

The names of Itella's logistics products will change on September 1, 2009

Q & A

Q: Why the change?

A: As a result of internationalization, products with the same names will be used in Finland, other Nordic countries and the Baltic countries. This will facilitate particularly the traffic between different countries. At the same time, the products will be united under the Itella brand, and the names describe the service better.

Q: Why are the new names in English?

A: For clarity's sake, as the same product family will be used in all countries of Itella's domestic market area.

Q: What is the meaning of "domestic market area"?

A: In this context, the domestic market area refers to the countries where Itella Logistics has its own operations. The countries include: Finland, Sweden, Norway, Denmark, Estonia, Latvia, Lithuania and Russia.

Q: Do the changes apply to shipments within Finland in addition to North Europe, the Baltic countries and Russia?

A: Yes. The changes also apply to shipments within Finland.

Q: Will the services' content, service promises, additional services, and prices remain as they are?

A: Yes they will. New services will also be available in foreign traffic. Some of the additional services will be discontinued, but most of them will be available for you as usual.

Q: Will the names of cash-payable services also change?

A: No. The Parcel to the Doorstep and the Postal Parcel will remain as they are, as will EMS, Priority and Economy.

Q: With regard to the international parcel services, it is only told that EMS, Priority and Economy will remain as before. What about Global Courier?

A: Global Courier will leave cash sales on January 1, 2010, and as a contractual service, it will be discontinued during spring 2010.

Q: How should I inform my consumer customers about the new names on my website, for example?

A: For consumer customers, you should refer to Itella services as you have done so far, using the names "pick-up from Itella", "Itella home delivery", or "Itella Express".

Q: What does an Itella pick-up outlet of your choice mean?

A: Consumers may select the Itella pick-up location of their choice as the delivery address, such as a location near their workplace.

Q: What kind of service is the new Express Point?

A: Itella Express Point is a quick delivery, primarily meeting the needs of online merchants. Itella Express Point will be delivered to the recipient's nearest Itella location on the mailing day no later than 4 P.M., or on the next workday morning. At the introduction stage, the service will be functional within the 00100–02980 zone (Helsinki, Vantaa, Espoo, Kauniainen). The service zone will be expanded further next spring.

Q: When can I use the new additional services?

A: If you want to use the new services, please contact our customer service or your salesperson. The new services will be available for you from September 1.

Q: The letter mentions the free-of-charge Prinetti software. Where can I find it, and how can I obtain and start using it?

A: You can familiarize yourself with the Prinetti software at www.prinetti.fi where you can also order the software for your use.

Q: Do I have to make some changes related to Prinetti?

A: No.

Q: Will the products automatically change in Prinetti or workstation Prinetti?

A: Product names in Prinetti's Internet version will change automatically. If you use Prinetti's workstation version, you can continue using it with the old service names.

Q: How long can I use the old Keltainen Kuljetus address cards?

A: You can use the old address cards until further notice. The transition period for the new address cards will be announced in spring 2010.

Q: When and where can I order new address cards?

A: The new services will be available from September 1 for those who print out address cards via Prinetti. Manually filled-out address cards can only be ordered in spring 2010 through the customer service or your salesperson.

Q: How will the new services appear on the invoice?

A: The new service names will be used in invoicing from September 1.

Q: On the invoice, how can I tell which Itella Express Business Day has been sent domestically, and which has gone abroad?

A: For shipments going abroad, the invoice shows the destination country after the name of the service.

Q: What is the difference between Itella Economy and Economy parcel?

A: Both are the most inexpensive way of sending parcels. Itella Economy is a transport service within Finland (pick-up from Itella), and you can use the Economy parcel for shipments all around the world as usual.

Q: Why are the names (Itella Economy and Economy parcel) so similar?

A: In the future, the product features will be harmonized, and the names already indicate this.
