Posti: The exceptional arrangements are helping with the processing of the large parcel volume â€“ we are able to quickly react to our customersâ€™ changing needs, and the storage time of letters and parcels at the pickup points will return to normal

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The exceptional situation arising from the coronavirus has increased online shopping and the parcel volume up to the Christmas peak level. In order to be able to quickly deliver parcels despite the large volume, Posti has made several special arrangements, for instance, in the storage times of parcels and letters at the pickup points.

The storage time change was temporary; at the latest, it would have lasted until the end of the Emergency Powers Act. However, based on data analysis, there is no longer any need for the extended storage time.

Based on the data collected from service events as well as customer feedback, the storage time of parcels picked up at Posti outlets and Parcel Lockers will be reverted back to the normal 7 days from the extended 21 days. When it comes to letters and parcels sent from abroad, the storage time will be reverted back to the normal 14 days. The normal storage times will enter into force as of April 25. The storage time is stated in the arrival notification sent to the recipient.

“We wanted to support our customers in the rapidly changing situation by extending the storage time of parcels and letters at our pickup points. Nonetheless, based on our analysis, the coronavirus situation has barely made a difference. The majority of our customers have still picked up their items commendably quickly, in 1–3 days, thus contributing to the quick delivery of everyone’s parcels,” says Jarmo Ainasoja, Posti.

Of all of the parcels picked up from the pickup points, only a couple of percent have been stored for an extended period of time. Even though the quantity is low, they may from time to time create congestion at the busiest pickup points. A quick pickup time will increase the delivery speed of parcels by freeing a locker or shelf space.

Source: Posti

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