

Sanddweb User Manual.

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1. Log in

Via Sanddweb.nl, you can submit and change orders, view active orders, view order history and, if necessary, request invoices. A login can be requested via Sandd Order Fulfilment 055-8448465 or orderverwerking@sandd.nl.

The following information is required for a login:

- Name (full first and surname)
- Company
- Position
- Phone number
- Email address

You can then login with your username and password via <http://www.sanddweb.nl>. Are you trying to login with an incorrect password? The password will be blocked after three attempts.

1.1 Forgot password or password blocked

Did you forget your password, or was your password blocked? Click the link "Forgot password". Enter the email address you used to register. We will send you a new password by email. If you do not use Sandd.web for two months, an email will be sent to the registered email address. After that, you have two more weeks to login. If you do not do this, your password will be blocked.

1.2 Change password

Want to change your password? You can, under "settings". Your password has to meet the following conditions:

- At least 7 characters
- It needs to contain upper case, lower case and numbers/symbols
- It cannot have been used before

1.3 Rights in Sandd.web

The rights per user can be changed within Sandd.web. The following rights are available:

- Create
- Change
- View orders and order history
- View and download invoices

By default, all rights are available when you request a login. If you would like changed rights for a login, you can indicate this in your request.

Note: are your orders submitted by a third party? They will not be able to view and/or download invoices.

2. Order submission

You can submit orders by clicking the 'Order submission' link. After this, you can choose a client to submit an order for. Subsequently, you can choose the product you want to submit an order for.

Order entry	Orders	Order history
Choose a customer Sandd B.V.	Choose an article Drukwerk Algemeen	

2.1 Product

This is the product you want to purchase. The following products can be made available: printed materials, specific periodic title, a transactional mail stream or uncoded mail. Products can be submitted based on your delivery profile and contractually established agreements.

2.2 Submission via third parties

Sandd.web offers intermediaries and graphic designers the option of submitting orders for Sandd clients. The client can only view the invoice. Depending on the rights assigned to the intermediary or graphic designer by the Sandd client, they can submit and/or manage orders. Of course, they need permission from the Sandd client to do so.

2.3 Submit

After selecting the client and product, you will arrive at the order screen. We ask you to fill out the order form as thoroughly as possible. The required fields (marked by **!**) and the delivery day have to be filled out to submit an order. Based on the entered information, the address file will be sorted, and the mailing will be scheduled by Sandd.

It is important to submit your orders correctly and on time. We use the order submissions for our capacity planning. Based on this, we can schedule transport, our sorters and delivery staff.

Domestic delivery postal items

Order submitted before	Delivery day
Wednesday 15:00	Tuesday
Monday 15:00	Friday



Order entry Orders Order history News Contact Settings Log off

Aanmelden - New

Status : New

Submit Contact Close

General

Customer: Sandd B.V. Customer contact: Mariska Struik
 Order-ID: Creation date:
 Type mailing: Drukwerk Algemeen

Order specifications

Order name: Afdeling versmelden in ordernaam Quantity:
 Delivery date: Deliver to Sandd: --
 Your reference (selection):
 Your reference (free):

Mailpiece specs

Weight (gram): Size: Width mailpiece (mm): Length mailpiece (mm):
 Insert applicable?: Details mailpiece:
 Thickness mailpiece (mm):

Logistics

Finisher: Transport to Sandd:

File sorting

Return e-mail address To: Return e-mail address CC:
 Address file: Bladeren...

Other

Remarks:

2.4 Input field meaning

The input fields in the order submission screen have the following meanings:

General	
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- Client : The name of the client whose order is submitted.
- Order number : Automatically generated by Sandd.
- Product : The product selected during the order submission.
- Client contact : The main client contact known by Sandd.
- Creation date : Date on which the order was created. Automatically generated by Sandd.

Order specifications	
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- Order name : The name of the order (repeated on the invoice).
- Delivery day : Select the date on which the order has to be distributed by Sandd from the list.
- Submission date : Date on which the order has to be submitted to Sandd. Automatically generated based on the delivery day.
- Your reference (selection) : If there are a limited number of fixed references for a product in Sandd.web, you can request Sandd to add it to the reference list. The reference is repeated on the invoice.
- Your reference (free input) : If the reference differs per order (in case of a purchase number, for example), it can be entered here. The reference is repeated on the invoice.

- Print run (units) : The (expected) total number of units for this order.
- Validity period : This field is only visible if the file sorted for the order was returned. You can view this field if you click an order in the 'Orders' menu on Sandd.web. This date indicates the end date of the validity of the Sandd code which was used for sorting. If you edit the delivery date of your planned order, and the new delivery date is outside the validity period of the Sandd code, the file has to be sorted again. In that case, immediately contact Sandd Order Fulfilment.

Postal item specifications

- Postal item weight (grams) : The (expected) weight of the postal item.
- Postal item thickness : Enter the thickness of the postal item here.
- Postal item specifics : Enter any deviating shapes (not square or rectangular) or other specifics of the postal item.
- Size : Select the size of the postal item from the list.
- Insert present? : If the postal item comes with a gadget, select 'Yes' here.

Logistics

- Graphic (final) designer (the pickup address for the delivery) : Click 'Search'  and search your graphic (final) designer via 'Name'. Select them. If your graphic designer is not in the list, please contact Sandd Order Fulfilment (055-8448465) to have them added.
- Transport to Sandd : Select 'Sandd' if you want Sandd to pick up the batch for you (at the agreed-upon transport rates). If you will deliver the batch yourself, or will have it delivered by your own carrier, enter 'Client'.

File sorting

- Address file : You can connect the address file to the order here. In order to do so, click the 'Browse' button, and find the locally-stored address file. This file should preferably be in a .csv format or in a text file with a fixed width in .txt format. Excel files are not allowed. The red cross following the connected address file can be ignored.
- Return email address: : The email address the sorted files should be sent to.
- Return email address CC: : If necessary, you can add an email address in the CC.

Other

- Client comments : If you want to submit a BPI (Belgian Post International), you can place the quantities in the comment (for example: BPI: # units). Does not have to be accompanied by an address file.

If you want to use collective transport, state the order name "(CT)" and mention collective transport in the comment.

2.5 Add order item

Via the 'Orders' tab, you can open your order and add an extra order item with the "add order item" button. This will create a new item for the same invoice, with deviating specifications. For example, a new order item is added in case of a different postal item weight within a postal batch, in case of different delivery days, or if different inserts are used for a postal batch.

Note: while a number of fields are copied, some fields need to be filled out again.

3. Orders

In this menu, you can find an overview of all your active orders. The fields at the top can be used to search or filter orders. You can open the order by clicking the order number. This gives you access to the data of the submitted order.

3.1 Search & filter orders

The following search and filter actions can be performed:

Invoice addressee	If you receive an invoice for orders by Sandd clients with whom Sandd has a direct agreement, you can select these orders via this field (this usually applies to graphic designers and intermediaries).
Order number	This order number is generated by Sandd. You can use this number for communication with Sandd concerning orders.
Order name	Via this field, you can search for orders by name.
Delivery day	This lets you filter orders by entering a delivery date 'from' and 'until'.
Print run	Search for an order based on the volume shipped.
(Final) graphic designer	If your orders are made ready for distribution by different graphic designers, you can use this field to filter by graphic designer.
Order status	The status of the order submission.
File uploaded	You can use this to filter by orders for which an address file has already been uploaded (Yes) and orders that still require an address file (No).
Subsidiary	If orders are offered by a holding, various locations or subsidiaries through an umbrella contract, this field allows you to filter by various locations/subsidiaries.

4. Order history

Once an order has been delivered, Sandd.web places the order in the 'Order history' menu. You can also view the invoice of the order here. In order to request the invoice, click the shortcut in the right-most column 'Invoices' (the number in this column represents the number of invoices). Next, in the invoice overview, click  in the 'Attachments' column to display/download the invoice.

5. Change orders or contact

If you have questions about an active order, go to order history and open the order in question. Next, click the 'Contact' button in 'Client comments' to ask your question, then click 'Submit'. Other questions can be asked via the 'Contact' menu. Sandd Order Fulfilment will process your question as soon as possible.

6. Settings

You can change the Sandd.web password we generated to any password you want here, as long as it meets the conditions.

7. Log out

Log out by closing the window. For reasons of security, it is always recommended to log out once you are finished with Sandd.web.

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