

Slovak Post expands its network of self-service devices with AlzaBoxes

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Slovak Post continues to expand its network of self-service devices. It has strengthened it by more than 370 AlzaBoxes. With this step, it is responding to the changing needs of customers, the growing trend of e-commerce and the increasing demand for flexible parcel services.

The Slovak Post network, which currently has 250 of its own Balíkoboxes, has gradually added 376 AlzaBoxes in the first phase of cooperation (from October to the present). Since they are technologically similar to its own devices – with an integrated monitor, POS terminal and barcode scanner – the convenient selection and delivery of parcels to which Slovak Post customers are accustomed will be maintained.

"We have decided to continue developing our infrastructure responsibly and sustainably - in cooperation with other box operators, by connecting to their network of self-service facilities. Thanks to AlzaBoxes, we are increasing the availability of our parcel services, comfort when receiving and delivering parcels, with respect to public space - without further congesting it and increasing technological smog," said Vladislav Kupka, CEO of Slovak Post.

"We are pleased that Slovak Post has decided to use our network and bring customers even more affordable and comfortable delivery. We currently have more than 1,100 AlzaBoxes throughout Slovakia and their number is constantly

growing. If customers are interested, we are ready to provide Slovak Post with additional capacity," said Alza country manager Andrea Slaná.

In AlzaBoxes it will be possible to:

receive packages and express shipments, including cash on delivery
submit shipments (parcels and express shipments paid online in advance, "free return" shipments to the e-shop, shipments from selected second-hand platforms).
Where can customers find AlzaBoxes?

When selecting AlzaBoxes, which the post office included in the network in the first stage, the main factors were the number of inhabitants and the availability of postal services in the given catchment area. The post office is thus accommodating the inhabitants of those localities where Balíkoboxes have not been available until now. However, it will also strengthen the most frequented places where the capacity of their own boxes is no longer sufficient.

The list of connected devices is available on the Slovak Post website and in its mobile

application, where the customer will see each new connection. E-shops that use parcel services with delivery "To the delivery location" or have a Slovak Post widget will have the list of locations automatically expanded. AlzaBoxes that allow the delivery and submission of parcels to Slovak Post clients will also be visibly marked with the company logo.

Just like the Slovak Post's Balíkoboxes, AlzaBoxes meet the highest standards of security and reliability. Customers can therefore be confident that their shipments will be stored in a protected area accessible 24/7.

The unique collection period offered by Slovak Post also applies to parcels stored in AlzaBoxes. If clients do not have time to pick

them up at the self-service facility, where they are stored for two days as standard, they will not be returned to the sender immediately – they will wait for them at the post office, about which clients are informed in good time. From the time the parcel is stored in a Balíkobox or AlzaBox until it is picked up, customers usually have up to 18 days, unless the sender has shortened this period.

After evaluating the first phase of integrating AlzaBoxes into its own infrastructure, Slovak Post wants to continue this strategy of increasing the number of dispensing points with the aim of creating the most accessible and convenient network of self-service facilities in Slovakia.

Source: [Slovak Post](#)