

Postal Code Services – Frequently Asked Questions

Q: Why are the services now free of charge?

A: Posti aims to increase demand for the services and make them more easily available, as well as widely spread correct postal code and address data. Posti hopes that this improves the quality of addresses on mail shipments.

Q: Where can I get further information about the postal code services?

A: A service description and terms of use for the services, as well as frequently asked questions, are available at the Posti [website](#).

Q: Where are the new services and files available?

A: Read the service description and terms of use. The service material is available for download from [Posti's website or public file server](#) (FTP server).

1. Online service

- On the website, go to the postal code services' start-up page (see above), and become familiar with the instructions and material.
- Go to the page of the desired service.
- Read the instructions (e.g. the name of the downloaded file) and click the service link.
- In the service view that opens, click the name of the desired file.
- Open or save the file in a desired location when so prompted by your browser application.

2. File server (FTP server)

- Log in to the file server at *ftp2.itella.com* using an applicable FTP program or script.
 - o You can enter the transfer commands required in the script and have the files transferred automatically.
- For manual transfers:
 - o Enter *postcode* as the username and *postcode* as the password.
 - o Transfer the desired file to your system using FTP commands (if required, check the material name from the service description).
- If necessary, contact your technical expert.

Q: How often is the data updated, and how often should it be retrieved and updated?

A: The Postal Code File is updated every day (except Sundays) and Basic Address File once a week on Saturdays. Currently, Postal Code Changes is updated once a month, on the third day of each month. The product will be upgraded in 2013, after which it will also be updated every week.

Posti recommends that the data is updated as frequently and quickly as possible in your address details.

Q: How can I order the services?

A: The services are no longer available upon a separate order. Instead, the material is freely available at the Posti website and FTP server through self-services. At the website, you can also download the service description, which presents the situation in more detail.

Q: Why does Posti no longer deliver the files to customers via e-mail, through a file transfer or on a CD?

A: Now that the services are free of charge, the delivery channels will be made simpler and as cost-effective as possible. As a result, we have selected self-service channels as the delivery method. Posti has sent a notification to customers who have been frequent subscribers to the services via e-mail or letter.

Q: Can the information be disclosed to third parties?

A: The information can be disclosed but, in this case, the current service description and terms of use must also be delivered to the third party.

Q: What is FTP (FTP protocol, FTP file transfer method or practice)?

A: FTP (File Transfer Protocol) is a general file transfer method used by a number of programs. For example, it enables file transfers from a server to the user's computer or system.

Q: What is an FTP server?

A: An FTP server is a service which supports the FTP method, and saves and retrieves files using applicable software. The server usually requires a username and password.

Q: Do I need user IDs or authentication in the service?

A: You do not need to log in or register to the website in order to download the files.

When retrieving the files from the FTP server, the username and password are public. The server is available at *ftp2.itella.com* (FTP). Its username is *postcode* and password *postcode*.

Q: Why am I unable to retrieve the material from the website or FTP server?

A: There may be a technical problem in the systems or data connections of Posti or the customer. In this case:

- You can try again later.
- You can attempt another channel (if the website is unavailable, retrieve the material from the FTP server, and vice versa).
- You can contact Posti's Corporate Customer Service (tel. 0200 77000, e-mail: businesscustomerservice@posti.com).

Q: What do these different files mean, and why are they displayed with their cryptic abbreviation only?

A: The files are produced only once, and have been named so that international operators can also recognize and identify them easily. The service descriptions available through the online service offer more detailed information.

*Postal code data file: **PCF**, Postcode File*
*Basic address file: **BAF**, Basic Address File*
*Postal code changes: **POM***

Q: What does the date contained by the filename mean?

A: The date signifies the material's extraction date.

Q: Is older material still available?

A: During updates, all materials are transferred to the server's archive directory (./arch), from where they are available for download for three months. However, the materials will only be transferred to the archive after December 1, 2012.

Q: Why am I unable to retrieve the material from the FTP server using SSH/SFTP technologies?

A: These technologies will be adopted later after a server software update. As the files do not contain classified materials, there is no actual need for encrypting the data connection.

Q: Why is the automatic retrieval from the FTP server not described in the instructions and descriptions?

A: As our customers operate in highly different environments, their applications and processes also differ from one another. It is impossible to give detailed instructions. If required, you need to consult your technical experts.

Q: Why have even small files been compressed?

A: The files have been compressed because of a standardized procedure (larger basic address files need to be compressed) and because they are not opened directly in the browser after manual downloading in the online service.

The file must be saved in your computer and, if required, decompressed using commonly available decompression software.

NOTE: The latest file is also available as an unpackaged version in the "unzip" subdirectory.

Q: Why are Postal Code Changes mentioned in one place and Address Changes in another?

A: These product names have become synonymous along the way. In future, the service which forwards changed information will be referred to as Postal Code Changes. The product will be upgraded in 2013.

Q: Why the file opens up disorganized?

A: Data files are in Unix format and new line character is LF (Line Feed). Some programs do not show line breaks correctly (e.g. Notepad in Windows). Choose another program and open the file for instance in Excel, WordPad, etc.

Q: Why doesn't a file open or the file content shows incorrectly?

A: The file extension of uncompressed files is .bat. It is possible that the file type has been linked by default to an application that handles the file incorrectly (e.g. Microsoft Office 2010). You should link the file to, for example, NotePad or WordPad or open the file transferred to the work station directly in the aforementioned applications or a similar application. If necessary, contact IT support.