

# SERVICE DESCRIPTION

## PostNord SCS

**Valid from 1<sup>st</sup> May 2019**

We offer flexible warehousing solutions and value-added services for your warehoused products. By outsourcing your warehouse, you can convert fixed warehousing costs into a cost structure that is based on the extent of your operations. This way, the costs are formed by the daily variations - your business activities become more flexible and you only pay for the space used and the work done.

### Logistics centres

Our modern logistics centres are located in the central areas of Vantaa, Turku and Lahti. We hold statutory permits for the warehousing of the following:

- foodstuffs
- organic foodstuffs
- alcohol and tobacco
- pharmaceutical products
- hazardous substances
- uncleared goods

### Operations

PostNord SCS –service is mainly divided into four standard products:

#### **Reception of goods**

Customer's purchase order electronically enters the warehouse management system, and the incoming goods are shelved in the agreed manner (pallet shelf, small item shelf, mass storage space, etc.). Any irregularities in the number of the goods

as well as defective items are notified to the customer. A service standard is agreed with the customer. The standard will define the time frame of the goods being ready for sale and collection from the warehouse.

#### **Storage**

The goods are warehoused in our modern logistics centres which are designed to cover statutory and warehousing requirements for the customers' products. The goods are warehoused mainly on pallet shelves or small item shelves. Stock inventory and the location of the goods in the warehouse, batch data, BBD information etc. can be seen in real time in the enterprise resource planning system.

#### **Shipping of goods**

A transition period for sales orders and order cut-off time are agreed together with the customer so that goods can be dispatched and delivered within the contracted schedule. The customer will receive a confirmation on the collected goods as an EDI message to their own data system.

#### **Value-added services**

Value-added services can be provided for the warehoused goods prior to their dispatch to customers. We offer, among others, the following services:

- presentation, e.g. sorting confectionery directly into their stands
- lowering product pallets (goods arrive to the warehouse on pallets optimised for transport but we can lower the pallets according to the requirements of the big central firms)
- studding tyres and mounting tyres on rims
- adding labels
- repacking
- localization, e.g. adding Finnish instructions to products.

### Pricing

The price is based on the operations performed and on the warehoused quantities.

### Certifications

PostNord's quality and environmental management systems have been certified by Bureau Veritas Finland and they meet the requirements of ISO 9001:2015 and ISO 14001:2015.