

Mailing instructions for letters

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Mailing instructions for letter items

Choose the most suitable delivery method

The selection of the payment and delivery method for letter items depends on the number of items or the need for using the service:

- Invoicing based on a **mailing list**; for daily mailing batches of a minimum of 100 letters.
- Pre-ordered **Pre-Paid Envelope**.
- **Pricing Service**, which involves Posti pricing the letter items on behalf of the customer and invoicing for them afterwards.
- Daily mailings of letter or parcel items with a **franking machine**.
- A traditional **stamp** for when there are only a few items per day.

1 Delivery indications, codes, and forms

In addition to the addressee's details, the sender's name and return address in Finland and other indications required by the service used must be provided on the envelope. Each item must have a service-specific indication of delivery and postage as defined by Posti, which indicates information such as the delivery speed (Priority, Economy, etc.) More detailed instructions on item and postage indications are available on the Posti website at www.posti.fi.

Separate mailing instructions are available regarding the mailing of valuable items (insured items, cash on delivery letters, registered letters, advice-of-delivery) at www.posti.fi. Valuable items and deliveries containing an additional service (such as the Express additional service) must bear Posti-approved codes, stickers and other indications as required.

1.1 Address markings

Address information for the addressee and sender must be indicated on the item in case it needs to be returned.

As Posti uses automated optical reading of the address information on mailed items, the addresses of the sender and addressee must be in the correct locations on the envelope. Correct address markings ensure that the item is delivered to the addressee.

The addressee's address information must be clearly distinguishable, and the area reserved for the delivery address must not contain any other markings that could be confused with the delivery address.

The sender's address information must be indicated in the top-left corner of the item. The sender's address information must not be placed below the addressee's information to prevent the sender's address from being interpreted as the delivery address during the automated letter sorting process. The sender's contact information (such as website address, street address, etc.) can also be indicated on the other side of the envelope.

More detailed instructions on address markings and other indications on domestic and international letters are available on the Posti website at www.posti.fi.

1.2 Transport documents

Letter items must be equipped with address labels or identification stickers and markings approved by Posti for the product in question, as well as any required postal and customs-related forms.

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Posti's contract customers are provided with a license to the Posti's address label printing software free of charge.

1.3 Letter items addressed to the Åland Islands

Postal items containing goods addressed to the Åland Islands must also include the documents required by Customs. Tax-border customers of Finnish Customs (sender or recipient) must add the word "TULLI" and the tax-border number assigned by Finnish Customs in connection with the address information. The corresponding information must also be included in the document required by Customs. If the sender/recipient is not a Customs tax-border customer, VAT will be collected from the recipient when the item is handed over. When shipping commercial goods, a document indicating the value of the goods must be attached to the cover for Customs. In traffic between private individuals, the value of the goods can be indicated in the address label's field for additional information or on a separate customs declaration form or label.

2 Packing letter items in boxes

- **Deliveries should be itemized by mailing type** before packing them in boxes. For example, pack Priority and Economy letters (without a supplementary service) and valuable items in separate boxes.

Letter items must be packed in boxes with the address information facing the same direction. Large and small letter items and items that include additional services must also be packed in separate boxes.

Small quantities of items may be bundled with, for example, a rubber band, into separate bundles and packed in the same box.

International letters are boxed separately from domestic letters. If there are only a few items, international letters may be placed in the same box with domestic letters, as long as they are clearly marked and separated by item type.

Large quantities of Maxi items must be packed in a roll cage with a control label.

3 Mailing items indicated on a mailing list

The customer/sender informs Posti of the mailing batch details (payer, product number, quantity, zone and weight) by using a mailing list, which is also used as the basis for invoicing the customer.

The customer/sender can access an electronic mailing list via Posti's extranet (www.posti.fi/extranet). A printed mailing list is used as a back-up to the electronic mailing list in case of system malfunction (www.posti.fi/extranet). Use of the printed mailing list is free of charge when the electronic mailing list is unavailable due to a problem with Posti's systems. For detailed information, please visit our website at www.posti.fi or contact our customer service.

3.1 Advance Orders and providing advance information

Advance information provided by completing an electronic mailing list must be agreed on with the customer in advance on a product-specific basis. Mailing batch information can also be reported via the Sorting Service.

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3.2 Handing over items to Posti for transport

Items to be shipped must be delivered to a Posti shop, postal agency outlet or Posti sorting center, generally by 5 pm, or by the pick-up time specified for separately agreed-upon transport services.

Items reported on a mailing list cannot be delivered to Posti by placing them in a letter box.

All mailing batches delivered to Posti must indicate the electronic mailing list number, either on the control label or on a printed cover letter displaying the electronic mailing list data.

The hand-over date and location for large mailing batches must always be agreed upon by the customer's and Posti's contact persons in advance of the mailing date.

Large mailing batches may not be delivered to a Posti shop. Instead, they must be delivered to a hand-over location agreed upon by the customer's and Posti's contact persons.

4 Mailing items sent via the Pricing Service

In the Pricing Service, Posti prices the mail items and furnishes them with payment indications on behalf of the customer.

The customer must attach a signed work order form (control label) to each batch or transport unit and deliver the items to Posti in accordance with the Pricing Service mailing instructions.

5 Mailing items for which postage is paid using a franking machine

The customer/sender must print the mailing date and stamp indicating the postage on the item using the franking machine. Items for which postage is paid using a franking machine must be placed in a separate Posti box. If the quantity of such pre-paid letter items is small, they can be left in a letter box unless they contain valuable or laboratory sample items.

6 Mailing Pre-paid Envelopes, All-in-One Envelopes and items paid for by stamps

Items for which postage is pre-paid using stamps or a franking machine must be placed in separate boxes by mailing type. If the quantity of items is small, Pre-paid Envelopes can be left in a letter box or placed in the same box with other letter items, but separated from the rest of the items in the box.

7 International letters

7.1 Content and appearance of international letter items

Cards that are not rectangular or exceed the maximum dimensions of postcards must be sent in an envelope, and magazines and similar products must be sent using an envelope, paper band, or plastic cover.

The address window in the envelope must be covered with a transparent film.

7.2 Insured international items

Instructions on the packaging and delivery indications of insured items are provided in the separate mailing instructions for valuable items.

7.3 Sending publications internationally

Publications sent internationally as letters should be sent in envelopes, wrapped in plastic covers, or bound by paper bands. Items addressed to Sweden may be bundled without covers, according to instructions. In addition to the postage markings on Priority and Economy letters, the code JX should be printed or otherwise indicated at the top center of the item's address side.

8 Glossary

Batch refers to the items included in the same mailing batch. Letter items are included in the same mailing batch when the following conditions are met:

- indicated on the same mailing list
- the same sender and same customer account number
- the same product
- handed over on the same day at the same location, at the agreed-upon time

Advance Information refers to the advance information provided regarding a mailing batch. It is used to allocate resources in mail handling and delivery and to ensure the execution of the agreed-upon service level.

Advance Order refers to the agreed-upon provision of information concerning an order on an electronic mailing list at least seven (7) weeks prior to the mailing date. For magazine and newspaper services, advance orders are made via the Mailing Desktop. The use of Advance Orders is either agreed upon with the customer or included in a product's standard content.

A mailing list is an electronic channel for ordering letter and marketing service products. Information indicated on the mailing list is transferred to the contract customer's invoice.

Suitability for machine handling refers to the item meeting the requirements for automatic address identification and machine sorting. The handling of the item in Posti's mail sorting operations can be done automatically. The requirements for suitability for machine handling are explained in more detail in separate instructions. More information is available on the Posti website at www.posti.fi.

Bundled item refers to items sorted and bundled by the customer according to Posti's instructions prior to mailing. More detailed instructions are available on the Posti website at www.posti.fi.

9 Posti Ltd's Corporate Customer Service numbers

0200 77 000 (local network charge/mobile call charge applies)
Monday through Friday from 8 a.m. – 4:00 p.m.

Transport orders

0200 92 000 (local network charge/mobile call charge applies)
Monday through Friday from 8 a.m. – 6:00 p.m.