Mailing instructions for Standard and Volume Letters from 1.2.2026

21049 Standard Letter Economy

21051 Standard Letter Priority

21045 Volume Letter

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Contents

Posti's business letter services from February 1, 2026

Services that remain

- **12909 Economy Letter**

- **12907 Priority Letter**

- Services suitable for diverse mailing needs for large letter batches
- Also suitable for larger-sized letters

Services to be discontinued

- **19190 Economy Standard Letter Pro**

- **19427 Priority Standard Letter Pro**

- Standard Letter Pro services will be removed from the service selection on January 31, 2026
- Replacement services: Standard Letter Economy and Standard Letter Priority

New letter services 1.2.2026

- **21045 Volume Letter**

- **21049 Standard Letter Economy**

- **21051 Standard Letter Priority**

- Services suitable for very large letter volumes, and always machine-sortable
- Volume Letter for customers sending over 100,000 items per year
  - Delivery capacity is booked in advance
  - Excludes the use of Standard Letter Economy

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Parallel use of Letter Services

Current service in use	Other available Letter service				
	12909 Economy Letter	12907 Priority Letter	21049 Standard Letter Economy	21051 Standard Letter Priority	21045 Volume Letter
12909 Economy Letter		yes	yes	yes	yes
12907 Priority Letter	yes		yes	yes	yes
21049 Standard Letter Economy	yes	yes		yes	**no**
21051 Standard Letter Priority	yes	yes	yes		yes
21045 Volume Letter	yes	yes	**no**	yes	

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Mailing Standard and Volume Letters

Basic mailing instructions

- Standard and Volume Letters are always mailed using the Sorting Service.

- Product numbers used in mailing: **21049 Standard Letter Economy, 21051 Standard Letter Priority or 21045 Volume Letter**.

- The 2D code or 4-state code produced by the Sorting Service must be added to letter items.

- The identification codes used for the items must follow Posti's specifications as to their form and content.

- When adding the code on a letter, follow the instructions in Posti's [Guide to Machine-Sortable Items](#).

- Regional division of the mailing of Standard Letter Economy (21049) and Volume Letter (21045) is automatically retrieved to the mailing list from the Sorting Service.

- Control labels produced by the Sorting Service must be used and the general mailing instructions for Economy letters and Priority letters must be followed in mailing.

- The primary posting place is the Helsinki or Kuopio postal center and the posting time is 5 p.m. at the latest. One (1) working day is added to the delivery time of items mailed at terminals

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Other instructions

- Different letter products can be combined in a single Sorting Service run. However, the integration built for the Sorting Service may affect the possibilities for combining products. Check the situation with your integration partner.

- Using the Volume Letter requires a notification from the customer to Posti. If no notification has been made, the Sorting Service run will fail. In case of an error, check that the Volume Letter has not been selected for customers for whom its use has not been enabled.

- The mailing list must not be changed afterwards. If there are changes to the mailing after forming the mailing list, cancel the previous mailing list and run the Sorting Service again.

- If you wish to use the Information Service in connection with a batch, we recommend including the information on its use in the Sorting Service message.

- When mailing from outside the Finnish mainland, letters are placed in cardboard boxes or in accordance with a separate agreement.

- The control labels produced by the Sorting Service are placed topmost and loose inside the cardboard box.

Payment indications for letters

- Mark Standard Letter Priority items with the Port Payé (PP) payment indication for Priority letters.

- Mark Standard Letter Economy items with the Port Payé (PP) payment indication for Economy letters.

- Mark Volume Letter items with the Port Payé (PP) payment indication for Economy letters.

Download the payment indication files at posti.fi/mailing-instructions. Please also read the instructions for using the indications available on the same page.

Determination of the Address Error Fee

- Use of Standard and Volume Letters requires providing the recipient information of the letter in the format accepted by the Sorting Service and in the correct section of the Sorting Service message.

- The recipient's name and address details must be in the same format as they are printed on the item.

- The Sorting Service will automatically add an address error fee (Economy 21052, Priority 21051, Volume Letter 21048) in the mailing list for letters with address details in an incorrect format.

1. Name, mail address and city/municipality:
   - A field is in incorrect format*
   - One or more of the fields are empty

2. Postal code
   - The field does not contain a five-digit number
   - There are spaces between the numbers
   - There are letters in the field

The information required for the field is missing (name, mail address or city/municipality). However, the Address Error fee will not be charged if there is a spelling error in the name, mail address or city/municipality or if, for example, the apartment number is missing.

Considerations related to the information provided to the Sorting Service

Name

- Only the recipient's name is entered in the field
- No other information, such as a date, customer number or postal code, is entered in the field
- The Address Error fee will not be charged if there is a spelling error in the name or a nickname or an abbreviation is used

City/Municipality

- Only the name of the city/municipality (for example, HELSINKI) is entered in the field
- No other information, such as a date, customer number or postal code, is entered in the field

Mail address

- Only the recipient's mail address is entered in the field
- No other information, such as a date, customer number or postal code, is entered in the field
- The Address Error fee will not be charged if the apartment number is missing or the mail address has a spelling error

Postal code

- Only the postal code is entered in the field
- The postal code must have five numbers
- The postal code must not contain any spaces
- The postal code must not contain any letters

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