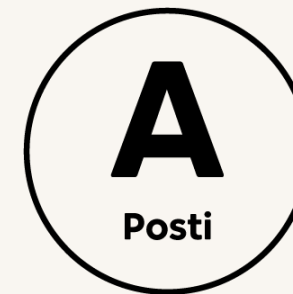




Customer Direct's mailing instructions as of 1.1.2023

Posti Customer Direct, machine sortable (19224)



Mailing from Finland

Sorting Service in use

Customer Direct, machine sortable: mailing from Finland

- Boxed into Posti's blue boxes with the address information facing in the same direction
- Boxes are equipped with box labels (74 x 101.6 mm)



- Unitizing according to the information from the Sorting Service.

Product change made in Posti's receipt inspection or adding an additional handling fee:

- If the items are machine-sortable according to the Guide for Machine-Sortable Items and the mailing batch has been bundled instead of having been packed in a box: The Additional handling fee (17018) is added
- If the items are not machine-sortable according to the Guide for Machine-Sortable Items: The product is changed into Customer Direct, manually sortable (19225)
 - If the item's dimensions or shape do not comply with the requirements of Customer Direct, manual sorting, Posti will process and invoice the item as a service that is suitable for the item's dimensions or shape.

Sorting Service not in use

Customer Direct, machine sortable: mailing from Finland

- Boxed into Posti's blue boxes with the address information facing in the same direction according to the 19 direction (the directions are the same as in the instructions for unitizing based on the 19 directions in the Guide for Batch-Sorted Items).
- Labelling a box:
 - An A4 or minimum A5 label describing the content of the box or
 - The direction has been clearly indicated on the control information of the topmost item in the box (e.g. 00-02). If the items have been boxed vertically, turn an item with the control information on top of the others.
- Unitizing according to the instructions for unitizing in the Guide for Batch-Sorted Items.

Product change made in Posti's receipt inspection or adding an additional handling fee:

- If the items are machine-sortable according to the Guide for Machine-Sortable Items and the mailing batch has been bundled in accordance with the 19 directions instead of having been packed in a box: The Additional handling fee (17018) is added
- If the items are not machine-sortable according to the Guide for Machine-Sortable Items: The product is changed into Customer Direct, manually sortable (19225)
 - If the item's dimensions or shape do not comply with the requirements of Customer Direct, manual sorting, Posti will process and invoice the item as a service that is suitable for the item's dimensions or shape.
- If the product batch has been bundled contrary to the 19 direction(including postal code bundles): The product is changed into Customer Direct, manually sortable (19225)



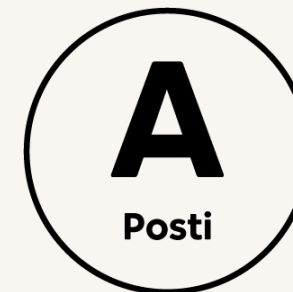
Other instructions

- Boxes or bundles are unitized in rolltainers or a pallet. If the Sorting Service is used for the batch, the batch can also be unitized in dollies.
- Bundles are unitized in rolltainers, a publication cage or pallet.
- Machine-sortable items in batches of under 2,000 can be boxed in the same direction into four directions (Guide for Batch-Sorted Items, Item Unitizing), which means these batches do not require sorting according to the 19 direction.

Ordering blue boxes and dollies from the Posti Ordering Center

- Orders via form at posti.fi
- Small quantities can be ordered at a day's notice, a maximum of 100 boxes.
- Larger quantities should be ordered at least 5 days prior to the delivery.

Posti Customer Direct, machine sortable (19224)

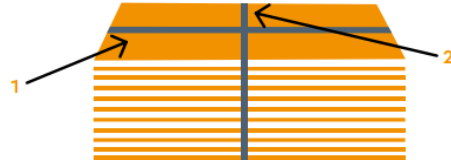


Mailing from abroad

Sorting Service in use

Customer Direct, machine sortable: **mailing from abroad**

- Items are bundled and tied up using one or two bands or packed separately into cardboard boxes.
- Bundles or boxes are equipped with box labels (74 x 101.6 mm)



- Unitizing according to the information from the Sorting Service.

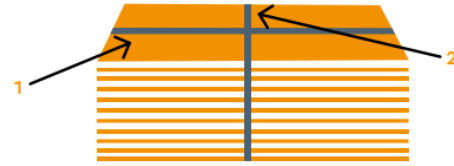
Product change made in Posti's receipt inspection or adding an additional handling fee:

- If the bundles have been tied up with more than two bands: The Additional handling fee (17018) is added
- When the measurements or form of the item differ from the product features defined for machine-sortable products: The product is changed into Customer Direct, manually sortable (19225)
 - If the item's dimensions or shape do not comply with the requirements of Customer Direct, manual sorting, Posti will process and invoice the item as a service that is suitable for the item's dimensions or shape.

Sorting Service not in use

Customer Direct, machine sortable: **mailing from abroad**

- Items are bundled and tied up using one or two bands or packed separately into cardboard boxes.
- Items are bundled or boxed into cardboard boxes according to the 19 direction (the directions are the same as in the instructions for unitizing based on the 19 directions in the Guide for Batch-Sorted Items).
- Bundles or boxes are equipped with:
 - a) an A4 or minimum A5 bundle label
or
 - a) The direction has been clearly indicated on the control information of the topmost item of the bundle (e.g. 00-02)
- Unitizing according to the instructions for unitizing in the Guide for Batch-Sorted Items.



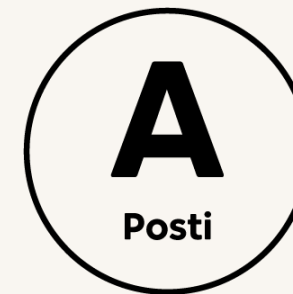
Product change made in Posti's receipt inspection or adding an additional handling fee:

- If the bundles have been tied up with more than two bands: The Additional handling fee (17018) is added
- When the measurements or form of the item differ from the product features defined for machine-sortable products: The product is changed into Customer Direct, manually sortable (19225)
 - If the item's dimensions or shape do not comply with the requirements of Customer Direct, manual sorting, Posti will process and invoice the item as a service that is suitable for the item's dimensions or shape.
- If the product batch has been bundled contrary to the 19 direction (including postal code bundles): The product is changed into Customer Direct, manually sortable (19225)

Other instructions

- Boxes or bundles are unitized in rolltainers or a pallet. If the Sorting Service is used for the batch, the batch can also be unitized in dollies.
- Bundles are unitized in rolltainers, a publication cage or pallet.
- Machine-sortable items in batches of under 2,000 can be boxed in the same direction into four directions (Guide for Batch-Sorted Items, Item Unitizing, page 22), which means these batches do not require sorting according to the 19 direction.

Posti Customer Direct, manually sortable (19225)



Mailing from Finland or abroad

Customer Direct, manually sortable: mailing instructions

- The items must be bundled in accordance with the Guide for Batch-Sorted items. The bundling levels can be found in the Bundling section of the guide.
 - Exception: For batches sent through the Sorting Service, bundles to be opened can be packed in boxes.
- Bundle markings according to the Guide for Batch-Sorted Items.
- Bundles are unitized in transport units according to the Guide for Batch-Sorted Items. It is recommended that bundles to be opened are unitized separately.
- Batches of less than 1,000 pcs can be mailed packed in boxes, and the items must be ordered according to postal codes (ascending or descending) with the address sides facing the same direction.
- Bundles are unitized in rolltainers, a publication cage or pallet.
- If the item's dimensions or shape do not comply with the requirements of Customer Direct, manual sorting, Posti will process and invoice the item as a service that is suitable for the item's dimensions or shape.



Customer Direct - mailing instructions

Further information about the services
posti.fi/markkinointi

Prices and price calculators
posti.fi/prices-business

Payment indications for direct mail
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Mailing instructions
posti.fi/ posti.fi/mailing-instructions

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