

Posti Ltd

FIA

Basic Services						
1	Maximum weight limit admitted			PREDES V 2.0	Pre-advice of international dispatch information - origin post	Yes
1.1	Surface parcels (kg)	31,5		RESDDES V 1.1	Dispatch receipt information (response to a PREDES) – destination post	Yes
1.2	Air (or priority) parcels (kg)	31,5		5.1.5	Ready to start transmitting data to partners wishing to receive data	Yes
2	Maximum size admitted			5.1.6	Other messages transmitted	
2.1	Surface parcels			PRECON	Pre-advice of international consignment – origin post	Yes
2.1.1	2m x 2m x 2m (or 3m length & greatest circumference)	No		RESCON	Response to a PRECON – destination post	Yes
2.1.2	1.5m x 1.5m x 1.5m (or 3m length & greatest circumference)	No		CARDIT	Carrier documents international transport – origin post	Yes
2.1.3	1.05m x 1.05m x 1.05m (or 2m length & greatest circumference)	Yes		RESDIT	Response to a CARDIT – destination post	Yes
2.2	Air parcels			6	Home delivery	
2.2.1	2m x 2m x 2m (or 3m length & greatest circumference)	No		6.1	Initial delivery attempt at physical delivery of parcels to addressee	No
2.2.2	1.5m x 1.5m x 1.5m (or 3m length & greatest circumference)	No		6.2	If initial delivery attempt unsuccessful, card left for addressee	
2.2.3	1.05m x 1.05m x 1.05m (or 2m length & greatest circumference)	Yes		6.3	Addressee has option of paying taxes or duties and taking physical delivery of the item	No
Supplementary services				6.4	There are governmental or legally binding restrictions mean that there are certain limitations in implementing home delivery.	No
3	Cumbersome parcels admitted	Yes		6.5	Nature of this governmental or legally binding restriction.	
4	Maximum size admitted			7	Signature of acceptance	
4.1	Surface parcels			7.1	When a parcel is delivered or handed over	
	Metres for any one dimension	1,5		7.1.1	a signature of acceptance is obtained	Yes
	Metres for length & greatest circumference	3		7.1.2	captured data from an identity card are registered	No
4.2	Air parcels			7.1.3	another form of evidence of receipt is obtained	No
	Metres for any one dimension	1,5		7.2	Ordinary parcels	
	Metres for length & greatest circumference	3		7.2.1	Signature of the addressee or his agent	Yes
Parcels service features				7.2.2	Signature of a de facto agent	Yes
5	Electronic exchange of information			7.3	Insured parcels	
5.1.1	Use a track and trace system	Yes		7.3.1	Signature of the addressee or his agent	No
5.1.2	Mandatory tracking events transmitted			7.3.2	Signature of a de facto agent	No
EMC	Departure from outward office of exchange	Yes		Insured parcel service		
EMD	Arrival at inward office of exchange	Yes		8	Insured surface parcels admitted	Yes
EMH	Attempted/Unsuccessful delivery	Yes		8.1	Maximum insured value for surface parcels (SDR)	4000
EMI	Final delivery	Yes		9	Insured air parcels admitted	Yes
5.1.3	Optional tracking events transmitted			9.1	Maximum insured value for air parcels (SDR)	4000
EMA	Posting/collection	Yes		9.2	Maximum insured value when the provisions of the Parcel Post Regulations are not applied	4000
EMB	Arrival at outward office of exchange	Yes		10	Marking used for insured parcels	
EME	Held by Customs	Yes		10.1	CP 74 pink label used	No
EMF	Out of Customs/Departure from inward office of exchange	Yes				
EMG	Arrival at delivery office	No				
EMJ	Arrival at transit office of exchange	Yes				
EMK	Departure from transit office of exchange	Yes				
5.1.4	Dispatch messages transmitted					

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26	Delivery charges collected at the time of delivery in response to the advice of arrival	No			
Special charges – Poste restante					
27	Poste restante service provided	Yes			
27.1	Amount of charge per parcel				
	Local currency	free			
	SDR				
27.2	Basis for charge if not an amount per parcel				
Special provisions - Treatment of parcels wrongly accepted					
28	Parcels returned to sender	Yes			
Delivery areas					
29	Parcels delivered to				
29.1	all addresses	Yes			
29.2	specific areas only	No			
	Comments:				
Collection					
30	Collection of parcels at post offices provided for				
30.1	all addresses	Yes			
30.2	specific areas only	No			
	Comments:				
Delivery procedures for parcels for which customs duty and taxes are payable					
31	Procedure for parcels for which customs duty is payable				
31.1	Pick up of parcel at the customs office	Yes			
31.2	Addressee's address with collection of customs duties and taxes at the time of delivery	No			
31.3	Delivery to the addressee's address after payment of customs duties and taxes	No			
31.4	Over the counter at the local post office with immediate payment of customs duties and taxes	No			
31.5	Other				
Period of retention					
32	Period of retention for parcels				
32.1	Normal period	2 Week(s)			
32.2	Exceptional period				
33	Retention for parcels for which notice could not be sent or addressed to poste restante				
33.1	Normal period	2 Week(s)			
33.2	Exceptional period				
Parcels automatically retained					
34	A list of contact e-mail addresses for accounting and verification notes is temporarily being maintained and published outside the compendia; please refer to International Bureau circular 75/2020. The UPU contact person for any updates to this list is jean-marc.coeffic@upu.int.				
Office name:	Posti Ltd.				
Name:	Mr Verification Notes				
Function:					
Address:	P.O Box 6 00011 ITELLA Finland				
Tel:	1: (+358)204511 2: (+)				
Fax:	(+358)204517500				
E-Mail:	verificationnote@posti.com				
Requests for withdrawal from the post or alteration, or correction of address					
35	Requests for withdrawal from the post accepted	Yes			
35.1	Central office (in destination country) to which requests must be sent				
Office name:	Posti Ltd				
Name:	Mr Customer Service				
Function:					
Address:	P.O. Box 6 00011 ITELLA FINLAND				
Tel:	1: (+358)204515711 2: (+358)204515770				
Fax:	(+)				
E-Mail:	customerservice@posti.com				
Special provisions - Force majeure					
36	Liability admitted in cases of force majeure	No			
36.1	Liability admitted for insured parcels on board ships or aircraft used by designated operators	No			
36.2	Addressee/sender's reservations admitted at the time of delivery	No			
Special provisions - Customs declarations					
37	Number of CN 23 customs declarations required for inbound parcels	1			
37.1	Number of CN 23 customs declarations required for parcels in transit	1			

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37.2	Languages in which CN 23 customs declarations can be completed English finnish , swedish	
Special provisions - Method of dispatching accompanying documents		
38	Documents affixed to the relevant parcels	Yes
38.1	Documents attached to the parcels bill	No
Service to customers		
39	On-line tracking provided	Yes
39.1	Web site address to access information http://www.posti.fi/english/thepostsservices/itemtracking/	
39.2	Languages in which track and trace information is available English Swedish, Finnish	
Service to designated operators		
40.	User of the Internet-based Inquiry System (IBIS)	Yes
40.1	Details of office(s) responsible for handling parcel post inquiries	
Office name: Posti Ltd		
Name: Mr Customer Service		
Function:		
Address: P.O. Box 6 00011 ITELLA FINLAND		
Tel: 1: (+358)204515711 2: (+)		
Fax: (+358)204515770		
E-Mail: customerservice@posti.com		
Hours of service and days(s) on which the inquiry service is operating		
Opening Hours (Local)		
Day	Opening hours 1	Opening hours 2
Monday	08:00-17:00	-
Tuesday	08:00-17:00	-
Wednesday	08:00-17:00	-
Thursday	08:00-17:00	-
Friday	08:00-17:00	-
Saturday	-	-
Sunday	-	-
Languages English Swedish, Finnish		
National Holidays		
41.1	National holidays	
National holiday in 2022		

Month	Day(s)	National Holidays - Description
January	1	New Year's Day
January	6	Epiphany
April	15	Good Friday
April	17	Easter Day
April	18	Easter Monday
May	1	May Day
May	26	Ascension Day
June	24	Midsummer Eve
June	25	Midsummer
November	5	All Saints' Day
December	6	Independence Day
December	24	Christmas Eve
December	25	Christmas Day
December	26	St. Stephen's Day

Regional Holidays**41.2 Regional holidays**

Regional holiday in

Month	Day(s)	Regional/Local Holidays – Localities and description
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Cancellation of fees**42 Fees cancelled when they concern**

42.1	parcels returned to sender	No
42.2	parcels redirected to a third party	No
42.3	parcels abandoned by the sender	No
42.4	parcels lost or destroyed	No
42.5	parcels rifled or damaged	No

Redirection within the country of destination

43.1	Redirection done without a request from the sender or addressee	No
43.2	Redirection fee charged	No
43.3	Amount of redirection fee (SDR)	

Comments:

Miscellaneous provisions – operation of the parcel service

- 44.1 Postal parcel services operated by the designated postal operator Yes
- 44.2 Postal parcel services operated by a transport company or companies No
- 44.3 Service provided throughout the country Yes

Postcodes	Localities

Office(s) of exchange handling parcels**45 Details of office(s) of exchange responsible for handling parcel post**

Office name: Posti Oy , Helsinki Office of Exchange
 IMPC code: FIHELA
 Name: Ms Hännikkälä Sanna
 Function: Production Manager
 Address: Posti Palvelut Oy
 Logistiikkakeskus
 Tikkurilantie
 01530 VANTAA
 FINLAND
 Tel: 1: (+358)204518175
 2: (+358)405170159
 Fax: (+358)204515714
 E-Mail: Sanna.Hannikkala@posti.com
 ulkomaan.postituotanto@posti.com

Hours of service and days(s) on which the OE is operating

Opening Hours (Local)

Day	Opening hours 1	Opening hours 2
Monday	00:00-23:59	-
Tuesday	00:00-23:59	-
Wednesday	00:00-23:59	-
Thursday	00:00-23:59	-
Friday	00:00-23:59	-
Saturday	00:00-23:59	-
Sunday	00:00-23:59	-

Observations/Comments

Also used FIHELB and FIHELK

Delivery standards

46-47 See the annexes.

Barcode

48 Barcode sample used on all outward international postal parcels.



CP077400013FI

Parcel delivery standards - Air parcel

OE Name Helsinki Office of Exchange

IMPC Code FIHELA

Tel (+)

Fax (+358)204515714

Hours of operation 24/7

From the airport of destination to the addressee

<i>Arrival at the airport</i>		<i>Days of delivery by zone</i>		
Day	Time	Zone 1	Zone 2	Zone 3
Monday	00:00 - 15:30	Tuesday	Wednesday	---
Monday	15:31 - 23:59	Wednesday	Thursday	---
Tuesday	00:00 - 15:30	Wednesday	Thursday	---
Tuesday	15:31 - 23:59	Thursday	Friday	---
Wednesday	00:00 - 15:30	Thursday	Friday	---
Wednesday	15:31 - 23:59	Friday	Monday	---
Thursday	00:00 - 15:30	Friday	Monday	---
Thursday	15:31 - 23:59	Monday	Tuesday	---
Friday	00:00 - 15:30	Monday	Tuesday	---
Friday	15:31 - 23:59	Tuesday	Wednesday	---
Saturday	00:00 - 23:59	Tuesday	Wednesday	---
Sunday	00:00 - 23:59	Tuesday	Wednesday	---

Definition of zones

Zone 1:

Postcodes	Cities
00-82	

Zone 2:

Postcodes	Cities
83-99	

Zone 3:

Postcodes	Cities

Arrival at office of exchange: 1 hour

Customs clearance times: 2-3 hours

Items subject to customs duty: 24 hours

Items not subject to customs duty: 2 hours

Comments: Saturdays and Sundays - no handling at the OE

Parcel delivery standards - Surface parcel

OE Name Helsinki Office of Exchange

IMPC Code FIHELA

Tel (+)

Fax (+358)204515714

Hours of operation 24 / 7

From the airport/port/office of exchange of destination to the addressee

<i>Arrival at the airport</i>		<i>Days of delivery by zone</i>		
Day	Time	Zone 1	Zone 2	Zone 3
Monday	00:00 - 09:30	Thursday	Friday	---
Monday	09:31 - 23:59	Friday	Monday+1	---
Tuesday	00:00 - 09:30	Friday	Monday	---
Tuesday	09:31 - 23:59	Monday	Tuesday+1	---
Wednesday	00:00 - 09:30	Monday	Tuesday	---
Wednesday	09:31 - 23:59	Tuesday	Wednesday+1	---
Thursday	00:00 - 09:30	Tuesday	Wednesday	---
Thursday	09:31 - 23:59	Wednesday	Thursday+1	---
Friday	00:00 - 09:30	Wednesday	Thursday	---
Friday	09:31 - 23:59	Thursday	Friday+1	---
Saturday	00:00 - 23:59	Thursday	Friday	---
Saturday	00:00 - 23:59	Thursday	Friday	---

Definition of zones

Zone 1:

Postcodes	Cities
00 - 82	

Zone 2:

Postcodes	Cities
83 - 99	

Zone 3:

Postcodes	Cities

Arrival at office of exchange: 1 hour

Customs clearance times: 2-3 hours

Items subject to customs duty: 24 h

Items not subject to customs duty: 2 h

Comments: This is for items from EU countries. The LAT for items outside EU is 12:30

Last validation date: Da V1 01/08/2018