



## Offer your customers an even more flexible and customised service with *FlexDeliveryService*.

GLS is pleased to present our new service, designed to expand the solutions available to the e-commerce world and enhance the online shopping experience.

With *FlexDeliveryService* we have introduced various options offering greater flexibility and customisation for deliveries in Italy, already tried and tested internationally, making the service offered by GLS and our partners even more attractive and competitive. A service that really will please everyone!

*FlexDeliveryService* communicates with the recipient via an automated notification system using email and/or SMS, updating them on the expected delivery date, advising of any delays, providing pre-delivery notification and informing them of failed deliveries. A link will be provided giving access to a management area either before

or after the first failed delivery attempt, where they will be able to choose up to six customisation options.

*FlexDeliveryService* offers two default options: "Change the delivery date" and "Select an alternative pick-up point from GLS Depots and Shops". If you wish, you can add four further options to customise your offering depending on your customers' requirements: "Add a new delivery address", "Select a safe place for delivery", "Authorise delivery to a neighbour" and "Refuse delivery".

Key advantages we offer:

- Unrivalled flexibility and quality
- Highly customised service
- Optimised customer experience
- Effective and timely notification system
- Optimised delivery times
- Enhanced reviews of your e-commerce business



[gls-group.com/it](https://gls-group.com/it)

[List of GLS Depots and Parcel Shops](#)



● Your monthly Newsletter

**GLS.**