

Posties receive new mobile devices making an even more powerful delivery force

17-09-2021

Posties will have access to a range of new digital capabilities to offer enhanced customer services

Royal Mail is rolling out a new handheld device to posties across the UK, offering a more user-friendly experience for both frontline colleagues and customers.

The new device has enhanced scanning capabilities making it easier to confirm the safe delivery of parcels at the doorstep, and giving customers additional peace of mind. It is also set to help posties improve scanning compliance leading to higher levels of customer service as well as greater convenience.

The new mobile device, called the Zebra TC57, is easier to carry than its predecessor being lighter, shorter and thinner. Another significant benefit is that it is rainproof – a crucial feature when making deliveries seven days a week in all weathers. There is also an improved front and rear camera for the capture of images as proof of delivery for safe place deliveries if required.

With an improved memory (8GB RAM) and hard drive capacity (32GB), the device is well placed to manage any future products and

services in line with changing customer demand.

Owing to an enhanced battery life, the device is also able to last longer and ensure high levels of service at all times. Wi-Fi reception and faster internet speeds are also key features.

Running on a new Android 10 operating system, the device also gives Royal Mail's delivery staff access to updated map capabilities.

The device was selected following extensive trialling of different devices by postmen and postwomen across the UK who were impressed by the range of features it offered.

Following the successful trial, around 72,500 new devices are being rolled out across the UK to Royal Mail and Parcelforce Worldwide colleagues.

Shiona Rolfe, Service Delivery Director at Royal Mail said: "Ensuring our people have

access to the right tools to do the job is crucial as we look to re-invent Royal Mail for the next generations. Our team have been really impressed by the new devices which will deliver an enhanced experience for our customers while giving our colleagues' a more user-friendly work experience."

The roll out is expected to be completed for Royal Mail in time for the busy Christmas season and by early next year for Parcelforce Worldwide colleagues.

Source: [Royal Mail](#)