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Coronavirus – Contactless delivery and pick-up arrangements in place at GO!

From Monday, 23 March express and courier service provider GO! Express & Logistics is switching to contactless deliveries and pick-ups. In this context preventive and logistics measures go hand in hand – to protect customers, consignors, consignees and couriers.

The coronavirus is continuing to spread and associated restrictions and precautions are on the increase. GO! Express & Logistics is also stepping up its precautionary measures and switching to non-contact deliveries and pick-ups, in order to avoid direct contact between customers, consignors, consignees and couriers – and therefore to protect all the parties involved. This means: an on-the-spot signature will not be required for the duration of this crisis. Additional information for consignors or consignees, e.g. about delivery or pick-up times, can be provided by booking a notification by phone.

Delivering shipments to a specified alternative location with the aid of a signature release authorisation is also an option. These services can of course also be utilised for pick-ups. These measures are basically an option for all services, except those where a certain authentication or proof of identity forms a key component of the service, e.g. code delivery.

“As a service provider to industries of systemic importance at this time, like the healthcare industry, our aim is to provide all the support we can to safeguard supply chains and ensure uninterrupted supply”, emphasises Ulrich Nolte, CEO of GO! Germany, “Of course, we have aligned all the internal and operational processes in our company with those essential prevention recommendations of the WHO, Robert Koch Institute and Federal Ministry of Health.”

In parallel the express and courier service provider has increased its warehousing capacities in order to provide its customers with additional space to ensure commodity and product availability, and beyond that is augmenting its weekend service.

Domestic and international transportation is feasible – except risk areas

The objective of GO! is the seamless fulfilment of commissioned transport services in compliance with current legal and official limitations and specifications. This means that pick-ups and deliveries

can currently be handled domestically and internationally – with the exception of officially designated risk areas. Delays may occur on account of border controls. GO! also endeavours to obtain special permits or exemptions wherever feasible and legally permissible.

In providing its services, the express and courier service provider is adhering to its pandemic plan, which is continuously updated. The company is therefore in continuous dialogue with the authorities responsible, in order to be able to react appropriately to changed situations and inform customers accordingly.

GO! should like to point out that official regulations can result in service constraints, which are strictly complied with in the interests of public health.

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About GO! EXPRESS & LOGISTICS

GO! Express & Logistics is Europe's largest independent provider of express and courier services. The global partner network was established in 1984 and currently comprises over 100 GO! stations in Europe. More than 1,400 employees and over 1,200 couriers work every day to enable the transport of more than 7.5 shipments per year.

Under the motto "beyond limits", GO! offers a comprehensive portfolio of logistics solutions ranging from regional courier transportation and global express shipping of goods, documents and extremely time-critical consignments to sensitive shipments or complex customer requirements. Its services also include tailored supply chain solutions and extensive value-added services 365 days a year and around the clock.

More information at www.general-overnight.com

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