

## Posti Jakelu Ltd.

FIA

Basic Services						
<b>1</b>	<b>Maximum weight limit admitted</b>			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
<b>2</b>	<b>Maximum size admitted</b>			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			<b>6</b>	<b>Home delivery</b>	
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
<b>3</b>	<b>Cumbersome parcels admitted</b>	Yes		6.5	Nature of this governmental or legally binding restriction.	
<b>4</b>	<b>Maximum size admitted</b>			<b>7</b>	<b>Signature of acceptance</b>	
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
<b>5</b>	<b>Electronic exchange of information</b>			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		<b>Insured parcel service</b>		
EMD	Arrival at inward office of exchange	Yes		<b>8</b>	<b>Insured surface parcels admitted</b>	<b>Yes</b>
EMH	Attempted/Unsuccessful delivery	Yes		8.1	Maximum insured value for surface parcels (SDR)	4000
EMI	Final delivery	Yes		<b>9</b>	<b>Insured air parcels admitted</b>	<b>Yes</b>
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		<b>10</b>	<b>Marking used for insured parcels</b>	
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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10.2	CP 73 label and pink "insured" label used	No			
<b>Cash-on-delivery service for parcel</b>					
11.1	<b>Acceptance of Cash-on-delivery (COD) service for parcels</b>				
11.1.1	outbound COD parcels	No			
11.1.2	inbound COD parcels	No			
<b>Express delivery service</b>					
12	<b>Express parcel delivery service provided</b>	<b>No</b>			
<b>Parcels with advice of delivery</b>					
13	<b>Admission of advice of delivery for</b>				
13.1	ordinary parcels	Yes			
13.2	insured parcels	Yes			
<b>Parcels for delivery free of charges and fees</b>					
14	<b>Parcels for delivery free of charges and fees admitted</b>	<b>No</b>			
<b>Fragile parcel</b>					
15	<b>Fragile parcels admitted</b>	<b>No</b>			
<b>Consignment service</b>					
16	<b>Consignment service by bilateral agreements provided</b>	<b>No</b>			
<b>Integrated logistics service</b>					
17	<b>integrated logistics service by bilateral agreements provided</b>	<b>Yes</b>			
<b>Addresses for bilateral agreements</b>					
18	<b>Contact details of the person responsible for questions concerning bilateral agreements</b>				
Name:	Mr Mikkola Heikki				
Function:	Business Manager				
Address:	Postintaival 7 A 00011 Posti FINLAND				
Tel:	1: (+46)707600439 2: (+)				
Fax:	(+)				
E-mail	heikki.mikkola@posti.com				
<b>Admissible radioactive material and infectious substances</b>					
19	<b>Radioactive materials admitted in</b>				
19.1	Air Parcels				
		Inbound parcels	No		
19.2	Insured parcels				
		Outbound parcels	No		
		Inbound parcels	No		
		Outbound parcels	No		
20	<b>Infected substances admitted in</b>				
20.1	Air Parcels				
		Inbound parcels	No		
		Outbound parcels	No		
20.2	Insured parcels				
		Inbound parcels	No		
		Outbound parcels	No		
<b>Supplementary charges - Customs</b>					
21	<b>Non-dutiable parcels</b>				
21.1	Threshold level below which parcels are free of customs duties and other taxes	No			
	Comments:				
	Threshold only for C2C gifts 45€, everything else 0€				
22	<b>Dutiable parcels</b>				
22.1	Customs clearance fee collected for parcels subject to import customs clearance	Yes			
22.2	Amount of fee collected				
	Local currency		0,90/2,90		
	USD				
	Comments:				
	0,90 € when item under 150€ and clearance done in Posti website.				
	2,90 € when clearance done in Finnish customs website.				
	25,60 € (consumer) 50,47 € (business) when receiver wants Posti to do the clearance.				
23	<b>Customs clearance fee collected for all items declared at customs</b>	<b>No</b>			
	Comments:				
	Only dutiable items handled by own forwarding agency (addressee decision)				
24	<b>Administration fees collected for parcels subject to export customs clearance</b>	<b>No</b>			
	Comments:				
	If sender has made the export declaration.				
<b>Special charges - Storage</b>					
25	<b>Storage charge collected on a parcel when it is kept beyond the prescribed period, or in the event of return to sender/redirection</b>	<b>No</b>			
<b>Special delivery charges</b>					
26	<b>Delivery charges collected at the time of delivery in response to the advice of arrival</b>	<b>No</b>			

<b>Special charges – Poste restante</b>			33.2	Exceptional period	
<b>27</b>	<b>Poste restante service provided</b>	<b>Yes</b>	<b>Parcels automatically retained</b>		
27.1	Amount of charge per parcel		<b>34</b>	<b>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.</b>	
	Local currency	free			
	SDR				
27.2	Basis for charge if not an amount per parcel				
<b>Special provisions - Treatment of parcels wrongly accepted</b>					
<b>28</b>	<b>Parcels returned to sender</b>	<b>Yes</b>	Office name:	Posti Ltd.	
			Name:	Mr Verification Notes	
			Function:		
<b>Delivery areas</b>			Address:	P.O Box 6 00011 ITELLA Finland	
<b>29</b>	<b>Parcels delivered to</b>		Tel:	1: (+358)204511 2: (+)	
29.1	all addresses	Yes	Fax:	(+358)204517500	
29.2	specific areas only	No	E-Mail:	verificationnote@posti.com	
	Comments:				
<b>Collection</b>			<b>Requests for withdrawal from the post or alteration, or correction of address</b>		
<b>30</b>	<b>Collection of parcels at post offices provided for</b>		<b>35</b>	<b>Requests for withdrawal from the post accepted</b>	<b>Yes</b>
30.1	all addresses	Yes	35.1	Central office (in destination country) to which requests must be sent	
30.2	specific areas only	No			
	Comments:		Office name:	Posti Ltd	
			Name:	Mr Customer Service	
			Function:		
<b>Delivery procedures for parcels for which customs duty and taxes are payable</b>			Address:	P.O. Box 6 00011 POSTI FINLAND	
<b>31</b>	<b>Procedure for parcels for which customs duty is payable</b>		Tel:	1: (+358)204515711 2: (+358)204515770	
31.1	Pick up of parcel at the customs office	Yes	Fax:	(+)204515770	
31.2	Addressee's address with collection of customs duties and taxes at the time of delivery	No	E-Mail:	customerservice@posti.com ecomservice@posti.com	
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	<b>Special provisions - Force majeure</b>		
31.5	Other		<b>36</b>	<b>Liability admitted in cases of force majeure</b>	<b>No</b>
			36.1	Liability admitted for insured parcels on board ships or aircraft used by designated operators	
			36.2	Addressee/sender's reservations admitted at the time of delivery	
			<b>Special provisions - Customs declarations</b>		
<b>Period of retention</b>			<b>37</b>	<b>Number of CN 23 customs declarations required for inbound parcels</b>	<b>1</b>
32	<b>Period of retention for parcels</b>		37.1	Number of CN 23 customs declarations required for parcels in transit	
32.1	Normal period	2 Week(s)	37.2	Languages in which CN 23 customs declarations can be completed	
32.2	Exceptional period			English finnish , swedish	
<b>33</b>	<b>Retention for parcels for which notice could not be sent or addressed to poste restante</b>				
33.1	Normal period	2 Week(s)			

<b>Special provisions - Method of dispatching accompanying documents</b>			January	6	Epiphany
<b>38</b>	<b>Documents affixed to the relevant parcels</b>	<b>Yes</b>	April	7	Good Friday
38.1	Documents attached to the parcels bill	No	April	8	Easter Saturday
<b>Service to customers</b>			April	9	Easter Day
<b>39</b>	<b>On-line tracking provided</b>	<b>Yes</b>	April	10	Easter Monday
39.1	Web site address to access information		April	30	May Day Eve
	<a href="https://www.posti.fi/en/private/parcels-and-tracking/track-and-receive">https://www.posti.fi/en/private/parcels-and-tracking/track-and-receive</a>		May	1	May Day
39.2	Languages in which track and trace information is available		May	18	Ascension Day
	English Swedish, Finnish		May	28	Whit Sunday
<b>Service to designated operators</b>			June	23	Midsummer Eve
<b>40.</b>	<b>User of the Internet-based Inquiry System (IBIS)</b>	<b>Yes</b>	June	24	Midsummer
40.1	Details of office(s) responsible for handling parcel post inquiries		November	11	All Saints' Day
Office name: Posti Ltd Name: Mr Customer Service Function: Address: P.O. Box 6 00011 POSTI FINLAND Tel: 1: (+) 2: (+) Fax: (+) E-Mail: intl.escalation@posti.com			December	6	Independence Day
Hours of service and days(s) on which the inquiry service is operating			December	24	Christmas Eve
<b>Opening Hours (Local)</b>			December	25	Christmas Day
<b>Day</b>	<b>Opening hours 1</b>	<b>Opening hours 2</b>	December	26	St. Stephen's Day
Monday	08:00-20:00	-	December	31	New Year's Eve
Tuesday	08:00-20:00	-	National holiday in 2024		
Wednesday	08:00-20:00	-	<b>Month</b>	<b>Day(s)</b>	<b>National Holidays - Description</b>
Thursday	08:00-20:00	-	January	1	New Year's Day
Friday	08:00-20:00	-	January	6	Epiphany
Saturday	-	-	March	29	Good Friday
Sunday	-	-	March	30	Easter Saturday
Languages English Swedish, Finnish			March	31	Easter Day
<b>National Holidays</b>			April	1	Easter Monday
<b>41.1</b>	<b>National holidays</b>		May	1	May Day
National holiday in 2023			May	9	Ascension Day
<b>Month</b>	<b>Day(s)</b>	<b>National Holidays - Description</b>	May	19	Whit Sunday
January	1	New Year's Day	June	21	Midsummer Eve
<b>Regional Holidays</b>			June	22	Midsummer
<b>41.2</b>	<b>Regional holidays</b>		November	2	All Saints' Day
Date of last update : 20.11.2023			December	6	Independence Day
Page 4 of 9			December	24	Christmas Eve
			December	25	Christmas Day
			December	26	St. Stephen's Day

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  
 Function:  
 Address: Posti Palvelut Oy  
 Logistiikkakeskus  
 Tikkurilantie 148  
 01530 VANTAA  
 FINLAND  
 Tel: 1: (+)  
 2: (+)  
 Fax: (+)  
 E-Mail: votto.loke@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 FIHEL B and FIHEL C

**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 (+)  
 Hours of operation Mon-Fri 24h, Sat and Sun closed  
 From the airport of destination to the addressee

<i>Arrival at the airport</i>		<i>Days of delivery by zone</i>		
<b>Day</b>	<b>Time</b>	<b>Zone 1</b>	<b>Zone 2</b>	<b>Zone 3</b>
Monday	00:00 - 16:00	Tuesday	Wednesday	Thursday
Monday	16:01 - 23:59	Wednesday	Thursday	Friday
Tuesday	00:00 - 16:00	Wednesday	Thursday	Friday
Tuesday	16:01 - 23:59	Thursday	Friday	Monday
Wednesday	00:00 - 16:00	Thursday	Friday	Monday
Wednesday	16:01 - 23:59	Friday	Monday	Tuesday
Thursday	00:00 - 16:00	Friday	Monday	Tuesday
Thursday	16:01 - 23:59	Monday	Tuesday	Wednesday
Friday	00:00 - 16:00	Monday	Tuesday	Wednesday
Friday	16:01 - 23:59	Tuesday	Wednesday	Thursday
Saturday	00:00 - 23:59	Tuesday	Wednesday	Thursday
Sunday	00:00 - 23:59	Tuesday	Wednesday	Thursday

## Definition of zones

## Zone 1:

Postcodes	Cities
00000-21999	

## Zone 2:

Postcodes	Cities
23000-83999	

## Zone 3:

Postcodes	Cities
22000-22999, 84000-99999	

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: 2-3 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 (+)  
 Hours of operation Mon-Fri 24h, Sat and Sun closed

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>		
<b>Day</b>	<b>Time</b>	<b>Zone 1</b>	<b>Zone 2</b>	<b>Zone 3</b>
Monday	00:00 - 16:00	Tuesday	Wednesday	Thursday
Monday	16:01 - 23:59	Wednesday	Thursday	Friday
Tuesday	00:00 - 16:00	Wednesday	Thursday	Friday
Tuesday	16:01 - 23:59	Thursday	Friday	Monday
Wednesday	00:00 - 16:00	Thursday	Friday	Monday
Wednesday	16:01 - 23:59	Friday	Monday	Tuesday
Thursday	00:00 - 16:00	Friday	Monday	Tuesday
Thursday	16:01 - 23:59	Monday	Tuesday	Wednesday
Friday	00:00 - 16:00	Monday	Tuesday	Wednesday
Friday	16:01 - 23:59	Tuesday	Wednesday	Thursday
Saturday	00:00 - 23:59	Tuesday	Wednesday	Thursday
Sunday	00:00 - 23:59	Tuesday	Wednesday	Thursday

## Definition of zones

## Zone 1:

Postcodes	Cities
00000-21999	

## Zone 2:

Postcodes	Cities
23000-83999	

## Zone 3:

Postcodes	Cities
22000-22999, 84000-99999	

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: 2-3 hours

**Comments:**

Last validation date: Da V2 07/12/2022