

A GUIDE TO THE SWEDISH POSTAL SERVICE



**Karolinska
Institutet**

POSTAL SERVICE IN SWEDEN



The Swedish postal system is probably quite different to how the postal service works in your home country.

The postal service in Sweden is drifted by PostNord. Note that KI Housing cannot provide any assistance concerning postal service.

This is how the postal system works in Sweden:

SENDING MAIL

If you want to send a letter or a parcel, you need to buy one or several stamps depending on the weight of the letter/parcel. Stamps can be bought at postal service points, grocery stores or stores like Pressbyrån or 7-eleven.

For current postage rates for domestic and international letters /parcels, please [see this link](#).

Letters

Letters can be posted in yellow mail boxes that are usually located outside supermarkets, subway stations and commuter train stations etcetera. See an example of the yellow mail box to the right.

Parcels

When you want to send a parcel, make sure that you pack your items properly. Keep in mind that all packages and parcels are handled by machines and transported by cars. Therefore, it is good to pack it well to handle shocks, vibrations and pressure. For example, place the object into something soft that dampens bumps. Put them in a hard cardboard that protects them from pinching.

When posting a parcel, you need to go to a postal service point. To find the closest postal service point, [you can use this service provided by PostNord \(only in Swedish\)](#). In the field for “adress”, write your address. In the field for “postnummer”, write your postal number and in the field for “ort”, write the location like Hudinge, Stockholm or Solna.

Example of a yellow mail box



POSTAL SERVICE IN SWEDEN

Postcards and letters

Postcards and letters are delivered to the recipient's mailbox.

Parcels and packages

Parcels and packages too large to fit in the mailbox, must usually be picked up from a postal service point. Today some local supermarkets, newsagents, petrol stations and other similar shops act like postal service points.

If you have ordered something on the internet or will receive any other parcel or package, you will normally receive a notification in your mailbox stating where to collect your parcel or package. You might also receive a notification by SMS or email. You need to bring this notification and your personal ID when collecting your parcel.

Depending on the mail service chosen by the sender, the postal service will sometimes try to deliver the package/parcel to the recipient's home at once. If this method is chosen, it is important that the sender states your phone number when sending the parcel as the postal service usually calls before the delivery. If the recipient should be out at the time when the parcel is to be delivered, a second attempt will not be made. You will then have to call the customer support to find out how to receive your package/parcel.

FAQ - POSTAL SERVICE

Here we have gathered our answers some frequently asked questions regarding postal service:

Can I send a package to my address before moving in?

No, it is not possible to send a package to your room/apartment before the starting date of your contract. There is another tenant staying in your room/apartment before your arrival and your name is not written on the mailbox so no package can be delivered.

I have recently moved into my apartment/room and receive mails to a former tenant. What should I do?

If you receive mails to a former tenant, you can draw a line across the name of the former tenant and write "avflyttad". Then, you place the letter in a yellow postal box that is usually located outside supermarkets and subway/com-muter train stations etcetera. By doing this, the postal service will get information about that the former tenant is not living at the address any longer.

More questions are written on the next page



FAQ - POSTAL SERVICE

How can I receive a package that does not fit in the mailbox?

Read the information about receiving letters and parcels above in this guide.

I have moved out and am expecting a letter – how will I receive it?

When you move out from your room/apartment, your name is removed from the mailbox. Normally, the postal service will not deliver a letter to a mailbox that is not marked with the correct name. The letter is then returned to sender (if sender is stated on the letter) or returned to the postal service. If you have moved and are expecting a letter that you know is addressed to your old address, contact the sender first and then the postal service customer support, if needed.

Can KI Housing receive and collect my parcels?

No, unfortunately not. KI Housing does not provide any assistance concerning postal service.

Where can I find my full postal address?

Your full postal address is written in the arrival information that is sent to you before your arrival.

When ordering something online, what contact details must be provided to receive the package/parcel?

When ordering something online, you must state the following details:

Full name, street, number of the street, apartment number, postal number, location and country (if the parcel is sent from another country).

How should I write my address (for example when I order something online)?

See an example below:

Lisa Andersson
Alfred Nobels Allé 27, apartment number 0901
141 52 Huddinge
Sweden



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