



## **Product terms for contract customers in Posti freight services**

**November 1, 2021**



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## 1. Scope of application and definitions

These product terms apply to Posti Ltd's (hereinafter referred to as "Posti") domestic freight service (hereinafter referred to as the "Services"). The Services are available to corporate and organizational customers, and their use requires a contract with Posti. In addition to these Product Terms, the Services are subject to the contract between Posti and the customer as well as Posti Ltd's valid General Contract Terms ("General Contract Terms") and the Act on Road Transport Contracts.

"A shipment" refers to goods or a batch of goods listed in the transport document to be transported from a single location and one sender to another single location and one recipient on the same occasion.

These product terms are valid from November 1, 2021 until further notice.

## 2. Ordering transport and transport documents

The transport contract is considered as concluded once the customer has ordered a transport service. The transport order must be submitted through the ordering channels specified on Posti's website and within the order times determined by Posti. In case a transport order is placed in some manner other than the above, or not confirmed due to reasons dependent on the orderer or sender, Posti shall be entitled to refuse acceptance of the order, or, if the order is accepted, to charge fees in accordance with its price list for the provided services.

If the customer wants to order additional services, they must be ordered in advance and in accordance with the schedule set by Posti. Posti has no obligation to fulfill new written or verbal service requests given at the time of picking up the goods. Or, if the order is accepted, Posti shall have the right

to charge fees in accordance with its price list for the provided services.

### The transport order must contain at least the following information:

- Dispatch location of the goods; sender's name, address, postal code and city. If the pickup address is not the same as the sender, the pickup address information must also be provided.
- Destination of the goods; recipient's name, address, postal code and city. If the delivery address is not the same as the recipient, the delivery address information must also be provided.
- Details about the goods; the quality, weight and dimensions of the goods per package
- Preferred pickup date
- Freight payer's name and contract number

### In addition, the following information must be provided as necessary:

- For substances and articles covered by TDG regulations and classified as dangerous goods, the UN number, proper shipping name of the substance or article, the numbers of labels, the packaging group, if specified, (otherwise the classification code), the tunnel restriction code and the total quantity of each type of dangerous goods.
- Special instructions (need for heated transport, schedule preferences, contact request for recipient including contact details, exact delivery address, the length of the package if the shipment is longer than 2.4 meters, etc.)
- The sender is responsible for ensuring that the markings on the

shipment meet the provisions in the case of transport that is subject to special regulations.

## Transport documents

The transport document used at Posti's domestic freight services is a transport document approved by Posti at any given time. These include the customer's own waybill, or a waybill printed out from an electronic ordering channel or Posti's system.

Any transport documents created in the customer's system and any other customer's own transport documents must be approved by Posti in advance. The waybill must comply with the SFS 5865 standards.

The transport documents (waybill, address label and logistics unit labels) must be equipped with a unique item ID.

If a printed waybill is used, the customer must provide four copies of the waybill for each shipment.

The waybill must contain at least the following information:

- Waybill number
- The sender's customer number provided by Posti
- The sender's name, street address and postal code
- The dispatch location of the goods and postal code and date of dispatch
- The recipient's name, street address and postal code
- The delivery address of the goods, if different to the recipient's
- The party paying for the freight and their customer number, if the freight is not paid for by the sender
- Number and type of packages and their contents
- The actual gross weight of the goods
- Package volume in cubic meters given to one decimal place

- The space required by the goods in pallet meters and pallet places, with consideration to securing the goods in place
- The length of long goods (over 2.4 meters)
- The UN number of a substance or article classified as dangerous, preceded by the initials "UN", the proper shipping name of the substance or article, supplemented by a technical name in brackets, as necessary, the numbers of the warning labels and the packing group, if specified, the tunnel restriction code, as necessary, and the total volume of each type of dangerous goods.

## The logistics unit label must contain at least the following information:

- Dispatch location of the goods; sender's name, address, postal code, city. If the pickup address is not the same as the sender, the pickup address information must also be provided.
- Destination of the goods; recipient's name, address, postal code, city. If the delivery address is not the same as the recipient, the delivery address information must also be provided.
- Date of dispatch
- Product name
- Waybill number
- Package number
- Total number of packages
- SSCC (Serial Shipping Container Code) as a bar code
- SSCC in readable format
- Posti's logo or the text "Posti Ltd"
- EDI as a logo or text

Detailed layout instructions are available on the Posti website.

### **Posti's right to deviate from the customer's instructions and transport order**

Posti, insofar as possible, shall follow the handling instructions supplied by the customer in the order and on the package labeling. A mere transport document does not constitute binding instructions.

Posti shall be entitled to refuse loading a larger amount than that indicated in the transportation order in question.

### **3. Content of the transport service**

The Posti Freight transport service includes:

- Transport in a dry cargo space in outdoor temperature.
- One pickup from the sender in accordance with a schedule separately provided by Posti and from the vehicle's immediate vicinity (max. distance 5 meters) from a location that a truck can access directly.
- Weekday delivery within the timeframe indicated by Posti's SLA.
- One groupage delivery attempt to the address indicated on the transport document, in the vehicle's immediate vicinity (max. distance 5 meters) to a location that a truck can access directly.
- Handling of the shipment by the driver with a forklift, provided that the weight of a single package is less than 1,000 kg, and its height, width and length are less than 2.4 meters.
- Posti's responsibility under the Act on Road Transport Contracts.

The driver confirms the receipt of the shipment for transport electronically or by other verifiable means. With regard to cargo space loaded by the sender, Posti's receipt inspection and confirmation can be conducted in some other location, as

separately agreed on with the customer (for example, in a terminal).

Posti has the right to select the type of vehicle, mode of transport, and transport routes and, upon its discretion, to transport the goods in direct traffic or via transshipment/reloading.

The shipment is delivered to the address detailed on the logistics unit label or the transport document. This address must be a location that vehicles can access directly. In case a shipment cannot be delivered to a recipient's address for reasons beyond Posti's control, Posti will contact the customer.

### **Transport time**

Shipments for which the customer has ordered a pickup at a specific time in Posti's electronic ordering channel, or by the time agreed with the customer are picked up during the same day. If the transport order has errors or insufficient information, Posti does not guarantee same-day pickup.

The delivery time of shipments varies depending on the route. The postal code-specific delivery time can be checked using Posti's Delivery Time Inquiry service and the SmartShip ordering channel.

Shipments are primarily delivered to the recipient on the weekday (Mon–Fri) following the day of dispatch or on a day agreed upon with the customer. In certain delivery areas, shipments are delivered within two weekdays (Mon–Fri) following the day of dispatch and, in the case of certain postal codes, by means of Fixed Day Delivery, with at least one delivery day per week.

The mailing type-specific service level agreement (SLA) only applies to shipments that are sent according to Posti's sending instructions.

### **Posti's cargo liability**

Posti's cargo liability begins when the shipment has been accepted for transport and ends when the shipment has been delivered to the recipient pursuant to legislation pertaining to the transport of goods and these terms and conditions, when the shipment has, in accordance with what has been agreed, been placed in the recipient's use at the destination location, or when the shipment has been returned to the sender.

Posti is responsible for transporting the shipment in accordance with the contract to the recipient's address, as indicated in the transport document. The shipment is handed over against signed receipt to a person present at the address. The shipment can also be picked up at the Posti terminal.

The shipment can also be handed over without the recipient's signature, with an assignment from the sender or recipient

#### **Returning to sender**

If the shipment cannot be delivered due to a reason beyond Posti's control, the shipment will be processed in accordance with the instructions provided by the customer on the shipment.

If the shipment is returned, the customer will be charged the return costs. If the shipment cannot be returned to the sender, it will be processed as undeliverable in accordance with the General Contract Terms.

Posti will usually store undeliverable domestic shipments for 44 days from the time i) the sender was notified of the undeliverable shipment and the fact that the shipment can be disposed of or sold in accordance with the Act on Road Transport Contracts or ii) the unaddressed or otherwise unknown shipment arrived at a Posti logistics center. However, Posti is not obligated to store perishable goods or goods that are in such a condition that storing them is not reasonable. In addition, Posti is not obligated to store goods if the cost of storing the goods

is not reasonable in relation to the value of the goods. The sender can, within 30 days of receiving the notification, request that the goods be handed over to them in return for the stated fees.

#### **4. Customer's responsibilities**

In addition to what is said in the General Contract Terms, the customer shall be responsible for the following.

The customer shall instruct senders or recipients not party to the contract to comply with the provisions specified in this contract and the Finnish Act on Road Transport Contracts.

The sender shall pack the product to be transported in such a way that it endures the normal stress in the cargo space experienced during stowage, terminal handling, and transport, and the securing and/or support in cargo space in accordance with good practice. Posti shall have the right, but not the obligation, to supplement and repair an incomplete package in order to prevent danger of damage and to charge any expenses arising out of this in accordance with a separate price list.

The sender must pack the shipment on a machine-handled loader if the mass of a single package is more than 35 kg or the shipment consists of more than 10 packages. If packages are clearly attached and unitized to one pallet, they shall be considered a single package. The word "package" refers to an individual transport unit, such as a pallet, parcel or cage pallet. Each package must be separately equipped with a unique logistics unit label. The gross weight of packages weighing more than 1,000 kg must be marked on the package, in accordance with occupational and industrial safety legislation.

If supporting or protecting the goods requires securing means other than those provided by basic securing equipment, the sender

must, at its own expense, provide Posti with said means when the shipment is picked up.

The sender shall attach a logistics unit label to each package included in the freight shipment. The logistics unit label must specify the total number of packages in the shipment unambiguously, as well as the recipient address and handling notes, so that the packages can be handled and delivered to the correct recipient even without a waybill. The sender must always indicate the package's center of gravity, if its mass centers higher than at the package's mid-height.

The customer shall ensure that Posti can pick up and deliver shipments at the agreed time, without waiting time, unnecessary driving or other obstacles.

The customer is responsible for ensuring that correct and up-to-date name, address, and payment information and any other markings required by the Service are marked on the shipment.

If the customer performs the loading, the customer shall be responsible for ensuring that the loading is appropriately conducted.

In the event that any special safety equipment (protective clothing, safety boots, mask, etc.) is needed either at the loading or unloading end, the customer must supply the driver with said equipment free of charge. If the loading or unloading requires special equipment, the customer shall order this additional service or see to such measures itself.

The customer must ensure that the selected Service is available for the location and route in question and that the selected additional services are available in connection with the selected Service. If the Customer's choices are in conflict with each other or the shipment, Posti has the right to deviate from the Service ordered by the customer.

## 5. Basis for chargeable weight

A chargeable weight is specified for shipments which, due to their volume or other qualities related to loading, do not meet the loading capacity of the transport unit with their actual weight. If the chargeable weight stated by the sender is found to be inaccurate, Posti has the right to adjust the chargeable weight at any point of the transport service.

### Volume weight: 333 kg/m<sup>3</sup> (cubic weight)

The volume used as the basis is the shipment's length x width x height, rounded to cubic meters with an accuracy of one decimal place. Used when the package's actual weight is less than 333 kg/m<sup>3</sup>.

### Pallet-meter weight: 1,850 kg/pallet meter

The volume used as the basis is the shipment's length x width / 2.4, rounded to pallet-meters with an accuracy of one decimal place. Used when

- The package height is over 1.3 meters
- The package length is over 5.0 meters
- A package weighing over 35 kg has not been loaded onto a mechanically handled load carrier
- There is a stacking prohibition on the package

If the package is not stackable, this must be clearly marked on the package. Posti is not liable for any losses caused by stacking, if the stacking prohibition is not marked on the package.

### Most common pallet-meter weights by load carrier

- FIN pallet: 925 kg (0.5 pallet-meters)
- EUR pallet: 740 kg (0.4 pallet-meters)
- Rolltainer: 420 kg (0.23 pallet-meters)



- Half pallet / outlet pallet: 370 kg (0.2 pallet-meters)
- Display pallet: 185 kg (0.1 pallet-meters)

### **Empty pallets and other reusable packages**

Individual FIN pallets and equivalent 60 kg packages, EUR pallets and equivalent 50 kg packages, outlet pallets and equivalent 20 kg packages, others according to volume. Other batches with more than one (1) item according to volume.

### **Large batches**

The chargeable weight of shipments weighing more than 2,500 kg is based on the space required by the shipment in the cargo space as pallet-meters.

## **6. Pricing**

The services are subject to freight transport and additional service fees in accordance with the customer's contract or the price list and any other fees according to the price list. The fuel surcharges specified on Posti's website valid at the time are charged separately.

Service charges are based on the general price list valid at the time, unless otherwise agreed upon in writing with the customer.

Posti's right to invoice arises when Posti confirms the receipt of the transport order. The sender is liable for freight payments if the freight payer indicated in the transport order or the subsequently drafted transport contract is unwilling or unable to pay the freight invoice.

In the event that the amount of goods dispatched falls below the amount the transport was ordered for, Posti shall have the right to charge the freight pursuant to the amount ordered. If the actual amount is larger than what was indicated, the payer for

the freight shall be charged a freight fee equaling the actual amount.

If the customer's contract number or other payment indication specified in the contract is missing from the waybill, Posti cannot observe customer-specific rates.

## **7. Special transportation**

Exceptions to the normal delivery times are shipment lots exceeding 5,000 kg, shipments of long and cumbersome objects, shipments requiring special equipment, and delivery to private addresses. The aforementioned transport will take one weekday (Mon–Fri) longer compared to regular transport.

### **Long goods**

The Long Shipment fee is charged when the transported goods, objects or bundles are over 2.4 meters long. The transport of goods over 7 meters long must be agreed separately.

### **Transport subject to a separate agreement**

The restrictions for the content of shipments are specified in the General Contract Terms, unless otherwise specified for the product in question. The restrictions can be checked on Posti's website.

The transport and transport terms require a separate agreement with Posti in the following cases.

- **Oversized transport:** If the cargo exceeds the maximum width, height, length (over 7 meters), or weight allowed for the vehicle to carry, the transport shall be subject to a separate agreement with Posti. Oversized shipments are always freighted and scheduled case-specifically and with observance of any regulations pertaining to special transport.



- Food deliveries covered by self-monitoring
- Waste transport
- Transporting dangerous goods
- Removal goods, sensitive, particularly valuable, unpacked goods, or products unsuitable for freight (e.g. products causing odors)
- Other transport subject to special regulations.

#### **Posti Freight Services do not carry**

- Temperature controlled transport
- Deliveries of weapons subject to licenses
- Live or dead animals
- Hazardous waste transport

#### **Transport of dangerous goods (TDG)**

In Posti's goods traffic, dangerous goods may be transported only as groupage. Such goods must furthermore allow, within the framework of TDG regulations, mixed shipping with other dangerous materials and other transported goods in the same vehicle.

Transporting dangerous goods is subject to Posti's safety advisor giving advance approval for the transportation of the goods in question. Posti does not transport explosives (class 1), spontaneously combustible substances (class 4.2) or radioactive material (class 7).

Posti has the right not to transport dangerous goods or objects, substances, or materials that cause danger.

In addition to statutory markings, the shipments must be marked by TDG (dangerous goods) tape.

Posti is entitled to amend the SLA if the reason for the amendment is to ensure compliance with legislation on the transport of dangerous goods.

#### **8. Express Freight**

The terms specified above apply to Express Freight, subject to the following special terms.

If the terms listed in this paragraph 8 are in conflict with the terms of the above paragraphs, the terms of paragraph 8 apply to Express Freight.

Express Freight shipments are delivered to the recipient's address within the time indicated in the Delivery Time Inquiry, on the first weekday after their day of deposit for the most common locations and otherwise on the second weekday after the day of deposit at the latest. As a general rule, shipments are delivered by 4:00 p.m. However, in some postal code areas shipments are delivered by 5:00 p.m.

The service includes one delivery attempt. If the recipient is not met at the address, a notification will be left with the recipient. A redelivery, subject to a charge, can be ordered for the shipment. The shipment can be picked up at the Posti terminal.

Express Freight shipments that cannot be delivered to the recipient due to a reason not attributable to Posti will be returned to the sender. Uncollected shipments will be returned after the storage period. Posti will invoice the customer for the transportation charge for returning the shipment and any charges for supplementary services. The transport time for return shipments is 1–3 weekdays, depending on the locations involved.

Express Freight shipments are stored at pickup points or terminals for seven (7) days.

#### **Pricing**

The pricing of Express Freight shipments is based on the number of items, the mailing batch, the transport unit type, the delivery zones and the supplementary services used. Shipments larger than the transport unit are

subject to Posti's oversized transport unit fee. Any fuel surcharges specified on Posti's website valid at the time are invoiced separately.

Pickup must always be specified for Express Freight, and it will be subject to a separate charge.

Multi parcel shipment pricing (MPS) is available.

### **Use of Posti's transport units**

The use of transport units owned by Posti (cage pallets, rolltainers and boxes) is restricted only to Posti's domestic transport, as separately agreed.

Transport units may not be used for Posti Freight, foreign transport, transport for other companies, or in the customer's in-house operations. The customer will obtain the number of Posti transport units specified in the contract for a period of one week.

Transport units are given to the customer only if the customer has returned any previous transport units they have used as instructed by Posti. The customer is responsible for any transport units it picks up or which have been delivered to the customer and their use.

Posti is entitled to monitor and supervise the use of transport units, collect any non-returned transport units, and invoice the charges specified in the contract for the pickup of the non-returned transport units. Posti also has the right to perform checks on the customer's premises in order to monitor the use of the transport units.

Posti is entitled to charge the customer compensation equaling the amount of the acquisition price in the event that a transport unit is damaged, lost or used contrary to the contract.