

The process of sending letters with address labels is being digitalized (instructions)

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The process of sending letters with address labels is being digitalized rapidly, and the use of NCR address labels will be gradually discontinued at Posti outlets. This will affect the way documents such as visa applications are returned, as customers often need to send a return envelope along with their application. There are two good return envelope options for applications: Express Letter and Registered Letter. Below you will find some information about how these services work. If you want, you can instruct your customers as follows:

Express Letter:

The Express Letter service is recommended when you want the return letter directly to your mailbox/mail slot as quickly as possible. Express Letters are normally delivered on the weekday following the sending of the letter. If the distance is long, the delivery will take one extra weekday. You can check the delivery times for Express Letters at posti.fi/deliverytimeinquiry

Mailing an Express Letter, instructions for applicants:

Prepare the return envelope by writing the names and address information of the sender and the recipient (= you) on the envelope.

Attach the required stamps to the envelope. Attach the unique bar code label for Express Letters and keep the receipt section. The code on the receipt can be used to track the letter via the Item Tracking service.

Send the completed return envelope along with your application.

Mailing an Express Letter, instructions for embassies:

Take the Express Letter to a checkout at a Posti outlet. The cashier will register the letter and give you a receipt with an item ID.

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Registered Letter:

The Registered Letter service is recommended when you want to pick up the return letter from a Posti outlet so that the receipt of the letter is acknowledged with a signature and the recipient's identity is verified during pickup. For Registered Letters, you can also add an additional service requiring that the letter is picked up in person by the recipient.

Mailing a Registered Letter, instructions for applicants:

Send the return envelope along with your application and agree on the return with the person dealing with your matter. You will need the email address of the person dealing with your matter. You also need to know when your return letter will be mailed to you as a Registered Letter.

After you have been informed by the person dealing with your matter that your application has been processed and your return envelope is ready to be mailed, please do the following:

Buy a Registered Letter from Posti's web service at posti.fi/laheta.

In the web service, enter the information about the sender and the recipient (= you). Please note: enter your own email address in the "Sender's email address" field so that you will receive the order confirmation and the address label. You may also enter your own phone number in the "Sender's phone number" field.

Pay for the letter using your online bank account or a credit card.

If you have entered your own email address as the sender's email address, you will receive an order confirmation along with an address label and a Helposti code. With the address label's ID code, you can track the return letter via the Item Tracking service.

Send the address label and the Helposti code by email to the person dealing with your matter.

We do not recommend buying a Registered Letter beforehand to be sent along with your application because address labels are valid only for 14 days after payment. Processing your application may take more than 14 days.

Mailing a Registered Letter, instructions for embassies:

Print the address label you received by email and attach it to the return envelope or write the Helposti code on the envelope. Take the letter to a checkout at a Posti outlet. If the letter does not have a printed address label, the cashier will use the Helposti code to print the mailing documents. You will be given a receipt with an item ID.