International Post Corporation

Royal Mail launches safe place delivery preferences for residents

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Royal Mail customers can now set up a safe place delivery preference in the Royal Mail app for all future parcel deliveries. This enables customers receiving parcels to tell their postie where to leave their parcels when they are not in and when the item doesnâ€™t fit through the letterbox. The safe place needs to be secure, weatherproof, easily accessible and out of sight. Any parcel that doesnâ€™t require a signature can be left in a safe place.

Residents can set their delivery preferences in the Royal Mail app in the 'my account' section. There are five default options to choose from including enclosed porch, greenhouse, shed, garage or outbuilding. Customers can also use the free text 'other' option.

Nick Landon, Chief Commercial Officer at Royal Mail, said: "Because they deliver to every house in the UK so frequently, no-one knows better where their customers like parcels to be left if they are not in than a postie. Now we're making that delivery service even better by giving everyone the ability to record their favourite safe place on the Royal Mail app. We'll use that preference for every subsequent delivery to give you even more control. It won't stop there though. We are working on additional options to make deliveries even more convenient, such as a preferred neighbouring address and additional options for customers with accessibility needs."#

Source: Royal Mail