

We want to make sure that your employees and customers feel safe when receiving shipments from GLS. In addition to adhering to state and local regulations, and following CSC guidelines, we continuously emphasize the importance of social distancing, clean workspaces, and careful personal hygiene within the GLS team.

Please note: Due to COVID 19-related delays, we have suspended our service guarantee for all shipments until further notice. We are monitoring the situation closely and will post updates as appropriate.

Contactless Deliveries

In support of efforts to re-open businesses, GLS has introduced enhanced contactless delivery solutions.

Standard Delivery/No Signature Required:

To Residences – Driver will leave the package in as secure a spot as possible at the residence front door and a Visual POD will be obtained.

To Businesses

- When someone is available to take custody of the package: Driver will first attempt to retrieve a signature. If recipient chooses not to physically sign, driver will place the package as instructed by the recipient or on the reception desk inside the place of business with someone from the business taking verbal custody of the package. Driver will ask for the name of the person accepting the delivery and enter as proof of delivery (POD) without a signature.
- When no one is available to take custody of the package: The package will be left in a secure location inside the business, not in a communal hallway or outside the front door. If the package is left inside without a person taking custody of the package, the driver will take a photo of the package (visual POD) in the location where it was left.
- When no visual POD is available: The driver will describe where the package was left (i.e., front door, reception, etc.) and enter it as the POD.

Signature Required: When a signature is required, the driver will ask the recipient to sign the package. Alternatively, the recipient can sign a paper manifest confirming receipt, and the driver will obtain a visual POD. If unable to obtain a signature, the parcel will be marked refused and returned to the office.

Adult Signature Required: Driver will check identification from a safe distance and then ask for last name and date of birth. The last name and date of birth will be entered into the POD field of the device.