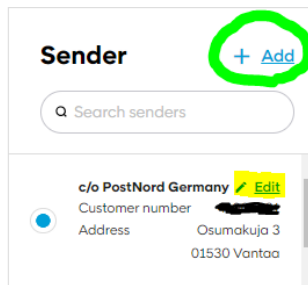


Ordering shipments, printing labels, and ordering pick-ups with the Online Shipping Tool

Ordering a shipment

1. Log in to the customer portal at portal.postnord.com.
2. From the front page of the customer portal, click on “*Online Shipping Tool*.”
3. On the Online Shipping Tool front page, click “*Create shipping labels*.”



4. On the left-hand side in the window that then opens, check that the sender information is correct. You can add a new sender if the shipment is being sent from a different address. A new sender can be created via the “*Add*” button. You can also edit the information for an existing sender, by clicking “*Edit*.”
5. The shipping service used depends on whether the status of the recipient is noted as *Private* or *Company* in the recipient information. Home deliveries to *Private* recipients are delivered through the *MyPack Home* service, and shipments delivered to a pick-up point are delivered with the *MyPack Collect* service. Shipments to *Company* recipients are sent as home deliveries with the *PostNord Parcel* service. Deliveries to a pick-point are not possible for *Company* recipients. Here, you can also select the delivery country.

Recipient

🔍 Search recipients

Corona virus affects mail abroad

PostNord can only send parcels to some countries and delivery times will in many cases be longer than usual. The list of available countries and more information can be [found here](#) under "Udland".



Private

Business



Ship to **Finland**



- Enter the recipient information in the fields as required. You can save address information in the system's address book by selecting "Save the recipient's address." You can provide a door-entry code too.

NOTE: For shipments to Private recipients, a phone number or e-mail address must always be provided. For Company recipients, this is recommended but not mandatory.

First and last name	Required	C/o	
<input type="text"/>		<input type="text"/>	
Address line 1	Required	Postal code	Required Area Required
<input type="text"/>		<input type="text"/>	<input type="text"/>
Address line 2			
<input type="text"/>			
Email	Required	Mobile phone	Required
<input type="text"/>		FI +358 <input type="text"/>	<input type="text"/>

At least one of the fields is required. The recipient will get information about the shipment by email/sms.

I don't have the recipients phone number or email.

Save recipient address


Door code


[Advanced settings](#)

- Indicate whether you are sending a parcel (up to 35 kg) vs. a pallet (up to 1,000 kg). You can also state whether you are sending for standard delivery (with the "Create a shipment" button) or making a return delivery (with the "Create a return" button).

Type of shipment

What do you want to send today?

 Send Shipment

 Create Return



Package
Max **35** kg



Pallet
Max **1 000** kg

Add shipping label →

- Indicate the parcel dimensions by sliding the blue marker to the correct point or typing the precise dimensions in the fields on the right-hand side of the page. For a Private recipient, select either home delivery (with the “Home” button) or delivery to a pick-up point (via the “Pick-up point” button). For pallets, precise dimensions need not be provided, but you will be requested to specify the pallet type. The maximum weight and size for the pallet are determined on the basis of the pallet type. Here, you can also select any additional services.

- In the next view, you can see the shipment and a summary of the information you have provided. At this point, you can still edit the shipment information, by clicking on “Select shipment” or “Sender and recipient” from the bar at the top. If the information is correct, click on “Confirm order.”

Shipment	Recipient	Description	Shipment reference	Estimated price
Pallet	emil testi testitie 1 00200 Helsinki, Finland			76,73 EUR

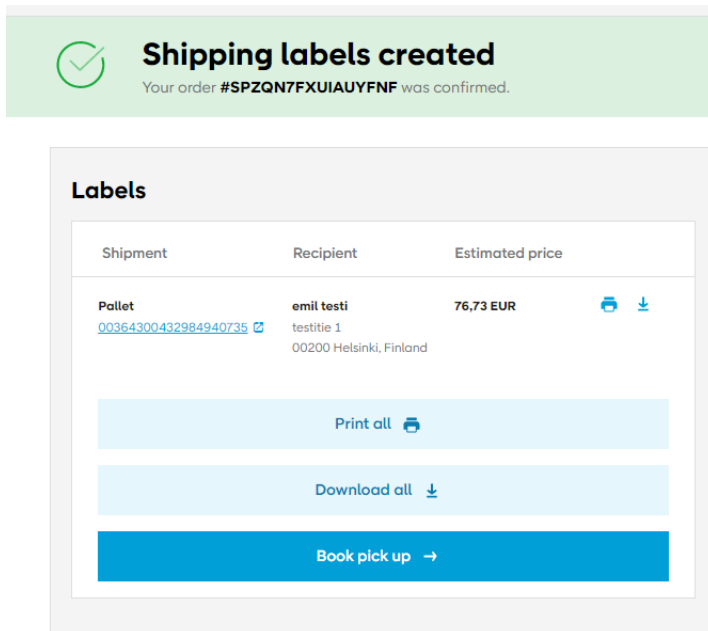
Sender
 c/o PostNord Germany
 Osumakuja 3
 01530 Vantaa

Additional Services
 Private receiver

[Edit product](#) [Edit sender/recipient](#) [Remove](#)

Estimated price (VAT excl) **76,73 EUR**

- The order has now been confirmed. Print an address card for the shipment from “Print all,” and order a pick-up by clicking the “Submit a pick-up request” button.



Printing an address card

- Pressing the “Print all” button on the order confirmation tab opens the “Print options” window, where you select either PDF output (via the *PDF* button) or label format (with the “Label” button) and specify the paper and label size for the address card. If you do not have a label printer, PDF-based output and A5 or A4 paper size are the most commonly selected settings.

Printing options ×


PDF ZPL

Default paper size
Select the paper size you use.


A4 A5 Label

Default label size
Select desired label size.

Standard STE

 **Print**

Print preview
Label size:
190 mm x 105 mm



2. When you click the *“Print address cards”* button, the card opens as a PDF file in your browser.
3. You can print the address card from the printer icon in the upper right-hand corner of the page.

Ordering a pick-up




1. When you click the “Submit a pick-up request” button, you are transferred to the “Pick-up” tab in the top bar. From the left-hand side of the “Pick-up” tab, check the “Sender” information; this is similar to the process for ordering a shipment – the information provided here determines the collection address.
2. Indicate the number of consignments to be collected, a contact person, and a telephone number. After this, select the desired pick-up date and provide any additional information for the driver. As pick-ups are not tied to any specific shipments, you do not have to specify which shipment is to be collected. Stating the number of shipments to be collected from the address suffices. Note that each parcel or pallet to be picked up must have its own address card.
3. Press the “Submit a pick-up request” button to confirm the order.

Book pickup

Step 1
Pickup address

Testi 41008631 testikatu 1 01530 Vantaa

Step 2
What's being picked up?

Item type	Max amount	Amount
 Parcel	Max 99 pcs	- 0 +
 Half pallet	Max 99 pcs	- 0 +
 Pallet	Max 99 pcs	- 0 +


← Back
Next →

Book pickup

Step 1
Pickup address

Testi 41008631 testikatu 1 01530 Vantaa

Step 2
What's being picked up?

 Parcel 1 pcs

Step 3
Contact details

Contact person:

Country: Country dropdown

Mobile phone:

Choose pickup date:

Message to driver (optional):

← Back
Book pickup