

## Annex no. 2: Available basic and additional services

This Annex provides an overview of the basic and additional services available to senders. The content of basic and additional services and the conditions for ordering such services are set out in the main text of the General Business Conditions. The sender may order these services for a given postal consignment in accordance with the main text of the General Business Conditions.

In the case of a long-term agreement, the Parties may derogate from the provisions of this Annex by mutual agreement, in which case the provisions of the long-term agreement shall prevail.

### I. Basic services

Name of service	In the case of long-term agreements	In the case of dispatch at GLS ParcelShops	In the case of services ordered through the <a href="https://ecsomag.hu">https://ecsomag.hu</a> site
BusinessParcel	x	x	not available
ExpressParcel	x	not available	not available
BusinessSmallParcel	x	x	not available
ExpressSmallParcel	x	not available	not available
GlobalBusinessParcel	x	not available	not available
EuroBusinessParcel és	x	x	not available
EuroBusinessSmallParcel	x	x	not available
GLS eParcel	not available	not available	x

In the case of long-term agreements, the Service Provider shall set up all other available services, except for the **ExpressParcel** service, at the Client's request. The Client can order the **ExpressParcel** service through the GLS customer systems.

### II. Additional services

Name of service	In the case of long-term agreements	In the case of dispatch at GLS ParcelShops	In the case of services ordered through the <a href="https://ecsomag.hu">https://ecsomag.hu</a> site
ContactlessDelivery Service	x	not available	not available
Guaranteed24Service	x	not available	not available
Pick&ReturnService	x	not available	not available
Pick&ShipService	x	not available	not available
CashService	x	x	x
BankCardService	x	not available	x
ExchangeService	x	not available	not available
AddresseeOnlyService	x	not available	not available
ScheduledDeliveryService	x	not available	not available
DayDefiniteService	x	not available	not available
LateCollectionService	x	not available	not available
DocumentReturnService	x	not available	not available
ItemisedDeliveryService	x	not available	not available
DisplayService	x	not available	not available
StandbyService	x	not available	not available
SaturdayService	x	not available	not available
DeclaredValueInsuranceService	x	not available	not available
PreadviceService	x	not available	not available
FlexDeliveryService	x	x	x
FlexDeliveryService – flexible delivery with optional SMS service	x	x	x
ShopDeliveryService	x	x	not available
SMS Service	x	not available	not available
HazardousGoods Service	x	not available	not available
Contact Service	x	not available	not available
ShopReturnService	x	not available	not available
LockerReturnService	x	not available	not available

In the case of long-term agreements, the `ItemisedDeliveryService` or `DisplayService` can be ordered through the GLS Connect software. A `LockerReturnService` can only be ordered via the myGLS API.

The other services – with the exception of the ***StandbyService***, ***ContactlessDeliveryService***, ***BankCardService***, ***LateCollectionService*** – can be ordered in all GLS customer systems. The ***ContactlessDeliveryService***, ***BankCardService***, ***LateCollectionService*** services are set up by the Service Provider at the Client's request. The ***StandbyService*** can be ordered in all GLS customer software except MyGLS. The ***ShopReturnService*** can be ordered via the MyGLS software, not later than when the parcel label is printed.

The above services can also be ordered via the GLS API, the detailed rules for which are set out in the GLS API developer documentation.