

January to November 2024

Quality of service performance

97.3%

of mail coming into Jersey was processed for delivery within one day of receipt at Rue des Pres



96.8%

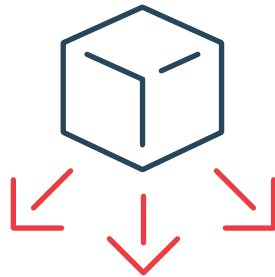
Jersey-to-Jersey post delivered two days after despatch



Jersey to UK

Day of despatch
+3 days 62.1%

Improved from 50% average in first five months, to 75% average after improvements in UK were made.



96.9%

of mail leaving Jersey despatched within one day of being posted

UK to Jersey

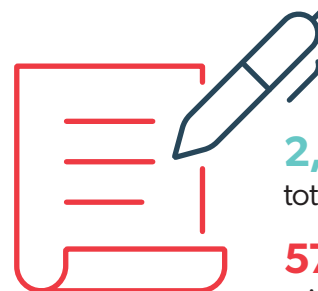
Day of despatch
+3 days 69.7%

Improved from 58% average in first five months, to 74% average after improvements in UK were made.



Annual average delivery

IVAS* routes **2.51 days**
NON-IVAS routes **4.46 days**
UK to Jersey route **3.77 days**



2,439

total complaints

57%

misdeliveries



Customers rated our service

On-island service **84% good and very good**
UK service rates **55% good and very good**
vs 34% in 2023 (21% improvement)

Jersey Post 
Delivering for you

*Import VAT Accounting Scheme