

## **More precise delivery times, real-time map tracking and faster deliveries for home-delivered parcels in Helsinki, Espoo, Turku, Tampere and Oulu**

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In the spring, Posti started a new operating model in Vantaa, where the recipient of a parcel receives a narrower delivery window and real-time map tracking for their delivery. At the same time, the parcel delivery times were made a day faster. The same features are now being adopted in Helsinki, Espoo, Turku, Tampere and Oulu. In Helsinki, parcel home delivery is fully electric.

The COVID-19 pandemic has drastically increased the popularity of home deliveries, and Posti continues its work to improve them. Ordering a parcel delivered home is an easy and convenient way to receive a parcel. It is a particularly popular option when time is an issue or the item is large or heavy.

A delivery window narrowed down to +-30 minutes on the morning of the day of delivery as well as real-time item tracking have been used in Helsinki, Espoo and Tampere since September. In Turku and Oulu, parcel recipients will get access to these features by the end of October.

Parcels will also be delivered to homes a day faster in all of the above cities from the start of October onward. For the recipient of the parcel, the faster delivery is palpable in that if the recipient receives a delivery time

inquiry in the evening, they can choose a delivery for as early as the following morning.

“With the new features, the feedback we have received regarding home deliveries has been excellent: so far 11 000 customers have given feedback and the average is an incredible 4.8 on a scale from 1 to 5. Our drivers have received high praise for their friendliness and professional attitude. Online shopping is becoming more and more popular, and we want to make receiving online purchases as easy and convenient as possible. For online retailers, we are a trustworthy nationwide partner who delivers parcels reliably even during the busiest peak periods, such as at Christmas,” says Tommi Kässä, Vice President, Large Domestic Customers, Parcel and eCommerce, Posti.

The new features will become part of OmaPosti, that is, you can select and narrow

down the delivery time as well as track your item on the map in OmaPosti. The OmaPosti application is free to download, and you can use it either via the application or the website.

“The development work related to parcel deliveries continues actively. We’ve been building a more extensive and comprehensive service point network the whole year, and we have opened 5–10 parcel lockers per week this year. Our service point network is the most comprehensive one in Finland, with nearly 3,300 service points serving customers around the country. What’s more, we will introduce temporary additional capacity to our network to ensure smooth parcel deliveries also during Christmas time,” says Kässä.

In Helsinki, parcel home delivery is fully electric

From the end of October on, Posti will deliver parcels to recipients’ homes electrically in Helsinki. Posti has acquired 18 new electric vans for electric deliveries in the region. Therefore, all home deliveries in Helsinki using narrower delivery windows and map tracking will be 100% electric in the future. All electricity used by Posti is renewable, so parcel home deliveries in Helsinki are completely emission-free. However, during the busiest weeks around Christmas, we may have to use our traditional fleet for home deliveries.

“Our goal is to make all home deliveries completely emission-free in the future. Electric delivery in Helsinki is one step toward this goal. In the near future, we will be announcing new regions where we will implement fully electric deliveries,” says Noomi Jägerhorn, Head of Sustainability at Posti

Source: [Posti](#)