

MetaMail Mailroom ROADMAP

October 2026

Next-Generation Workplace Mailrooms.

Metafour has been hard at work, with a mission to redefine corporate delivery ecosystems. We have already started the journey of deploying smart AI agents, native global tracking, contact-free options within our software, and adding automated integrations to simplify complex multi-site mailroom operations for workplace service providers. Read more to find out what we have implemented in the last 3 months, and our upcoming plans.

COMING
SOON



Microsoft Teams Integration

Our upcoming Microsoft Teams integration will see staff members receiving real-time arrival notifications of their parcels directly via a ping in Microsoft Teams.



QUICK INSIGHTS:



Complete Commercial Control

MetaMail offers workplace providers full pricing autonomy, flexible discount tiers, and white-label options to build a profitable recurring revenue stream without trading margins.



Green Courier Selection

Through the CarbonTrack module, corporate mailrooms can select eco-couriers by vehicle type and provide client ESG reporting to help hit corporate sustainability goals.



Automated Cost Reconciliation

Supplier Reconciliation feature processes bulk carrier cost updates, letting mailrooms pass unexpected weight or surcharge corrections directly to internal cost centres.



Unified App Integration

MetaMail's outbound API suite allows workplace providers to embed 35+ carrier options, rate searches, and package tracking directly into existing tenant workplace apps.





OPERATIONAL ROADMAP



Phase 1: The Now Flexibility & Choice

VPOD Locker Integration: Our VPOD Integration, powered by Keynius, expands our locker integration capabilities.

Global Carrier Growth: LDS Singapore same-day rollout, amongst other global carriers.

DHL Labelless: Printer-free drop-offs via instant QR code scans at drop-off points.

User Autonomy: Flexible choice of pickup options: Mailroom, Desk Delivery, or Locker Banks.



Phase 2: The Next Experience Overhaul

UI & Portal Makeover: Upgraded WCAG accessibility & intuitive workflow logic.

Native Globalisation: Local time zone tracking across US & EU with UTC backend reporting.

Smart Locker Integrations: RoboHub robot collection & VECOS / BoxAsOne.

Self-service Parcel Drop-off: Deposit outgoing items into available lockers for secure mailroom collection.



Phase 3: The Future AI & Automation

Smart AI Label Capture: Instantly parse & populate package data from label photos using intelligent AI.

Microsoft Teams Integration: Real-time arrival notifications sent directly via Microsoft Teams.

Inbound-to-Outbound Rerouting: Instantly convert any inbound parcel into an outbound courier shipment with a single click, eliminating manual re-entry.

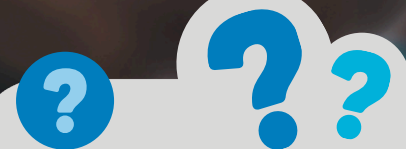
Staff Card POD Scan: Staff simply scan their employee ID card via mTrak to instantly verify their identity and automatically generate a secure digital Proof of Delivery.



Innovation Spotlight Metafour Communication Protocol (MCP)

Imagine replacing menu clicks with direct natural conversation!

We are researching MCP as the ultimate "USB-C port for AI" in mailroom software. It allows AI agents to securely connect to your parcel data so that employees can simply ask "Where is my parcel"



Did you know?

The Last Yard Visibility Gap:

Facilities managers in large organisations report that tracking packages *inside* the building (from receipt to recipient) is harder than tracking them across the globe. Establishing a chain-of-custody log is essential to ensure the integrity of the internal document delivery.