

Why It's So Difficult To Get Home Deliveries?

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Many parts of Portugal, especially rural Portugal very often have immense problems with home deliveries failing to arrive on time & often failing to arrive at all which often causes huge frustration with many of us (including me!) and this is largely due to the archaic addressing system largely caused by the tradition of every few houses having a different village name & often roads weren't named at all let alone houses being individually numbered & I have one friend whose address was simply the name of the area & village followed by the words 'basta perguntar' which translates to 'just ask' so as you can imagine only the real locals would know exact locations..... And that story is 110% true!

However, in the 2nd decade of the 21st Century when we have not only GPS & Tom Tom navigation systems etc but also smart phones & mapping programs such as Google & Apple Maps, Here We Go & What 3 words (links below) which allows you to locate any 3m2 area anywhere on the planet, you'd think that any courier or delivery driver would be able to find even the most remote spot in the country with ease.....but apparently not.

What when a delivery gets 'lost'

Many courier companies have track & trace which can sometimes be frustrating when the program tells you the delivery vehicle is nearby but doesn't arrive or even worse when it shows your delivery as delivered when it hasn't turned up at all & in the former case you might be able to make a complaint (but don't be surprised if it's ignored) or in the latter case, you might like to do some detective work on the delivery company's website to see if they have what they 'charmingly' call a 'parcel shop' or similar which in reality is a drop off point such as a shop or cafe where all packages local to that area are dropped off in the forlorn hope that you'll manage to find out where it is & go & collect your missing property but don't expect that to be easy!

So what can we do about it?

You can try pinning your delivery address to Google Maps and/or adding your 'here we go' or 'what 3 words' or even your phone number and/or GPS co-ordinates to your address or even make arrangements to have deliveries made to your local cafe but that last one is often an irritation to all concerned especially as you're paying for door to door delivery & not getting what you paid for.

Another option is to put your <https://what3words.com/else.outline.exists> location on your delivery address & hopefully the driver can use that & if not can phone you & then you simply 'drop a pin' & send the location to their (smart) phone number.

Will things improve with time?

I dearly hope so and the good news is that a few years ago, Portugal decided to introduce a new addressing system which is slowly being rolled out & that could have improved things immensely but the bad news is that unfortunately whoever designed the new system either had a bizarre sense of humour or (in short) must have been as mad as a box of frogs as they decided to allocate house numbers not in simple sequences with odd numbers on one side of the road & even numbers on the other as most of us would expect, but rather had the novel idea of allocating house numbers according to the number of metres from the corner of the house to the nearest road junction!

This loony tunes piece of bureaucratic dimwittery results in the possibility of any/every 4 houses in the same road all having the same number & I guess they must have realised that might be a problem & so made the decision (in some cases at least) to rename some roads or in the case of a loop road to rename half of some roads & this flash of 'brilliance' has resulted in my particular loop road having 2 different names where our house is the only one in the named road but has a number in the hundreds & the other end of the road has an entirely different name with 3 houses in it each with entirely (seemingly) unrelated numbers.

And that, dear readers is why home deliveries (especially) to rural areas are a problem & probably will continue to be so in foreseeable future so the answer is just to kick back & simply accept that it's all part of the charm of our host country of Portugal & also bear in mind that we left our home country because we either wanted or needed a change of lifestyle & culture & the delivery issue is part of that change so just accept it for what it is!

<https://www.tomtom.com/>

<https://www.google.pt/maps/>

<https://wego.here.com/>

<https://what3words.com/>