

October 2010

P.O. BOX 4, 00011 ITELLA, Finland



Dear contract customer, please prepare in time for the changes in the latter part of 2010

The latter part of the year will involve a number of changes and updates through which we will provide your company with even more comprehensive transport services. When you prepare for these changes well in advance, you will be able to fully utilize our updated transport services.

Finland to adopt SEPA –it will affect cash on delivery

IBAN bank account numbers and BIC codes according to the SEPA payment method update may be used for cash on delivery shipments as of December 1, 2010. Their use must be started by April 1, 2011 to enable cash on delivery payments. With our modern card readers, consumers may use their bank cards, or AmericanExpress, DinersClub, MasterCard, Visa and VisaElectron cards to pay for their cash on delivery shipments easily and securely at their own doorstep.

Secure and trackable deliveries

The EDI message makes the delivery of your shipment more secure, makes delivery follow-up more efficient and makes handling faster. When you use the EDI message, you will also get more extensive additional service features for your shipments. For example, you may use the new free-of-charge notices of arrival, and as of January 1, 2011, the “Payer other than the sender” additional service. In addition, you can also now utilize the price benefit of the “Multiple package service”.

- An electronic notice of arrival is a message to the recipient, indicating that a parcel is waiting for them at a postal outlet. In the updated Itella Economy service, the message is delivered to the recipient on the basis of EDI message data either as a text message, an email message, or an iPost letter. This means that your customer will already be notified of the shipment on the date of arrival, and he or she may immediately pick it up. When necessary, two email reminders will be sent if the parcel has not been collected. Using the free-of-charge “Electronic notice of arrival” requires updating the EDI message and the parcel address card.
- For all shipments delivered direct to the customer, we will always obtain the signature and the recipient’s name information – free of charge. In this way, you can easily see in the shipment tracking who has received your shipment.
- When you use a customer return contract, your customer may utilize the original parcel card for possible returns. This means that the shipment can be tracked with the same delivery ID throughout the delivery chain.

The easiest way to gain the aforementioned advantages of the EDI message is to start using Prinetti, Itella’s free-of-charge software for printing address cards: www.prinetti.fi

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Changes to address cards

Using our updated services requires that your address card software is updated by December 31, 2010. By updating address card software and starting the use of the EDI message, you will get full access to all our transport services and their additional services.

If you are using

- **Itella's Prinetti printing software**, Itella will take care of the update. The Internet version of Prinetti has already been updated, and an update to the workstation version will be available as of December 1, 2010 on the Prinetti website at www.prinetti.fi
- **For software other than Prinetti**, please ensure that the software is updated by December 31, 2010 at the latest. Before starting the use of the update printing software, you should submit the address card templates for review either by email to asiakaspalvelu@itella.com or in printed form to the address: Itella Corporation, Mail Communication Parcel Services, Transport Documents, P.O. Box 4, 00011 ITELLA, Finland
- **For ready printed address cards**, you may use the remaining old address card sets (Keltainen Kuljetus), taking into account that the "Multiple package service" and the "Payer other than the sender" additional services will no longer be available after January 1, 2011. In the "Cash on delivery" additional service, as of December, new IBAN bank account numbers and BIC codes may be entered one after the other, separated with a comma and a space, in the bank account number field of old address cards. New address cards have a designated field for the BIC code.

Your customers appreciate diverse delivery options

Our transport services provide your company with many flexible ways of handling parcel, roll cage and pallet transports in a secure and well-scheduled way both in Finland and internationally. All of our domestic transport services are provided in a climate-friendly way, and we are the first company in Finland to do so.

For more information about new services and the updating of printing software, please contact

- your contact person at Itella
- Corporate Customer Service, tel. 0200 77000 Mon–Fri 8 a.m.–6 p.m. (local call charge/mobile call charge) (international +358 200 77000) or asiakaspalvelu@itella.com
- www.itella.fi/express/english/
- www.itella.fi/english/pricesandinstructions/sending/

Yours sincerely,

Itella Corporation



Aku Happonen
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