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Press release

GLS Poland: Cashless payments also available upon parcel collection /

GLS Poland: Pay cashless also upon parcel collection

Cashless payments are now standard in everyday shopping in Poland, including when collecting parcels from couriers. At GLS Poland, the option to pay by card or BLIK for cash on delivery parcels has been available for a long time and is a standard part of the delivery service, responding to changing consumer habits. In a mature e-commerce market, a consistent shopping experience is becoming increasingly important – from the moment of product selection, through payment, to delivery. That is why today, logistics and the method of payment for a parcel are also seen as an integral part of the customer experience, and not just an operational stage.

As shown by the 'Payment Preferences of Poles' survey conducted by PolCard from Fiserv, 74.9% of respondents declare that they always, very often or often pay cashless, regardless of their age or place of residence. These data confirm that cashless payments have become a permanent feature of consumers' everyday choices. For this reason, GLS Poland couriers are equipped with courier devices that also support payments by payment cards and BLIK.

Cashless payment to the courier /

Cashless payment also upon parcel collection

For deliveries made by GLS Poland, cashless payments for cash on delivery parcels are handled in cooperation with Fiserv Polska, the owner of the PolCard brand. Every GLS Poland courier uses a courier device with the PolCard Go application terminal installed. This allows the recipient to pay for the parcel by contactless card or BLIK directly at the time of delivery - without the need to prepare cash.

"The moment of settling a cash on delivery shipment is an important part of the delivery process. We want it to run smoothly and without complications. That is why the courier device used by couriers also functions as a payment terminal, enabling quick and predictable payment for the parcel by card or BLIK" **says Łukasz Naskręt, Quality and Safety Director, GLS Poland.**

Courier companies have ceased to be solely suppliers – they have become one of the key points of contact between the customer and the brand throughout the entire purchasing process. It is often the moment of delivery and payment that determines the final assessment of online purchases.

Convenience and speed in line with consumer habits

The 'Payment Preferences of Poles' survey conducted by PolCard from Fiserv, our business partner, shows that the most frequently chosen form of cashless payment remains the payment card (71.5%), with BLIK in second place (15.6%). Respondents indicate that the choice of cashless payments is primarily determined by convenience, ease of use and speed of transaction.

As **Tomasz Przepiórka, VP Head of Enterprise, CEE at Fiserv Polska**, emphasises, *"Cashless payments have become the natural choice for consumers, even outside traditional points of sale. From our perspective as a provider of modern payment technology solutions, we see that the ability to make cashless payments directly to the courier upon delivery of a parcel is an intuitive, fast and convenient solution for recipients. It fits perfectly with contemporary payment habits, where mobility, simplicity and immediacy of transactions are what count."*

Customer education and awareness are growing

The growing popularity of this type of payment, confirmed by the results of a study by PolCard from Fiserv, shows the direction in which the market is heading. GLS Poland is consistently developing its services in response to changing customer needs and expectations regarding delivery convenience.

At GLS Poland, cashless payment collection is treated as a natural part of modern courier service. This solution has been part of the company's offer for a long time, but not all recipients are aware that they can also pay cashlessly when collecting a parcel. That is why today we are reminding customers that the courier scanner (courier device) functions as a payment terminal and we encourage them to use cashless payments when collecting 'cash on delivery' parcels.

In this context, cashless collection is no longer just an alternative to cash, but has become the standard for modern customer service in e-commerce – meeting the expectations of convenience, speed and predictability of the entire purchasing process.

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About the GLS Group

The GLS Group is one of the largest independent courier service providers in Europe, with an extensive active presence in almost all countries on the continent. Through its network of subsidiaries, it also operates in Canada and on the West Coast of the United States. Every day, this enables GLS to efficiently deliver millions of parcels and related stories 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 is proud to provide its customers with high-quality services in over 40 countries. The GLS network consists of more than 120 distribution centres, over 1,600 branches, more than 36,600 vehicles responsible for the last stage of delivery and 6,500 line vehicles. This guarantees excellent flexibility and increased coverage. In 2023/2024, the GLS Group generated record revenues of €5.6 billion, delivering 905 million parcels across all markets served. For more information, visit gls-group.com.

About Fiserv

Fiserv Polska S.A., owner of the Polcard brand, belongs to Fiserv, Inc. (NYSE: FI), which strives to move money and information in ways that move the world. As a global leader in payments and financial technology, the company helps customers achieve their best results by focusing on innovation and excellence in areas such as digital banking solutions; card and network services; digital payments; e-commerce; acquiring and payment processing; and Clover®, a cloud-based point-of-sale and business management platform.

Fiserv is a member of the S&P 500® index and is among the world's most admired companies according to Fortune®.

For more information and the latest news about the company, visit fiserv.com, polcard.pl and social media.