



Displaying Posti's delivery types at online checkout

Make your online store's purchase experience easier by displaying the delivery types as clearly as possible at checkout. The most important criteria for selecting the delivery type relate to whether the customer wants the parcel to be delivered to a pickup location or their home and the estimated delivery time for the parcel. The delivery time is affected by the duration of your online store's delivery process and the selected delivery type. The environmental responsibility of the delivery is also becoming increasingly important for customers at checkout.



General guidelines

We recommend presenting Posti's delivery types in three categories:

1. **Delivery to a parcel locker or a Posti outlet**
2. **Delivery to a mailbox**
3. **Home delivery**

These guidelines require your online store to automatically identify the size of the products in the customer's shopping cart and offer the delivery options suited for the size of the parcel.

Checklist for online retailers:

- Remember to add the duration of your online store's delivery process to the estimated delivery time reported to the customer.
- You can tell your customers that they will be able to track their parcels in the [OmaPosti app](#).
- The delivery times, measurements, restrictions and other information of items sent abroad vary between countries. Learn about [country-specific information](#) on our website.

Download Posti's banners and icons

- Download Posti's logo and the icons for different delivery types for your online store.

 [Download the materials](#)

- We also offer icons and banners that communicate Posti's environmental responsibility and Finnish roots. You can select which icons to use at checkout.

 [Download banners and icons](#)



1. Delivery to a Parcel Locker or Posti outlet

When the customer selects delivery to a Posti Parcel Locker or Posti outlet, the parcel is sent as a postal parcel. Your customer's purchase can be delivered to a parcel locker as long as its dimensions do not exceed 59 x 36 x 60 cm or to an outlet as long as its dimensions do not exceed 100 x 60 x 60 and the sum of the parcel's circumference and longest side does not exceed 300 cm. With the Oversized additional service, the longest side of the parcel can be up to 200 cm as long as the sum of the parcel's circumference and longest side does not exceed 300 cm. We primarily deliver postal parcels in one weekday by 7 p.m.

Example text for online store checkout

You can use the following text at the checkout of your online store to tell the customer about deliveries to parcel lockers or outlets:



Delivery to a Parcel Locker or Posti outlet EUR XX

Environmentally responsible delivery anywhere in Finland Mon–Sat by 7 p.m. Track your parcel in the OmaPosti app – you will receive a message when the parcel is ready for pickup. The most extensive pickup network in the country.

Offer your customers a pickup point option

We recommend offering your customers the option of delivering their postal parcel to a pickup point. The customer can select a pickup point close to their home, place of work or have the order delivered to a private parcel locker in their housing company. Give your customers an additional option to expand the pickup point search based on the location, postal code or municipality.

The pickup point selection is an easily available feature in many online store platforms. If you are using a more customized platform, ask your online store supplier to integrate with Posti Location API. You can also use a previously made module; suppliers offering SmartShip integrations also often offer pickup point data.

If a pickup point selection is not possible

If it is not possible to add a pickup point selection to your online store, you can add the text “Delivery to the nearest Posti pickup point”. As the seller, you can select the parcel’s pickup point in the SmartShip user interface, for example. If the recipient or the seller have not selected a pickup point for a postal parcel, Posti will deliver the parcel to the pickup location nearest to the delivery address. This may be either a pickup point or a parcel locker.

A parcel without a selected pickup point may also be directed to the consumer’s preferred pickup point if the consumer is using the [My Pickup point service](#).

The pickup point selected for the postal parcel always takes priority in the delivery of the parcel. However, parcels cannot always be delivered to the selected point, e.g. if the parcel locker is full. The parcel may also be redirected if required by its size or additional services.



Postal parcel

- Postal parcels are usually delivered on the next workday.
- Create a contract for regular pickups, order a single pickup or take the parcels to our service point.
- The recipient can pick up the item from a Posti outlet or a Posti Parcel Locker.

Delivery time

Usually in 1 workday

Maximum size

- The maximum dimensions for the sides are 100 x 60 x 60 cm, and the maximum sum of the parcel's longest side and circumference is 300 cm.
- Maximum weight 25 kg.

Oversized additional service

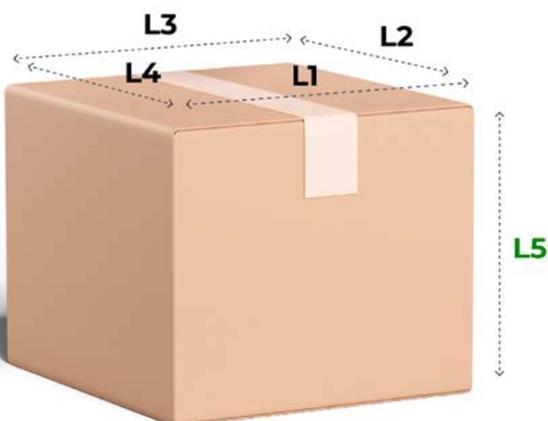
- Maximum length of the longest side 200 cm
- The maximum sum of the parcel's longest side and circumference is 300 cm.
- Maximum weight 25 kg.

Minimum dimensions

15 x 15 x 1 cm, 100 g

[Read more about postal parcels](#)

Here is how you can determine a parcel's maximum dimensions



$$(L1 + L2 + L3 + L4) + L5 < 300 \text{ cm}$$

The maximum sum of the parcel's smaller side's circumference and the parcel's longest side is 300 cm

$$L5 < 100 \text{ cm}$$

The maximum length of the longest side of the parcel is 100 cm

With the Oversized additional service:

$$L5 < 200 \text{ cm}$$

The maximum length of the parcel's longest side is 200 cm

2. Deliver to a mail box

If the product is delivered directly to your customer's mail slot or box, it is handled as a Small Parcel. Its maximum dimensions are 35 x 25 x 3 cm. Small Parcels are delivered in 2–3 weekdays anywhere in Finland (delivery times in sparsely populated areas may differ from the stated times).

Example text for online store checkout

You can use the following text at the checkout of your online store to tell the customer about deliveries to mail boxes:



Delivery to a mail box EUR XX

Environmentally responsible delivery to a mailbox or a slot alongside other mail anywhere in Finland. You can track the parcel in the OmaPosti app.



Small parcel

- Customer-friendly: the item is delivered to the customer's home mail slot or box.
- Small Parcels are delivered in 2–3 weekdays anywhere in Finland (delivery times in sparsely populated areas may differ from the stated times).
- Create a contract for regular pickups, order a single pickup or take the parcels to our service point.

Delivery time

2–3 weekdays. Delivery times in sparsely populated areas may differ from the stated times.

Maximum dimensions

35 x 25 x 3 cm, 2 kg

Minimum dimensions

No minimum dimensions. It must be possible for a machine to scan the bar code. The address label may not be folded over the edge of the package or placed on the spot where the packaging closes.

[Read more about small parcels](#)



3. Home delivery

If the customer selects home delivery, the item is handled as a Home Parcel or as Express Freight. The maximum dimensions of a Home Parcel are 100 x 60 x 60 cm (sum of the longest side and circumference max. 300 cm, weight max. 25 kg). Larger orders are delivered with the Oversized additional service (max. length 200 cm, sum of the longest side and circumference max. 300 cm, weight max. 25 kg) or as Express Freight. Once we receive the product for transport, we usually contact the recipient the next weekday to agree on a delivery time.

Example text for online store checkout

You can use the following text at the checkout of your online store to tell the customer about home delivery:



Home delivery EUR XX

Environmentally responsible delivery, at the agreed time. Choose the delivery time using the linked calendar. You can track the parcel in the OmaPosti app.



Home parcel

- Postal parcels are usually delivered on the next workday.
- Create a contract for regular pickups, order a single pickup or take the parcels to our service point.
- The shipment will be delivered to the address indicated on the address label and handed over after obtaining a signature.

Delivery time

Usually within 1 workday.

Maximum size

- The maximum dimensions for the sides are 100 x 60 x 60 cm, and the maximum sum of the parcel's longest side and circumference is 300 cm.
- Maximum weight 25 kg.

Oversized additional service

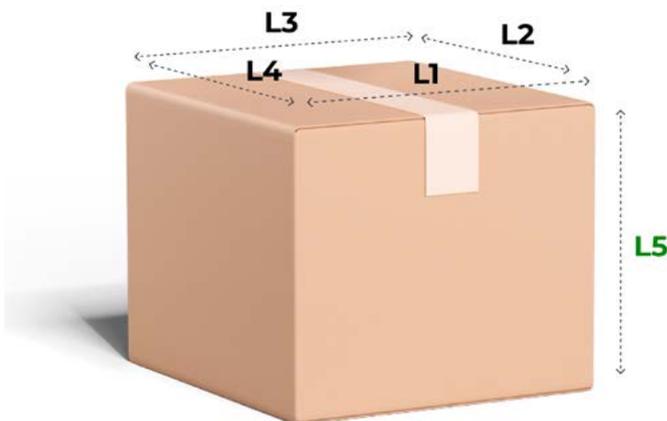
- Maximum length of the longest side 200 cm
- The maximum sum of the parcel's longest side and circumference is 300 cm.
- Maximum weight 25 kg.

Minimum dimensions

15 x 15 x 1 cm, 100 g

[Read more about home parcels](#)

Here is how you can determine a parcel's maximum dimensions



$$(L1 + L2 + L3 + L4) + L5 < 300 \text{ cm}$$

The maximum sum of the parcel's smaller side's circumference and the parcel's longest side is 300 cm

$$L5 < 100 \text{ cm}$$

The maximum length of the longest side of the parcel is 100 cm

With the Oversized additional service:

$$L5 < 200 \text{ cm}$$

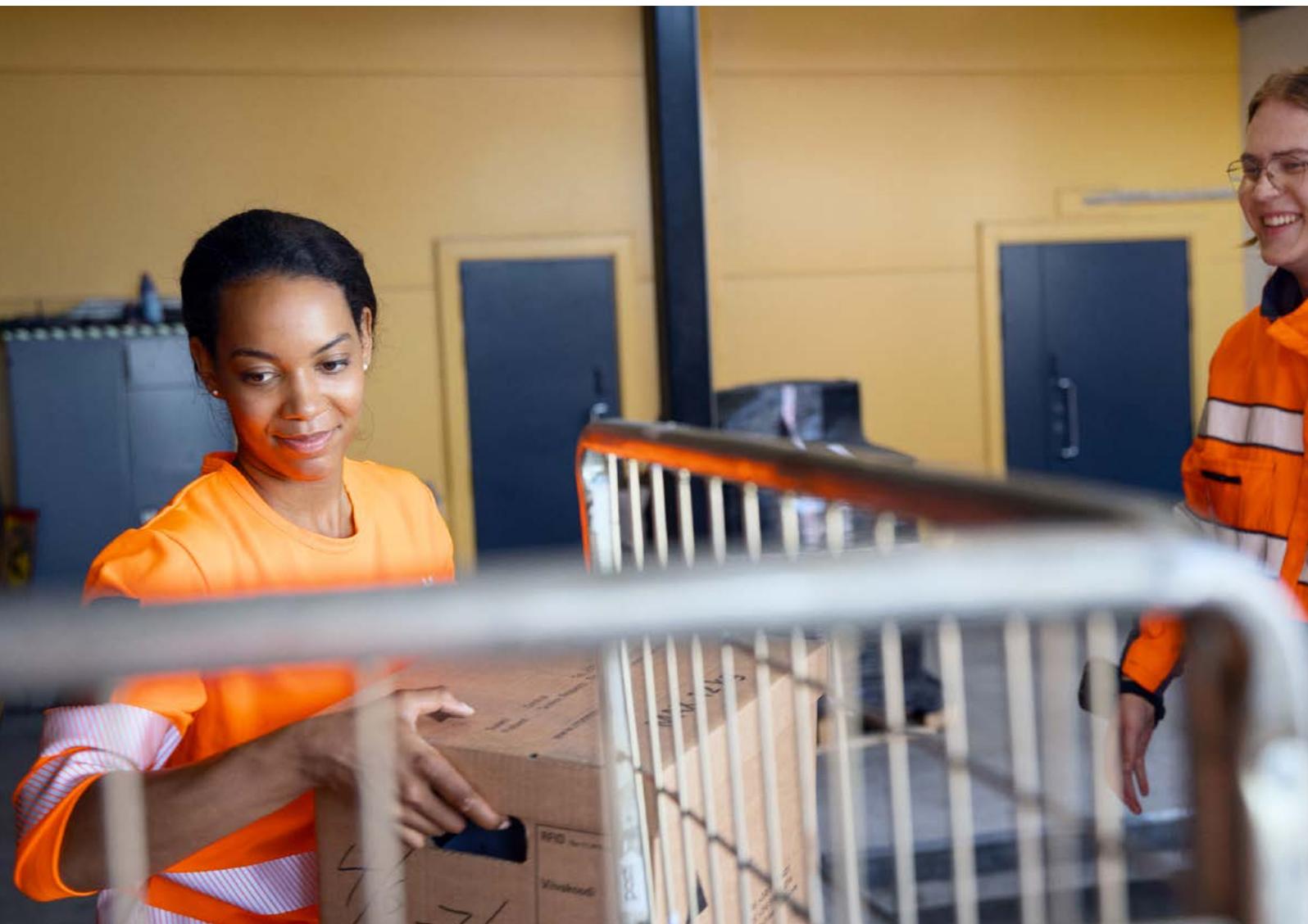
The maximum length of the parcel's longest side is 200 cm



Express Freight

- With Posti Freight Services, you reach approximately 90% of companies in Finland by the next workday.
- Approximately 97% of freight shipments are delivered overnight, five days per week.

[Read more about Express Freight](#)



Online store delivery types



Postal Parcel

Pick up your parcel from a parcel locker or a Posti outlet.

Environmentally responsible delivery anywhere in Finland Mon–Sat by 7 p.m. Track your parcel in the OmaPosti app – you will receive a message when the parcel is ready for pickup. The most extensive pickup point network in the country.



Postal Parcel + Fast Track additional service

Express delivery of a postal parcel in a Posti parcel locker

Environmentally responsible delivery to your preferred parcel locker by 7 p.m. if you place your order Mon–Sat by 9 a.m. (extended service area) or by 1 p.m. (limited service area). Track your parcel in the OmaPosti app – you will receive a message when the parcel is ready for pickup.



Home Parcel

Home delivery at the selected time

Environmentally responsible delivery, at the agreed time. Choose the delivery time using the linked calendar. You can track the parcel in the OmaPosti app.



Small Parcel

Mailbox delivery of a small parcel

Environmentally responsible delivery to a mailbox or a slot alongside other mail anywhere in Finland. You can track the parcel in the OmaPosti app.



Express Parcel to the destination

Parcel delivery during daytime without notification

Environmentally responsible delivery to the desired address by 4 p.m. on the next weekday without a separate notification. Particularly suited for corporate recipients.



Express Parcel to the destination

+ Morning Delivery additional service

Morning delivery of a Posti parcel without notification

Environmentally responsible delivery to the desired address by 9 a.m. on the next weekday without a separate notification. Particularly suited for corporate recipients.



Express Parcel to a parcel locker

Express parcel delivered to Posti parcel locker

Environmentally responsible delivery to the desired parcel locker by 4 p.m. on the next weekday. Track your parcel in the OmaPosti app – you will receive a message when the parcel is ready to be picked up. A Finnish company with the most extensive parcel locker network in the country.



Express Parcel to a parcel locker

+ Morning Delivery additional service

Express parcel delivered to Posti parcel locker by morning

Environmentally responsible delivery to the desired parcel locker by 9 a.m. on the next weekday. Track your parcel in the OmaPosti app – you will receive a message when the parcel is ready for pickup. The most extensive parcel locker network in the country.



Express Freight by evening or Home Delivery

Home delivery of large items at a specific time

Environmentally responsible delivery, at the agreed time. The delivery time is scheduled with you. You can track the parcel in the OmaPosti app.



Freight + delivery to private persons

Delivery of large items to the recipient's yard

Environmentally responsible delivery to the desired address during the working day. Delivery time agreed upon over the phone.



Example of displaying delivery options at checkout

Choose delivery method

-  Pick up from the store 0,00 €
-  Delivery to a mail box 0,00 €
-  Delivery to a Parcel Locker or Posti outlet 0,00 €

Environmentally responsible delivery, at the agreed time. Choose the delivery time using the linked calendar. You can track the parcel in the [OmaPosti app](#).

🔍 00100, Helsinki

Choose pick-up point:

-  **Posti Parcel Locker, Box by Posti** 0,00 €
Keskuskatu 3a, Mon-Fri 7.00 - 22.00, Sat 9.00 - 22.00, Sun 12.00 - 22.00
-  **Posti Parcel Locker, Lidl Graniittitalo** 0,00 €
Salomonkatu 13, Mon-Sat 7.00 - 22.00, Sun 10.00 - 22.00
-  **Posti Parcel Locker, Tokmanni Citycenter** 0,00 €
Kaivokatu 8, Mon-Fri 10.00 - 20.00, Sat 10.00 - 19.00, Sun 12.00 - 18.00
-  **Posti, Kasarmitori** 0,00 €
Kasarmikatu 19a, Mon-Fri 9.00 - 20.00, Sat 10.00 - 15.00, Sun 12.00 - 16.00
-  **PRIVATE, Posti Parcel Locker, Koy Arkadiankatu 4-6** 0,00 €
Arkadiankatu 4-6, open 24h
-  **PRIVATE, Posti Parcel Locker, WTC** 0,00 €
Aleksanterinkatu 17, open: 24h