

Frequently asked questions – Itella contract customers' transportation services will be renewed starting from June 1, 2010

General

1. Why are the contract customers' transportation services renewed?

The purpose of the service update is to clarify, simplify and harmonize the service range for contract customers, achieve improved competitiveness and customer satisfaction, while increasing Logistics' sales and turnover. New international service names supporting the Itella brand will be introduced throughout the domestic market area of Itella Logistics. From the customer perspective, the objectives include easy-to-use contract services and a transparent and flexible pricing structure. Receiving shipments will also be made faster and improved by providing more diverse delivery methods e.g. electronic notices of arrival (also by email).

2. What will change on June 1, 2010?

The renewed services (Itella Express and Itella Economy) and the new product terms for shipment transportation services will take effect on June 1, 2010. From then on, all parcel services will be climate-friendly without an extra fee. The storing of the recipient's name information will be a feature of the service for all shipments delivered direct to the recipient. The Itella Express Business Day service will be improved by extending the delivery time to 5 p.m. in parts of Northern Finland. Along with the update, some services will be discontinued but for the most of them, replacement services will be found in the refined services.

The new pricing models that better cater to the needs of our customers, enable pricing agreed on a customer-oriented way, making it easier for the customer to compare the offers they have received.

The layout of the offer, the contract's price appendix and the invoice will be clarified and made more consistent. The dimension and size limits of shipments will be harmonized. The significance of EDI will be highlighted as EDI will become mandatory in the new pricing model. In this way, we will ensure higher process quality. It will be possible to place transportation orders by using the free-of-charge Prinetti software. The manifold address cards for contract customers will become subject to a fee. When the customer uses a manifold address card for shipments, Itella does not receive an EDI-format transportation message from the customer. In these cases, the service quality suffers and it is more difficult to implement the service promise.

3. What are the customer benefits of the renewal?

We will transport everything - from parcels to cargo - anywhere in the world. A consistent service structure is used in all countries where we have operations. It is easy to purchase our diverse, renewed services. As a result of our fast order confirmation model, the customer is able to access the services in 24 hours at best. Moreover, customers can use the free-of-charge Prinetti printing software. The printing materials of the Prinetti software also are free of charge. For the customer's address labels printed with Prinetti, Itella will automatically receive an electronic delivery message (in EDI format), which improves the shipment speed and quality, and the customer can access all service features for shipments.

4. How are the service changes communicated to customers?

On February 15, 2010, a letter concerning the discontinued services was sent to customers using the services. A statutory customer communication letter about the service changes will be sent to contract customers and software companies. The mailing of the letter will commence in week 17 (as of April 26, 2010).

5. How quickly will the customer get access to the services?

At best, the customer gets access to our service within 24 hours after they have decided to accept our offer.

6. Do the service names have Finnish versions?

Only "Customer returns" has a Finnish version. In return address labels, customers may use the Asiakaspalautus service name.

7. Do customer contracts need to be renewed before June 1, 2010?

The service update does not require new customer contracts.

Services

8. When are Itella Economy's reminders sent to customers?

The first reminder is sent to the customer on the fifth day after the shipment has arrived at the postal outlet, and the second reminder is sent on the eighth day.

9. Will the Undelivered shipments also cover returns to other Itella countries?

Yes it will.

10. Can Finnish service names be used for Undelivered shipments and Customer returns from now on?

Yes they can.

11. What are the max. weights of Itella Express Flex pallets in the future?

Itella Express Flex max. pallet weights are the same as with other Itella Express services and furniture pallets max. 1000 kg.

12. Itella Express Flex: What if the customer wants the shipment to an address other than the delivery address? Is this doable?

Yes it is, but there may be a time delay in the transportation, and the transportation is subject to a retransportation fee.

Additional services

13. Will customers be charged for the Itella Green additional service after June 1, 2010?

No. As of June 1, 2010, Itella Green will be a climate-friendly feature of all domestic transport services.

14. Will the international transportation insurance also be discontinued for Priority parcels paid in cash?

The international transportation insurance will not be discontinued for Priority and EMS services paid in cash.

15. Will the "cash on delivery" additional service still be available for doorstep deliveries?

Yes it will. During fall 2010, the aim is to obtain chip card readers for Itella drivers.

Customer returns

16. What parcel address card options are possible for Customer returns?

An address card made by the sender/customer, an address card set, the original address card for the destination direction.

17. Will the manifold address cards for Customer returns also be subject to a fee from now on?

No, they will not.

18. Can a Customer return parcel be returned with the pick-up and delivery service or left in a letterbox?

No, it cannot.

Discontinued services

19. Why are services discontinued?

We will clarify our services by removing products with a small turnover and volume from the product range. A customer bulletin was sent on February 15, 2010, for contract customers using the services that will be discontinued. Replacement products for the discontinued services will be found in the updated service family.

20. Will customers using the services be contacted before the change?

All customers will be contacted before the change. All contract customers who have used our to-be-discontinued services during the past 12 months have received and will receive a letter (mailed on April 26, 2010) informing them about the discontinuation of the services.

21. Will replacement products be found for the discontinued services?

Replacement products will be found under the Itella Express and Itella Economy product families. One can conveniently expand the features of the main products by choosing appropriate delivery times and additional services. Our salespeople will help customers find the replacement service suitable for their needs, even though a fully corresponding service will not be available for all of the discontinued services, such as the EDI transport insurance. To replace it, the customer may use insurance policies offered by insurance companies.

22. Why does Itella no longer offer the EDI transport insurance?

Insurance is not a core business of Itella Logistics. From now on, we recommend that the customer contact their respective insurance company to find a replacement service.

23. What service will replace the Global Courier service when the receiving countries are mainly in the Americas and Asia?

EMS.

24. SER recycling has been an “environmentally sound” product. On what grounds is it being discontinued? Itella has launched the Itella Green service and wants to be actively involved in environmental matters, but SER recycling is discontinued in spite of that?

SER recycling is a service intended for electronics waste collected from companies. The service demand has been very low. Companies can purchase the service in question directly from recycling companies such as Kuusakoski.

The transport to the recycling service (the former SER transportation) will continue further. It is an additional service of the Itella Express Flex transport unit. When a consumer purchases the home delivery of a new domestic appliance or a piece of furniture, he or she may at the same time order the transportation of the old appliance/furniture to appropriate recycling or disposal.

25. Why is Home Delivery discontinued?

Product features of Home Delivery will be included in Itella Express Flex, which means that a corresponding service will still be available. From now on, all home deliveries will be possible with Flex, and the pricing, product terms, and service will be consistent.

Address labels

26. What will contract customers' manifold address cards cost starting June 1, 2010?

- 250-card packages: EUR 41 (without tax) and EUR 50 (with tax), i.e., EUR 0.16/card + VAT.
- 500-card packages: EUR 82 (without tax) and EUR 100 (with tax)

27. How will the customer be invoiced for using manifold address cards?

When the customer order manifold address cards, they are invoiced along with the next postage. Deliveries are only available as full 250-card boxes.

28. When should existing customers have new product names in their printing software (address label printing)?

Names and other updates should be made starting June 1, 2010 and no later than December 31, 2010. EDI will be mandatory for the "Paid by someone other than the sender" service and the multiple parcel shipment service after the transition period, i.e., starting on January 1, 2011. The weight information of the furniture pallet transport unit of Itella Express Flex must also be sent as an EDI message

29. Is there some kind of transition period for using old product names in address cards?

The new names must be used as of January 1, 2011.

30. What will happen if a contract customer uses old address cards after December 31, 2010?

The old manifold address cards may also be used from January 1, 2011, but the multiple parcel shipment and the 'paid by someone other than the sender' additional services will no longer function with old manifold address cards of contract customers after December 31, 2010.

31. Where will customers receive information about updating the printing software programs?

In the statutory letter (April 26), customers will be informed about the need to implement updates to their printing software. The letter informs the customer about the Itella website, where more details are given about the updating needs. Customers using the workstation version of Prinetti will be informed separately during the fall about the recommendation to download a new software version.

Prinetti

32. The customer uses manifold address cards. How does the customer send the EDI message?

Sending an EDI message is not possible for manifold address card users - the customer must start using Prinetti.

33. Will the existing users of the workstation version of the Prinetti printing software be informed about the change later?

Yes. Communication about the changes to the workstation version of Prinetti will be provided during fall 2010.

34. What will be the back-up system if the Prinetti printing software fails to function, and the customer does not want to order address cards that are subject to a fee?

The printing options include Prinetti or manifold address cards subject to a charge. If the customer does not want to use Prinetti, there are many corresponding software programs for printing out address labels.

EDI/SSI

35. Will a printed Notice of arrival be sent for shipments for which address labels have been printed with Prinetti?

A printed Notice of arrival is delivered (iPosti) if it is not possible to deliver any other kind of notice of arrival.

36. If an address label printed with Prinetti does not include the recipient's phone number, will the customer not receive any notice of arrival?

The recipient will always receive a notice of arrival, delivered either electronically or in printed format, depending on the information given by the sender.

37. When picking up with an email Notice of arrival, is the identity of the recipient verified?

Yes. When the recipient asks for a shipment with only the shipment ID, an SMS notice of arrival or an email notice of arrival, the identity of the recipient is always verified and the last four characters of the social security number are written on the Notice of arrival along with the signature and name in block letters.

38. What does Itella Economy's new feature, Electronic notice of arrival, mean and how is it activated?

In the updated Itella Economy, the information about a parcel's arrival at a postal outlet is submitted to the recipient in electronic format only. The recipient is either notified by text message, email, or an iPost letter on the basis of EDI message data. The service also includes two email reminders for an unretrieved parcel.

This new feature of Itella Economy will be automatically available only when using the Internet version of Prinetti. When using other parcel label printing software programs, the activation requires a change to the parcel address label and the EDI message.