia, Czech Republic, Denmark, Finland, France, Great Britain ¹ , Greece, Hungary, Ireland, Italy, Luxembourg, the Netherlands, Norway, Poland, Portugal, Romania, Spain, Slovakia and Slovenia.
	Pick&ReturnService	Order for collection at any address and return to the own address.
	Pick&ShipService	Order for collection at any address and delivery to any address.
	ShopDeliveryService	Direct delivery to the GLS ParcelShop. Available for dispatch to Austria, Belgium, Denmark and Poland.
	ShopReturnService	Return via ParcelShop. Recipients can return parcels free of charge via a GLS ParcelShop. Available for dispatch to Austria, Belgium, Denmark, Ireland, Luxembourg, Poland and the Netherlands.

¹ Only for parcels <30 kg, not for dispatch to islands

Express shipment

National shipment

Products	Optional Services	
ExpressParcel Delivery before close of business the next working day (optionally also on Saturdays) in Germany.* * Excluding: islands and outlying areas	TimeDefiniteServices	Guaranteed delivery of express shipments. National: before 8.00, before 9.00, before 10.00 or before 12.00.
	SaturdayService	Guaranteed Saturday delivery for express parcels with time options. National: before 10.00 or before 12.00.

Europe-wide shipment

Products	Optional Services	
EuroExpressParcel Europe-wide delivery – in many countries before close of business the next working day.* * Excluding: islands and outlying areas	TimeDefiniteServices	Guaranteed delivery of express shipments. International: before 9.00, before 10.00 or before 12.00.
	SaturdayService	Guaranteed Saturday delivery for express parcels with time options. International: before close of business.

Worldwide shipment

Products	Optional Services	
GlobalExpressParcel Worldwide* delivery of parcels and documents in express quality. * Exceptions are countries where the political situation is highly unstable	eDeclarationService	GLS provides the electronic export declaration.

Please note: For Express shipments, please use the additional sticker „Express“ and mark the requested optional services. You can find detailed information about international shipment in the GLS export guideline.

All about parcel shipment

Dispatch systems

Sending parcels also means to professionally manage large amounts of data. For data management, the GLS dispatch systems provide transparency and security. Proven GLS IT solutions can be individually customized – to the respective business, the IT environment or current needs. The responsible GLS depot is happy to provide further information.

Shipment tracking

Senders can view the current delivery status at any time. Within Germany and in many other countries the information is already available in real time.

Delivery times

GLS delivers Monday to Friday during normal business hours. Parcels within Germany are usually delivered within less than 24 hours. Deliveries to all the main markets in Europe generally take between 24 and 48 hours. Consignments to more distant countries arrive within standard delivery times of 72 to 96 hours.

Liability

GLS is liable for every parcel, in national as well as international shipping, according to its general terms and conditions. These can be seen and downloaded on [glS-group.com](https://www.gls-group.com) or be sent upon request.

Size and weight

Depending on the shipping product, upper limits apply at GLS for the parcels' size and weight.

	Weight	Length	Width	Height	Combined length and girth ²
BusinessParcel	40 kg	2,00 m	0,80 m	0,60 m	3,00 m
ExpressParcel	40 kg	2,00 m	0,80 m	0,60 m	3,00 m
EuroBusinessParcel	40 kg	2,00 m	0,80 m	0,60 m	3,00 m
EuroExpressParcel	50 kg	2,00 m	0,80 m	0,60 m	3,00 m
GlobalExpressParcel	50 kg ¹	2,00 m	0,80 m	0,60 m	3,00 m
BusinessSmallParcel	3 kg	0,40 m	Volume: max. 10l		
EuroBusinessSmallParcel	3 kg	0,40 m	Volume: max. 10l		

¹ For Information about exceptions please contact your GLS depot.

² Combined length and girth = 2 x height + 2 x width + 1 x longest side

Dispatch preparation

For shipment with GLS, parcels must be sufficiently packed and properly labelled. Packing should conform to the type, weight and robustness of the item being sent. Parcels should not be bundled but instead sent individually.

Outer packing

Goods packed in cardboard boxes made of high-quality, moisture-resistant, double-wall cardboard are generally well protected. Corner, surface and edge protection are especially important. New boxes are best; used boxes are only suitable for resistant goods. The heavier the contents, the more stable the outer packing needs to be.

Internal padding

Any empty spaces inside a box should be filled with padding. Goods should not be allowed to move around. The padding material used should be compatible with the goods being sent; precise-fit polystyrene moulds should be used

for heavy and sensitive goods. No direct contact should be possible between goods and the outer packing.

Sealing

The parcel should be wrapped with adhesive tape and well-sealed on all sides. The heavier or larger the parcel, the stronger the adhesive tape needs to be. Robust sealing is essential for secure transport.

Attaching the parcel label

The parcel label is the address label. Completely fill in the parcel label: With your own address (consignor) and the recipient's (consignee). When filling in by hand please use block letters (capitals). The label should be attached to the largest side of the parcel and possible old stickers should be removed. Additional stickers may be necessary for **Guaranteed24Service**, **HazardousGoodsService** and Express.

The goods and parcels listed below shall be excluded from transportation by GLS. These include in particular, but not exclusively:

- ✘ Parcels with a goods value of over € 5,000,
- ✘ Goods which are insufficiently packed,
- ✘ Goods which require special handling (e. g. being particularly fragile or have to be transported upright or only lying on a certain side),
- ✘ Perishable and temperature sensitive goods, remains, live animals,
- ✘ Prescription drugs and drugs which must be transported separately from other goods (e. g. from tyres, hazardous goods), vaccines, insulin and narcotics,
- ✘ Precious metals and stones, watches, jewellery and pearls, objects of art, collector's items and antiques with a value of more than € 750.00 per parcel,
- ✘ Goods which possess a low value themselves but whose damage or loss could cause high consequential damages (e. g. volumes with sensitive data),
- ✘ Phone cards and pre-paid cards (e. g. for mobile phones),
- ✘ Money and documents with monetary value (e.g. securities, acceptance bills, savings books),
- ✘ Firearms, essential weapon parts according to § 1 of the German Weapon Law as well as ammunition,
- ✘ Hazardous goods of classes not mentioned in the General Terms and Conditions of GLS Germany for transportation within Germany and waste according to German KrWG,
- ✘ Parcels whose content, external quality, dispatch or storage violates a legal or public authority prohibition including applicable export or import regulations,
- ✘ Parcels classified as carriage forward.
- ✘ Additionally excluded from transportation abroad are:
 - Hazardous goods of all kinds,
 - Tobacco products and liquors,
 - Personal effects and carnet ATA goods,
 - Tyres, if Sweden is the destination country,
 - Non-EU goods that are processed in the EU customs area in order to avoid duties.
- ✘ Excluded from transportation as Fixed date and Express parcels:
 - Pharmaceuticals,
 - Hazardous goods of all kinds.
- ✘ Excluded from airfreight:
 - Prohibited articles according to the regulation (EC) No 300 / 2008 of 11 March 2008 and its implementing rules as amended from time to time.

Parcels that exceed maximum size and maximum weight are also excluded from transport with GLS.

Transportation exclusions according to the General Terms and Conditions of GLS Germany apply. These can be seen and downloaded on gls-group.com or be sent upon request.