



International ShopReturnService

The simple solution for cross-border returns across Europe



Parcel return system via an extensive network of more than 55,000 GLS pick-up points across Europe.

You can search for a GLS pick-up point here: [ParcelShop](#) and [Depot search | GLS Parcel Service \(gls-group.eu\)](#)

Easy-to-integrate solution via link to **customer-specific returns portal** or via direct **API integration**.

The transit time for returned goods is the same as for **EuroBusinessParcels**.

Costs for the returns are only incurred in the case of handing over the parcel to the GLS network.

Implementation on the e-shop

Via the link to the returns portal

Easily integrate **the URL** directly into the e-shop or **via email**, so returners can create their **own labels**.

Alternatively, **GLS customer service** can take over the parcel return process and send the labels to the customer.

Integration via API connection

Possibility of direct connection to **the International ShopReturnService system** via API.

The creation of the label is thus possible through direct **integration into the existing returns process**.



URL
integration
in webshop



URL
via e-mail
communication



Labels created
and provided by
customer service





1

Return shipper goes to **the e-shop** where he purchased the goods

2

The shipper **is directed** to GLS returns portal

3

Return shipper completes **a returns form online in portal**



International ShopReturnService Portal

4

The label is created here in PDF format or QR code and sent to the return shipper.



5

The return shipper applies label to the parcel and returns it in **the pick-up point GLS.**



6

The parcel is in transit within **the GLS network**



7

Successful delivery of returned goods to a GLS client



Easy returns across Europe!

Austria
Belgium
Croatia
Czech Republic
Denmark
Estonia
Finland
France
Germany
Hungary
Ireland
Italy

Latvia
Lithuania
Luxembourg
The Netherlands
Poland
Portugal
Slovakia
Slovenia
Spain
Sweden
Switzerland*
United Kingdom*

*Only a domestic solution is available for CH and UK returns



Benefits at a glance

- ✓ **Easy integration** and customizable multilingual returns portal
- ✓ View available pick-up points **near the shipper returning the goods**
- ✓ **Optimize** for mobile devices
- ✓ **Automatic overview of return shipments**
- ✓ Quick **selection of return reasons**
- ✓ Under certain circumstances, returns may be sent back to a country other than the country in which the service was sold



Thank you!

Any questions?

Contact your GLS sales
representative

