



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	
BusinessParcel The basic product for national parcel delivery BusinessSmallParcel National delivery especially for small and sensitive goods	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.
	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	Shipment of dangerous goods in limited quantities in accordance with ADR and the terms and conditions, after approval by GLS Germany.
	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.
	SignatureService	Confirmation of delivery by recipient and substitute recipient
	WeighingService	Weighing of all parcels and labeling of parcels >10kg and >20kg in accordance with the terms and conditions.

Parcel shipment

Europe-wide shipment

Products	Optional Services	
EuroBusinessParcel The basic product for Europe-wide parcel delivery EuroBusinessSmallParcel Europe-wide delivery especially for small and sensitive goods	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 on delivery time frame and flexible delivery options. GLS informs the recipients about the delivery and offers a number of flexible delivery options to choose from. Available for the following countries: Austria, Belgium, Bulgaria, Croatia, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, United Kingdom.
	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 shipments to many European countries.
	ShopReturnService	Returns via GLS ParcelShop. Recipients can return parcels free of charge via a GLS ParcelShop. Available for the following countries: Austria, Belgium, Croatia, Czech Republic, Denmark, Estonia, Finland, France, Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Netherlands, Poland, Portugal, Slovakia, Slovenia, Spain, Sweden.
	WeighingService	Weighing of all parcels and labeling of parcels >10kg and >20kg in accordance with the terms and conditions.

Express shipment

National shipment

Products	Optional Services	
ExpressParcel Delivery before close of business the next working day (optionally also on Saturdays) in Germany.* <small>* Excluding: islands and outlying areas</small>	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.* <small>* Excluding: islands and outlying areas</small>	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. <small>* Exceptions are countries where the political situation is highly unstable</small>	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 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 Germany works exclusively on the basis of its current terms and conditions, which can be viewed and downloaded at <https://gls-group.com/DE/en/gtc-standard/>.

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**.

Various goods and parcels are excluded from transportation with GLS. These include, in particular, but are not limited to:

- ✗ parcels whose value exceeds € 5,000.00,
- ✗ all parcels with a total value of more than € 25,000.00 handed over by a sender on one day at a shipping location or a GLS outbound depot for delivery to the same consignee,
- ✗ 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),
- ✗ goods that require special protection during transport against heat, cold, temperature fluctuations, air humidity or shocks (especially against spoilage, drying out, leakage, melting),
- ✗ remains, blood reserves, organs, 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 themselves have a low value of up to € 50.00 per parcel, but whose loss, damage or exceeding of the delivery time (if owed) can cause high consequential losses exceeding 10 times the value of the goods (e.g. data media containing sensitive information),
- ✗ keys, key cards and transponders,
- ✗ documents submitted to meet a deadline or that must be transmitted within a deadline (e.g. tender documents, notices of termination, documents subject to deadlines),
- ✗ phone cards, SIM cards and prepaid cards (e.g. for mobile phones),
- ✗ money and documents with monetary value (e.g. stamps, securities, acceptance bills, savings books),
- ✗ firearms and essential weapon parts according to § 1 of the German Weapon Law as well as ammunition,
- ✗ hazardous goods of classes within the meaning of the statutory dangerous goods regulations –
- ✗ except the classes permitted within the scope of national dangerous goods shipping in accordance with Section 8 of these GTC,
- ✗ substances or objects intended for disposal by way of recycling or disposal (waste according to the German Circular Economy Act, e.g. empty toner cartridges, rechargeable batteries or batteries, old electrical equipment),
- ✗ parcels whose content, external quality, dispatch, storage, use or intended purpose violates legal or official regulations including export or import regulations, notification, authorization or approval requirements; these include parcels whose content violates legal provisions on the protection of intellectual property including forged or unlicensed copies of goods (counterfeiting),
- ✗ goods or parcels the sending of which are prohibited under all applicable sanctions laws, for example because of their contents, their intended recipient or the country to or from which they are to be sent. Sanctions laws include all laws, regulations and orders imposing sanctions (including trade restrictions and economic sanctions) on countries, individuals or entities, including

without limitation those imposed by the United Nations, the European Union and the member states of the European Union,

- ✗ parcels classified as carriage forward.
- ✗ Additionally excluded shall be
 - from cross-border transportation:
 - hazardous goods of all kinds,
 - tobacco products and liquors,
 - personal effects, carnet ATA goods and goods that require customs clearance under species protection law (e.g. CITES goods),
 - tyres, if Sweden is the destination country.
 - from transportation as fixed date and express parcels:
 - hazardous goods of all kinds,
 - pharmaceutical goods and medical products.
 - from airfreight:
 - prohibited articles according to the regulation (EC) No 300/2008 of 11th March 2008 and its implementing rules as amended from time to time.

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