

Parcelforce Worldwide launches range of digital tools, giving recipients more control over their delivery

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Parcelforce Worldwide has launched a range of digital tools including a brand new app, to give customers more control over their deliveries. The move is designed to give receiving customers even more convenience when planning their day as well as providing sending customers with more information about the progress of their deliveries.

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The digital roll out includes:

- A new Parcelforce consumer app
- My Parcel Live
- Enhanced Start of Day notifications

Parcelforce App

The new Parcelforce App enables receiving customers to track the location of their parcel live on their mobile device. The app also enables them to specify their delivery preferences if they are not at home. Customers may use the app to elect to leave a parcel with a particular neighbour in the same postcode, a specified Post Office or a 'safe place' of their choosing. The app is available for download from the App Store and Google Play store.

My Parcel Live

My Parcel Live, also accessible via the Parcelforce App, is a new feature enabling both sending and receiving customers to track the progress of their parcel on a digital map. It is available for all parcels and all recipients. Viewed on the new Parcelforce App or on the Parcelforce.com website, it displays:

- The driver's name A map showing the driver's proximity to the address
- The estimated one-hour delivery window

Start of Day Notifications

Start of Day notifications via text message have been enhanced to give customers the estimated hour of day their parcel will arrive, as well as the driver's name, a link to tracking and the My Parcel Live service.

In the event of adverse weather conditions, customers will also receive proactive delay notifications throughout the day. This includes alerts to any delays to their delivery caused by unexpected circumstances such as bad weather or traffic delays.

Gary Simpson, Managing Director of

Parcelforce Worldwide, said“The new range of digital tools cater to our customers’ delivery needs, giving them all the information they require to take control of

their parcel deliveries. At Parcelforce Worldwide, we are making it even more convenient for customers to plan their day.”

Source: [Royal Mail Group](#)

