International Post Corporation

Royal Mail Tracked parcel products go on sale at Post Office branches nationwide

04-07-2024

Royal Mail Tracked 24®* and Royal Mail Tracked 48®* has started rolling out at Post Office counters and will be available at branches across the UK by Tuesday, 9 July.

Royal Mail's Tracked products can be used to send large letters, as well as parcels. They provide information on the journey of the item from sending to delivering, with a photo captured as proof of delivery.

Like all Royal Mail products, Tracked items can be sent from and delivered to any of the c32 million addresses across the UK.

Around 50% of Royal Mail's consumer sales take place at a Post Office branch, and making more products available over the counter gives customers greater choice of whether to buy in-person or online.

Nick Landon, Chief Commercial Officer at Royal Mail, said: "Providing our Tracked services at every Post Office branch across the UK is part of Royal Mail's strategy to continue to make sending and receiving parcels as convenient as possible by adding more choice.

"We have opened up a variety of new ways for customers to access Royal Mail's services, including increased online postage options and drop off locations including lockers, Collect+ and parcel postboxes, and home collection through Parcel Collect. However, we continue to see the importance of making our services available over the counter for customers who prefer to purchase in-person."

Neill O'Sullivan, Post Office Managing Director Parcels and Mails said: "We are excited to be introducing Royal Mail's Tracked 24 and 48 services. We know that our customers are keen to use fully tracked services for letters and parcels. These services will soon be available across our extensive network of more than 11,500 branches. Our Postmasters provide reliable face-to-face advice on the advantages of these new tracked services. Their expertise is invaluable in assisting customers."

Source: Royal Mail