

Packages are growing, letters are gradually disappearing. The post office is responding to a quiet transformation

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Letters are disappearing, vouchers are losing their meaning and fewer people visit branches every year. Interest in services that have long brought the post office the greatest income is decreasing by millions of pieces year-on-year. Slovak Post is therefore responding to digitalization by moving capacities and resources to where customers actually use them today. The quiet transformation of the postal market means for Slovak Post measures to maintain the economic sustainability and availability of postal services.

We go to the post office most often to pick up registered letters and parcels, the second most used service is the delivery of letters and parcels. The first three are rounded off by the receipt of a postal order to the account, i.e. the processing of a payment in favor of the addressee's bank account.

However, the global trend has not bypassed our country either - Slovaks are switching from letters to digital in droves. The delivery of letters and postal orders - services that have long been a key source of postal revenue - also recorded a significant decrease in 2025, which was naturally reflected in the financial results.

The number of letters decreased by more than 11 million year-on-year . In terms of the number of inhabitants of Slovakia (5,413,191 as of September 30, 2025, source: Statistical Office of the Slovak Republic), each of us sent 15 items last year. On average, one

Slovak received a letter approximately every 25 days. Since 2010, the post office has recorded a decrease in letters of almost 72 percent, which confirms the long-term and irreversible development related mainly to the digitalization of communication, electronic invoices and online public administration services.

Slovak Post is also recording a downward trend in postal orders . As a result of the digitalization of the banking segment, their volume has decreased by over 85 percent since 2010, and in 2025, they represented a year-on-year decrease of one million units.

The growth of packages and the usability of state services

In 2025, the post office recorded a slight growth in the parcel segment . Last year, each resident of Slovakia received an average of three parcels, with up to 82

percent of them being delivered by Slovak Post couriers. Most of them were transported, traditionally, in the pre-Christmas period – in October, November and December. January was also a strong month, when customers bought goods in post-Christmas sales, or returned goods that did not suit them for various reasons. However, the popularity of BalíkoBOXes is growing more and more. Their network grew by 375 partner AlzaBoxes last year. Thanks to this, the use of Slovak Post self-service facilities increased by approximately 150 percent year-on-year.

The Slovak Post's service portfolio also includes electronic state services , which are already provided by every brick-and-mortar branch today - for example, an extract from the title deed, an extract from the criminal record, or an extract from the Commercial Register of the Slovak Republic. On average, every 7th client used these services. One in 14 customers purchased an eKoloK at least once to pay administrative and court fees at the post office.

The post office is often the only place where residents can buy other products that no other store in their village offers – office supplies, drugstores, toys, books. Every Slovak has bought some of the offered goods at the post office on average three times, which confirms that postal operations function as a practical and useful point of

contact for ensuring multiple needs.

How was the traffic at the post offices?

In 2025, 53 million customers visited Slovak Post branches , which represented an average of 146 thousand visits per day and a year-on-year decrease of 2 million customers. In total, 182.5 million services were provided to them. A client thus completed an average of three services during one visit to the post office. Post offices were traditionally busiest in the morning and afternoon. Most customers arrived between 9 and 10 a.m. (6.7 million customers) and between 2 and 3 p.m. (6.6 million customers) , when people complete services on their way home from school or work.

The year 2025 confirmed that the postal market is changing dynamically. Although the post office remains a natural part of society's life, we all use it, but fundamentally differently than before . Digitalization and the preference for alternatives to visiting a brick-and-mortar branch also bring the need for a gradual but fundamental transformation. Slovak Post will continue to respond to these changes by modernizing its own processes, services and operations so that it is economically sustainable in the long term and at the same time closer to customers.

Source: [Slovak Post](#)



