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Press release

GLS Poland simplifies exports to the UK

The new solution enhances sales security and eliminates the risk of unforeseen costs

The United Kingdom remains one of the key export markets for Polish companies; however, the post-Brexit situation has made selling to the UK market more demanding in terms of formalities and operations. Customs clearance, import duties and the risk associated with payments on the part of the recipient mean that many companies remain cautious about expanding their sales to the UK.

In response to these challenges, GLS Poland is implementing a solution based on the Incoterms®25 model, which enables companies to better control the export process, mitigate financial risk and increase the predictability of deliveries to the UK.

"The UK remains a very attractive market for Polish exporters, but following Brexit, companies are primarily looking for security and predictability throughout the entire delivery process. Our aim was to create a solution that would relieve customers of the risk associated with customs and tax liabilities and simplify exports for both the sender and the recipient" says **Piotr Sawicki, Customs Manager at GLS International.**

Export to the UK without the risk of unpaid receivables

The Incoterms®25 model available from GLS Poland is based on the DAP term, with customs and tax charges secured before the parcel is dispatched to the UK. The system automatically calculates VAT, customs duty and an administration fee, and the recipient receives a secure link for online payment. This means they know the full cost of delivery before the parcel is delivered.

The parcel remains in Poland until payment is made. If the recipient fails to pay, the parcel is returned to the sender without the sender being charged any customs or tax costs.

"One of the biggest problems with exporting to the UK today is the lack of control over the process after import clearance and the risk of costs being passed on to the sender. Incoterms®25 eliminates this problem, as the parcel is only sent to the UK once the recipient has confirmed payment" emphasises **Piotr Sawicki.**

Process automation and greater transparency for the recipient

The solution has been designed to simplify communication as much as possible and enhance the recipient's experience. Once the parcel details have been entered, the system automatically calculates the import duties, and the recipient receives an email

stating the exact amount due and a payment link. If payment is not received, a reminder system is triggered, comprising emails and text messages.

Once payment has been made, the recipient receives a confirmation, access to tracking details and additional information about the consignment. Only then is the parcel sent to the UK and goes through import clearance.

“Companies selling to the UK today need not only an efficient logistics operator, but also a partner who understands the specifics of customs processes post-Brexit. Automated communication, cost transparency and the ability to monitor the end-to-end process significantly reduce the number of operational issues and complaints” adds **Piotr Sawicki**.

A solution for businesses expanding their sales to the UK

Incoterms®25 is primarily intended for companies conducting B2C and B2B sales to the UK in situations where the recipient does not hold a UK VAT number, does not use DDA deferred payments, or does not wish to handle customs formalities themselves. The solution covers shipments valued at over GBP 135.

GLS Poland emphasises that, in the current export climate, process predictability, shipment security and efficient communication with the recipient are of key importance.

“Today, the choice of a logistics provider is determined not only by the delivery itself, but also by the quality of the entire process and the level of control over the consignment. We want to support Polish companies in expanding their sales on the UK market by offering solutions that effectively minimise operational risks following Brexit” concludes **Piotr Sawicki**.

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About the GLS Group

The GLS Group is one of Europe’s largest independent courier service providers, with a well-established presence in almost every country on the continent. Through its network of subsidiaries, it also operates in Canada and on the West Coast of the USA. Every day, this enables GLS to efficiently deliver millions of parcels and the stories behind them to customers and communities. GLS manages its network proactively – connecting the markets in which it operates in a flexible and agile manner, responding to their rapid changes and dynamics. The company takes pride in providing its customers with high-



quality services in over 40 countries. The GLS network comprises over 120 distribution centres, more than 1,600 branches, over 36,600 last-mile delivery vehicles and 6,500 route vehicles. This ensures excellent flexibility and an extended operational reach. In 2023/2024, the GLS Group generated record revenue of 5.6 billion euros, delivering 905 million parcels across all the markets it serves. For more information, visit [gls-group.com](https://www.gls-group.com).