

# Online store delivery types

**Instructions for presenting Posti's delivery types for the consumers in the online store user interface**

# Items to be picked up

*Your Posti product: Postal parcel*



## **Pickup at a Posti Smartpost**

Pick up the products you have ordered from the Smartpost parcel locker you have selected. You will receive a notification when the parcel is available for pickup. The parcel is a climate-friendly Posti Green item.



## **Pickup at a postal outlet**

Pick up your order from the Posti outlet you have selected. You will receive a notification once the parcel is available for pickup. The parcel is a climate-friendly Posti Green item.

*Your Posti product: Posti Express Parcel - E.g. from your warehouse to a shop*

## **Pickup at a shop**

*Online store's own description*

*Your Posti product: Postal parcel + Fast track additional service Note! The time of day xxx and the delivery time you have promised to your customer depend on the online store's own process*



## **Fast track pickup at a Posti Smartpost**

Place your order by xxx and you can pick it up at the selected Smartpost parcel locker on the same day by 7 p.m. You will receive a notification when the parcel is available for pickup. The parcel is a climate-friendly Posti Green item.



## **Fast track pickup at an outlet**

Place your order by xxx and you can pick it up at the selected Posti outlet on the same day by 7 p.m. You will receive a notification once the parcel is available for pickup. The parcel is a climate-friendly Posti Green item.

# Items delivered to the recipient

Your Posti product: *Small Parcel or Letter*



## Delivery with day mail

Posti delivers your order to the desired address. The item is delivered as a climate-friendly Posti Green item to a mailbox/mail slot or, if the item is too large, to the nearest Posti outlet.

Your Posti product: *Posti Express Parcel*

*Note: The time of day xxx and the delivery time you have promised to your customer depend on the online store's own process and the selected additional services.*



## Posti daytime home delivery

Place your order by xxx. Posti will deliver your order to the desired address as a climate-friendly Posti Green item without a separate notification by 4 p.m. on the following business day / by 9 a.m. on the following morning. If you are not present at the time of delivery, your order will be ready for pickup at the location indicated on the notice of arrival.

Your Posti product: *Posti Home Parcel + Fast track additional service. Note! The time of day xxx and the delivery time that you have promised to your customer depend on the online store's own process.*



## Fast track Posti Home Delivery

Place your order by xxx. Posti delivers your order to the desired address as a climate-friendly Posti Green item on the same day between 6 p.m. and 8 p.m. You will be notified once the item is on its way.

Your Posti product: *Posti Home Parcel, Express Freight for the evening or Home Delivery*



## Posti Home Delivery at a specific time

We will agree on the delivery time with you. Posti delivers your order to the desired address as a climate-friendly Posti Green item.

*Possible additional services for Home Delivery and Express Freight include Installation, Transport to Recycling and Transport Package Removal.*



**Installation of domestic appliances and electronics:** The device is delivered to your home, carried in and installed to make it ready for use. We take the packaging materials to appropriate recycling. The installation does not cover fixture modifications, structural reinforcements or changes in the antenna or electric network, pipelines or sewers. For more information on the device installation service.

**For furniture:** The product is made ready for use, e.g. a sofa is assembled or legs are attached to a bed. Minor assembly work takes at most 15 minutes. Keep in mind! The installation service is tax-deductible for domestic costs.



## Transport to recycling

When a new device is brought in, the old corresponding one is taken away for recycling.

## Transport Package Removal

The item is unloaded from the transport platform. The packaging materials are removed and disposed of appropriately. This means that you will not have to deal with large volumes of packaging waste.

Your Posti product: *Freight + delivery to private persons*



## Posti delivery to the recipient's yard

Posti will deliver your order to the desired address as a climate-friendly Posti Green item during the same business day. We will agree on the delivery time with you by phone.

# International e-commerce delivery types

Your Posti product: *Priority Parcel*

## PRIORITY

### International postal parcel

Depending on the country of origin, after import clearance, if any, has been taken care of, the items are either delivered to the recipient's address or to a pickup point, after which you will be notified of the item's arrival. [See country-specific instructions.](#)

Your Posti product: *EMS*

## EMS

### International Express Parcel

Items are delivered to the recipient's address after import clearance, if any, has been taken care of. [See country-specific instructions.](#)

Your Posti product: *Parcel Connect*



### Parcel to Europe

Deliveries to the doorstep or to pickup points, depending on the country. Including Saturdays. You will receive an advance notification as well as an SMS once the parcel has arrived. [See country-specific instructions.](#)

# Offer your customers a pleasant service experience in the online store's shopping basket

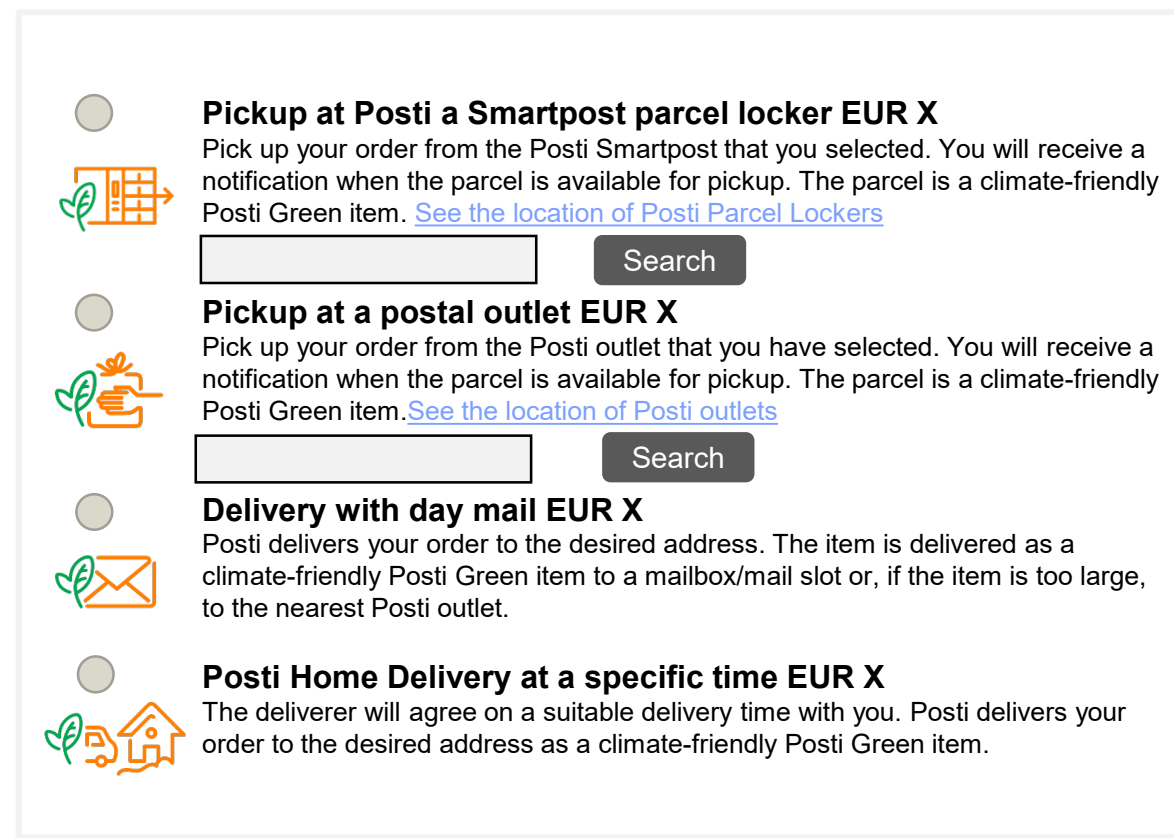
Here, you can find an example of how the delivery type is selected at an online store.


Download Posti's icons, banners and pre-prepared delivery type texts for your online store at


<https://www.posti.fi/business/services-for-online-retailers/materials-for-online-retailers/>


You can also show pickup points on the map. The search criteria can include the street address and many others. Link your website to the address [www.posti.fi/kartta](http://www.posti.fi/kartta)


Interfaces to Posti's delivery types and instructions for linking the map application to your online store: <https://api.posti.fi>



- **Pickup at Posti a Smartpost parcel locker EUR X**

Pick up your order from the Posti Smartpost that you selected. You will receive a notification when the parcel is available for pickup. The parcel is a climate-friendly Posti Green item. [See the location of Posti Parcel Lockers](#)
- **Pickup at a postal outlet EUR X**

Pick up your order from the Posti outlet that you have selected. You will receive a notification when the parcel is available for pickup. The parcel is a climate-friendly Posti Green item. [See the location of Posti outlets](#)
- **Delivery with day mail EUR X**

Posti delivers your order to the desired address. The item is delivered as a climate-friendly Posti Green item to a mailbox/mail slot or, if the item is too large, to the nearest Posti outlet.
- **Posti Home Delivery at a specific time EUR X**

The deliverer will agree on a suitable delivery time with you. Posti delivers your order to the desired address as a climate-friendly Posti Green item.

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