Posties to collect as well as deliver the mail on the doorstep

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Royal Mail announces one of the biggest shake-ups to the daily delivery since the launch of the postbox in 1852.

Royal Mail has launched a parcel pick-up service across the UK in a shake-up of the daily round.

The new service - Parcel Collect – means postmen and postwomen will now be able to collect parcels as well as deliver them on their daily round. It is one of the biggest changes to the daily delivery since the launch of the postbox in 1852.

As well as offering even higher levels of convenience, the move means that online sellers and online shoppers will no longer need to leave the comfort of their home if they want to mail or return a pre-paid item by post.

Under the ground-breaking initiative, postmen and postwomen will collect a parcel from the customer's door or nominated safe place for 72p per parcel, in addition to postage costs. Parcel Collect is also available for pre-paid return items at a cost of 60p per item.

Royal Mail can collect up to five parcels per address. Parcel Collect is available six days a week* and can be booked up to five days in advance and up to midnight the day before.

In order to use the service, customers simply need to ensure they have already paid the correct postage to send their item. If an item does not have pre-paid postage such as a return, customers are able to pay for their postage online by visiting www.royalmail.com/bookcollection or via the Royal Mail app and opt for 'Parcel Collect'. They will then be able to work out the correct cost of postage for their item and print out a pre-paid label which is fixed to the package. When the item gets collected, the customer will receive an email notification that acts as proof of postage**.

The nationwide launch follows an initial roll-out of Parcel Collect in certain postcode areas of West England.

In a recent consumer survey***, just under half (44 per cent) of respondents stated they are likely to use a home collection service offered by their delivery provider.

Claire Roebuck-Sacks, Parcel Collect customer from Bristol, said: "I used Royal Mail's Parcel Collect during the initial roll-out of the service in Bristol. The service was really easy to use, and it was a convenient way to send a gift to

my aunt, particularly as I have a new baby so time is precious! I will be using Parcel Collect again in the future to send parcels in the post."

Nick Landon, Chief Commercial Officer at Royal Mail, said: "Royal Mail Parcel Collect is a fantastic step forward for all of our customers. It makes it easier to use our services than ever before. Whether you're up against time and working from home, making a return, selling online or sending a gift to make someone's day, Royal Mail Parcel Collect is here to help. The launch of Parcel Collect is part of our commitment to continuously make our services better and more convenient."

Source: Royal Mail

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