



## Press Release

# Do you know where your courier is? The new GLS app offers, among other things, the real-time current location of the courier.

**Prague, June 2, 2025 – GLS launches a new mobile application that offers several unique features. Clients will now be able to see where their courier is currently located. It is also a given that they can redirect the shipment to another address or change the delivery date and method.**

GLS has launched a new mobile application in recent days that further simplifies the planning, receiving, and sending of shipments for clients. *"In preparing the application, we were guided by feedback from clients. The most common complaint was that they didn't know exactly where their courier was. That is why we have added this still not very widespread function to the application,"* said the director of GLS in the Czech Republic, Petr Pěcha.

Similar to urban transport providers, for example in food delivery, customers waiting for a package can now see exactly where the courier with the package currently is, giving them a better idea of when the courier will arrive.

In the app, clients can also easily change the delivery method of the shipment (to an address, to a pickup point, or to the increasingly popular boxes) or the date of its delivery. *"We will continue to improve the app in the coming weeks according to customer requests. For example, we are preparing further improvements for the increasingly popular sending of packages through boxes, and thanks to the app it will now be possible to send without the need to print a label,"* added Petr Pěcha.

The most popular delivery method is becoming pick-up boxes. GLS is making significant investments in its own network of boxes; in the first quarter, it opened its 1000th box and thus has one of the most extensive networks of boxes in the Czech Republic.

*"Boxes are by far the most popular method of delivery among clients, and the demand for new locations from households as well as cities and municipalities is unceasing. Our network is one of the fastest-growing in the market, and we will continue to significantly expand it. At the same time, we recognize that with the increasing number of boxes, discussions about their appropriate placement are also intensifying. Therefore, from the very beginning, we actively involve the public and municipalities, and we address the placement of boxes together, allowing users and municipalities to propose where additional boxes should be located,"* explains the director of GLS in the Czech Republic, Petr Pěcha.

GLS recorded a record year last year, delivering the highest number of packages in history, with the number of shipments increasing by 15% year-on-year. The increase in deliveries was also due to the significant expansion of GLS's distribution network. In addition to a thousand of its own boxes, GLS also delivers to around 1,700 physical pickup points. Along with shared



Alzaboxy, GLS customers can thus take advantage of delivery to more than 5,200 delivery points compared to 2,100 locations at the end of 2023.

### **About GLS Group**

GLS Group is a leading provider of international parcel delivery services. The company offers reliable and quality shipping services complemented by freight and express services to its customers across 40 countries. With an extensive international network and excellent knowledge of local markets, customers can expect seamless, flexible, and personalized services throughout Europe and beyond. GLS also operates through wholly-owned subsidiaries in Canada and on the west coast of the USA. The GLS network consists of 120 central and regional sorting facilities and 1,600 depots, utilizing approximately 37,000 delivery vehicles and 6,500 trucks. GLS employs approximately 23,000 people. In 2023/24, GLS achieved a record turnover of 5.6 billion euros and delivered 905 million parcels despite global challenges.