International Post Corporation

Lithuanian Post delivered a fifth more parcels through parcel machines in 2024, implemented successful expansion in the Baltic region

06-05-2025

The growing e-commerce sector, the attraction of new business customers, and the active development of the parcel locker network increased the number of parcels transported through Lietuvos PaÅ¡tas parcel lockers and couriers in 2024. Last year, the company delivered 12 million parcels through them in Lithuania, a fifth more than in 2023. Almost 98 percent of parcels transported through parcel lockers and couriers reached their recipients the next business day.

"The active use of parcel machines shows that this service is becoming increasingly important for residents. I am pleased that after the implementation of the changes, the number of parcel machines will almost double by 2029 and will exceed 700. They will be installed in villages and towns, so in order to send a parcel, you will no longer have to travel tens of kilometers to the district center. We aim to make parcel machines accessible to residents close to their homes throughout Lithuania, and to maintain the highest quality of other Lithuanian Post services," says Eugenijus Sabutis, Minister of Transport and Communications.

Following the successful implementation of the expansion in the region, over 600 thousand parcels were delivered to Lithuanian Post parcel lockers in Latvia and Estonia last year. Lithuanian Post launched the parcel locker service in neighboring countries in April 2024.

As in the rest of the world, the number of parcels delivered via the traditional postal network continues to decline in Lithuania. This has led to a consistent decrease in the volume of letters and correspondence sent. In 2024, Lithuanian Post delivered almost a quarter less than in 2023 – 19 million pieces.

The company's revenue in 2024 amounted to 111.4 million euros. Of this, 34.1 million euros were generated from commercial parcels transported through the postal network. 23.7 million euros were generated from parcel machines and courier parcels, and another 13.6 million euros from parcels and letters classified as universal postal service (UPP). The company's revenue from the remaining areas of activity, which include financial services, retail trade and others, amounted to

39.9 million euros.

Lietuvos paštas' earnings before interest, taxes, depreciation and amortization (EBITDA) amounted to EUR 13.34 million, about 7 percent less than in the previous year. This was due to the expansion of the parcel locker network in the Baltic countries and increased vehicle fleet operating costs.

The audited net profit of Lithuania Post in 2024 amounted to almost 3.1 million euros and was about 2 million euros lower than in 2023.

"Expansion of the post office network in the Baltic region, response to changing customer needs and attention to the high-quality provision of traditional postal services - these are the most important areas of activity of Lietuvos Paštas that must be highlighted when talking about 2024. In addition, the company continued to consistently focus on the renovation of post offices and the improvement of working conditions, which was also appreciated by our colleagues. The employee engagement and job satisfaction indicator (eNPS) of Lietuvos Paštas reached 58 percent last year and was five percentage points higher than in 2023," says Mindaugas Kvekšas, Acting General Director of Lietuvos Paštas.

Having started in April 2024 with 750 parcel machines operating in Lithuania, Latvia and Estonia, by the end of last year Lietuvos Paštas was already offering the possibility of sending and receiving parcels using around 1,150 parcel machines in the region. This was due to the partnership launched with the postal operator of the neighboring country Latvijas Pasts, which allowed corporate clients to use each other's parcel machines.

In addition, last year, Lithuanian Post also expanded about 40 percent of the most popular LP EXPRESS parcel lockers in Lithuania by installing 5,000 additional boxes.

Lithuanian Post also pays attention to reducing environmental impact. Last year, LP EXPRESS became the first parcel delivery network in Lithuania to offer customers the opportunity to purchase reusable parcel packages at parcel machines. This service has become especially popular among residents trading on peer-to-peer trading platforms. In just over a year, more than 27 thousand reusable packages have been purchased.

Last year, Lithuanian Post also contributed to promoting environmentally positive changes by renewing its transport fleet. In Vilnius and Kaunas, some LP EXPRESS couriers deliver parcels exclusively in electric vans, and by the middle of this year, the couriers' cars will also be renewed, a significant part of which will be electric vehicles.

Source: Lithuanian Post

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