

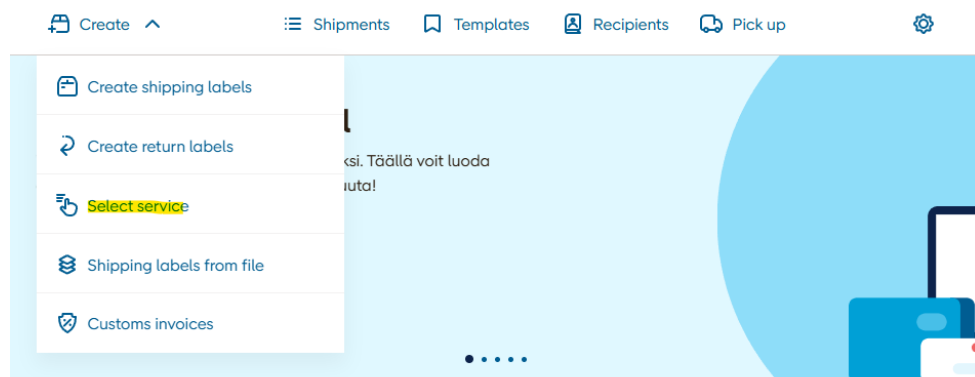
OST: Collection Request - instruction

About Collection Request-service

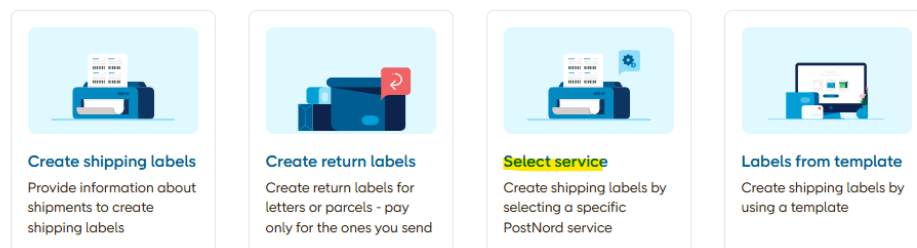
PostNord Collection Request is a parcel service that allows you to create a collection order from the Nordic and different Europe countries and from Finland to your own address or another address of your choice.

How to create a Collection Request-order in the Online Shipping Tool

1. Log in to the customer portal at portal.postnord.com.
2. On the customer portal homepage, click on "Online Shipping Tool."
3. On the Online Shipping Tool homepage, click either the drop-down menu "Create" and then "Select service" or the "Select service" box below.



Create



4. First, select the shipment type "Regular shipment."

- First, specify the sender, which in Collection Request pick-up orders means the **freight payer** (your company's details). You can search for the address in the address book by name or address, or add a new sender. The actual pick-up address for the parcel will be specified at a later stage.

 **Sender**

×
New sender 

 Testi Oy 41008631	+ Osumakuja 1-3 00410 Helsinki	+358401122334 pntest@postnord.com	Choose
---	--------------------------------------	--------------------------------------	--------

↑ ↓ navigate ↵ enter select

- Next, select the delivery address for the package, i.e., the recipient. You can manually add a new recipient address or add an existing address from your address book. If you want the package to be delivered to your company's own address, enter the address of your company's office or warehouse, for example.

 **Type of shipment**

☒ Regular shipment
 ☐ Return shipment

 **Sender**

 Testi Oy 41008631	+ Osumakuja 1-3 00410 Helsinki	+358401122334 pntest@postnord.com	 ×
---	--------------------------------------	--------------------------------------	--

 **Recipient**

 Testi Oy	+ Osumakuja 1 01530 Vantaa	+358408877554 postnordtest@postnord.com	 ×
---	----------------------------------	--	--

- Next, select the package service from the drop-down menu, which in this case is 'Collection Request', and select it by clicking 'Choose'.

 **Service**

Choose your Postnord service

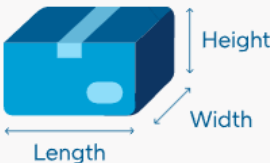


Service Point (SP)	Availability	Action
Parcel Locker	Only available to private recipients.	
Parcel		Choose
Parcel (DPD)	Not available to selected recipient country.	
Pallet		Choose
Groupage		Choose
Collection Request		Choose

- You will then see the selected service and will be asked to enter the actual pickup address for the parcel. Click on 'Add pickup address'.

Selected service

Collection Request
[Details ^](#)



Max length: 175 cm

Max length + circumference: 300 cm

 **Pickup possible**
 Don't forget to book pickup for your shipment.

Pickup address

Pickup address
 Choose an alternative pickup address

 [Add pickup address](#)

- You can either select a pre-saved address from your address book or enter the address manually. You can choose the pick up address either from Finland or from other European countries.

10. **NOTE!** Enter the name (company or private), address, and phone number required for pickup in the pickup address information. It is particularly important to provide a phone number to ensure successful pickup.

Confirm the pickup address by clicking "Add."

Pickup address
×

Senders
Address book
New address

Private
Business

Company name

Test Business

Attn (optional)

Address line 1

Testaddress 1

Address line 2 (optional)

Door code (optional)

Select country

Germany

Postal code

10115

Area

Berlin

Contact information

Email

testaddress@postnord.com

Country code

Other

Mobile phone

+496912345678

Cancel
Add

11. Next, enter the dimensions and weight of the parcel to be picked up.

Shipment weight

5 kg

0.15 kg
31.5 kg

Measurements
Collapse

Length

30 cm

14 cm175 cm

Width

40 cm

9 cm100 cm

Height

30 cm

1 cm100 cm

Collection Request - instruction

4 (6)

12. If you wish, you can also fill in the shipment reference and description.

Reference and shipment description

Reference (optional)

Collection request test

The reference is visible on the shipping label.

Description (optional)

0/256

The description is only visible to the sender.

13. Next, enter the number of parcels to be picked up.
14. Once you have entered all the necessary information, click on 'Add shipping label'.
15. On the summary page, you can see your order and edit your address details at this stage.

Create
Shipments
Templates
Recipients
Pick up

Summary

Review your order before creating your labels. You can also edit, duplicate and add more labels here.

Your shipments

Service	Recipient	Estimated price	
Collection Request	Testi Oy Osumakuja 1 01530 Vantaa	Missing	

We could not estimate a total price for this order. Please view the price list and terms of service to estimate the price. Your exact prices will be shown on your invoice.

Total estimated price (excl. VAT): **Missing**
 Order confirmation: ☐ Yes, send me a confirmation via email.
 + Add label
Create labels →

You can edit the information by clicking on the order details in the drop-down menu.

16. By clicking "Create labels", the order is saved in the system and the pickup order is automatically forwarded. Pickup usually takes place on the next business day.

PLEASE NOTE! With a Collection Request order, you can't print out a address label; instead, the address label will be printed by the local pickup terminal.

17. The tracking number of the parcel will appear on the Track&Trace page and in the 'Shipments' section of the Online Shipping Tool, usually the day after the order is created.
18. If you would like to inquire about the status of your Collection request order from customer service, you can request information by providing the collection number "CB..."
19. **NOTE!** If you frequently order pickups for parcels of the same size and from the same address, it is a good idea to create your own template for the order, which will speed up the ordering process.
Instructions for creating a template can be found at:
<https://www.postnord.fi/en/our-tools/customer-portal/instructions-for-customer-portal/>
The instructions are titled "Creating a template in the Online Shipping Tool."