

# Mailing instructions for the Pricing Service as of October 1, 2018

Please ensure that these mailing instructions are visible at your company's mailing station.

- **Make sure, that the mailing batch contains only items directed to Pricing Service**
- **Place a signed and dated Pricing Service work order form topmost in each box and mailing batch.**
- Ensure that the work order form does not detach from the mailing batch during transport.
- Please remember to include a filled-out address label or self-adhesive label for the service in question in each item. Detach the sender copy of self-copy address labels before you leave the items at the postal outlet.
- Enter the name of the selected additional service in the additional information section of the work order form.

## Letters

- Separate the letter items going domestic or abroad each in their own box or if the number of letters is low, you can make a small bundle. Make sure that the stacks including the work order form will not come apart during transport.
- Always place the signed work order form topmost.
- **When mailing international letter items, clearly indicate in additional information whether the item is an international Economy or Priority letter.**

## Valuable items

- Separate Register Letters and Letters with Advice of Delivery into a separate box.
- Always place the signed work order form topmost.

**If items are brought to the postal outlet without a work order form and sender information, we will charge the recipient for postage fees and redemption fee.** Therefore, please ensure that the postal items contain the sender information and that you have followed the Pricing Service mailing instructions.

**In the Pricing Service are not handled** Insured Items or parcels. Send these via Posti SmartShip. Also, Pre-paid items (Pre-Paid Envelope items and items paid with postage stamps or a franking machine) or items to be delivered with mailing lists will not be handled.

We cannot guarantee the delivery speed of misdirected items (e.g. Express letters /laboratory sample deliveries). Do not place these items in the Pricing Service at all.

Posti prices the items and furnishes them with payment indications. Remember to sign the work order form. Ensure that the form has the correct info code, if one is being used. You can order Pricing Service work order forms from our customer service.

**Surcharges will be in accordance with the Pricing Service price list for:**

- Work comparable to the mailing service (e.g. producing address labels).
- Costs incurred by investigating if items or mailing batches are left without a work order form or if the Pricing Service Agreement has expired.
- Return costs if we need to send the mailing batch back to the sender.

**Further information**

[posti.fi/pricingservice](https://posti.fi/pricingservice)

**Customer Service:**

[posti.fi/business-customer-service](https://posti.fi/business-customer-service)

**Transport orders:**

Transport orders placed online are free of charge.  
Orders placed by phone +358 (0)200 92000, Mon–Fri  
8 a.m. – 6 p.m., are subject to a charge of €6.85/transport.