

## Royal Mail launches additional inflight options for parcel deliveries

04-11-2020

Royal Mail has launched additional Inflight delivery options to offer greater convenience and flexibility for receiving customers. These include: delivery on another day and Local Collect® from Royal Mail Customer Service Points and Post Offices across the UK. Customers can now access these options when the parcel is on its way, up until the day of delivery.

Royal Mail has also enhanced its redelivery service through the launch of next day redeliveries\*. Next day redeliveries can be requested for the customer's address, preferred neighbour, safe place or local Post Office.

Earlier this year, Royal Mail launched Inflight delivery options including delivery to a safe place or a preferred neighbour. This was the number one ask from our parcels customers.

When retailers and other customers send items via Royal Mail Tracked\*\* and Royal Mail Special Delivery Guaranteed, prior to delivery the recipient will receive a notification\*\*\* including an estimated delivery window and the range of Inflight delivery options. Following delivery, Royal Mail will also notify the customer when and

where the parcel has been left in line with their selected Inflight delivery option.

Nick Landon, Chief Commercial Officer at Royal Mail, said: "At Royal Mail, we're always looking for ways to delight our customers. Inflight delivery options are the number one ask from our sending and receiving customers, so delivering this feature was really important for us. After successfully launching and getting great feedback from a first phase of Inflight options, we are now giving our customers an even more convenient set of choices. After receiving a delivery notification, parcel recipients can now simply tell us when and where they want their parcels delivered if they aren't going to be at home."

Source: [Royal Mail](#)