

Royal Mail and Post Office partner to trial 24/7 parcel lockers

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Royal Mail and Post Office will partner to introduce parcel lockers at Post Office branches across the UK. The six-month trial will see parcel lockers installed outside stores, allowing customers to access them at their convenience, including outside of branch opening hours.

Royal Mail lockers offer another option to send, collect and return parcels. The lockers feature label printing, making the process convenient for customers who do not have access to a printer. To use them, customers need to pay for postage online and get a QR code, or request a QR code if they are returning a purchase.

Royal Mail now has over 24,000 locations where customers can drop off and collect parcels, including 2,400 lockers, 11,500 Post Office branches, almost 8,000 Royal Mail Shop outlets, 1,200 Royal Mail Customer Service Points and 1,400 parcel postboxes.

Anna Malley, Director of Partnerships and Acquisitions at Royal Mail, said: "Post Office is one of Royal Mail's most important partners, and this is an exciting step forward

in how we work together. The trial reflects our commitment to meeting a wide range of customer needs whilst also maintaining existing options. It's about making life easier for our customers by giving them a choice that suits their individual preferences."

Neill O'Sullivan, Mails and Parcels Director at Post Office, said: "We are delighted that after a 370-year partnership with Royal Mail, we continue to innovate and ensure parcel services meet the needs of customers who want the flexibility of using a locker for their parcel collection and delivery. We will evaluate this trial, and in particular the benefits it has brought to our postmasters and look forward to working with Royal Mail over the next few months on this trial."

Source: [International Distribution Service](#)