1Q 2023 | POSTAL & COURIER FACTS & FIGURES

Updated as of 31 March 2023

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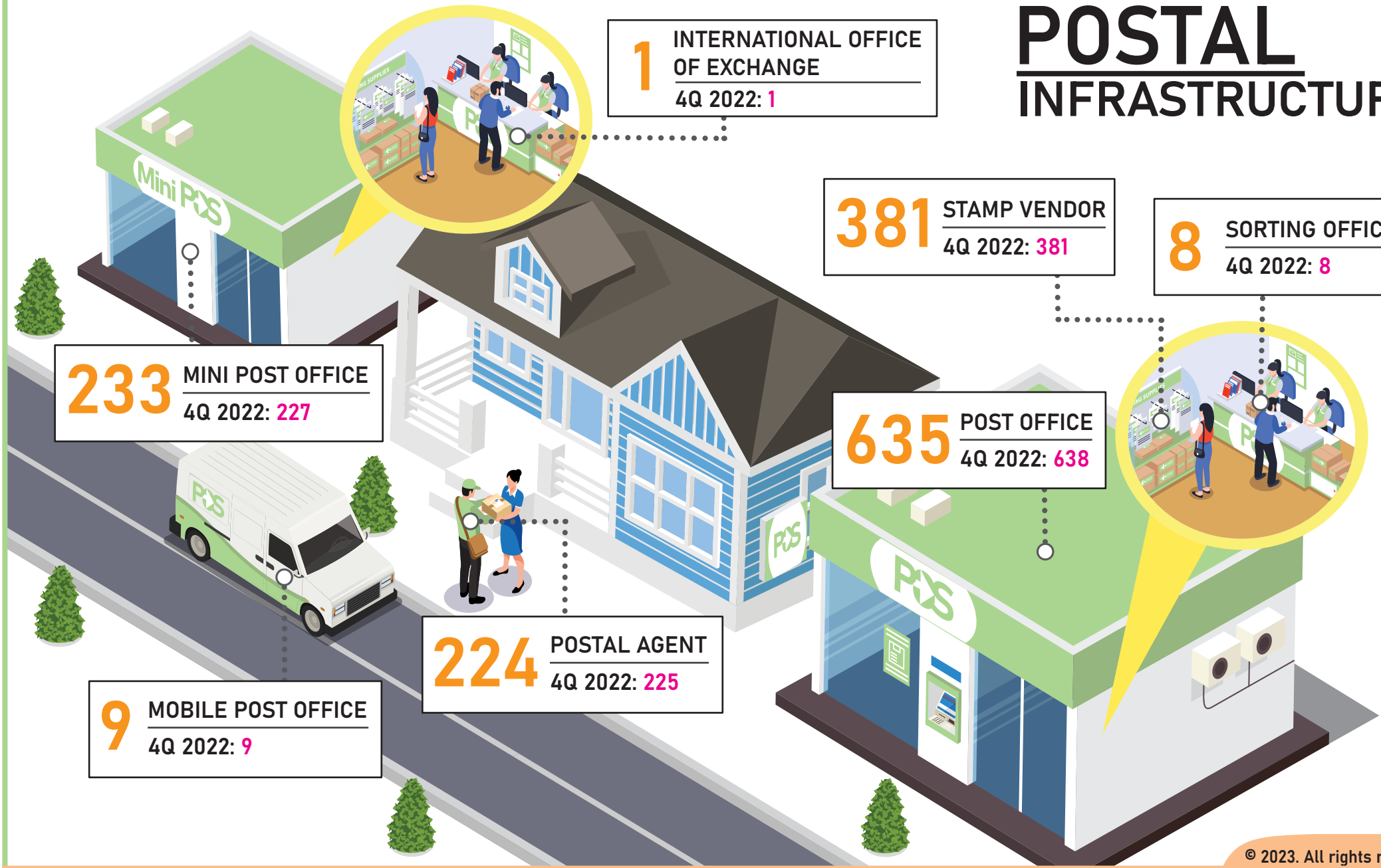
POSTAL INFRASTRUCTURE



1 INTERNATIONAL OFFICE OF EXCHANGE
4Q 2022: 1

381 STAMP VENDOR
4Q 2022: 381

8 SORTING OFFICE
4Q 2022: 8

233 MINI POST OFFICE
4Q 2022: 227

635 POST OFFICE
4Q 2022: 638

224 POSTAL AGENT
4Q 2022: 225

9 MOBILE POST OFFICE
4Q 2022: 9

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POST OFFICE BY STATE

PERLIS
8 | 1
(8) (1)

PULAU PINANG
51 | 0
(50) (0)

PERAK
51 | 42
(52) (42)

SELANGOR
118 | 13
(119) (13)

WP KUALA LUMPUR
60 | 0
(61) (0)

WP PUTRAJAYA
2 | 0
(2) (0)

NEGERI SEMBILAN
20 | 22
(19) (22)

KEDAH
41 | 17
(41) (17)

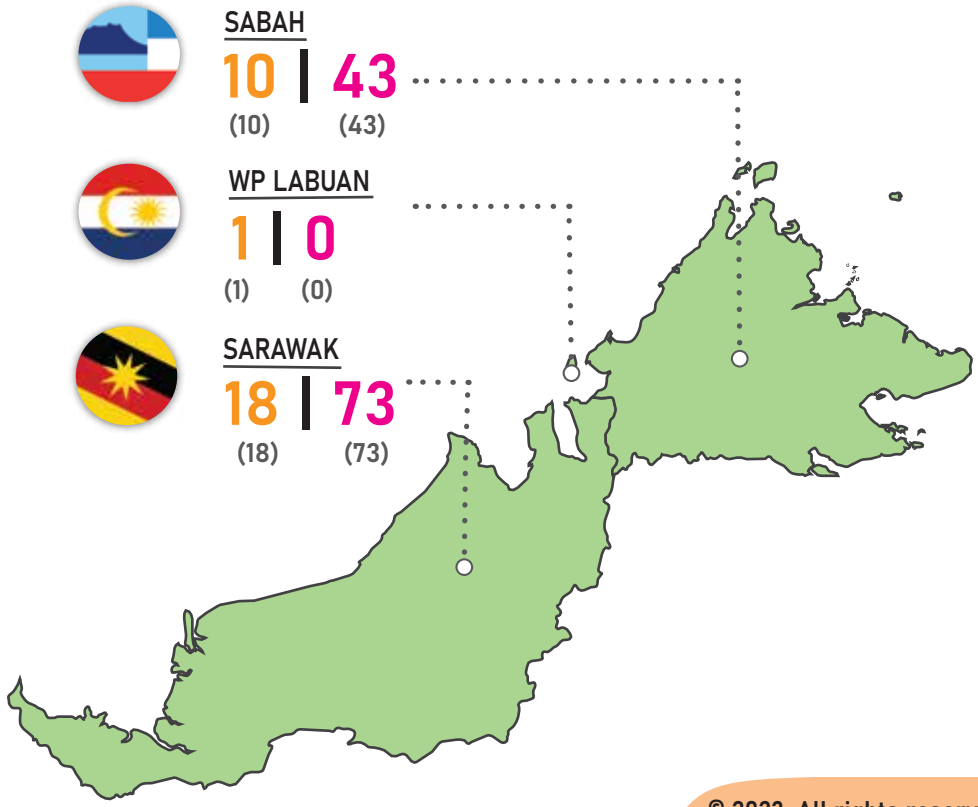
KELANTAN
10 | 32
(10) (31)

TERENGGANU
20 | 21
(20) (20)

PAHANG
22 | 41
(22) (41)

JOHOR
71 | 30
(70) (30)

MELAKA
30 | 0
(29) (0)



SABAH
10 | 43
(10) (43)

WP LABUAN
1 | 0
(1) (0)

SARAWAK
18 | 73
(18) (73)

Legend:
Urban : 533 (National)
Rural : 335 (National)

Note:
1. Number of post offices include post offices and mini post offices.
2. Data in parentheses refer to 4Q 2022 data.

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POSTAL EMPLOYMENT

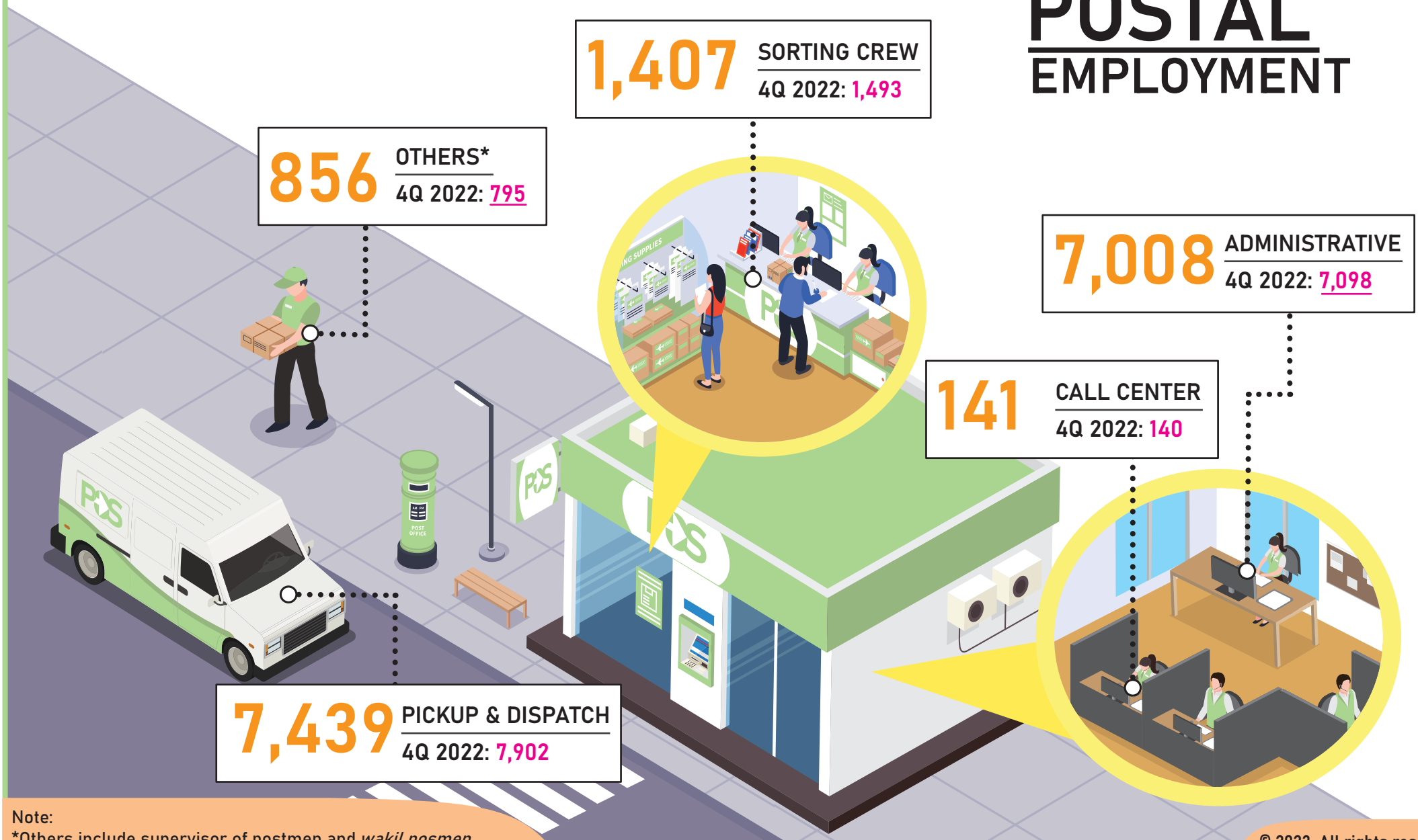
1,407 SORTING CREW
4Q 2022: 1,493

856 OTHERS*
4Q 2022: 795

7,008 ADMINISTRATIVE
4Q 2022: 7,098

141 CALL CENTER
4Q 2022: 140

7,439 PICKUP & DISPATCH
4Q 2022: 7,902



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

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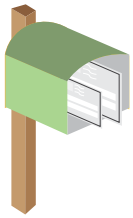
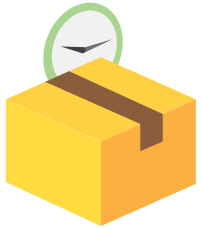
POSTAL TRAFFIC
BY TYPE OF ITEM



NUMBER OF LETTER POST ITEM ('000)

DOMESTIC	INTERNATIONAL
82,145.2	2,365.7
4Q 2022: 84,823.2	4Q 2022: 2,777.8

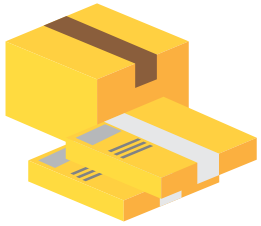


NUMBER OF EXPRESS ITEM ('000)

DOMESTIC	INTERNATIONAL
0	172.6
4Q 2022: 0.002	4Q 2022: 164.8

NUMBER OF REGISTERED ITEM ('000)

DOMESTIC	INTERNATIONAL
4,596.8	99.4
4Q 2022: 4,910.6	4Q 2022: 289.1



NUMBER OF ORDINARY PARCEL ('000)

DOMESTIC	INTERNATIONAL
41.0	38.7
4Q 2022: 35.5	4Q 2022: 39.8

NUMBER OF INSURED PARCEL ('000)

DOMESTIC
0.3
4Q 2022: 0.4

NUMBER OF ADVERTISING ITEM ('000)

DOMESTIC
2,929.3
4Q 2022: 922.2

NUMBER OF POST FREE ITEM ('000)

DOMESTIC
465.5
4Q 2022: 592.4

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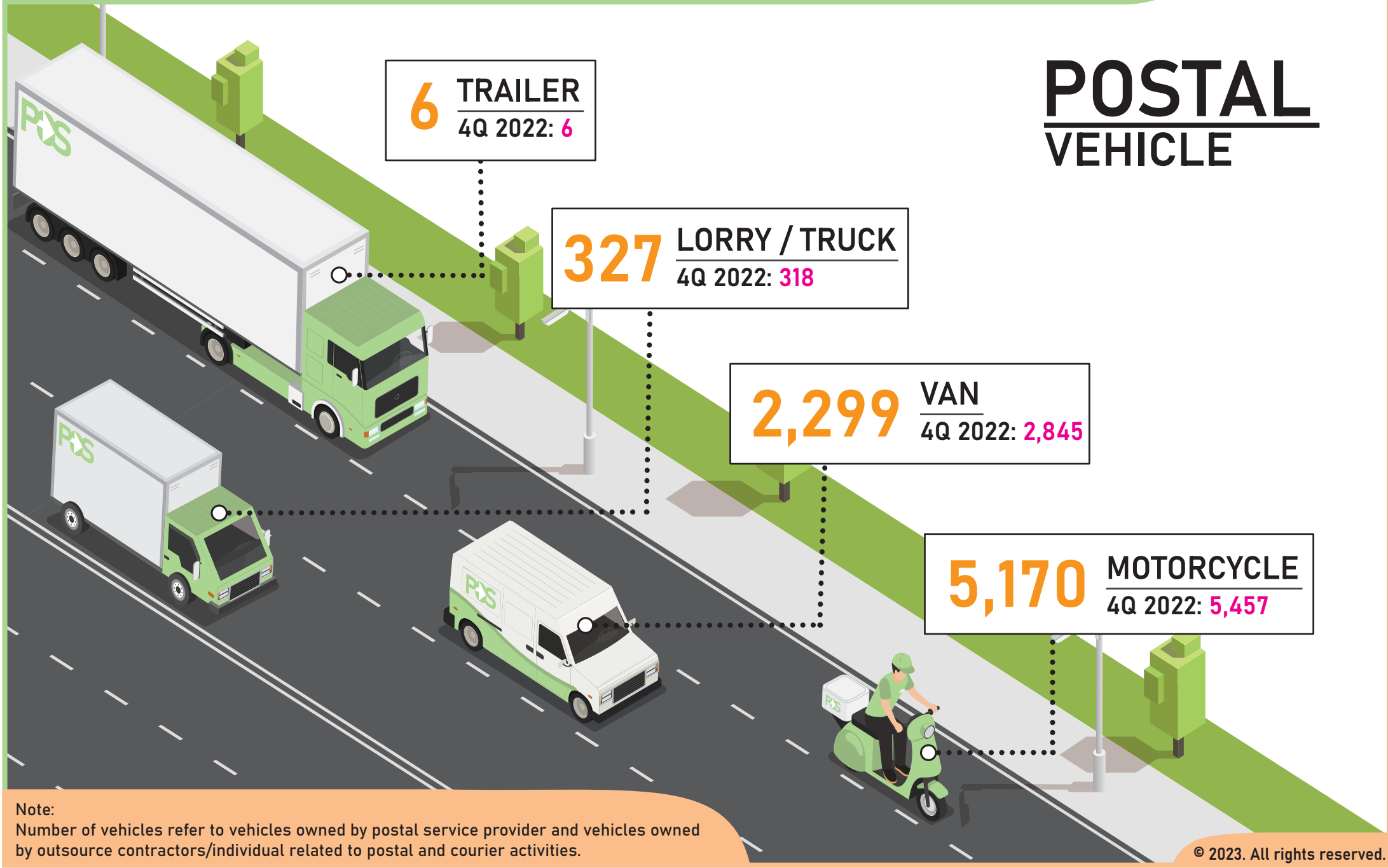
POSTAL VEHICLE



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 INFRASTRUCTURE

711 FRANCHISE
4Q 2022: 507

7,915 DROP IN CENTER
4Q 2022: 8,317

1,144 BRANCH
4Q 2022: 1,155

383 HUB
4Q 2022: 389

47 GATEWAY
4Q 2022: 48

10,389 AGENT
4Q 2022: 10,472

19 DRIVE-THRU
4Q 2022: 23

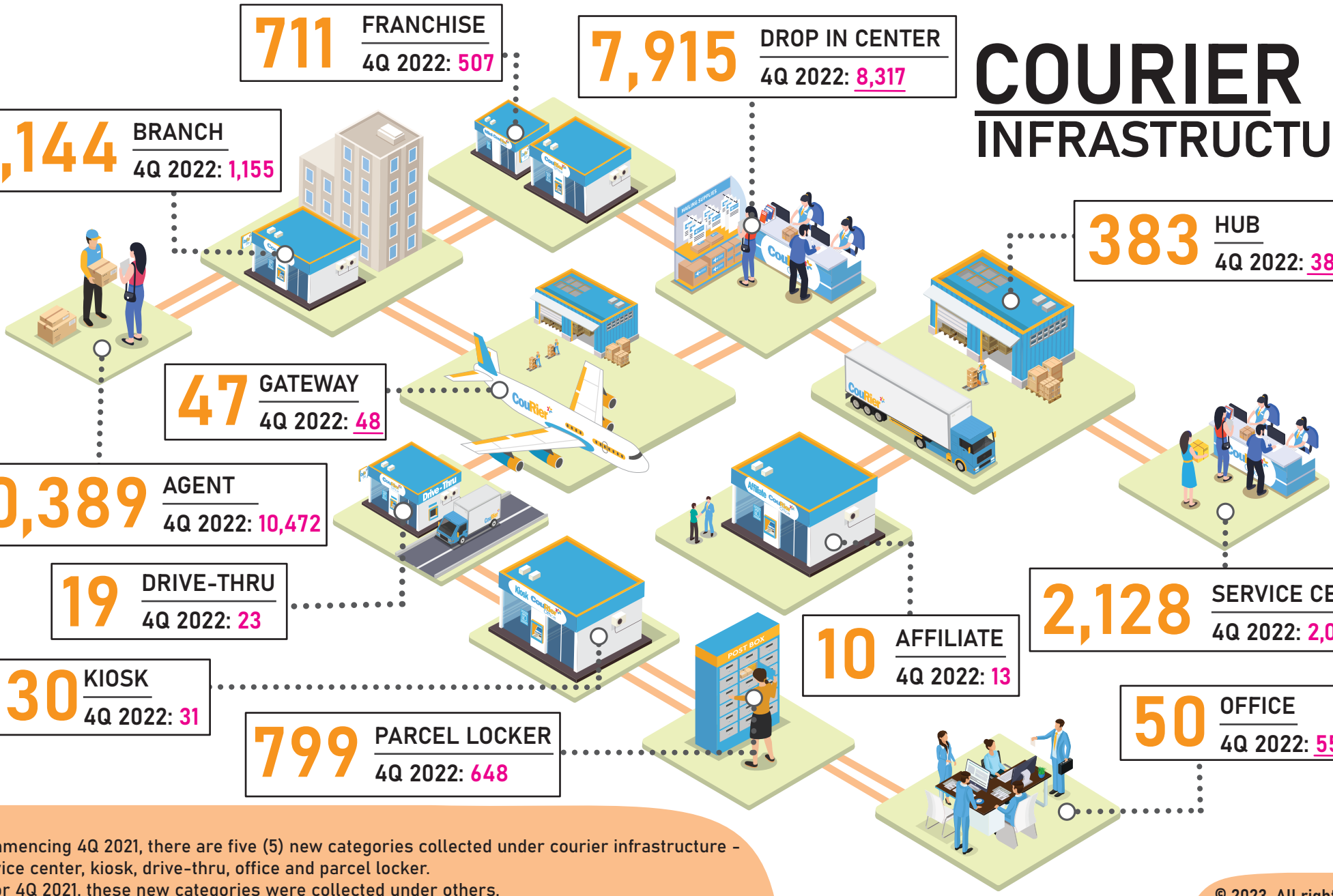
30 KIOSK
4Q 2022: 31

799 PARCEL LOCKER
4Q 2022: 648

10 AFFILIATE
4Q 2022: 13

2,128 SERVICE CENTER
4Q 2022: 2,038

50 OFFICE
4Q 2022: 55



Note:
1. Commencing 4Q 2021, there are five (5) new categories collected under courier infrastructure - service center, kiosk, drive-thru, office and parcel locker.
2. Prior 4Q 2021, these new categories were collected under others.

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COURIER EMPLOYMENT

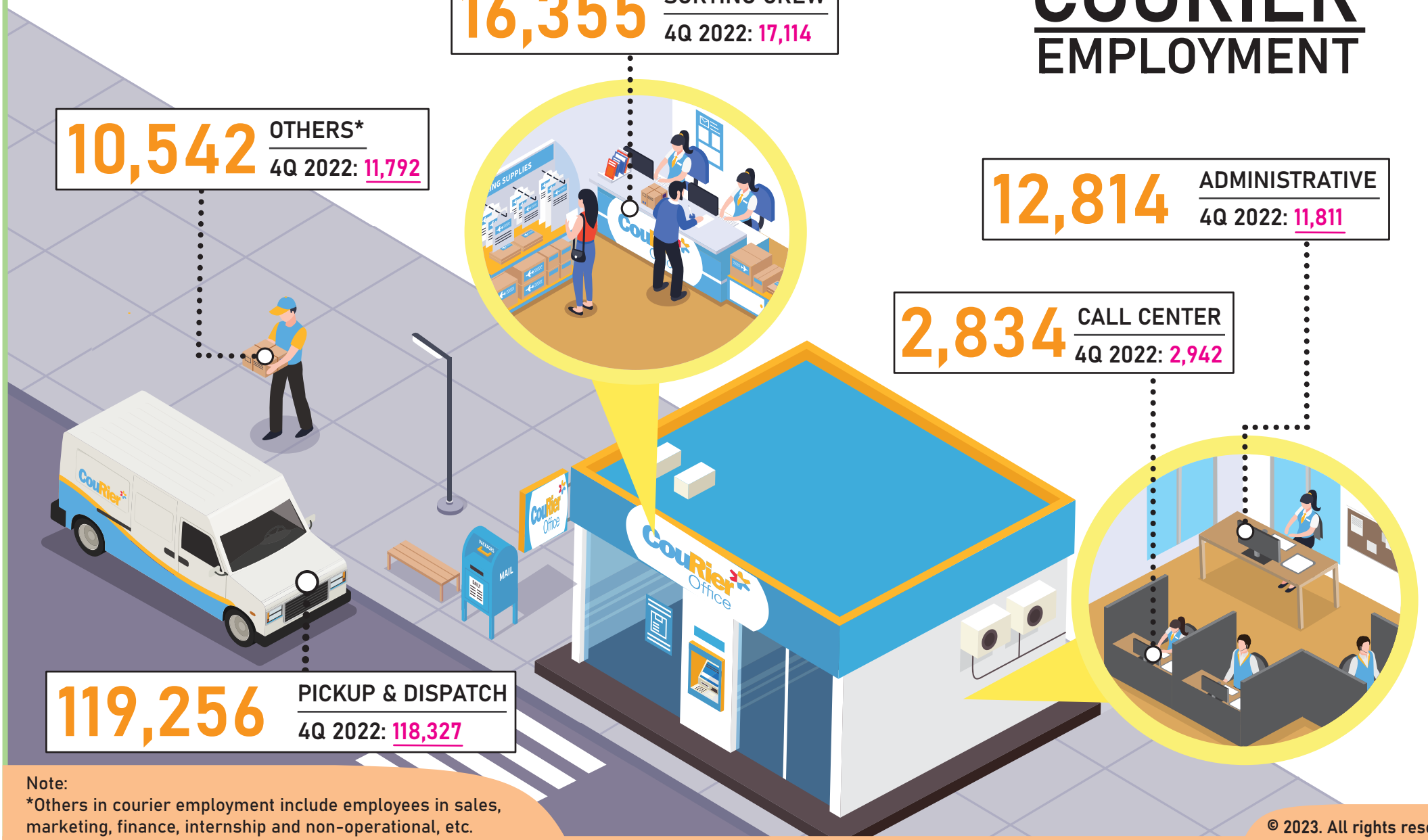
16,355 SORTING CREW
4Q 2022: 17,114

10,542 OTHERS*
4Q 2022: 11,792

12,814 ADMINISTRATIVE
4Q 2022: 11,811

2,834 CALL CENTER
4Q 2022: 2,942

119,256 PICKUP & DISPATCH
4Q 2022: 118,327



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

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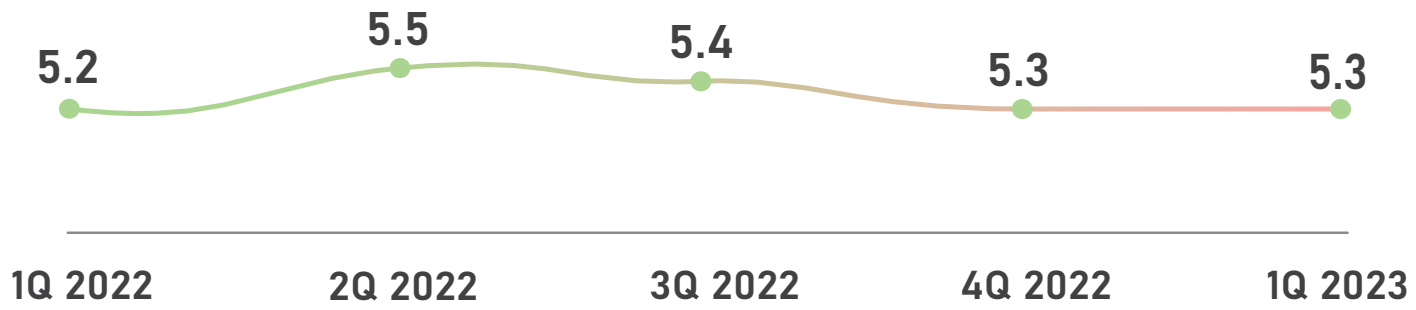
Parcel Per Capita

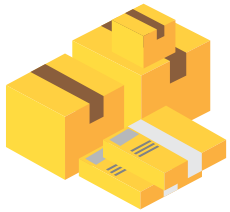


COURIER TRAFFIC

Courier Traffic by types of items

NUMBER OF PACKAGES & PARCELS ('000)

DOMESTIC	INTERNATIONAL
157,141.5	3,215.6
4Q 2022: 156,421.0	4Q 2022: 3,931.7



NUMBER OF EXPRESS DOCUMENTS ('000)

DOMESTIC	INTERNATIONAL
12,753.1	597.0
4Q 2022: 12,808.3	4Q 2022: 460.1

OTHERS ('000)

DOMESTIC	INTERNATIONAL
1,994.3	31.2
4Q 2022: 2,250.5	4Q 2022: 55.2

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.

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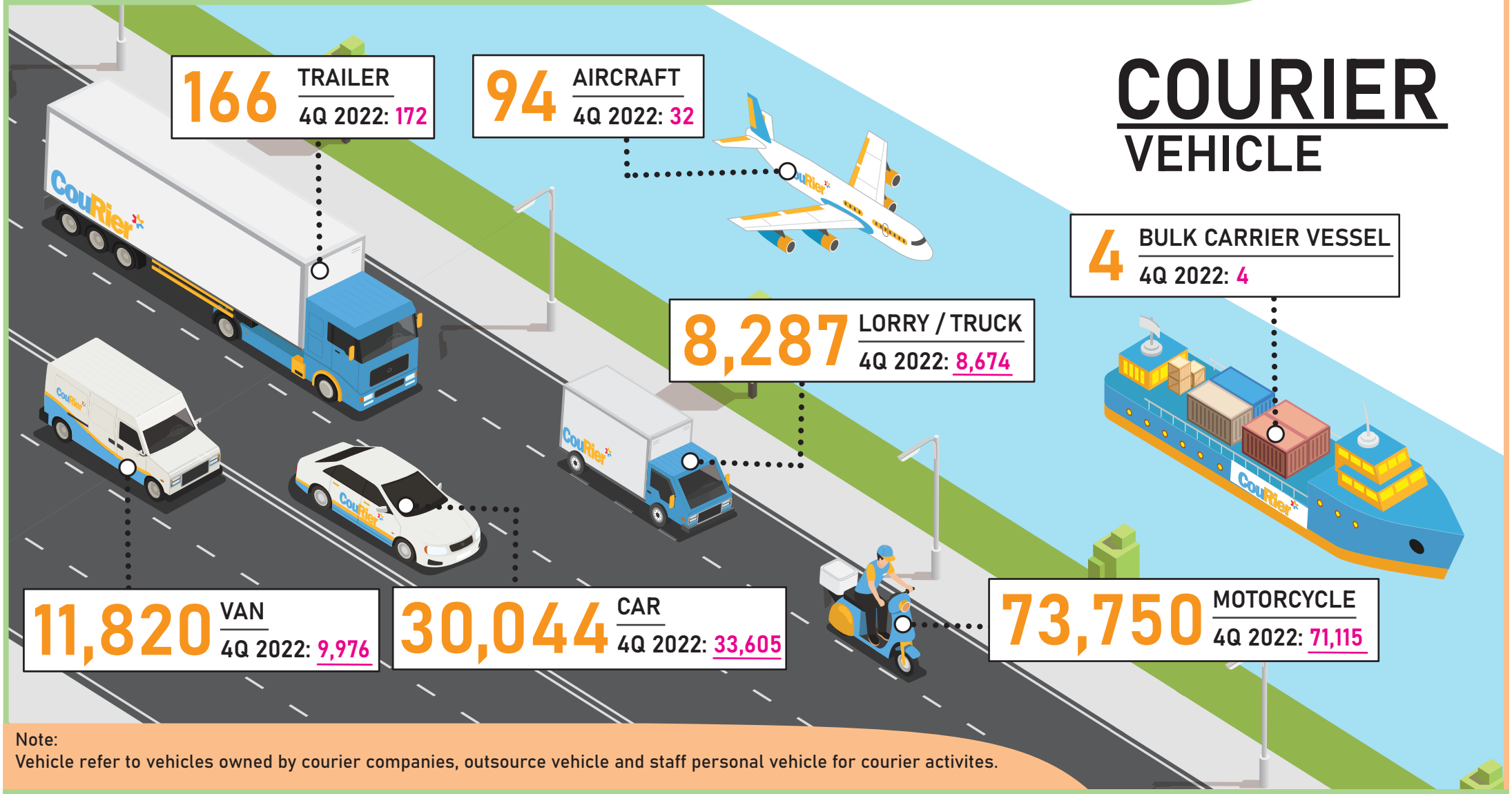
COURIER VEHICLE



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

Note:
1. In 2023, statistics from courier services were collected from all active courier licensees who conducted courier activity.
2. For postal and courier traffic, the number of traffic for 4Q 2022 is from October - December, whereas the number of traffic for 1Q 2023 is from January - March.
3. Revised figures are underlined.

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

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