

4Q 2023 | POSTAL & COURIER FACTS & FIGURES

Updated as of December 2023



POSTAL INFRASTRUCTURE

1

INTERNATIONAL OFFICE
OF EXCHANGE
3Q 2023: 1

381

STAMP VENDOR
3Q 2023: 381

8

SORTING OFFICE
3Q 2023: 8

230

MINI POST OFFICE
3Q 2023: 230

627

POST OFFICE
3Q 2023: 628

215

POSTAL AGENT
3Q 2023: 215

9

MOBILE POST OFFICE
3Q 2023: 9

4Q 2023

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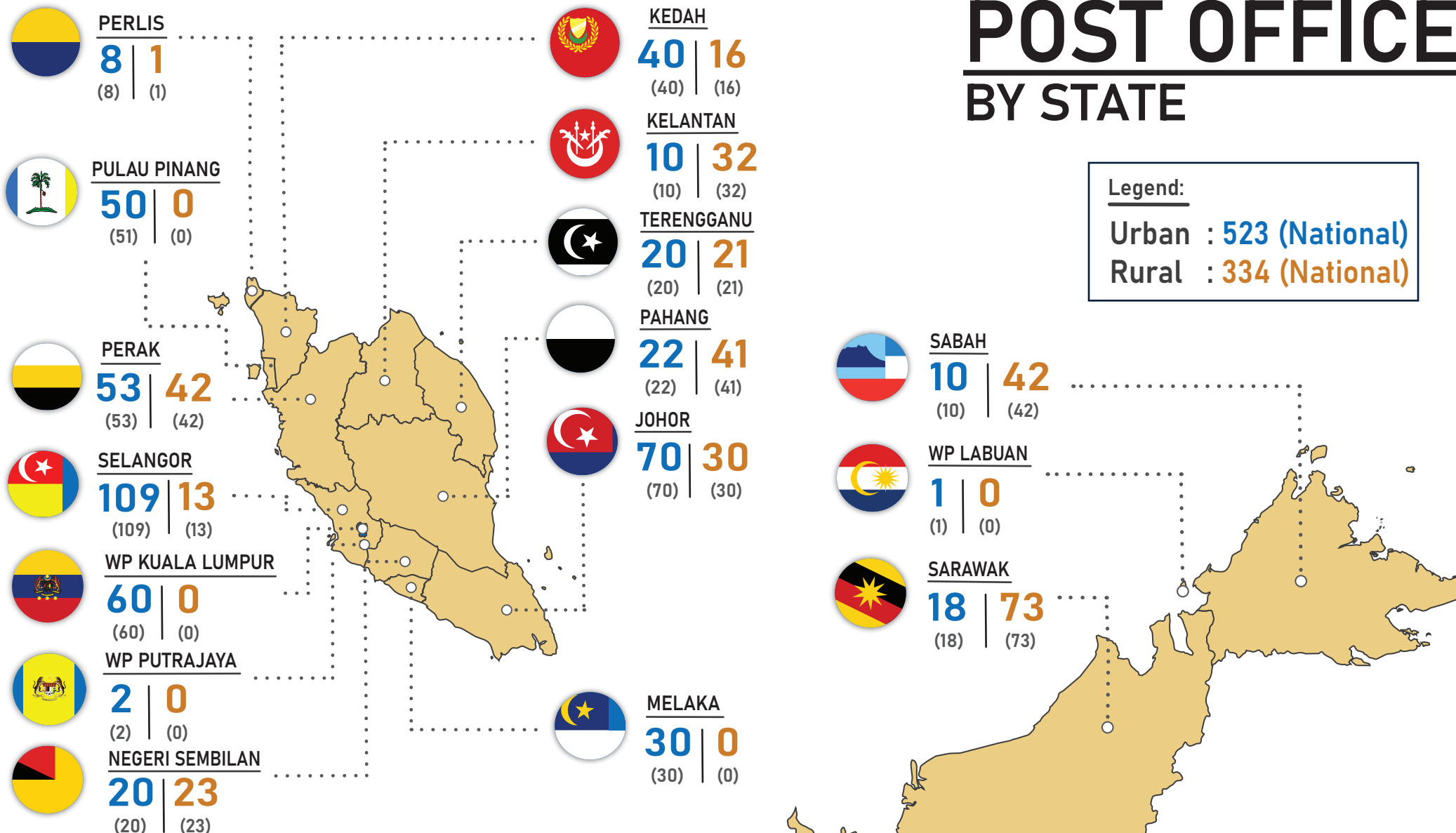


POST OFFICE BY STATE

Legend:

Urban : 523 (National)

Rural : 334 (National)



Note:

1. Number of post offices include post offices and mini post offices.
2. Data in parentheses refer to 3Q 2023 data.

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POSTAL EMPLOYMENT

919 OTHERS*
3Q 2023: 848

673 SORTING CREW
3Q 2023: 707

6,843 ADMINISTRATIVE
3Q 2023: 6,896

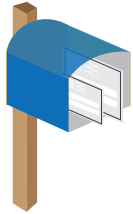
145 CALL CENTER
3Q 2023: 137

7,183 PICKUP & DISPATCH
3Q 2023: 6,981

Note:

*Others include supervisor of postmen and *wakil posmen*.

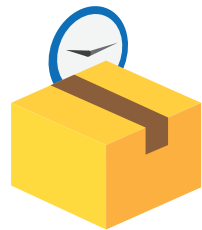
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NUMBER OF LETTER POST ITEM ('000)

DOMESTIC
71,477.3
3Q 2023: 82,450.4

INTERNATIONAL
2,345.1
3Q 2023: 2,069.0



NUMBER OF EXPRESS ITEM ('000)

DOMESTIC
0
3Q 2023: 0

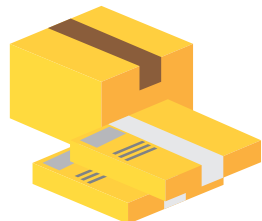
INTERNATIONAL
510.1
3Q 2023: 279.5



NUMBER OF REGISTERED ITEM ('000)

DOMESTIC
5,028.2
3Q 2023: 4,694.9

INTERNATIONAL
280.1
3Q 2023: 276.2



NUMBER OF ORDINARY PARCEL ('000)

DOMESTIC
32.9
3Q 2023: 35.7

INTERNATIONAL
35.7
3Q 2023: 37.5

POSTAL TRAFFIC BY TYPE OF ITEM



NUMBER OF INSURED PARCEL ('000)

DOMESTIC
0.4
3Q 2023: 0.5



NUMBER OF ADVERTISING ITEM ('000)

DOMESTIC
1,993.0
3Q 2023: 665.9



NUMBER OF POST FREE ITEM ('000)

DOMESTIC
365.1
3Q 2023: 394.0

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POSTAL VEHICLE

6 TRAILER
3Q 2023: 6

308 LORRY / TRUCK
3Q 2023: 314

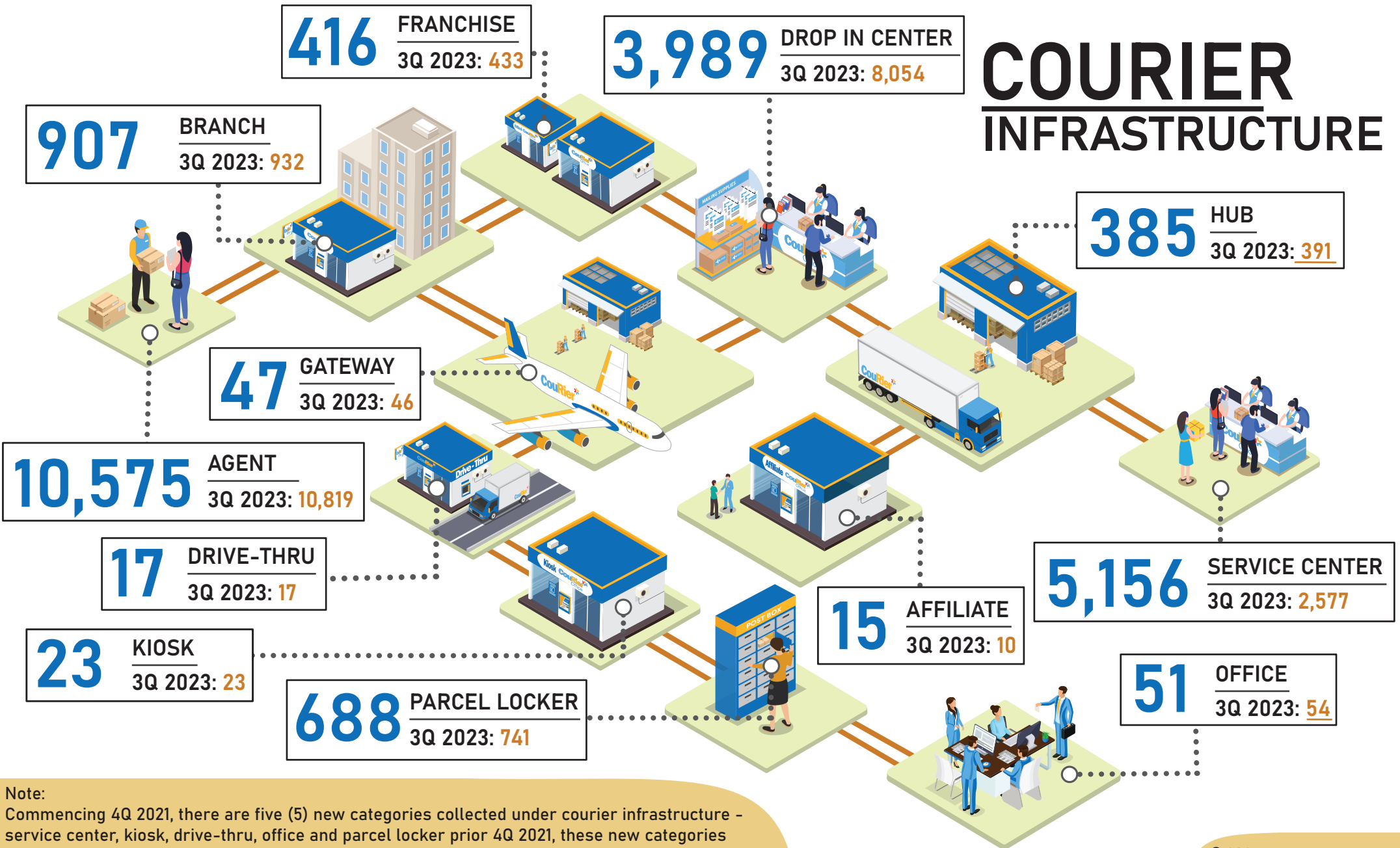
3,087 VAN
3Q 2023: 2,055

5,198 MOTORCYCLE
3Q 2023: 5,199

Note:
Number of vehicles refer to vehicles owned by postal service provider and vehicles owned by outsource contractors/individual related to postal and courier activities.

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COURIER EMPLOYMENT

15,768 SORTING CREW
3Q 2023: 16,117

10,960 OTHERS*
3Q 2023: 11,117

11,156 ADMINISTRATIVE
3Q 2023: 11,734

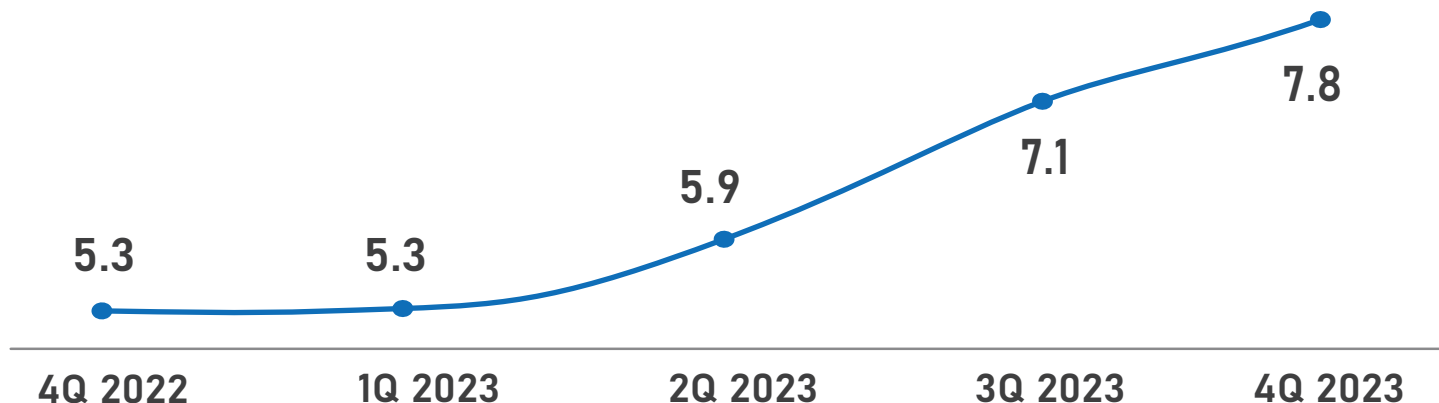
2,570 CALL CENTER
3Q 2023: 2,722

68,959 PICKUP & DISPATCH
3Q 2023: 67,762

Note:

*Others in courier employment include employees in sales, marketing, finance, internship and non-operational, etc.

Parcel Per Capita



COURIER TRAFFIC

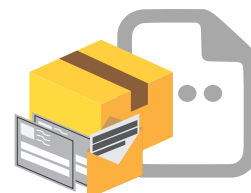
Courier Traffic by types of items



NUMBER OF PACKAGES & PARCELS ('000)

DOMESTIC
246,713.9
3Q 2023: 218,742.2

INTERNATIONAL
3,937.4
3Q 2023: 4,251.1



NUMBER OF EXPRESS DOCUMENTS ('000)

DOMESTIC
9,962.5
3Q 2023: 11,922.1

INTERNATIONAL
557.7
3Q 2023: 578.3

OTHERS ('000)

DOMESTIC
1,624.1
3Q 2023: 1,691.3

INTERNATIONAL
101.7
3Q 2023: 94.6

Note:

1. Others in courier traffic include non-priority mail, walk-in courier, prepaid, post express & etc.
2. Parcel per capita is calculated based on total courier volume divide by population as at particular quarter.

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177 TRAILER
3Q 2023: 176

113 AIRCRAFT
3Q 2023: 111

COURIER VEHICLE

3 BULK CARRIER VESSEL
3Q 2023: 4

8,051 LORRY / TRUCK
3Q 2023: 9,157

9,869 VAN
3Q 2023: 9,202

22,041 CAR
3Q 2023: 22,130

14,022 MOTORCYCLE
3Q 2023: 15,223

Note:

Vehicle refer to vehicles owned by courier companies, outsource vehicle and staff personal vehicle for courier activities.

Note:

1. In 2023, statistics from courier services were collected from all active courier licensees who conducted courier activity.
2. For portal and courier traffic, the number of traffic for 3Q 2023 is from Jul - Sept, whereas the number of traffic for 4Q 2023 is from Oct - Dec.
3. Revised figures are underlined.

For further inquiries, please contact Statistics and Data Intelligence Department at MCMC or email, statistics@mcmc.gov.my