

Working with Sandd. **Uncoded**

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 uncoded mail.**

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1. General

Sandd and PostNL have merged their postal networks. This means that 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 **uncoded mail**.

This manual focuses on the following mail items:

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

1.1 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.

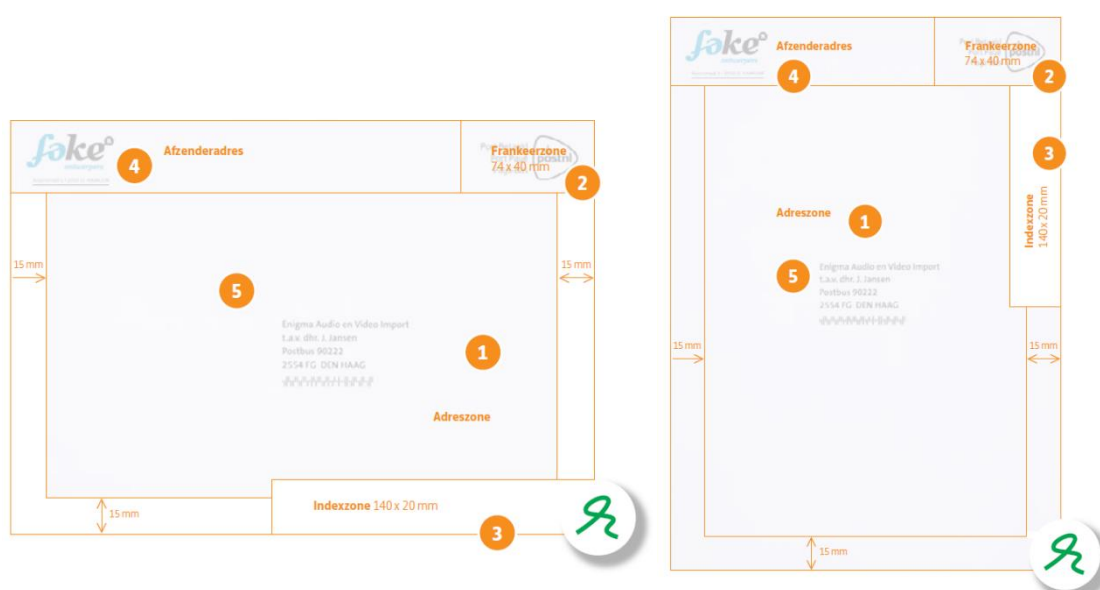
1.2 Mail Items' Specifications

The 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.
- The indexzone (a blank area measuring 20 mm tall by 140 mm wide) has to be free from any printing and preferably white → see (3) in the examples below.

If your mail item has a landscape format: at bottom right on the long side.

If your mail item has a portrait format: at top right on the long side of the address.



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, postal code, town, possible country.
- The address is facing the same direction.

1.3 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.

1.4 Franking

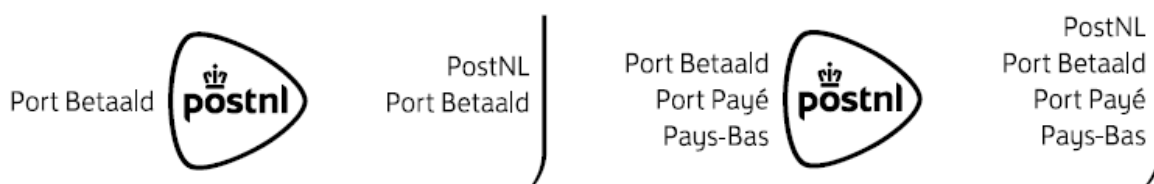
It is compulsory to display PostNL franking on your mail item.

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:



1.5 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.

1.6 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.. The MDF represents the basis for our quality control and is not used for invoicing purposes. The details included on this form must correspond with the physically supplied mail party. The MDF must be positioned on the last pallet clearly visible per (part) delivery. A mail shipment can't be processed without a completely filled in MDF.

An example of a MDF now follows.

<h1>Mail Delivery Form</h1> <h2>Uncoded Mail</h2>																																																																										
The Graphic Finisher		Customer to be invoiced																																																																								
Name Address Postcode Town		Name Order Nr.																																																																								
This form must be positioned on the last pallet bundled with one specimen copy per format per (part) delivery. The specimen copies will also be (postally) processed!																																																																										
<table border="1"> <thead> <tr> <th>Order Name</th> <th>Formaat F, G, E, of P,G,E or Mixed Format</th> <th>Actual Qty</th> <th>Weight per item (grams) <small>(in case of identical)</small></th> <th>Average weight (grams) <small>(in case of variable weight)</small></th> </tr> </thead> <tbody> <tr><td> </td><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td><td> </td></tr> </tbody> </table>		Order Name	Formaat F, G, E, of P,G,E or Mixed Format	Actual Qty	Weight per item (grams) <small>(in case of identical)</small>	Average weight (grams) <small>(in case of variable weight)</small>																																																																		Total number of pallets		
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The undersigned hereby confirms to have completely and truthfully filled in the document.																																																																										
Name Town Issue date / / Signature																																																																										
Information: Any questions, please contact the Account Team on telephone number 055-3682525.																																																																										
Delivery address:		Sandd B.V., IJsseldijk 2, 7325 WZ Apeldoorn																																																																								

1.7 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 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	Wednesday 15.00 hours
Friday-Saturday	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

3. Delivery

3.1 PostNL-crates or cardboard boxes

We would like to receive uncoded mail in PostNL-crates when the volume is above 100 kilos of mail per order or when volume is offered on a frequent basis.

Please always offer PostNL-crates and cardboard boxes with a total weight above 100 kilos per order on a pallet, see section 3.3. For every order under 100 kilos, all crates and cardboard boxes must have a pallet card.

We have a standard procedure in place to order PostNL-crates:

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

Orders can be easily placed in the PostNL webshop: www.postnl.nl/webshop

Cardboard boxes will not be provided by Sandd or PostNL.

3.2 Pallet Cards

Each pallet must be equipped with a 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. You can continue to use the Sandd pallet card for your uncoded mail.

sandd. www.sandd.nl	Alleveradres: Sandd BV t.o.v. Afdeling Expeditie Lisderijk 2 7336 WZ Apeldoorn
Naam klant :	
Naam verzending :	
Pallet nr. :	
001	
Ongecodeerd	
<small>=====</small> Palletkaart (2x uitdraaien) zichtbaar aan de korte zijden van de pallet bevestigen. Indien meerdere verstuurs gecombineerd op een pallet gestapeld, een bevestigende kaart zichtbaar in iedere Sandd krat bijvoegen. <small>=====</small>	

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 the sorting centres of PostNL in Rotterdam, Amsterdam, Nieuwegein, Zwolle and 's-Hertogenbosch:

Delivery day	First delivery from	Latest delivery up to
Tuesday-Wednesday	Wednesday 12.00 hours	Thursday 12.00 hours
Friday-Saturday	Friday 12.00 hours	Tuesday 12.00 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			
Delivery day	Collection on	Ready for transport from	Latest collection time
Tuesday-Wednesday	Wed/Thurs	09.00 hours	12.00 hours
Friday-Saturday	Fri/Mon/Tues	09.00 hours	12.00 hours

BELGIUM, GERMANY & OTHER COUNTRIES

In consultation with the Sandd's Central Planning Department

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

3.5 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.

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.

Sandd B.V.

www.sandd.nl

www.sanddweb.nl

CoC number: 54018404

VAT number: NL 8092.81.119.B01

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orderverwerking@sandd.nl

Telephone: +31 55 3682525

Central Planning

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Telephone: +31 55 8448466

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Graphic Services Process

Guidance

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