

11 November 2025

SAPO's Digital Leap: eRegistered Messaging redefines proof of delivery

“In a legal and business landscape that increasingly demands speed, efficiency, and certainty, adopting a digital communication platform like eRegistered Messaging is a competitive necessity,” says Natalie Govender, Chief Brand Officer of LGR Incorporated, a niche law firm specialising in Property Law and Financial Recoveries.

The South African Post Office's (SAPO) eRegistered Messaging provides a secure digital alternative to traditional Registered Post. It records all delivery information and generates a proof of delivery certificate for each message. This certificate serves as legally recognized evidence of delivery for both emails and SMS messages.

SAPO clients' experience with eRegistered Messaging highlights the growing disadvantage of relying on analogue communication methods. LGR reports a 75% reduction in administrative time spent on document dispatch, allowing staff to focus on higher-value priorities and increase overall productivity.

Joint Business Rescue Practitioner Anoosh Rooplal notes, “SAPO's eRegistered Messaging is unique in that it is the only entity legally authorized to provide registered communication services in South Africa.” He adds that SAPO eliminates compliance risks associated with unauthorized providers operating in the market.

Since its launch in October 2024, SAPO has onboarded legal firms, debt management companies, schools, and other businesses that require traceable, legally accepted communication. The platform allows legal documents to be served quickly—even in rural or high-volume areas—reducing the delays and costs associated with physical delivery.

Both Rooplal and Govender recommends that any organization handling bulk mail transition to eRegistered Messaging, citing its speed, reliability, and cost-effectiveness. They further note that there have been zero court disputes regarding the validity of eRegistered deliveries to date.

ENDS

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