

# Working with Sandd. Coded

september '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 coded 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 **coded 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.

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, postcode, 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. 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

If you wish to receive the mail items physically, you must indicate this in advance, this has not been adjusted as a standard. We require a surcharge for the physical return. You can request the amount of the surcharge from your commercial contact person.

### **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.

## 1.7 Mail Delivery Form

You will always need to include a completed Mail Delivery Form, in order to ensure your mail follows the correct route through our Central Sorting Centre. The MDF form represents the basis for our quality control and is not used for invoicing purposes. A correctly filled in Mail Delivery Form (MDF) is a completely filled in form, with all the details corresponding with the physically delivered mail party.

The MDF must be visibly positioned on the last pallet with one specimen copy per TrackID (mail pack, part order) from the mail party per (part) delivery. Placed together in a sleeve, for example, and secured to the pallet to protect it from blowing away/falling down. The specimen copies will also be (postally) processed.

An example of a MDF form now follows.

# Mail Delivery Form

# sandd.

## The Graphic Finisher

Name \_\_\_\_\_  
Address \_\_\_\_\_  
Postcode \_\_\_\_\_  
Town \_\_\_\_\_

## Te Factor Customer to be invoiced

Name \_\_\_\_\_  
Order Number \_\_\_\_\_



**This form must be positioned on the last pallet with one mail item per TrackID per (part) delivery.  
The actual number of items only needs to be filled in in case of an under-delivery or part delivery. \***

Delivery area (Sandd/Other)	TrackID	Order	Planned Qty	Actual * Qty	Weight per mail item (grams)



Total number of pallets \_\_\_\_\_



*The undersigned hereby confirms to have completely and truthfully filled in the document.*

Name \_\_\_\_\_  
Town \_\_\_\_\_  
Issue date \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_  
Signature \_\_\_\_\_

Delivery address Sandd, IJsseldijk 2, 7325 WZ Apeldoorn

## 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).

A separate order registration of the foreign mail items will not be required if any loose foreign mail forms part of a Sandd file to be sorted.

## 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	Files delivered before
Tuesday	Wednesday 15.00 hours	Wednesday 15.00 hours
Friday	Monday 15.00 hours	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](mailto: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

## 2.4 Network Exchange

Sandd changes the network throughout the year in order to keep the postal districts and processes optimal. These moments are used to add, for example, addresses for new residential districts to our network. Depots and districts are subsequently redistributed. A network and therefore also a sorted file is subsequently only valid for a limited period of time. There will be consequences if any files are used which have been sorted with an invalid network. The physical mail items will subsequently need to be manually corrected and sorted upon arrival. This will result in extra costs and a delay in the delivery. We have standard moments when a network exchange will take place.

The following diagram shows until when a network is valid and from which moment the network is available for sorting your files.

Start date of new network	Network valid until	Network available from
1 January	31 March	1 November
1 April	30 June	1 February
1 July	30 September	1 May
1 October	31 December	1 August

The delivery date specified by you (mat date) will determine which network will be used to sort the file. A change to this delivery date, once the file has been sorted, can result in the network used no longer being valid. In such cases the file would need to be resorted. Please contact Sandd Order Processing for more information.

## 3. Address File

The sorting of the address file will be the next step once the order has been planned in. Sandd will enrich the address file with the Sandd code and subsequently sort the file. The starting point for the sorting process is the postcode, house number, house number addition and possibly the country code column in one file.

Is there more than one postcode, house number, house number addition and/or country code column? Then please indicate which columns need to be used for the sorting process. The sorting machine will make the most logical choice without this indication and will sort and enrich the file based on this assumption. You will end up with undeliverable mail items if the sorting fields don't correspond with the printed fields on the physical mail item.

The various different transport and capacity planning is further optimised based on the file sorting. We will know which depots, districts and streets the mail needs to be delivered to after the file has been sorted. We will also know how much transport needs to be planned in and how many mail items will need to be sorted in the 1st, 2nd and 3rd sorting round. Our delivery staff will subsequently know how many mail items they will need to deliver that day. The sorted address file is also the basis for the invoice sent out to the customer.

### 3.1 File Formats

Sandd exclusively works with two file formats: comma-separated values files (.csv) and text files of a fixed width (.txt). This ensures we can return files in an easily recognisable, efficiently sorted format and returned in the same format. Sandd returns the address file in the same format it is supplied. Sandd does not carry out any data processing activities on the supplied files: it will not change from a content point of view and no data will be moved to other files.

### 3.2 Technical Specifications

The digital address file satisfies the following technical specifications:

- Character set UTF-8, ANSI or Windows 1252.
- Characters separated by a separator: semicolon ( ; ), comma ( , ), pipe ( | ) or tab.
- Symmetrical, i.e. an equal number of separators per record, resulting in no displacements.
- Supplied with a header.
- An indication of the name, type, start and end position and the number of field positions is required for a fixed field width.
- The country code is in a separate column, which is used for foreign addresses. You will need to use the 2-letter ISO country code table (NEN-ISO 3166) for this purpose. Please visit [www.iso.org](http://www.iso.org) for more information.
- The postcode, house number and house number addition are all in separate fields.

The following fields can possibly be combined into one field:

- Postcode + Town.
- Street + House number + House number addition.
- House number + House number addition.
- The postcode must always be fully displayed in one field.
- No passwords in files.
- Only single record files, i.e. each address line is equal to one mail item.

- In case of more than one postcode column, house number column, house number addition column and/or country code column, clearly indicate which one needs to be used as the sorting column (i.e. what the delivery needs to be based on).
- The file contains no 'enters' (the so-called New Line characters Carriage Return (CR) and/or Line Feed (LF)).
- The file contains no Byte Order Mark character(s).
- The file contains no blank lines.

### 3.3 Supplying the Address File

The address file can be sent to us via email, FTP or online via Sandd | web. You need to send a confirmation email to Sandd Order Processing if you want to complete a FTP transfer. You also have the option of compressing your file. Only .zip files can be automatically decompressed by us.

### 3.4 Privacy Declaration

A combination of a postcode, house number, possible addition and country code is sufficient for Sandd to be able to sort the mail. Of course it's perfectly understandable customers don't like to send an address file to third parties. That's why it's possible to request a privacy declaration where the use of the address file is concerned.

### 3.5 Enrichment and Sorting

The received digital address file will be sorted in the Sandd order and enriched with 6 extra fields per record. These fields will be placed behind the existing fields in the file, details as follows:

Column name	Column width	Description
SD_VOLGNR	09 positions	Serial number (record number)
SD_SNDCODE	44 positions	Sandd code
SD_BUNDEL	10 positions	End bundle marking (*)
SD_BUNDNR	10 positions	Bundle number
SD_PALLET	10 positions	End pallet marking (**)
SD_PALLNR	10 positions	Pallet number

A Sandd code is also added to addresses which fall outside of Sandd's network (for example, foreign addresses). These will be placed in a separate 'Remaining section' folder, or at the bottom of the enriched and sorted file. Make sure the 2-letter ISO country code table (NEN-ISO 3166) is used for foreign addresses. Please also refer to point 3.2.

Below is an example of a Sandd code.

```
<1234567123453#K-CAS001-W-100*150-15/32-SND
```

### 3.6 Returns File

The enriched and sorted address file will be digitally returned via email or FTP, together with the pallet lists, the pallet cards and the Mail Delivery Form (MDF).

If you have opted for FTP as the return method, you will receive an email which will inform you the file has been placed on the FTP and has been approved. Please do not collect the file from the FTP until you have received this email. Collecting the file too early can result in you ending up with an incorrect file.

## 4. Process – Coded Mail

### 4.1 Print/layout of address carrier

- Postcode in capital letters.
- Sandd code in capital letters and entirely on 1 line.
- Sandd code below the postcode and town and align to the left.
- A minimum of 6 mm of white around the Sandd code and a maximum of 10 mm below the postcode.
- No text in front of the Sandd code.
- No text between the postcode and Sandd code (except for foreign addresses, country names).
- End bundle marking, end pallet marking, bundle number and pallet number all need to be printed in a separate line (please also refer to point 3.5).
- Font size of 10-12 pts is preferred (at least 8 pts).
- Font: non-proportional and non-sticky (easy to read ones include Courier, Elite and OCR-B).
- Standard layout: sufficient spaces, do not use bold, underline or italics.
- Maximum contrast with the background: black letters on a white background.
- Our sorting machine sorts based on the Sandd code and postcode: both codes must be clearly visible, also when bundled.
- A Dutch return address must be included on each mail item. The return address must be positioned in the top left corner of the address carrier or on the back of the envelope.

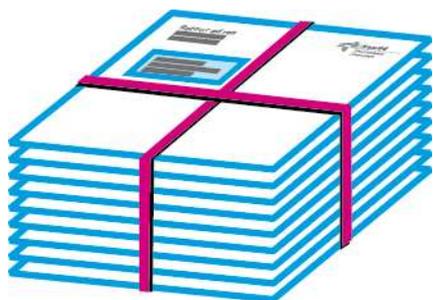
Retour adres	Frankering
Naam Straat   huisnummer   huisnummertoevoeging Postcode   Plaats	
Sanddcode	
Bundelnummer/Palletnummer Einde bundeltekens/Einde pallettekens	

## 4.2 Bundles/Bundling

The mail must be supplied to Sandd in a bundled form. You can see how the bundling has been constructed in the sorted address file (using the 'bundle number' and 'bundle marking' fields). It's important to Sandd that the order of the mail items is maintained in the address file and the bundle layout during production. The end bundle and end pallet must be continued. Printing the serial number (SD\_volgnr) on the address carrier can be useful for ensuring the correct order of the mail items is maintained.

The mail must be supplied in bundled form on pallets, in the order of the Sandd file. The starting point for the bundling is that the mail items will remain properly fixed in the bundle. This will prevent the mail items becoming damaged during our machine processing and transport. The bundle must be able to stay intact after four 'drop tests' (a drop from a 1 meter height). The customer will opt for either the single loop, cross loop or parallel loop bundling. Bundling with the use of cling film is not permitted. It's essential for the bundle ribbon not to be positioned across the address carrier and the Sandd code and/or postcode because of the automatic reading. It's important that items in the bundle are positioned horizontal because of the automatic reading. Offsetting (turning by 180 degrees) in order to get the maximum number of mail items within the bundle can be done just once.

### Example: cross loop bundling



The bundle size will be determined based on the weight, the format and the thickness of the mail item. The minimum and the maximum number of mail items in a bundle will be determined during the sorting of the address file. The starting point when compiling the bundle size is a manageable weight (a maximum of 6 kg and a height of no more than 10 cm) and a handy and/or efficient distribution of the mail on the pallets. The bundle size can therefore vary within a party.

### Bundle and Pallet Marking

Sandd will include information regarding the bundle and pallet format behind each address in the sorted address file. A bundle number indicates which addresses are bundled together. A pallet number indicates which bundles are included on a pallet together.

Information is also included for the last address in a bundle (using '\*') and the last bundle positioned on a pallet (using '\*\*').

A new bundle or new pallet will need to be started after these markings. The customer/graphic service provider is free to translate these markings into any marking which will work for his/her own machinery. The mail item with the end bundle mark and/or end pallet mark must be visible above the bundle, whilst the Sandd order remains intact. Please take this into consideration during your production process.

## Foil products

Sandd can process mail items with addresses on foil. It's important for the foil to be wrinkle-free and that the addresses are clearly and sharply printed. Alternative foils, including milk white biofoil, where the addresses are positioned below the foil, are also possible in consultation with us, providing this foil is sufficiently transparent. Please contact Sandd's Process Supervisors to discuss this in more detail.

## 4.3 Pallets

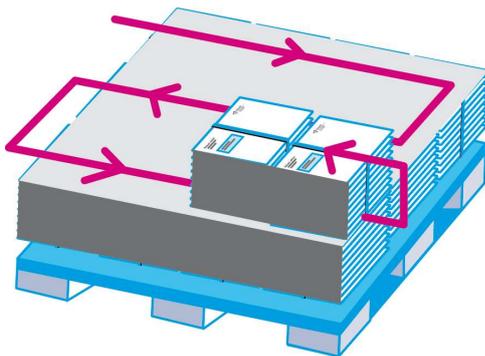
The following must be considered when using pallets:

- 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](mailto: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.

## Pallet cards

Each pallet is provided with a pallet card. These pallet cards are sent along with the sorted address file. Visibly secure the pallet cards on top of the pallets. You will also find the pallet lists with the sorted address file.

### Example: correct pallet layout



### Example: pallet card

Sandd B.V.  
(NC) Interne Mailing

Order nr.: 860732      Netwerklabel: 58  
Network table nr.

TrackID: 05344

Pallet nr.:

**1 van 23**

Eerste bundel First bundle	Laatste bundel Last bundle	Aantal bundels Amount of bundles	Aantal poststukken Amount of postal items
1	125	125	5.000

**H**

\*\*\*\*\*  
Palletkaart zichtbaar BOVENOP de pallet bewaarten.  
Please attach the pallet card visible ON TOP of the pallet.  
\*\*\*\*\*

#### 4.4 Separating TrackID's

It's important for TrackID's to be supplied physically separated. Start with a new pallet with each TrackID.

You can only combine different TrackID's on one pallet after you have gained permission to do so and in consultation with Sandd's Process Supervisor.

The conditions are:

- TrackID's are always for one delivery day.
- TrackID's are always from the same customer.
- It will always involve relatively small quantities per TrackID.

Method:

- TrackID's may be placed on the same pallet, but can't be placed on different stacks.
- The Mail Delivery Form (MDF) must be visibly placed on top of the pallet together with one specimen copy from the mail party per TrackID.
- The specimen copies are also (postally) processed.

#### Failed items

Any failures must be blindly bundled per TrackID. All the addresses (from the first to the last mail item in the bundle) will be facing inwards and will therefore not be visible. Plus every failed bundle must be given a 'failure' pallet card. This will be sent along with the sorted file.

#### 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\_Coded', 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.

#### 'Cutting' (dividing up) a file

If you are forced, perhaps as a result of a specific lead time, to cut a file and divide it up across several production machines, please ensure this is only done based on complete pallets.

## 4.5 Delivery

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	72-hours delivery	48-hours delivery
	<b>Delivery from - till</b>	<b>Delivery from - till</b>
Tuesday	Wed 12.00 hours –Thurs 17.00 hours	Thurs 17.00 hours - Fri 17.00 hours
Friday	Fri 12.00 hours – Tues 17.00 hours	Tues 17.00 hours - Wed 17.00 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	Collection times
<b>72-hours</b>	Tuesday	Wed/Thurs	14.00 hours – 17.00 hours
	Friday	Fri/Mon/Tues	14.00 hours – 17.00 hours
<b>48-hours</b>	Tuesday	Thurs/Fri	14.00 hours – 17.00 hours
	Friday	Tues/Wed	14.00 hours – 17.00 hours

#### BELGIUM

	Delivery day	Collection on	Collection times
<b>72-hours</b>	Tuesday	Wed	12.00 hours – 17.00 hours
	Friday	Mon	12.00 hours – 17.00 hours
<b>48-hours</b>	Tuesday	Thurs	12.00 hours – 17.00 hours
	Friday	Tues	12.00 hours – 17.00 hours

#### GERMANY

	Delivery day	Collection on	Collection times
<b>72-hours</b>	Tuesday	Wed	08.00 hours – 17.00 hours
	Friday	Mon	08.00 hours – 17.00 hours
<b>48-hours</b>	Tuesday	Thurs	08.00 hours – 17.00 hours
	Friday	Tues	08.00 hours – 17.00 hours

#### OTHER COUNTRIES

Delivery day	
<b>Tuesday</b>	In consultation with Sandd's Central Planning Department
<b>Friday</b>	In consultation with Sandd's Central Planning Department

#### 4.6 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.

# 5. 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.

## 6. 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](mailto:info@sandd.nl)

[www.sandd.nl](http://www.sandd.nl)

[www.sanddweb.nl](http://www.sanddweb.nl)

CoC number: 54018404

VAT number: NL 8092.81.119.B01

### Sandd Order Processing

[orderverwerking@sandd.nl](mailto:orderverwerking@sandd.nl)

Telephone: +31 55 3682525

### Central Planning

[cp@sandd.nl](mailto:cp@sandd.nl)

Telephone: +31 55 8448466

### Packing (Sandd crates and euro pallets)

[emballage@sandd.nl](mailto:emballage@sandd.nl)

### Graphic Design Services Process Guidance

[servicedelivery@sandd.nl](mailto:servicedelivery@sandd.nl)

**Sandd**

IJsseldijk 2

7325 WZ Apeldoorn

Postbus 10071

7301 GB Apeldoorn

+31 55 368 25 25

[info@sandd.nl](mailto:info@sandd.nl)

[www.sandd.nl](http://www.sandd.nl)

**sandd.**