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Benutzername: ZOCH

The screenshot shows a web browser window with the URL <https://www.royalmail.com/track-your-item>. The page is for tracking an item with reference number RN199786945GB. The status is 'Delivered' on 06/11/15. A pop-up message is displayed in the center of the screen.

**It says my item was delivered but it wasn't.**

If the item was posted from the UK and you're the sender, please [contact us](#). If you're the recipient, you should contact the sender first as they may already be in touch with us.

If the item was posted from another country to the UK and you're the sender, you'll need to contact that country's postal authority. They can then make enquiries on your behalf. If you're the recipient, you should contact the sender first.

The background page includes a 'Track item' button, a 'Progress of your item' section, and a 'Star Wars' promotional banner. The browser's taskbar at the bottom shows the date and time as 12:04 on 18.11.2015.