

2016 Message from the Postmaster General – Michael Gentles

Innovation, Inclusion, Integration

It is no mean feat to be serving the public for 345 years!

The effects of a changing society and customer needs, constantly developing technology, intra island migration has and continues to inform yearly plans for the sustained growth of postal services in Jamaica. As such we at Jamaica Post have taken action that has already seen innovation, inclusion, and integration being introduced into postal operations and services.

In September, Jamaica Post rolled out and introduced to the public a Mobile Post Office. In this pilot phase which extends to November, the Mobile Post is offering postal services based on a schedule to some communities in St. Ann, St. Catherine, Trelawny and St. James. In time, this service will be offered in other parishes across the island. That's innovation!

More small businesses are making use of the recently rebranded Zip Mail, our island-wide Next Business Day delivery service, to delivery their products to their customers. We are not only catering for individuals but to businesses as well, allowing them and ourselves to contribute to the growth of Jamaica's economy. That's inclusion!

We continue to work with government and private sector partners to integrate more technologies that will offer more efficiencies and effectiveness in the security, processing and delivery of mail items and allow us to offer more services to the public. Jamaica Post is now several steps closer to offering customers the option of conducting business online with Post Offices. That's integration!

We join with our international partners and other Post Offices globally to connect Jamaica to the rest of the world in commerce and social life. That's inclusion and integration!

There is more work to be done as the world demands more convenient, flexible and personalized services. Jamaica Post will continue to work within the available resources to meet the needs of our public. As the Director General of our umbrella body, the Universal Postal Union has said and we concur, “We are determined to remain the trusted, reliable and affordable communication service provider for institutions, businesses and citizens of the world.”

As Jamaica Post celebrates the start of world post day, we thank you for your support through the years and look forward to continually serving you.