Royal Mail launches app to help consumers manage deliveries

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Royal Mail has launched a new mobile app to help consumers manage their deliveries more effectively. The app is now available for download for free on both the App Store and Google Play store.

The new app enables consumers to easily track their items from their smartphone. If a reference number is provided, recipients can check the progress of their deliveries. There is also an option to book a redelivery, if it has not been possible to deliver an item. Recipients can arrange for a redelivery to their address, neighbour or a local Post Office and this can all be booked via the app.

Within the app, users can enter a postcode to find the nearest Customer Service Point including address, opening hours and facilities. There is also a postcode and address finder for users unsure of an address. By entering in the postcode or part of the address, Royal Mail will help to find the full address details. More enhancements will be made to the app over the coming months to make it even easier for recipients to manage their deliveries.

A spokesperson for Royal Mail said "The new Royal Mail app is helping recipients to manage their deliveries more effectively, providing all the information they need at their fingertips. We will be looking to load the app with even more functionality over the coming months. This latest enhancement is part of a programme of innovation making Royal Mail's services more accessible, convenient and digitally enabled for all."

Source: Royal Mail