

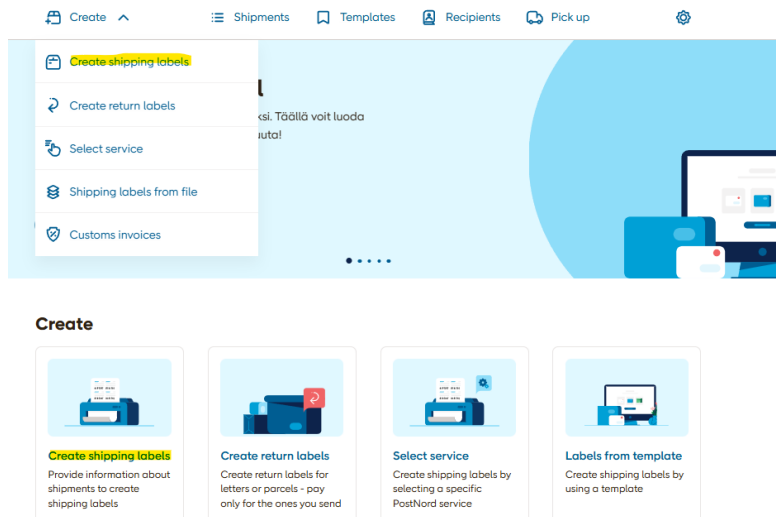
How to create shipping labels and ordering pickups in Online Shipping Tool

Online Shipping Tool

With the Online Shipping Tool in the PostNord customer portal, you can easily print shipping labels and place pickup orders. Below are more detailed instructions for creating labels.

How to create shipping label in 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, select 'Create shipping labels' or select it from the drop-down menu.



4. First, select the sender's address (your company or other) from which the shipment will be sent. You can select a pre-saved address from your address book or manually enter a new address under "New sender." If you do not have any sender addresses saved in your address book, you will need to create a new address the first time you use this feature.

Create shipping labels

In this feature we help you to select the best PostNord service, based on information you provide about your shipment.



Sender

Select from saved senders or add a new one.

Search senders



[New sender](#)

- Next, select the delivery address and country, i.e. the recipient. When adding recipient information, you can add a new recipient, who can be either a private individual or a company. You can also select recipient information which is saved in your address book. If the delivery is to a private individual, the shipment can be delivered to the recipient's home address, service point, or parcel locker. For deliveries to companies, the shipment will be delivered to the address you provided when placing the order. The "Company" option does not allow you to send a shipment to a pickup point. When selecting the "Private" option, it is mandatory to enter the recipient's phone number and email address for delivery purposes.



Recipient

Select from saved recipients or add a new one.



[New recipient](#)



[Address book](#)

[Private](#)

[Business](#)

First and last name

C/o (optional)

Address line 1

Address line 2 (optional)

Select country

Postal code

Area

Door code (optional)

Contact information (optional)

Keep in mind that certain PostNord services won't be available if contact information is missing.

Country code

Mobile phone

Email



Recipient

Select from saved recipients or add a new one.



[New recipient](#)



[Address book](#)

[Private](#)

[Business](#)

Company name

Attn (optional)

Address line 1

Address line 2 (optional)

Select country

Postal code

Area

Door code (optional)

Contact information (optional)


Keep in mind that certain PostNord services won't be available if contact information is missing.

Country code

Mobile phone

Email

- Next, select the 'Shipment' type. At this stage, you can choose either parcel or pallet shipment.



Shipment
 Select a shipment category and customise your shipment.

What are you sending?

☐ **Parcels**
 Max 35 kg

☐ **Pallet**
 Max 740 kg

- When selecting the 'Parcel' option, first fill in the weight and dimensions of the shipment.


Shipment
 Select a shipment category and customise your shipment.

What are you sending?

☒ **Parcels**
 Max 35 kg

☐ **Pallet**
 Max 740 kg

Shipment weight


Measurements

Length

Width

Height

If you select the 'Pallet' option, you can choose a specific pallet type for the shipment.


Shipment
 Select a shipment category and customise your shipment.

What are you sending?

☐ **Parcels**
 Max 35 kg

☒ **Pallet**
 Max 740 kg

Shipment options

Select your pallet type


☒ **Pallet**
☐ Half pallet


☐ Quarter pallet

☐ Special pallet

☐ Cage

Pallet


 Max length: 120 cm
 Max width: 80 cm
 Max height: 200 cm


Pickup possible!
 Additional charges apply to customers with standard price plan. Please refer to your agreement.

- With the 'Parcel' option, after entering the weight and dimensions, you can choose to have the parcel delivered either to home or to a service point, if the recipient is marked as a private individual. If the recipient's details include the "Company" option, the parcel service will automatically be a business parcel.

Shipment options

Deliver to

☒ Home
☐ Service point

Selected service

Home

Max length: **175 cm**
Max length + circumference: **300 cm**
Max weight: **35 kg**

Pickup possible!
Additional charges apply to customers with standard price plan. Please refer to your agreement.

When selecting the 'Service Point' option, you can choose from the drop-down menu, whether you want the parcel to be delivered to a parcel locker or a manned pickup point.

Shipment options

Deliver to

☐ Home
☒ Service point

Selected service

Parcel Locker

Max length: 60 cm
Max width: 42 cm
Max height: 49 cm
Max length + circumference: 300 cm
Max weight: 20 kg

Pickup possible!
Additional charges apply to customers with standard price plan. Please refer to your agreement.

Choose service point

Postal code

00100

Choose service point

POSTNORD AUTOMAATTI S-MARKET SOKOS HELSINKI • Mannerheimintie ...

POSTNORD AUTOMAATTI S-MARKET SOKOS HELSINKI • Mannerheimintie 9 • 415 m

POSTNORD AUTOMAATTI ALEPA KUPARITALO • Töölönkatu 4 • 430 m

POSTNORD AUTOMAATTI K-SUPERMARKET POSTITALO • Elielinaukio 2 • 472 m

POSTNORD AUTOMAATTI K-MARKET BIILITALO • Solomankatu 17 • 485 m

POSTNORD LÄHIBOKSI HELSINGIN PÄÄRAUTATIEASEMA • Kaivokatu 1 • 512 m

POSTNORD K-MARKET ETU-TÖÖLÖ • Lapuankatu 4 • 685 m

POSTNORD K-MARKET POHJOINEN RAUTATI • Pohjoinen Rautatiekatu 30 • 728 m

Size limit

1
Observe 1 service point

Reference address

Reference (optional)

The reference is visible

Description (optional)

10. If necessary, add a reference and description of the shipment.

Reference and shipment description

Reference (optional)

The reference is visible on the shipping label.

Description (optional)

0/256


The description is only visible to the sender.

11. If you are sending multiple shipments to the same recipient, you can select the number of labels next.

Number of labels

12. Next, select any additional services required for the shipment. Additional services are determined based on the service selected for the shipment.

Examples of additional services that can be selected for the business package:


Addons
 Select addons for your shipment.

Delivery addons
[About addons](#)

☐ Not parcel locker

Security addons
[About addons](#)

☐ Return to Sender

Other addons
[About addons](#)

☐ Delivery advice

☐ Delivery notification

☐ Delivery confirmation

☐ Driver notification

☐ Delivery without POD

☐ Dangerous goods LQ

☐ Tyres

Additional services may vary depending on the selected destination country.

You can find the terms and conditions of service on our website and the terms and conditions of each service below:

<https://www.postnord.fi/en/sending/parcels/>

<https://www.postnord.fi/en/sending/large-heavy-and-bulky/postnord-pallet/>

13. Once you have selected the additional services you need, click on 'Add shipping label'.
14. On the 'Summary' page, you can see the shipment you have created, and at this stage, you can still edit the shipment details or delete the shipment.

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 Parcel	Recipient Katan Testi Oy Testikuja 1 00100 Helsinki	Estimated price Missing	
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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 →

If you would like to receive an order confirmation for your shipment to your email address, click on 'Yes, please send me a confirmation via email'.

15. By clicking on 'Create labels', you can print out the address card.

How to print out the shipping label

1. When you are in the order confirmation window, you can print the shipment label you have created for the shipment. If necessary, you can also download and save the label in PDF format. Click on 'Print all' or the

printer icon to print the label.

Create

Shipments

Templates

Recipients


Pick up

Your labels are ready to use!

Your order #SPEL6DVZKHAVWY32 was confirmed.

Print all

Download all



Shipments where pickup is possible

To book a pickup go to [book pickup](#), or call to customer service 010 572 8333.

Book pickup

Find a collection point

Service	Recipient address	Reference	Estimated price		
Parcel	Katan Testi Oy	-	-		
00364300432998410545	Testikuja 1 00100 Helsinki				

- These buttons open the 'Printing options' window, where you can select the shipping label size or printer format. If you do not have a label printer, PDF format and A5 or A4 paper size are the most common choices.

Create

Shipments

Templates

Recipients

Pick up

Your labels are ready to use!

Your order

P

Shipm

To book c

Book

Service	Parcel	00364
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Printing options

Set your preferred printing options. If you wish not to see this modal every time you print, you can disabled it in the settings menu or by [clicking here](#).

Default paper size

The size of the paper the printing machine is fed with.

☒ A4

☐ A5

☐ Label

Default label size


The size of the labels on the chosen paper size.

☒ Standard

☐ STE

Print preview

Label size:
190 mm x 105 mm



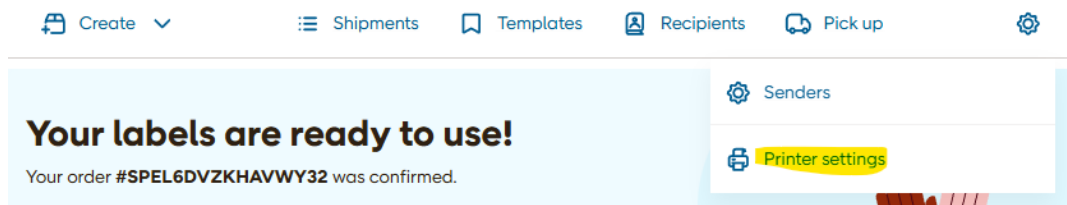
Cancel

Print

3. The 'Print' button displays a preview of the shipment label to be printed.



4. If you have a label printer, you must first install it in the Online Shipping Tool settings and then in 'Print settings'.



How to create a pick up order

1. The "Book pickup" button in the order confirmation window will take you to the Pickup tab.

You can also get there by clicking the "Pick up" button in the top menu of the Online Shipping Tool.

Create

Shipments

Templates

Recipients

Pick up

Your labels are ready to use!

Your order #SPEL6DVZKHAVWY32 was confirmed.

Print all

Download all

Shipments where pickup is possible

To book a pickup go to [book pickup](#) or call to customer service 010 572 8333.

Book pickup

Find a collection point

Service	Recipient address	Reference	Estimated price		
Parcel	Katan Testi Oy	-	-		
00364300432998410545	Testikuja 1				
	00100 Helsinki				

2. Click on the 'Book pickup' button.

Create

Shipments

Templates

Recipients

Pick up

Book pickup

Book and manage the pickup of your packages, pallets, and cages. Depending on your contract, there may be an extra charge for the pick up. Please refer to your agreement.

Book pickup

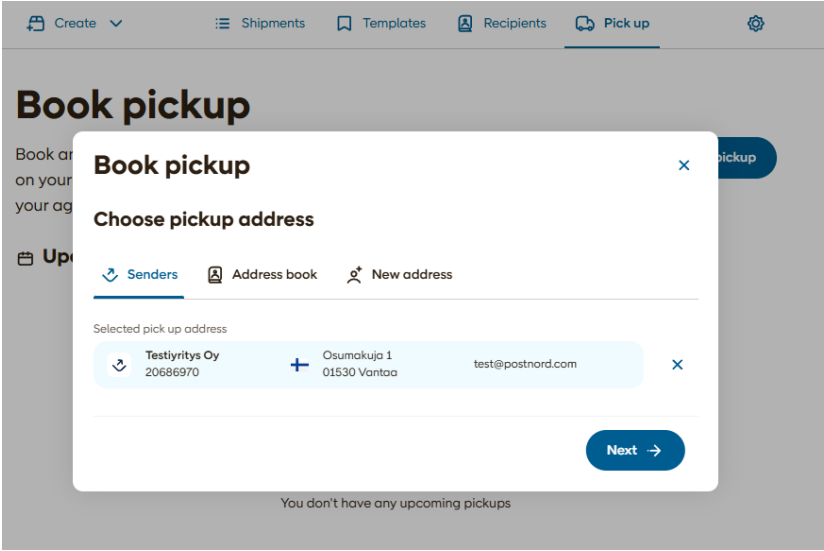
Upcoming pickups

You don't have any upcoming pickups

In this window, you can also see your previous and upcoming pickup requests, which you have created.

3. Select the address from which the shipments will be picked up in the pickup request. Also in this case, you can enter a new address manually

or select a presaved address from the address book.



- 4. After selecting the correct address, click 'Next'.
- 5. Next, enter the number of shipments and their total weight.

Book pickup

Pickup address

Testiyritys Oy

20686970

+

Osumakuja 1

01530 Vantaa

test@postnord.com

What's being picked up?

Item type	Max amount	Amount
<div><div></div><div>Parcel</div></div>	Max 99 pcs	<div><div>-</div><div>0</div><div>+</div></div>
<div><div></div><div>Pallet</div></div>	Max 99 pcs	<div><div>-</div><div>0</div><div>+</div></div>
<div><div></div><div>Half pallet</div></div>	Max 99 pcs	<div><div>-</div><div>0</div><div>+</div></div>
<div><div></div><div>Quarter pallet</div></div>	Max 99 pcs	<div><div>-</div><div>0</div><div>+</div></div>
<div><div></div><div>Special pallet</div></div>	Max 99 pcs	<div><div>-</div><div>0</div><div>+</div></div>
<div><div></div><div>Cage</div></div>	Max 99 pcs	<div><div>-</div><div>0</div><div>+</div></div>

Weight

What's the estimated total weight of your shipment?

0 kg

Go back

Next

You can select multiple parcels or pallets for the same pickup request, if you want them to be picked up at the same time.

Document heading

10 (11)

NOTE! Please ensure that you have created shipment labels for each parcel or pallet to be picked up.

6. Click 'Next, once you have entered the correct quantities and weight information.
7. Then enter the contact details (name and phone number) of the person in the pickup address.

Book pickup X

Pickup address

Testityritys Oy 20686970 + Osumakuja 1 01530 Vantaa test@postnord.com

What's being picked up?

Parcel 2 pcs Pallet 2 pcs

Weight

Estimated weight 150 kg

Contact details

Contact person Country code Mobile phone

Testi Oy +358 +358401234567

Choose pickup date Message to driver (optional)

Select Message to driver

2025-12-17

2025-12-18

2025-12-19

2025-12-22

2025-12-23

2025-12-24

2025-12-25

Book pickup

8. Select the pickup date. The pickup date is determined based on the pickup address, and as a rule, you can select the current day for pickup if you make the pickup request before 2 p.m.
If pickup is not possible on the same day, the next possible pickup date can be selected from the drop-down menu.
9. You can also add a message/instructions for the driver for pickup.
10. Click 'Book pickup' to save your pickup order.
11. After this, you will see your ordered pickup request on the 'Pickup' tab under 'Upcoming pickups'.