

## It is no longer necessary to be at home to receive courier parcels

20-11-2020

From 30 November, couriers will start handing over parcels using a simplified procedure upon agreement with the client. This service change means that if the addressee is not home, they can agree for the courier to leave the parcel in a safe location protected from the elements, e.g. on the terrace, or hand it over to a neighbour. To confirm delivery, the courier takes a photograph of the parcel at the delivery site.

As an additional safety measure, this simplified procedure is also used even when the addressee is present to receive the parcel. In such a case, the client will receive the parcel from the courier, but there is no need for a signature and so physical contact is avoided. The signature is replaced by the courier's photograph of the parcel at its delivery site.

"We are listening to our clients' requests and will start issuing parcels using a simplified procedure – this way, the parcels will arrive faster and also with as little physical contact as possible," said Omniva Tallinn Terminal

Manager Anneli Undrest. "We tested the simplified parcel issuing procedure as a pilot project in six cities and client feedback was positive everywhere."

Parcels are issued with the simplified procedure to both business and private clients. The new solution is used only in the case of national deliveries in Estonia and courier deliveries arriving to Estonia from Latvia and Lithuania. As an exception, a signature is still required in the case of additional services, such as identification, or if the parcel has a payment requirement.

Source: [Omniva](#)