

Working with Sandd. **Uncoded**

april '19

We are Sandd. The most enthusiastic and efficient postal service in the Netherlands. Our services and products are focussed on delivering both unaddressed and addressed printed matter. This can include (client) magazines, direct mail, letters, printed matter and door-to-door. We also deliver letterbox packages. We deliver more than 750 million mail items per year. We distribute on delivery days through a national network we have built up and developed ourselves. We are an innovative organisation and instantly react to new developments within the postal market.

We would hereby like to present you with the 'Working with Sandd' manual. This forms part of the service and support we provide all our clients with. This manual will provide you with all the information which will be addressed during the delivery and dispatch process. This manual mainly includes information in relation to our operational process and is specifically intended for graphic service providers and clients. **This manual is about uncoded mail.**

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1. General

We are very proud of our network of depots and delivery staff throughout the country. Sandd has 100% national coverage of Dutch addresses, so all street and PO Box addresses. The central sorting centre is located in Apeldoorn. This is where all the mail is received and provided with a unique Sandd code. The 1st sorting round will take place after this coding; the mail is sorted by depot. The sorting per district will subsequently take place, which is the 2nd sorting round. Our delivery staff will sort the mail in accordance with their walking route in each district, which is the 3rd sorting round. Each district has its own delivery person, so this person naturally knows the district very well.

1.1 Sandd Code

The Sandd code is a unique aspect of working with Sandd. This is a unique code which is printed onto your mail item. This method efficiently manages our sorting process. We also use the code to coordinate the delivery of the letterbox packages and to carry out quality measurements. The Sandd code is generated based on a logistics network and specific order information. Sandd has divided the Netherlands up into depots, districts and, within these areas, streets and house numbers.

You have the option of offering your mail coded/sorted or uncoded/unsorted by prior consultation. We distinguish between the following both where coded/sorted and uncoded/unsorted are concerned:

- Periodicals
- Printed matter
- Letters
- Mixed mail
- Letterbox packages

Every type of mail volume has its own conditions and tariffs. This manual concerns **uncoded mail**.

1.2 Delivery Days

Our delivery days are Tuesdays and Fridays between 08.00 and 21.00 hours. The supply and delivery of mail may differ on public holidays (please refer to [sandd.nl](https://www.sandd.nl) for our delivery schedule, or request this via Sandd Order Processing).

1.3 Mail Items' Specifications

We code and deliver addressed printed matter, letters, letterbox packages and periodicals. This always concerns mail which fits through the letterbox. The mail satisfies the following specifications:

- The minimum format is 9 cm x 14 cm.
- The maximum format is 38 cm x 26.5 cm x 3.2 cm (incl. packaging material).
- The maximum weight per mail item is 2 kg.
- Different shapes, other than rectangular, are possible upon request.
- There must be sufficient space on the mail item for any possible placement of a code sticker (dimensions 80x30mm).

Please refer to the General Terms & Conditions on our website for information regarding hazardous substances, magnets and valuable goods.

The layout must satisfy the following:

- The address has not been handwritten.
- The font size is between 10 and 18 pts.
- The font is Courier, Elite or OCR-B.
- The line spacing is between 1 and 2.5 mm.
- The address has been correctly structured: Name, street name + no., possible addition, postal code, town, possible country.
- The address is facing the same direction.

1.4 Packaging

Good packaging is very important, both to protect the contents of your shipment, as well as the other mail items being processed by Sandd. It's particularly important for letterbox packages to have as little empty space as possible within the package. Empty space? Then fill it up with some filling material.

1.5 Franking

It's not compulsory to display Sandd franking on your mail item. It's possible to leave this part of the mail item blank. However, you can also give this a creative interpretation. However, if you do wish to display the franking, there are two different options:

1. You can use our franking mark if you would like the franking to include the Sandd name. This can be downloaded from our website. 
Port betaald
2. You can also develop your own franking mark or fictitious stamp with the words 'Postage paid'. You are not permitted to use other mail distributors' brand names and logos (or parts thereof), like 'PostNL' for example. The franking or fictitious stamp also can't display a monetary value, the name 'Sandd', 'The Netherlands' and/or an image of the head of state.

A franking mark on the Other mail items is compulsory. Any addresses which do not form part of the Sandd network (abroad, for example) must be processed and therefore also franked (including the English name of a country in case of a foreign address), in accordance with the guidelines set by the mail distributor, in this case PostNL.

You may accidentally supply us with mail items displaying incorrect franking. We can remove these for you. This will incur a charge of €0-07 per mail item. However, this will result in a delay of at least one delivery day.

1.6 Returns

We have two types of returns at Sandd: undeliverable mail and returns after delivery.

We refer to something as '**undeliverable mail**' when it isn't possible to deliver a mail item to a certain address. We subsequently digitally return the mail item details to the customer. These details can subsequently be used to update your address file.

Possible reasons for returns are:

- The street and/or house number doesn't exist
- Incomplete address
- Illegible address
- Refused
- The letterbox is full, closed or not present (address does exist)
- The letterbox is too small
- The mail item is damaged

Physically returning the mail items is possible too, although this will result in additional charges.

Return after delivery

We refer to it as a 'return after delivery' if an addressee wants to return a mail item after delivery. This will usually be done by sending the mail item as a 'return to sender' via the PostNL letterboxes. An industry-wide regulation applies to the processing of returns which have been deposited into (street) letterboxes by recipients. PostNL will send these returns to Sandd. We will look after the further processing in accordance with the agreements entered into with respective customers. This regulation applies to all national volumes delivered by Sandd. The costs for this service are passed onto the customer.

Return address

A mail item must display a Dutch address (preferably a street address) as a return address. The return address must be displayed in the top left corner or on the back of the mail item. Would you, by way of exception, like to receive the mail item both digitally *and* physically? Then you must provide a street address where it can be delivered to.

1.8 Foreign Parties

Sandd can also organise your foreign parties. This involves your loose mail flows to all European countries (EUR) and the rest of the world (ROW), parties periodicals and printed matter for Belgium and parties printed matters for Germany. We use the services provided by the various different international postal services for this purpose. These mail items need to be processed in accordance with the guidelines set by the applicable international mail distributors. This information can be found on the applicable postal services' websites. Please pay specific attention to including the English name of a country and the positioning of the address on the mail item. Please don't hesitate to contact us in case of any doubt or uncertainties.

You can use the appropriate registration forms to register your foreign mail flows with Sandd. You can request these forms from Sandd Order Processing. The foreign mail flows must be clearly recognisable, provided with the right pallet card(s) and a completely filled in Mail Delivery Form (MDF).

2. Registering Orders

2.1 Registering your order

It's important to register your orders in a timely and correct fashion. We will produce our capacity planning based on the order registrations. This will allow us to plan the transport, our sorters and our delivery staff. If you register your orders later than the deadlines shown below, we will naturally still do our utmost to deliver your order at the agreed time, but we unfortunately won't be able to guarantee this.

| Delivery day | Orders registered before |
|--------------|--------------------------|
| Tuesday | Wednesday 15.00 hours |
| Friday | Monday 15.00 hours |

2.2 Registering orders via Sandd.web

You can register and amend your orders via Sandd.web, as well as consult open orders, view your order history and possibly request invoices. You can request a login via Sandd Order Processing.

The following details are minimally required for a login:

- Name (full first and last name)
- Company
- Position
- Telephone number
- Email address

sandd.web works on the basis of articles. Order details can be recorded in an article. The article is always based on your shipping profile and tariff. Isn't the required article available, or doesn't it satisfy your requirements? Then don't hesitate to contact Sandd Order Processing.

Registering an order is done as follows:

- Select a customer and an article for which you want to register an order.
- Fill in all the details in the order registration screen as completely as possible. The fields marked with an exclamation mark are compulsory fields.

sandd.web offers intermediaries and graphic service providers the option of registering orders on behalf of Sandd's customers. It goes without saying approval from the end customer is required. Full instructions are available via Sandd Order Processing.

2.3 Amending Orders

Would you like to amend or cancel your order? No problem. You can do so free of charge before the deadline of the order registrations. If you amend or cancel the order after the deadline, we will unfortunately have to charge an additional fee. This will be 10% of the total order value. Amending or cancelling an order can also be applicable to part of an order.

You can email your cancellation or amendment to orderverwerking@sandd.nl. Does it concern something urgent? Then please do get in touch with us by phone.

Please always keep the latest possible timings associated with capacity planning in mind when informing us of any amendments. This is because amendments can impact our transport or personnel planning.

The latest timings are the same as the latest registration moments:

| Delivery day | Amend the order before: |
|---------------------|--------------------------------|
| Tuesday | Wednesday 15.00 hours |
| Friday | Monday 15.00 hours |

3. Delivery

3.1 Sandd Crates

It's most efficient to supply uncoded mail in Sandd crates. We can supply these crates upon request. We have a standard procedure in place for this:

- Orders placed before 12.00 hours will be delivered the next working day.
- Orders placed after 12.00 hours will be delivered after two working days.

Orders are placed by requesting the standard request form and returning this, duly completed, to emballage@sandd.nl. The crates are delivered during office hours. Are we due to collect mail from you? We often combine the collection of mail with the delivery of crates.

3.2 Pallet Cards

Each pallet must be equipped with a Sandd P, G, E or Mixed pallet card. These pallet cards can be requested from your order supervisor. The pallet cards must be visibly secured to the top of the pallets.

sandd.
www.sandd.nl

Aflieveradres:
Sandd BV
t.o.v. Afdeling Expeditie
Jusseldijk 2
7325 WZ Apeldoorn

Naam klant :
Naam verzending :

Pallet nr. :

001

Ongecodeerd

Palletkaart (2x uitdraaien) zichtbaar aan de korte zijden van de pallet bevestigen.
Indien meerdere versies gecombineerd op een pallet gestapeld, een bevestigende kaart
zichtbaar in iedere Sandd krat bijvoegen.

3.3 Pallets

The following must be considered when using pallets:

- Use the standard pallet format of 80 x 120 cm.
- Euro pallets are fine and can be exchanged. Any euro pallet credits can't be invoiced. Any contact regarding this should go via emballage@sandd.nl.
- The pallet can weigh a maximum of 750 kg (including the pallet).
- Please make sure nothing is stacked outside of the pallet format, making sure the mail isn't damaged.
- The party must be secured to the pallet with stretch film, making sure no damage can occur during transport.
- Use protective sheets between the layers and cardboard corners for protection and strength purposes, if so required.
- Steel strapping may not be used.
- The partial batches and formats in crates or on pallets are always clearly distinguishable by means of an A4 pallet card. This distinction should also be clear on the Mail Delivery Form (MDF) supplied.

Outsourcing of production/supply to third parties

When you outsource (part of) the production, or supply this to third parties, it's important to make sure this production method is efficiently transferred. The same also applies when the production is being carried out by several different links in the chain. In addition to 'Work with Sandd_Uncoded', the Pallet Cards and the Mail Delivery Form (MDF) will also need to be sent on. In such cases you need to contact one of our Graphic Services Process Supervisors.

3.4 Delivery times and collection times

You can opt to deliver the mail items to us yourself, or we can arrange to collect them. It's important to conform to the indicated delivery times and collection times. You can harmonise the deliveries and collections by sending an email to Central Planning, or by getting in touch by telephone.

Deliveries to our sorting centre in Apeldoorn:

| Delivery day | First delivery from | Latest delivery up to |
|--------------|-----------------------|-----------------------|
| Tuesday | Wednesday 12.00 hours | Thursday 12.00 hours |
| Friday | Friday 12.00 hours | Tuesday 12.00 hours |

Collection by Sandd

Would you like to have your party collected by Sandd? That's no problem at all. However, this will involve some transport costs, details of which can be requested from your Account Manager or the Sandd Account Team.

| THE NETHERLANDS | | | |
|-----------------|---------------|--------------------------|------------------------|
| Delivery day | Collection on | Ready for transport from | Latest collection time |
| Tuesday | Wed/Thurs | 09.00 hours | 12.00 hours |
| Friday | Fri/Mon/Tues | 09.00 hours | 12.00 hours |

| BELGIUM | | | |
|--------------|---------------|--------------------------|------------------------|
| Delivery day | Collection on | Ready for transport from | Latest collection time |
| Tuesday | Wed/Thurs | 09.00 hours | 12.00 hours |
| Friday | Fri/Mon/Tues | 09.00 hours | 12.00 hours |

| GERMANY | | | |
|--------------|---------------|--------------------------|------------------------|
| Delivery day | Collection on | Ready for transport from | Latest collection time |
| Tuesday | Wed | 08.00 hours | 17.00 hours |
| Friday | Mon | 08.00 hours | 17.00 hours |

| OTHER COUNTRIES | |
|-----------------|--|
| Delivery day | |
| Tuesday | In consultation with Sandd's Central Planning Department |
| Friday | In consultation with Sandd's Central Planning Department |

3.5 Quality Control

Extensive quality control will take place the moment the mail enters Sandd. Each mail party will be checked for weight and franking. The incorrect delivery of a mail party can lead to a delay in the delivery and/or higher costs. We will contact you if we come to the conclusion the Sandd method hasn't been adhered to. We will subsequently look for a solution together.

4. Product Definitions

Periodicals

- The publication must be published at least 3 times per year within 12 consecutive months.
- The packaging, the message, the weight and the format are identical.
- The cover displays the publication date, the frequency and the serial number.

Printed Matter

- The mailing contains advertising, marketing or publicity material.
- The packaging, the message, the weight and the format are identical.
- The printed matter tariff will apply for an insert which satisfies the above conditions.

Letters

- The message and/or personal characteristics differ per addressee.
- The packaging and the format are identical.
- The weight variation may not exceed the weight scale.
- Commercial mailings with pre-printed variables, for example reply cards or donor register forms, do not form part of the letters category.

Mixed mail

- Contains a mix of periodicals, printed matter and letters (letterbox packages are excluded).
- The weight varies from 0 – 2 kg.
- The maximum dimensions are: 38 x 26.5 x 3.2 cm.

Letterbox Packages

- The package always fits through the letterbox and contains 'goods'.
- The package weighs no more than 2 kilograms.
- The maximum dimensions of a letterbox package are: 38 x 26.5 x 3.2 cm.
- All shipments (in various different packaging) which contain 'goods' and which are not recognisable as printed matter or letters.

5. Questions and Contact

The information contained in the 'Working with Sandd' manual has been compiled with the greatest of care. However, please don't hesitate to contact us should you be left with any questions after reading the manual.

Visitors' Address

Sandd B.V.

IJsseldijk 2

7325 WZ Apeldoorn

Postal Address

Postbus 10071

7301 GB APELDOORN

Telephone: +31 55 3682525

info@sandd.nl

www.sandd.nl

www.sanddweb.nl

CoC number: 54018404

VAT number: NL 8092.81.119.B01

Sandd Order Processing

orderverwerking@sandd.nl

Telephone: +31 55 3682525

Central Planning

cp@sandd.nl

Telephone: +31 55 8448466

Packaging (Sandd crates and
euro pallets)

emballage@sandd.nl

Graphic Services Process

Guidance

servicedelivery@sandd.nl

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