

# **The digital revolution of Poczta Polska is accelerating. 22.7 million e-mails have already been sent**

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The latest data from Poczta Polska show how dynamically the e-Delivery system is developing. Six months after the popularization of digital communication services, there are already over 1.4 million inboxes, and the number of parcels has reached a total of 22.7 million pieces - counting from the beginning of the service.

In total, more than 1.4 million delivery boxes have been set up since October 5, 2021 – almost 50,000 boxes for public entities and more than 1.3 million boxes for non-public entities. Of these, 64% were set up in 2025.

Since the service began, over 16.7 million items have been sent using the Universal Hybrid Service (PUH), and almost 6 million using the Public Registered Electronic Delivery Service (PURDE). Importantly, 85% of these items – almost 19.5 million items, including 5.8 million fully digital items and over 13.6 million hybrid items – were sent in the last six months.

## **PUH and PURDE**

The Public Hybrid Service consists of sending, for example, by a state office or local government, an electronic message to a citizen, and then printing it out and traditionally delivering it by Poczta Polska - as the recipient has not yet registered in the e-Delivery system. The Public Registered

Electronic Delivery Service, on the other hand, is fully digital and works when both the sender and the recipient are already using the system.

## **Another expansion of the system**

From 1 July, the use of the e-Delivery system has become mandatory for those entrepreneurs registered in the Central Registration and Information on Business (CEIDG) by the end of 2024 who make changes to their entry in the register after 30 June this year.

This is yet another expansion of the system. Since January 1 this year, the e-Delivery system has become a mandatory communication tool for offices and professions of public trust (e.g. attorneys, legal advisers, accountants, etc.), and since April 1, it has also covered entrepreneurs registered in the National Court Register.

The introduction of this requirement is part

of a broader plan to digitize public services, aimed at increasing the efficiency and security of document exchange between institutions, citizens and businesses.

#### e-Referral service

The Polish Post also encourages the use of the e-Registered service. The difference between e-Delivery and e-Registered is that in e-Delivery one of the parties is always a public entity, and the service is free of charge for citizens and companies, among others. E-Registered is the same digital shipment, but between non-public entities, e.g. a company and a private person. Thanks to e-Registered, you can completely eliminate paper correspondence from your home or company.

E-Polecony allows you to send and receive a letter anywhere and at any time, on any device. We save time and money - the shipment reaches the recipient in a few seconds and costs only PLN 1.79 net. Sending, pre-notification and delivery are confirmed by issuing evidence confirming the actions of the sender and recipient.

#### How to activate e-Referral?

The establishment of an Electronic Delivery Address (ADE) is possible after submitting an application for its assignment to the minister

responsible for computerization. This can be done via the website gov.pl. After creating an account, all you need to do is activate the public delivery box (SD) and you can activate e-Registered . After accepting the regulations, a Qualified Delivery Box (SDK) is created and you can freely communicate electronically with other users of the e-Registered service.

The assignment of an address by the minister guarantees that we know exactly who we are corresponding with, because there is no possibility of impersonating another person. Each user who wants to use the service must authenticate, i.e. log in using an electronic identification means, e.g. a trusted profile.

#### Reliable system

Data from Poczta Polska show an important trend – a systematic decline in complaints submitted by customers regarding the implementation of PUH and PURDE services.

It is worth noting that the most common mistake made by customers when preparing a PUH shipment is failing to maintain the required margins in the PDF document – this error has recently accounted for up to 76% of all rejected shipments.

Source: [Poczta Polska](#)