

Working with Sandd. Coded

February 2020

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

Sandd and PostNL have merged their postal networks. This means that starting from the 1th of February 2020, all Sandd-mail will be processed and delivered by PostNL.

This manual will provide you with all the information which you will need for the delivery and dispatch process of your **coded mail**.

1.1 Sandd Code

The Sandd code is a unique code which is printed onto your mail item. Due to the fact that all Sandd-mail will be processed and delivered by PostNL from the 1th of February 2020 onwards, you will no longer print the Sandd code on your mail items. The Sandd code is replaced by the PostNL-sorting code.

1.2 PostNL-sorting code

The PostNL-sorting code is a unique code which is printed onto your mail item. The PostNL-sorting code is generated based on a logistic network and specific order information.

The PostNL-sorting code consists of 34 characters and is structured as follows:

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	
2	4	1	A	B	A	0	0	9	#	0	4	9	A	A	#	L	#	X	3	4	2	A	1	A	#	1	4	#	0	2	0	4	#	
A			B			C				D			E	F		G		H																

↓
Bezorgmoment (X of Y)

↓

Container/pallet

- A. Dispatch-ID (*Partij-ID*)
- B. Bundle identification (*Bundel identificatie*)
- C. Items in bundle (*Stuks in bundel*)
- D. Tracking-ID (*Volg-ID*)
- E. Error Detection (*Errordetectie*)
- F. Bundle type (*Bundelsoort*)
- G. Code line (*Codeerregel*)

The latter shows the day on which your mail will be distributed. **X** means distribution on Tuesday or Saturday, **Y** means distribution on Wednesday or Friday.

1.3 Delivery Days

Starting from the 1th of February 2020, your mail will be delivered by PostNL on two consecutive delivery days: Tuesday-Wednesday and Friday-Saturday.

These delivery days may differ during the holidays. Visit www.postnl.nl/feestdagen for more information.

1.4 Mail Items' Specifications

Mail items must meet the following specifications:

- The mail item must fit through the letterbox.
- 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 only possible upon request.

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

The layout must meet the following specifications:

- 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.

1.5 Packaging

Good packaging is very important, both to protect the contents of your shipment, as well as the other mail items being processed. 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.

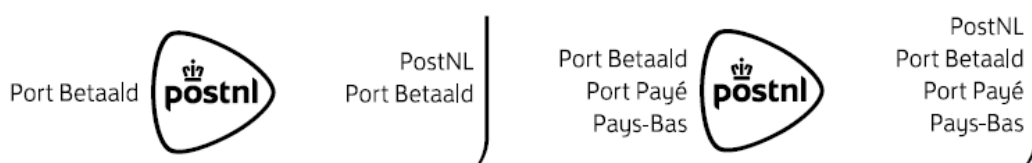
1.6 Franking

It is compulsory to display PostNL franking on your mail item.

You can download the different franking indications from postnl.nl/downloads. Please do not change the proportions of the downloaded image(s).

- For addresses in the Netherlands, place the national PostNL *Port Betaald* (Postage Paid) logo in the franking zone.
- For business reply items, place the '*Postzegel niet nodig*' (No stamp required) indication in the franking zone.
- For International Mail, place the international *Port Betaald* (Postage Paid) logo, or its composite version, in the franking zone.

For examples of these franking indications see below:



1.7 Returns

We return 'undeliverable mail' to the return address stated on the mail item. We refer to something as '**undeliverable mail**' when it isn't possible to deliver a mail item to a certain address.

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

It is possible that a fee will be charged for returning the undeliverable mail.

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.

Return address

A mail item must display a Dutch address (street + house number, postcode, town/city) as a return address. The return address must be displayed in the top left corner or on the back of the mail item. If the return address is stated on the address side, the return address must be printed on a single line and should be in a smaller font than the delivery address.

1.8 Mail Delivery Form

You will always need to include a completed Mail Delivery Form (MDF), in order to ensure your mail follows the correct route through the sorting process. The MDF represents the basis for our quality control and is not used for invoicing purposes. A correctly filled in 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



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

1.9 Foreign Parties

We can also organise your foreign parties. This involves your mail flows to all European countries (EUR) and the rest of the world (ROW). These mail flows are delivered by PostNL and must therefore comply with the PostNL guidelines. Please pay specific attention to including the English name of a country and the positioning of the address on the mail item. The mail items must also have a priority sticker and a 'Postage paid' indication. 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. 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	Wednesday 15.00 hours	Wednesday 15.00 hours
Friday-Saturday	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. 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	Wednesday 15.00 hours
Friday-Saturday	Monday 15.00 hours

2.4 Network Exchange

PostNL 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 the 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. PostNL had 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 PostNL	Network valid until	Network available from
6 January 2020	15 February 2020	9 December 2019
17 February 2020	21 March 2020	21 January 2020
23 March 2020	25 April 2020	24 February 2020
27 April 2020	30 May 2020	30 March 2020
1 June 2020	4 July 2020	4 May 2020
6 July 2020	8 August 2020	8 June 2020
10 August 2020	12 September 2020	13 July 2020
14 September 2020	24 October 2020	17 August 2020
26 October 2020	28 November 2020	28 September 2020
30 November 2020	2 January 2021	2 November 2020

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. PostNL will enrich the address file with the PostNL-sorting 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.

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. The sorted address file is also the basis for the invoice sent out to the customer.

3.1 File Formats

We work exclusively 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. The address file will be returned in the same format as 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 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 PostNL 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

If your address file is divided into two parts (Sandd and PostNL), you will first see the Sandd-file, and then PostNL-file. The Sandd-file will only contain unrecognized and foreign addresses. Even though these addresses are on the Sandd-file, they will be delivered by PostNL.

The following items will be added to the PostNL-file:

- Bundle list, pallet list and e-sort report (in Dutch: *Bundellijst, palletlijst, e-sort rapportage*)
- Pallet cards (in Dutch: *palletkaarten*)
- List with non-recognised addresses (in Dutch: *lijst met niet-herkende adressen*)

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.
- PostNL-sorting code in capital letters and entirely on 1 line.
- PostNL-sorting code below the postcode and town and align to the left.
- A minimum of 6 mm of white around the PostNL-sorting code and a maximum of 10 mm below the postcode.
- No text in front of the PostNL-sorting code.
- No text between the postcode and PostNL-sorting 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.
- The sorting machine sorts based on the PostNL-sorting code and postcode: both codes must be clearly visible, also when bundled.

A mail item must display a Dutch address (street + house number, postcode, town/city) as a return address. The return address must be displayed in the top left corner or on the back of the mail item. If the return address is stated on the address side then the return address must be printed on a single line and should be in a smaller font than the delivery address.

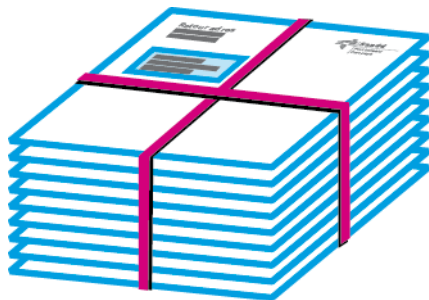
Retour adres	Frankering
Naam Straat huisnummer huisnummertoevoeging Postcode Plaats	
Sanddcode	
Bundelnummer/Palletnummer Einde bundelteken/Einde palletteken	

4.2 Bundles/Bundling

The mail must be supplied 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 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.

The mail must be supplied in bundled form on pallets, in the order of the PostNL 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 from 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 PostNL-sorting 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

The sorted address file 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 PostNL order remains intact. Please take this into consideration during your production process.

Foil products

We 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

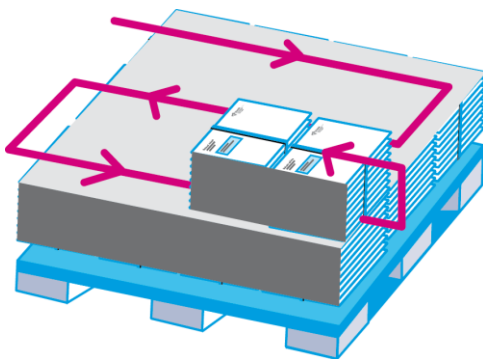
The following must be considered when using pallets:

- 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.
- 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 cards (Sandd and PostNL)

Sandd B.V.
(NC) Interne Mailing

Order nr.: 860732 Netwerklabel: 58
TrackID: 05344 Network table nr.

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 bevestigen.
Please attach the pallet card visible ON TOP of the pallet.

X423 CVL ARNHEM 09-16 ARNHEM 09-16	N
Partij ID: XBM RC-nummer: 1 48-72 uur SPREID	PostNL
Afwijkende afbundeltabel	
CVL ARNHEM 09-16	
48-72 uur SPREID	
TestWater	
Bruto gewicht: 103 kg Aantal stuks: 1418 RC-nummer: 1 van 10	Laatste bundel: 59

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 time (Tuesday-Wednesday or Friday-Saturday).
- 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 PostNL 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 the sorting centres of PostNL in Rotterdam, Amsterdam, Nieuwegein, Zwolle and 's-Hertogenbosch:

Delivery day	48-72 hours delivery
	Delivery till
Tuesday-Wednesday	Fri 17.00 hours
Friday-Saturday	Wed 17.00 hours

Collection

Would you like to have your party collected? 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	48-72 hours delivery	
Delivery day	Collection on	Ready for transport from
Tuesday-Wednesday	Friday	14.00 hours
Friday-Saturday	Wednesday	14.00 hours

BELGIUM, GERMANY & OTHER COUNTRIES

In consultation with the Sandd's Central Planning Department

For more information about the delivery abroad, see www.postnl.nl/versturen/brief-of-kaart-versturen/hoe-verstuur-ik-een-brief-of-kaart/postbezorging/postbezorging-buitenland/.

4.6 Quality Control

Extensive quality control will take place the moment the mail enters PostNL. 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 correct 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.

Sandd B.V.

www.sandd.nl

www.sanddweb.nl

CoC number: 54018404

VAT number: NL 8092.81.119.B01

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Graphic Design Services Process

Guidance

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Sandd

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sandd.