International Post Corporation

Omniva to install letter slots in parcel lockers for posting standard letters in Estonia

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Omniva, an international technology and logistics group owned by the Estonian state, will begin installing letter slots for posting standard letters in parcel lockers in September. The aim is to make sending letters more convenient and modern while offering customers a single service point.

As part of the change, letter collection points will be moved to the nearest parcel locker. At larger parcel lockers, letters can be posted in a letter slot integrated directly into the locker. A standalone postbox will be installed next to older or smaller parcel lockers.

"A large proportion of people in Estonia regularly use parcel lockers located along their daily routes, for example near shops. By bringing letter posting to places people already visit, we are making sending letters easier and more visible. This gives the traditional postal service a more modern and convenient format," said Martti Kuldma, Chairman of the Management Board of Omniva.

Letters will be collected from postboxes relocated next to parcel lockers six days a week instead of the current three, as parcel lockers are serviced from Monday to Saturday due to the high volume of parcels. This means letters may reach their recipients faster.

Moving postboxes closer to parcel lockers will also reduce the need for separate vehicle journeys, along with the associated transport costs and environmental impact.

Postboxes that do not currently have a parcel locker nearby will remain in their present locations as standalone postboxes. Postboxes with consistently very low usage—fewer than five letters posted per month—will be removed on an ongoing basis.

The changes will be implemented gradually over the course of this autumn. Postboxes affected by the changes will display a notice with relevant information at least 30 days in advance. Up-to-date locations of Omniva service points are always available at https://www.omniva.ee/asukohad.

People in Estonia sent 780,000 standard letters by post in 2025. Of these, 515,000 were posted in postboxes, representing a decrease of 26% compared with 2024. The number of

letters sent in Estonia has fallen by approximately 80% over the past ten years.

Source: Omniva

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