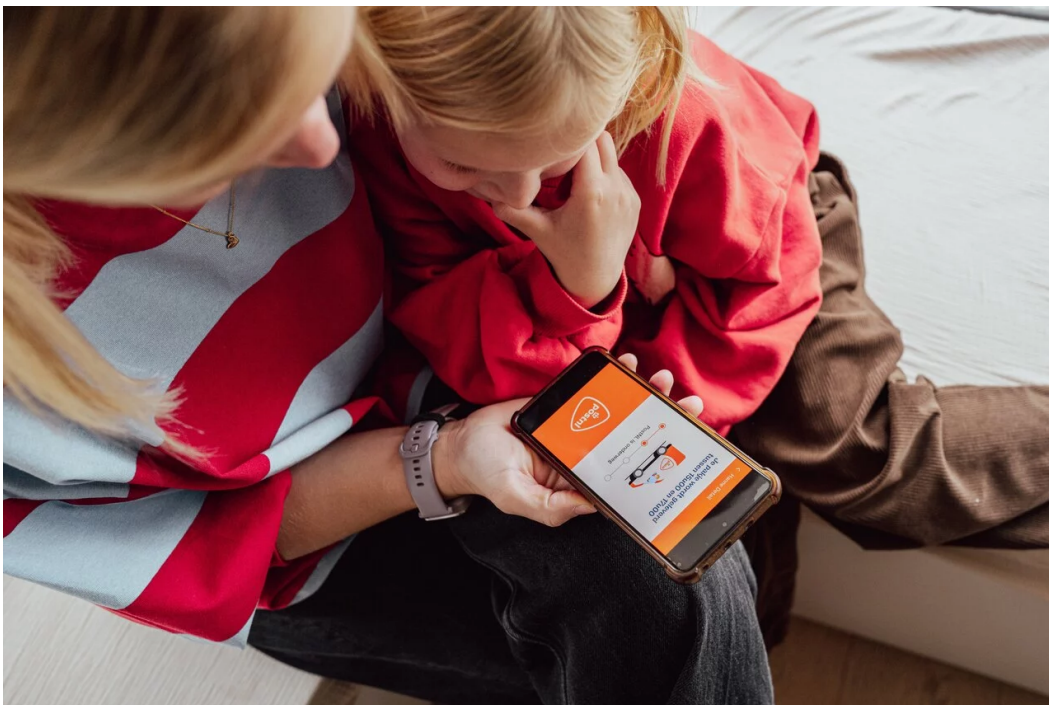


Consumers take more control over their deliveries

10 million PostNL accounts connect senders and receivers

The Hague, 10 September 2026 – Consumers increasingly want more control over how and where they receive their parcels. The growth in the number of PostNL accounts shows how important this choice has become. Today, the 10 millionth PostNL account was registered. The accounts are linked to 8.2 million addresses. Through the PostNL app, consumers can see which parcels are on their way and adjust their delivery to suit their preferences. More than 3.5 million receivers have set their delivery preferences. This makes the account an important tool for both receivers and senders.



Putting customer's preferences first

Delivery is an important part of the online shopping experience. That experience does not end at checkout. The better a delivery matches delivery preferences, the more convenient and predictable the experience becomes. In this way, PostNL helps online retailers provide their customers with a better delivery experience.

"Reaching 10 million accounts shows that consumers increasingly want more control over how they receive their parcels," says Selma Postma, Managing Director E-commerce at PostNL. "By listening carefully to their preferences, we can continue to improve the delivery experience and help senders serve their customers better."

Building on a trusted foundation

The PostNL account is becoming the foundation for an increasing number of personalised services for receiving and sending. Convenience, transparency and control for consumers are at the heart of these services. New developments in digital identity and AI assistants are changing the way people shop online. What remains unchanged is the desire to choose how and where an order is received. In this way, PostNL will continue to be the trusted link between receivers and senders in the future.

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