

Create and Send Service Description

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Service Description

Create and Send Service

Create and Send (hereinafter referred to as the 'Service') is a service package provided by Posti Oy (hereinafter referred to as the 'Service Provider'), which comprises

- the online service
 - o the design and sending of printed messages
- the printing, mailing and delivery of printed messages

The messages may include brochures, greetings, invitations, notifications, offers, reminders, newsletters and partner letters, for example.

The Service is available for corporate and organization customers. The Service requires credentials for Posti's Service Portal. The Service instructions are available in electronic format in the Service.

Definitions

A *printed message* is an addressed message in paper form delivered to a recipient. The Create and Send service package includes an electronic tool for designing and sending printed messages, such as letters or postcards. The printed message is delivered as a Priority or Economy letter or Customer Direct according to the Customer's choice.

Letters and Postcards

When sending letters and postcards, the Customer designs the content of the messages, adds a target group, prepares the item and sends the materials to the Service Provider's server. The Customer can upload personal photos to the messages. The key features are described in the table below.

The Service Provider will print and finish the messages contained in the item prepared by the Customer and send them to the recipients.

The postcard or letter type selected by the Customer is used in the paper messages.

The Service Provider has the right to change the paper type used for printing. The Service Provider will place the messages in the Service's large-windowed standard/blank envelopes. The messages are then sent to the recipients in the Priority, Economy or Customer Direct category according to the Customer's choice and each message type.

Key Service features:

	Printed Messages
Message template design	NO
Image bank	NO
Uploading item target group	YES
Message customization	YES
Message content design	YES
Message preview	YES
PDF preview	YES
Creating links	NO
Test sending messages	NO
Sending messages	YES
Item and order history view	YES
Item Tracking	NO
Item opening and link tracking	NO

Products

The product range and prices are specified in the current Service price list. The product size options vary from an A6 postcard to a 4-page A4 brochure.

Service Level

Service availability	<p>Primarily, the Service is available 24/7. Paper messages are produced on weekdays (Mon–Fri).</p> <p>The Service Provider shall have the right to temporarily suspend the Service provision due to the update, maintenance or repair of the Service or the technical equipment or software used to provide it, for example, by announcing it in advance in the Service user interface.</p> <p>The Service Provider shall not be liable for the availability or accessibility of the Service during a general power or telecommunications failure.</p>
Images	The Customer may upload JPG, PNG or PDF files to the Service and use them in the printed messages.
Target groups	The Customer may upload target groups to the Service as CSV (Comma Separated Values) files or the .xls or .xlsx files used in Excel.
Storage of the materials	The Service Provider will store the Customer's message materials (sent orders) in the Service for a maximum of 6 months from the date the

	materials were submitted. <i>The message materials (drafts) submitted by the Customer will be stored for a maximum of three months. After this period, the materials will be destroyed without a separate notification.</i>
Service Provider's delivery time	The message materials pertaining to printed messages received by the Service Provider's server on weekdays (Mon–Fri) by 11:00 a.m. will be delivered to Posti's delivery network during the same day. The items are delivered subject to the schedule in accordance with the product terms of Posti's letter services. The Customer selects the item delivery start date in the delivery channel. The delivery schedule of 10,000 printed messages should be agreed separately with the Service Provider.
Availability of support	The customer service hours are 8:00 a.m.–4:00 p.m. on weekdays (Mon–Fri) (in Finnish).

Activating the Service

Activating the Service requires credentials for Posti's Service Portal. You can find the instructions in Posti's electronic service channel (Contact).

Technical Requirements

The Service does not require specific activation.

In order to activate the Service, the Customer needs a normal computer operating system, an Internet connection and a web browser.

Browser requirement:

- Chrome, Firefox, Safari or Edge, the latest version

The activation also requires the following free software:

- A PDF viewer

Credentials

To identify for the Service, the Customer uses the credentials for Posti's Service Portal, which are created for the user at the latest when the Customer activates the Service.

Service Provision

Any mentions of the Service Provider's server, services or other operations refer to Posti Oy's servers, services or other operations. The Service Provider shall have the right to use subcontractors to provide the Service. The Service Provider shall be liable for its subcontractors as of its own operations. Punamusta, Hämeen Kirjapaino Oy performs the printing and mailing.

Authentication of Information

A note in the information systems of the Service Provider or its subcontractors regarding the receipt of the materials on the Service Provider's servers and the handing over of the materials for delivery or printing shall be deemed proof of the receipt and handing over of the materials. The information pertaining to the implementation of the Service is authenticated by the above-mentioned information systems.

The Service is implemented on the basis of the reported information and materials. The Service Provider does not check or complement the provided information. The Customer shall notify the Service Provider immediately of the potential abuse of the Service. The Service Provider shall not be liable for potential changes in or loss of the information during the data transfer from the Customer's user interface to the Service Provider's server.

Service Interruptions

The Service Provider shall have the right to temporarily suspend the Service provision due to the update, maintenance or repair of the Service or the technical equipment or software used to provide it, for example, by notifying the Customer's administrator in advance by an announcement in the Service user interface.

Service Provider's Liability

The Service Provider's liability regarding damages arising from the Service shall be limited in all cases to the price of the service task in accordance with Service price list. The Service Provider shall have the right to replace the Service with a similar service. In other respects, the Service Provider's and Customer's liabilities shall be in accordance with Posti's general contract terms.

Customer's Liability

The Customer shall be liable for the costs of all communications generated using the Customer's credentials as well as the materials submitted to the Service Provider's server. The Customer shall be liable for the management of the credentials and the related access rights. The Customer's administrator

shall manage the Customer's credentials and the scope of the related access rights. The Customer's credentials shall be subject to the terms of use of the electronic channels of Posti Oy's contract customers.

The Customer shall be liable for the information contents and presentation mode of the materials submitted to or stored in the Service as well as the information provided by the Customer as well as for the communications being in compliance with the Act on the Protection of Privacy in Electronic Communications or similar laws. The Service Provider shall not monitor the contents of letters or other messages it transmits in connection with the Service, nor shall it be liable for the contents thereof.

The Customer shall be responsible for the access rights of the target groups/addresses as well as for appropriately stating the address source used in the messages produced using the Service. The Customer shall be responsible for having the appropriate permissions to send direct marketing or other messages to the recipients' physical addresses, email addresses or mobile phone numbers. The Customer shall be responsible for the correctness of the addresses and mobile phone numbers used in the Service.

The Customer shall be responsible for ensuring that the computer and other hardware, software and data communications connections used by the Customer comply with the requirements specified by the Service Provider. The Customer shall be personally liable for the cost and operation of the devices, software, and communications and data communications connections required for the use of the Service. When using the Service, the Customer shall be obliged to comply with the currently valid terms of use, security guidelines and other instructions of the Service Provider.

The Customer shall be liable for the correctness of the information it has submitted as well as any damage caused to the Service Provider as a result of incorrect or incomplete information or materials that contain viruses or malware.

Service Pricing and Invoicing

The Service prices are determined based on the Service Provider's current Service price list. The pricing is based on the message delivery method as well as the properties of the printed items.

Value added tax, other fees issued by the authorities, taxes or a potential small invoice surcharge will be automatically added to the prices. The Service Provider shall have the right to change its rates. Posti's general contract terms for corporate customers shall apply to the adjustment of rates.

The invoicing terms shall be subject to Posti's general contract terms for corporate customers.

Other Terms and Conditions

The Customer may not cancel or change an individual item batch once it has been received by the Service Provider's server. The Service Provider shall process all of the received materials as confidential, maintain

the secrecy of communications and store the materials in a facility to which third parties do not have access. However, the confidentiality of materials submitted via an open information network cannot be guaranteed.

The Service Provider shall have the right to change the content of the Service as well as the Service instructions. The Service Provider may also terminate individual services included in the Service or implement new services. The Customer shall be notified of any changes with a material effect on the Service at least one month in advance. The Service Provider shall not be liable for any costs incurred by the Customer due to the changes.

This Service Description shall enter into force on **June 10, 2020** and it shall remain in force until further notice. The Service Provider reserves the right to make changes to the Service Description.

Applicable Terms

This Service Description shall apply to the Create and Send service (hereinafter referred to as the "Service") of Posti Oy (hereinafter referred to as the "Service Provider").

In addition to the Service Description, the Service shall be subject to Posti's general contract terms for corporate customers, the terms of use of Posti's electronic channel, Create and Send, the personal data processing agreement as well as the product terms of Letter Services.

Contact Details

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