International Post Corporation

Closing of shopping centers will lead to an explosive increase in parcel volumes

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Andre Veskimeister, Head of Parcels Business in Omniva, confirmed that in order to deliver the increasing parcel volumes to customers safely and fast, the company will introduce similar measures.

According to Veskimeister, Omniva learned from the experience of its Lithuanian branch that the measure of closing shopping malls will increase parcel volumes higher than during last Christmas. "We can say that another Christmas is coming. In Lithuania, where shopping centers were closed some time ago, our parcel volumes have increased by 70% compared to last year and 15% compared to the last Christmas record, "said Veskimeister. "In Estonia, parcel volumes have grown by a third over the past week, and domestic parcels have reached record levels."

Many merchants have reorganized their business and found a solution in e-channel. This puts an unusually heavy burden on the parcel network. "To deal with the high volume of parcels, we will apply similar measures as last Christmas period. We will fill the parcel machines several times a day, ask our customers to pick up the parcel as soon as possible and, if necessary, redirect parcels from a full machine to an empty one," explained Veskimeister.

According to Veskimeister, most parcels will be delivered by next day, regardless of the high volumes. "At the moment, about 85% of the national parcels are delivered on the next day, the rest the day after that. We also ask our customers to pick up their shipments from the parcel machines as soon as possible, "said Veskimeister. "Only this is way we can ensure that the next customers will receive their parcels quickly as well."

All the latest updates about its services during the state of emergency will be published on companies' website. Omniva also reminds its customers to pay attention to packaging when sending a parcel.

Online shopping and parcel machine delivery is much safer than visiting a mall. Most of Omniva's parcel machines are located outdoors, where there are fewer people and the risk of infection is lower. Omniva regularly cleans touch screen displays of parcel machines and they can also be used without physically interacting with public surfaces. The

screen can also be used with gloves, and contactless instant payments are available.

Source: Omniva

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