

Omniva Resumes Parcel Service to the United States at Post Offices

16-02-2026

Omniva has resumed parcel services to the United States at all post offices and larger post points across Estonia. At smaller post points, parcels to the U.S. can be sent if they have been pre-registered in Omniva's self-service.

When sending a parcel to the U.S. at a post office, customers must provide full shipment details, including the sender's and recipient's names, addresses and contact information, as well as a description of the contents, the country of manufacture and the value of the goods. "We recommend preparing this information in advance before visiting a post office," said Sven Kukemelk, Omniva's Chief Commercial Officer. Based on the information provided, the system automatically calculates the applicable customs duties and service fees. Customs charges can be paid together with the shipping fee.

The total amount depends on the type of goods, their country of manufacture and their value. "Customs duty is calculated as a percentage of the shipment's value and varies depending on the country of origin and the product category. For example, duties on goods manufactured in Vietnam are significantly higher than those on goods produced within the European Union," Kukemelk explained. Gifts sent from one

private individual to another with a value of up to 100 US dollars remain exempt from customs duties.

At the end of August, Omniva and other European parcel operators suspended shipments to the United States following a new U.S. requirement to declare and pay customs duties on low-value consignments. When the regulation entered into force, the technical procedures for declaring shipments and transferring customs payments to U.S. authorities were not yet in place.

Parcel services to the United States through Omniva's self-service channels (mobile app and the web platform at minu.omniva.ee) resumed in October last year for private customers and in November for business customers, when Omniva introduced a virtual automated customs broker to ensure compliance with U.S. customs rules.

Parcel acceptance for the United States has now also resumed at all post offices in

Estonia and at the postal points in Elva, Suure-Jaani, Saku, Tõrva and Kiviõli. "Restoring the service at post offices took additional time because integrating the customs broker solution with the retail systems used in post offices is more complex than integrating it with our self-service platforms," Kukemelk said.

At smaller postal points, parcels to the

United States can be sent if they have been registered in advance via self-service. "It is also worth noting that registering international parcels via self-service may be significantly cheaper than doing so at a post office. Whenever possible, we recommend using the mobile app or the website minu.omniva.ee," Kukemelk added.

Source: [Omniva](#)