Itella Information Oy
Keilaranta 13
FI-02150 Espoo

CUSTOMER NEWSLETTER

September 21, 2011

Dear customer and partner,

Latest news on the iPost service

This newsletter concerns improvements and changes related to the iPost service. The letter is also available on the Internet at www.itella.fi/ipost.

Please notify us of any changes to your contact details along with the relevant email addresses and your company's contact person using the form at www.itella.fi/ipost or by email to info@itella.com. Remember to include in your message your iPost code indicated at the top of this newsletter.

Bank barcodes containing IBAN in use by November 1, 2011

As the present domestic bank transfer services and national bank account numbers will be discontinued, two different bank barcode standard versions have been introduced to invoices and bank transfer forms as part of the SEPA transition, namely versions 4 and 5.

Version 4 will be used when the recipient's account number is in the international IBAN format and the reference number is in the national format. Version 5 will be used when the recipient's account number is in the international IBAN format and the reference number is in the international RF reference standard format. Either version 4 or 5 must be taken into use by November 1, 2011.

When changing to a new barcode format, the data should be tested. If the data is submitted in the EPL format, barcode testing can be requested at position 41 of the EPL1 record as follows: bc + your email address. In terms of PDF material, barcode testing can be requested in the same email that the customer requests testing. For further information, please refer to the design instructions at www.itella.fi/ipost.

If Itella Information is responsible for implementing the modification in your material or you are using the iBilling service and your service has not yet been updated as SEPA compatible as regards barcodes, you must immediately place a work order to implement the modification. A customer-specific modification plan and cost details will be sent for the customer's approval after the receipt and processing of the work order. Please indicate the following details when placing your order:

- Send the order to info@itella.com under the subject "SEPA modification".
- Your company's name and business ID.
- Are you presently including the IBAN and BIC details in your material in the correct format?
- Are you presently using barcodes, and will you continue to do so?
- Does your company have foreign invoicing that requires the use of barcode standard 5?
- Does the bank transfer section of your invoicing form require any changes?

Recommendations for PDF material processing

To ensure disturbance-free and reliable processing of PDF material, we recommend that you take the following quality-improvement factors into account:

- **Color coverage** should be a maximum of 20%. The size of letters exceeding the maximum color coverage is usually large, which slows down the processing and printing of the letters, and high printing quality cannot be guaranteed. There are several programs for color coverage calculation available on the market, such as APFill.
- **We recommend** that PDF files be created using **Adobe tools.** If your PDF has been created using another tool, please ensure that it can be opened using Adobe before submitting the file for testing.
- **Font** number must not exceed 10 fonts per page and figures must not be created using fonts.
  The recommended **PDF** version is **version 1.2.** If you are using another version, please ensure first that the transmission passes through.
- **Always test your material** before making any modifications to the letter or whenever the PDF version changes. The testing instructions are available at www.itella.fi/ipost (PDF design instructions).

Foreign Economy

Letters sent abroad can now also be sent as Economy. Check the differences concerning delivery times on our website at http://www.posti.fi/hinnatjaohjeet/maatiedot/.

The service description now includes a description of foreign Economy letters. Learn more at http://ipost.itella.net/palvelunhallinta/iPost_Palvelukuvaus_suomi.pdf.

Submitting data using FTP/SFTP

You can submit files to the iPost service using several different methods. If you are using the FTP/SFTP transfer protocol, we recommend that you adopt the .temppi naming convention. This way, you can ensure that incomplete files are not transferred to processing. These instructions have also been updated in the iPost design instructions available at www.itella.fi/ipost.

Espoo, September 21, 2011

Kind regards,

ITELLA INFORMATION OY

Heikki Pulli
Director

Further information: info@itella.com
Customer Service, tel. +358 20 452 9166, from 9 a.m. to 4 p.m.