International Post Corporation

bpost lets you change when and where your parcel or registered mail is delivered even if it is already on its way

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Customers can now postpone the delivery of their parcel or registered mail by one day or change the delivery address in the My bpost app. Even if it is already on its way. These new advances give customers even greater personal choice in when and where their mail is delivered.

Whether they are working from home, at the office or have popped over to friends, bpost wants to give customers the power to decide when and where their parcel or registered mail is delivered rather than the other way round. In a market study this March, 92% of My bpost app users said that they wanted to be able to choose the day their mail is delivered. 80% said they wanted the option to change the delivery address when the parcel is already on the way.

That's why bpost has added two new functions to the app, both of which are now live:

Postpone delivery by a day
Since Friday 8 November everyone can tell bpost to deliver their parcel or registered mail one day later than originally scheduled. The option is available as soon as the delivery is announced in the app or by email. And it remains available right up until the item goes out for delivery on the scheduled delivery day. Delivery of registered mail can be postponed for a day right up until it is sorted.

Change the delivery address
As well as the delivery day, customers can also change the address where their parcel is to be delivered. The new address can be registered in a single tap in the app, as long as it is in the same region. This can be done from the moment the parcel delivery is announced in the app or by email until the moment it goes out for delivery. The parcel will then be delivered to the new address the same day.

Customers can also change the delivery address of their registered mail, although for security reasons registered mail can only be redirected to official post points and post offices. Registered mail can be redirected from the moment it is announced in the app until the moment it has been sorted.

Chris Peeters, CEO of bpostgroup: "The high-quality delivery of parcels to your door is one of bpost's major assets. At the same time, we realise that not everyone has the time to arrange their lives around home delivery. That is why we continue to develop new solutions. Via the My bpost app, we now enable customers to change the day of delivery or the address of delivery, even when the parcel or registered mail is already on its way. In the coming months, we will announce even more new features that will make our customers' lives easier."

Source: bpost

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