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PRESS RELEASE

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New Website for Royal Gibraltar Post Office

The Royal Gibraltar Post Office (RGPO) has launched a new website www.post.gi which provides information on its products and services and introduces a tracking facility for all international services, ie- Letters, Parcels and Express Mail Items.

The website features a clean, smart, and uncluttered design intended to impart information clearly and effectively. The website design also features a 'tablet / smart-phone' friendly format.

The Track and Trace feature is aimed at providing information on all bar-coded services, for both outgoing as well as incoming mail items. To make use of this service just type the postal reference number (normally next to the barcode) without any spaces (eg- RR123456789GI) in the field provided.

It should be noted that contrary to common practice amongst other postal administrations where data is filtered or curtailed for product/service differentiation reasons, the RGPO has a policy of providing all the available tracking data received and with immediate effect. As one department spokesman commented, *"if there is no data available, it means we haven't received it"*.

Some of the main features provided are:

- Track and Trace
- Postage Rate Calculator
- Comprehensive Information on products and services
- Modern sending/receiving focus to help manage your mailing needs
- Postal Heritage Information
- Site Map with all postal locations including pillar boxes
- Application Forms
- Useful Links
- Contact information

The website additionally provides information on postal heritage aspects and includes several pages dedicated to street pillar boxes and their designations. These also incorporate photographs and location maps. In connection with this, the government has recently approved a program for the review and refurbishment of street pillar boxes. The website will be updated as boxes are completed.

Commenting on the launch, the Resources Director, Mr John Robba said, "I am pleased with all the features and content in the website. It represents the culmination of a major piece of work and behind the scenes effort. It provides a source of information for our current products and a base for future service enhancements and up and coming new developments."

Minister for Postal Services, the Hon Steven Linares said, "I am very happy with the website. The content it provides on postal services is thorough and the new Track and Trace feature will provide a very useful and welcome facility for both the public and businesses alike."



www.post.gi