

3Q 2023 | POSTAL & COURIER FACTS & FIGURES

Updated as of September 2023



POSTAL INFRASTRUCTURE

1

INTERNATIONAL OFFICE
OF EXCHANGE
2Q 2023: 1

381

STAMP VENDOR
2Q 2023: 381

8

SORTING OFFICE
2Q 2023: 8

230

MINI POST OFFICE
2Q 2023: 233

628

POST OFFICE
2Q 2023: 633

215

POSTAL AGENT
2Q 2023: 224

9

MOBILE POST OFFICE
2Q 2023: 9

3Q 2023

POSTAL & COURIER FACTS & FIGURES

Updated as of September 2023

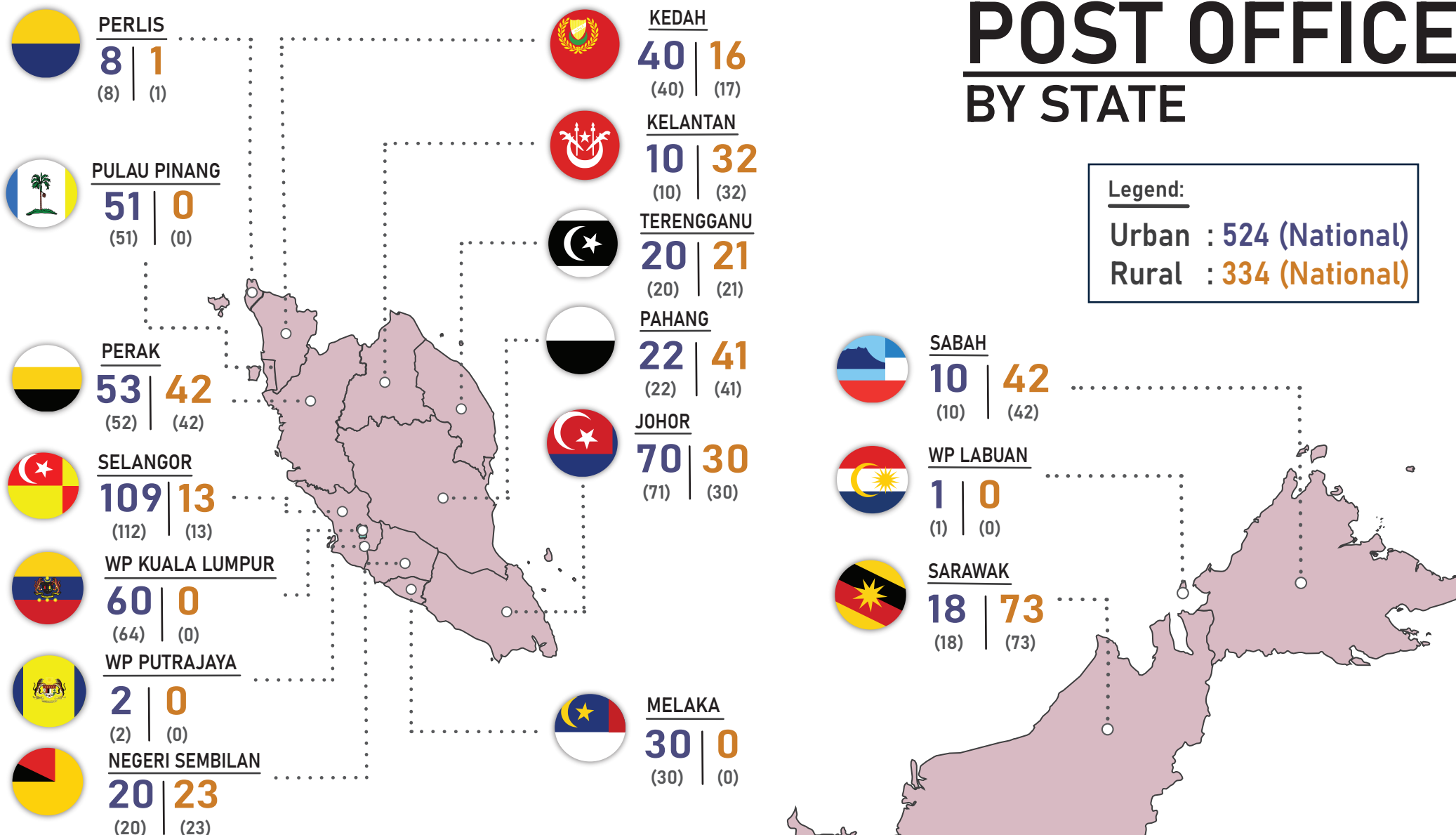


POST OFFICE BY STATE

Legend:

Urban : 524 (National)

Rural : 334 (National)



Note:

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

3Q 2023 |

POSTAL & COURIER FACTS & FIGURES

Updated as of September 2023



POSTAL EMPLOYMENT

848 OTHERS*
2Q 2023: 881

707 SORTING CREW
2Q 2023: 985

6,896 ADMINISTRATIVE
2Q 2023: 6,950

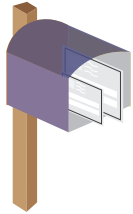
137 CALL CENTER
2Q 2023: 140

6,981 PICKUP & DISPATCH
2Q 2023: 7,285

Note:

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

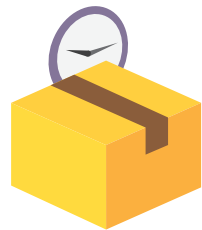
© 2023. All rights reserved.



NUMBER OF LETTER POST ITEM ('000)

DOMESTIC
82,450.4
2Q 2023: 81,345.7

INTERNATIONAL
2,069.0
2Q 2023: 2,178.3



NUMBER OF EXPRESS ITEM ('000)

DOMESTIC
0
2Q 2023: 0

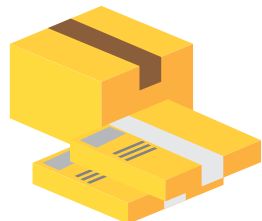
INTERNATIONAL
279.5
2Q 2023: 222.5



NUMBER OF REGISTERED ITEM ('000)

DOMESTIC
4,694.9
2Q 2023: 5,025.4

INTERNATIONAL
276.2
2Q 2023: 282.0



NUMBER OF ORDINARY PARCEL ('000)

DOMESTIC
35.7
2Q 2023: 33.6

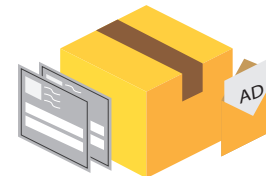
INTERNATIONAL
37.5
2Q 2023: 35.2

POSTAL TRAFFIC BY TYPE OF ITEM



NUMBER OF INSURED PARCEL ('000)

DOMESTIC
0.5
2Q 2023: 0.4



NUMBER OF ADVERTISING ITEM ('000)

DOMESTIC
665.9
2Q 2023: 2,035.1



NUMBER OF POST FREE ITEM ('000)

DOMESTIC
394.0
2Q 2023: 421.9

3Q 2023 |

POSTAL & COURIER FACTS & FIGURES

Updated as of September 2023



POSTAL VEHICLE

6 TRAILER
2Q 2023: **6**

314 LORRY / TRUCK
2Q 2023: **323**

2,055 VAN
2Q 2023: **2,220**

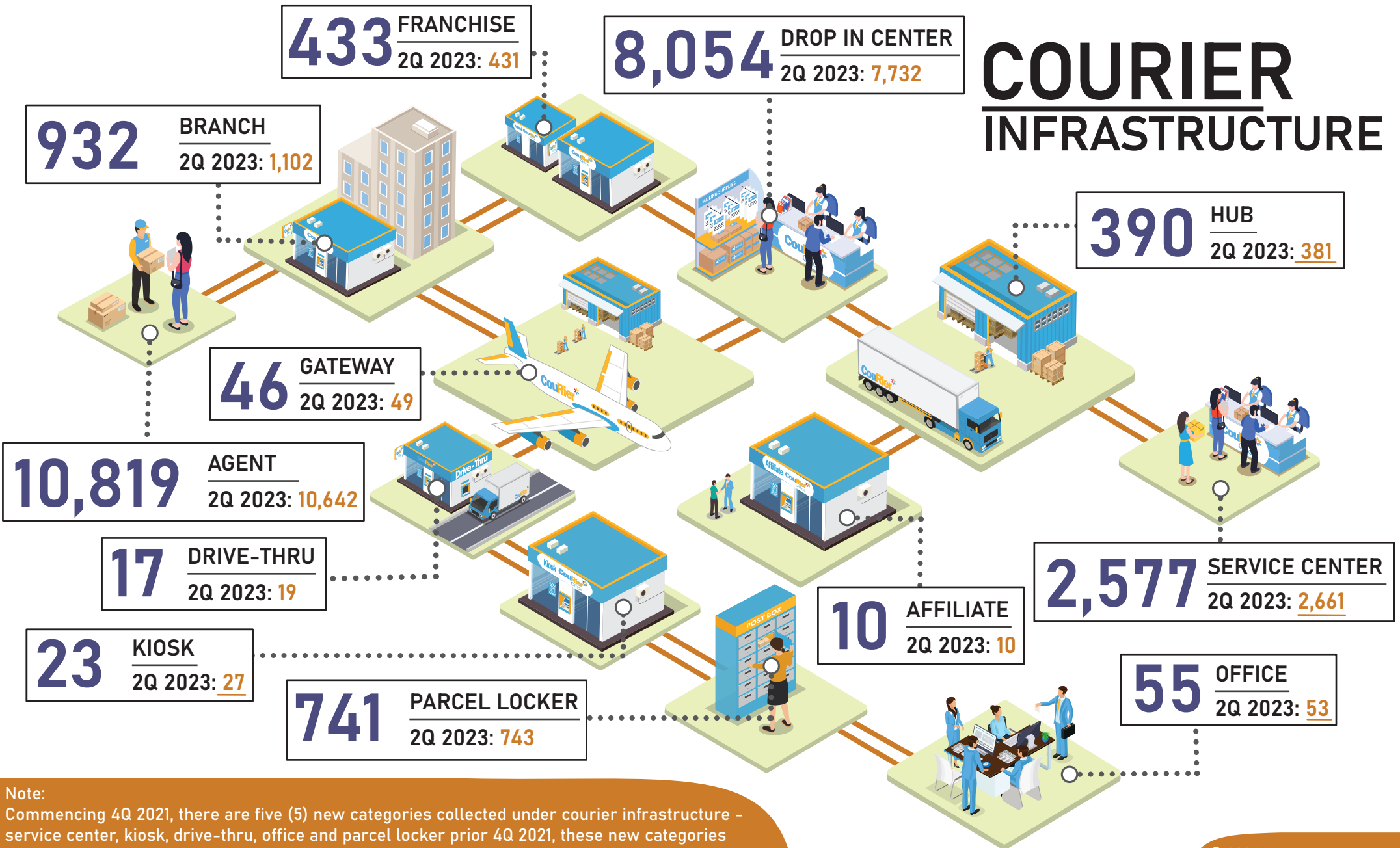
5,199 MOTORCYCLE
2Q 2023: **5,127**

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.

© 2023. All rights reserved.

3Q 2023 | POSTAL & COURIER FACTS & FIGURES

Updated as of September 2023



3Q 2023 |

POSTAL & COURIER FACTS & FIGURES

Updated as of September 2023



COURIER EMPLOYMENT

16,121 SORTING CREW
2Q 2023: 12,404

11,117 OTHERS*
2Q 2023: 10,351

11,735 ADMINISTRATIVE
2Q 2023: 13,006

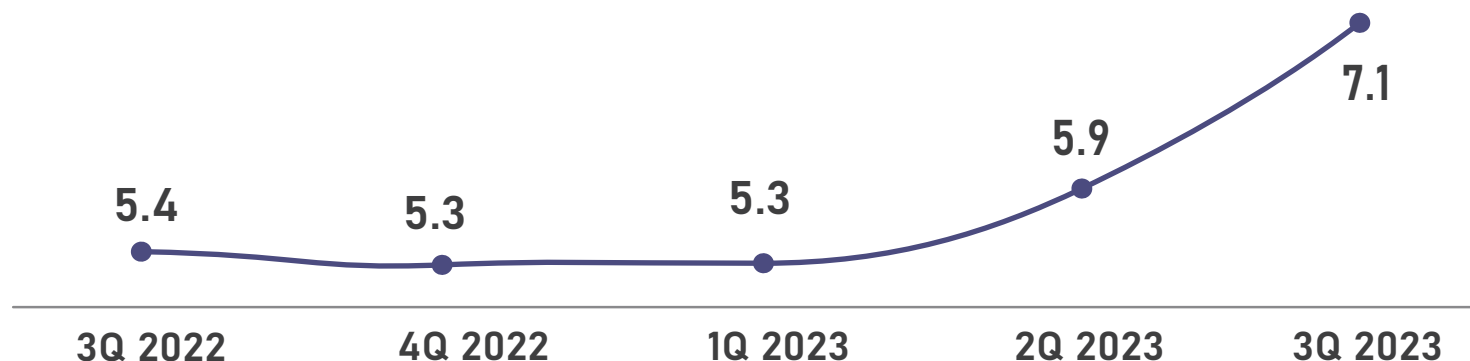
2,722 CALL CENTER
2Q 2023: 2,752

66,171 PICKUP & DISPATCH
2Q 2023: 54,289

Note:

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

Parcel Per Capita



COURIER TRAFFIC

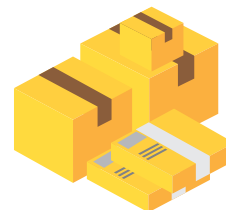
Courier Traffic by types of items



NUMBER OF PACKAGES & PARCELS ('000)

DOMESTIC
218,742.2
2Q 2023: 177,622.0

INTERNATIONAL
4,251.1
2Q 2023: 3,528.7



NUMBER OF EXPRESS DOCUMENTS ('000)

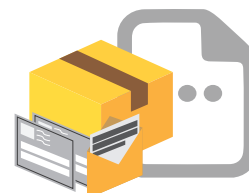
DOMESTIC
11,922.1
2Q 2023: 12,086.5

INTERNATIONAL
578.3
2Q 2023: 400.5

OTHERS ('000)

DOMESTIC
1,691.3
2Q 2023: 1,742.5

INTERNATIONAL
94.6
2Q 2023: 99.2



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.

3Q 2023 | POSTAL & COURIER FACTS & FIGURES

Updated as of September 2023



176 TRAILER
2Q 2023: 166

111 AIRCRAFT
2Q 2023: 95

COURIER VEHICLE

4 BULK CARRIER VESSEL
2Q 2023: 4

8,419 LORRY / TRUCK
2Q 2023: 8,679

8,373 VAN
2Q 2023: 9,171

22,119 CAR
2Q 2023: 21,806

15,192 MOTORCYCLE
2Q 2023: 15,583

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 2Q 2023 is from Apr - June, whereas the number of traffic for 3Q 2023 is from Jul- Sept.
 3. Updated as at September 2023.
 4. Revised figures are underlined.

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