Rwanda’s trusted postal service provider, IPOSTIA, has unveiled a revolutionary new service: the virtual ePOBox.

Launched on May 10, 2024, in partnership with tech company Smart Anwani, the ePOBox offers unprecedented convenience and control over mail for Rwandans.

This pioneering technology bridges the gap in mail accessibility, extending reliable postal services nationwide – even to the remotest villages. Currently, less than 1% of Rwandans have access to a traditional post office. The ePOBox aligns perfectly with Rwanda’s digitization agenda for public services, ensuring greater accessibility and inclusivity.

The ePOBox signifies a transformative leap forward in postal services. It’s driven by a commitment to leverage innovation and technology for social and economic advancement, ultimately improving public services. The launch underscores IPOSTIA’s dedication to spreading this transformation, ensuring postal services are accessible, efficient, and inclusive for all.

Signing up for your ePOBox is simple. You can either dial *801631# from your phone or visit the ePOBox website: www.epobox.rw to register online and manage your account. After registration, a one-time activation fee of Rwf 8000 needs to be paid via Mobile Money (MoMo).

Anothony Ryumugabo Kabuto (L), Chief Relations Manager at Irembo said they will work with the new platform to bridge the gap especially in remote areas

The ePOBox goes beyond just a virtual address. It functions as a digital mailbox accessible using your phone number. Unlike traditional P.O. Boxes, you don’t need a physical address to sign up. With a unique virtual address, you don’t need a physical address to sign up.

With the ePoBox, you’ll receive a unique virtual address that can be used for sending and receiving mail and parcels. This simplifies e-commerce, allowing you to conveniently shop online and have your purchases delivered directly to your ePOBox.

The ePBox also acts as a one-stop shop for accessing government services. You can renew essential documents like your driver’s license, logbook, passport, or even

obtain title deeds – all through your ePOBox. Additionally, the verified ePOBox address allows for hassle-free access to bank accounts and conducting financial transactions.

Celestin Kayitare, the Director General of IPOSITA says the platform will not only enhance the efficiency of postal operations, but also empower individuals with greater access to essential public services. In addition, this digitization of the post office will be a catalyst for positive change, unlocking a new era of digital possibilities that will create job opportunities, enhance e-commerce and consequently make a significant contribution to the Rwandan economy.



Celestin Kayitare, the Director General of IPOSITA signing up for your ePOBox

Twahir Mohamed founder and Chief Executive Officer (CEO) for Smart Anwani Solutions Rwanda Limited, a tech company that is bonding with the IPOSITE platform also points out that the platform prioritizes security and data protection with robust encryption measures to safeguard user information and ensure communication confidentiality. The technology is certified by RISA (Rwanda Information Society Authority).

Twahir underlined that in Kenya where the technology was first introduced, over 1million parcels were delivered by the same technology.

“To ensure long-term sustainability, IPOSTIA plans to collaborate with partners like Irembo, Rwanda Development Board (RDB), and other Rwandan networks, extending ePOBox services to rural communities.” He noted adding that IPOSTIA and its partners will work together to encourage widespread adoption. This includes collaborating with Rwandan platforms like Rwanda Mart to promote the service to online shoppers.

Teta Danweli, a student and marketeer who has already used the ePOBox, finds it to be a cheaper and faster alternative to traditional shipping methods. She encourages Rwandans to embrace this convenient and efficient solution.