

Royal Mail appointed by Vistaprint to handle customer deliveries

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Royal Mail has been appointed by online printing experts Vistaprint, to handle customer deliveries across the UK using its *Tracked 48* services. Vistaprint is a global ecommerce brand, empowering millions of micro business owners worldwide to market their businesses professionally and affordably.

The one-year contract awarded following a competitive tender covers the collection and delivery of parcels from Royal Mail's warehouse in Northampton to customers nationwide using its flagship business service.

Last year, Royal Mail announced a series of improvements to its *Tracked* portfolio to increase retailer confidence and make its services more accessible, convenient and flexible.

These include:

- Increasing the weight limit to 20kg across the product range
- Increasing the compensation it offers from £50 to a maximum of £100
- Extending the acceptance time of consignments into its network to 23.59 on *Tracked 48*

- Improving access to its network by allowing customers to submit items over the weekend for weekday delivery

Vistaprint provides a wide range of affordable, quality printed and digital products that can be easily and fully customised to create unique marketing collateral for businesses of any kind and at any stage. These include business cards, postcards, flyers and apparel, as well as postcard mailing and website services. The company will use Royal Mail's detailed tracked reporting suite to enable its team to deliver on its customer service promise. The reporting offered with Royal Mail Tracked products is powered by Royal Mail's ongoing investment in barcoding and tracking technology.

Oliver Harcourt, UK Marketing Manager, Vistaprint said: "Vistaprint has been serving micro business owners for over 20 years and our customers often tell us that running their own business can be both challenging and stressful at times. That's why we are committed to giving them the peace of mind that their orders will arrive safely and on time. Our partnership with Royal Mail will enable us to provide every customer with a reliable and secure delivery service.

Source: [Royal Mail](#)