

Working with Sandd. Coded

April 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 is about coded mail.**

In the case of a conflict between the original Dutch-language version of this manual and this English translation, the Dutch-language version prevails. This also applies in the case of a dispute.

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1. General

Sandd and PostNL have merged their postal networks. This means that since the 1th of February 2020, all Sandd-mail is 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 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)

- A. Pallet/Container (*Pallet/Rolcontainer*)
- B. Dispatch-ID (*Partij-ID*)
- C. Bundle identification (*Bundel identificatie*)
- D. Items in bundle (*Stuks in bundel*)
- E. Tracking-ID (*Volg-ID*)
- F. Error Detection (*Errordetectie*)
- G. Bundle type (*Bundelsoort*)
- H. Sorting code (*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.

1.2 Delivery Days

Since the 1th of February 2020, your mail is 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.

1.3 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.

1.4 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.

1.5 Receptacles (Business Tools/Aids)

Use the PostNL-receptacles to deliver your mail. These can be ordered in the PostNL-webshop (www.postnl.nl/webshop). You can use these in accordance with the PostNL terms & conditions for receptacles. You could also use disposable pallets in some cases. However, Sandd or PostNL do not offer disposable pallets.

Chapter 4 explains in more detail how you should deliver your mail and which receptacles you should use.

1.6 Foreign Parties

From now on you can offer your foreign parties via PostNL, and no longer via your Sandd-agreement. You can contact PostNL if you want to organise your foreign parties.

Does your party contain a (limited) number of mail items with a foreign destination? In that case:

- As part of a coded domestic party, you do not have to register these mail items separately in Mijn PostNL: we will automatically process these mail items based on your address file. The foreign mail items receive a separate order line on your order form.
- You offer your foreign mail items separately from your domestic mail, in a bundle or in a crate.
- The mail items 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 'Port Payé' indication. Please contact us in case of any doubt or uncertainties.

For these foreign postal items the PostNL public rates for individual foreign mail will be charged (www.postnl.nl/tarieven) and you will receive a PostNL-invoice.

2. Registering Orders

2.1 Registering your order in Mijn PostNL

It's important to register your orders in a timely and correct fashion. PostNL produce his capacity planning based on the order registrations. This will allow PostNL to plan the transport, sorters and delivery staff.

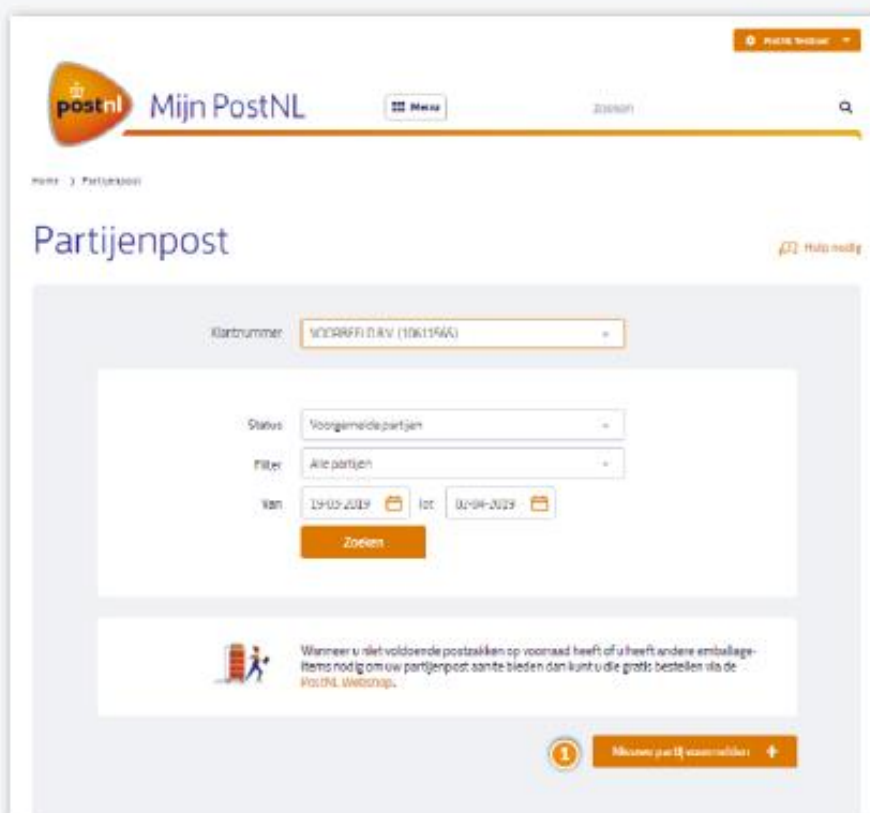
Delivery day	Orders registered before	Files delivered before
Tuesday-Wednesday	Wednesday 15.00 hours	Wednesday 15.00 hours
Friday-Saturday	Monday 15.00 hours	Monday 15.00 hours

2.2 Instructions Mijn PostNL

Below you can find the Dutch instructions for registering your orders in Mijn PostNL. These instructions will be shortly exchanged for instructions in English. We are sorry for the inconvenience.

Stap 1. Meld je nieuwe partij voor

Je logt in op Mijn PostNL met je e-mailadres en je wachtwoord. Daar kies je de optie 'Partijpost' en dan klik je op 'Nieuwe partij voormelden' .



Klantnummer: 10039671 (10615AA)



Status: Voorgemeldepartij

Filter: Alle partijen

Van: 19-05-2019 Tot: 01-08-2019

Zoeken

Wanneer u niet voldoende postzakken op voorraad heeft of u heeft andere emballage-items nodig om uw partijpost samen te stellen dan kunt u die gratis bestellen via de PostNL Webshop.

 Nieuwe partij voormelden 

Stap 2. Eigenschappen partij en product kiezen

Je ziet nu het veld 'Klantnummer' en onder 'Eigenschappen partij' de velden 'Selecteer favoriet' (alleen wanneer hiervan een keer gebruik is gemaakt), 'Omschrijving' en (als je dat hebt ingesteld via 'Mijn Account' ①) 'Kostenplaats', 'Referentie' en 'Aanbieder'.

The image shows two screenshots from a web application. The left screenshot displays the 'Eigenschappen partij' (Party Properties) form. At the top, there is a 'Klantnummer' (Client number) dropdown menu with 'VOORBEELD B.V. (0861105)' selected. Below this, the form has several fields: 'Selecteer favoriet' (Select favorite) with a dropdown arrow and a 'Favorieten beheren' (Manage favorites) button; 'Omschrijving' (Description) with a text input field; 'Kostenplaats' (Cost center) with a dropdown arrow; 'Referentie' (Reference) with a text input field; and 'Aanbieder' (Supplier) with a text input field. The right screenshot shows a user menu for 'Test User' with the company name 'VOORBEELD B.V.' and two options: 'Mijn Account' (My Account) with a circled 1 icon, and 'Uitloggen' (Logout).

Betekenis van de velden

- Klantnummer: hier zie je één of meerdere klantnummers waarvoor je partijen kunt aanmaken.
- Favoriet: hier zie je je favoriete partijen.
- Omschrijving, kostenplaats en referentie: de Mijn PostNL-beheerder kan deze velden zelf een naam geven en aangeven of ze optioneel of verplicht in te vullen zijn. Met behulp van de ingevulde gegevens, kun je een partij identificeren. De gegevens komen ook op de orderbevestiging en factuur.
- Aanbieder: als je de partij niet zelf aanlevert, vul je hier de naam of het klantnummer van de aanbieder in.

Nu kun je het product kiezen.

The image shows the 'Product kiezen' (Select product) screen. At the top, there is a search bar with the placeholder text 'Kies uit de productselectie' and a magnifying glass icon. To the right of the search bar, there is a question 'Niet zeker welk product te gebruiken?' and a button 'Zoek het passende product' with a circled 3 icon. Below the search bar, there is a section titled 'Favorieten' (Favorites) with a circled 2 icon. This section contains five product cards, each with a product code and a description: 1835 '45-72uur Speciaal, gesorteerd', 1839 '45-72uur Groot, gesorteerd', 1865 'NextWeek.XX, DM Speciaal, gesorteerd', 1869 'NextWeek.XX, DM Groot, gesorteerd', and 2821 '24 uur Gemengd'. A circled 1 icon is also visible near the search bar.

Een product kiezen, kan op 3 manieren en hangt af van welke opties de Mijn PostNL-beheerder je als gebruiker heeft gegeven:

1. Voer het product in ①

Als je de productcode of naam al weet, vul je die hier in.

2. Zoek binnen favorieten ②



Kies uit de lijst favorieten die je zelf hebt samengesteld.




3. Zoek het passende product ③

Als je niet zeker weet welk product je moet kiezen, vul je een paar gegevens in over je partij. Zoals bestemming, formaat, gewicht, gewenste verzend- of bezorgdatum. Je krijgt dan automatisch het passende product voor je partij te zien.

Stap 3. Partij afronden


Productgegevens

Verzenddatum* 17-07-2019  Frankeerwijze Port betaald 

Bezorgperiode* 19-07-2019  - 20-07-2019  

Aantal stuks* 300

Gewicht per stuk (gr) 22

KIX / Codeerregel 

Wilt u dit product en de orderdetails opslaan als favoriet zodat u deze later opnieuw kunt gebruiken?

[Partij opslaan in favorieten](#)

[Annuleren](#) [Voormelden](#) [Aanbieden](#)

Als je de productgegevens hebt ingevuld, kun je de partij afronden. Bij een gesorteerde partij moet je ook de logistieke gegevens invullen. Bij het afronden kun je kiezen uit 'Aanbieden' of 'Voormelden'.

Aanbieden

Kies voor 'Aanbieden' als je een partij hebt die je meteen wilt aanbieden. Upload het adressenbestand en de partij wordt direct gecontroleerd en/of gesorteerd. De partij is dan ook meteen voorgemeld.

Voormelden

Om verschillende redenen kun je voor 'Voormelden' kiezen:

- Als je na deze partij nog een partij wilt aanbieden. Lijkt de volgende partij veel op de eerste? Maak dan gebruik van de optie 'Kopieer' of gebruik hiervoor een favoriet. Je hoeft dan alleen nog maar de afwijkende gegevens aan te passen. Is dit de laatste van meerdere partijen? Vink dan ook alle andere partijen aan die je tegelijkertijd wilt aanbieden.
- Als de gegevens die je hebt ingevoerd nog kunnen veranderen. Je partij wordt opgeslagen zodat je er op elk moment mee verder kunt. Je vindt het overzicht van je opgeslagen partijen onder het dropdownmenu 'Status' op de hoofdpagina van partijenpost.
- Als je het adressenbestand eerst nog wilt controleren en/of sorteren.

Let op: dit kan alleen voor binnenlandse partijen.

Stap 4. Controleren en/of sorteren

Ga verder met de aan te bieden partij of selecteer de partij uit het overzicht met voorgemelde partijen **1**.

Klartnu...	Omschrijving	Product	Aantal	Gewicht	Status	Verzenddt...
10611565	test Sorted 2	1835 48-72uur S...	6666	66	Voorgem...	14-06-2019
10611565	test Sorted	1835 48-72uur S...	5555	55	Voorgem...	17-06-2019
10611565	test Sorted 3	1809 NextWeek...	56789	77	Voorgem...	04-07-2019


- Klik op 'Controleer' **2** om het adressenbestand te controleren (bij bepaalde services is dit noodzakelijk).
- Klik op 'Sorteren' **3** als het om een gesorteerde partij gaat.

Let op: een partij kun je aanbieden als je een vinkje **4** bij de betreffende partij hebt geplaatst. Alleen dan verschijnt de knop 'Aanbieden' **5**.

Klartnu...	Omschrijving	Product	Aantal	Gewicht	Status	Verzenddt...
10611565	test Address C...	1832 48-72uur...	200	20	Voorgem...	14-06-2019

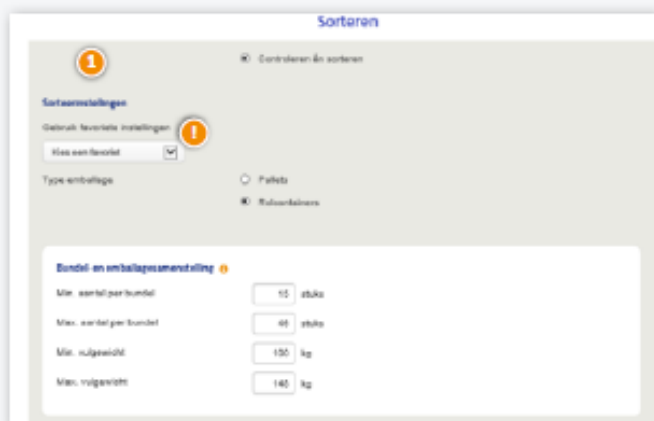
Partijdetails	Voorgemeld door
Aantal: 2000 Gewicht: gemiddeld 20 gr/stuk Product: 1835 48-72uur Sochtal, grotzand	Test User (10611565) op 14-06-2019 op 16:03
Franseswijde: PD Kijkjaar: hier Bestemming: Verzendproducten Binnenland	Laatst gewijzigd door: Test User (10611565) op 14-06-2019 om 16:03

Controle- en sorteerinstellingen

Hier vul je de sorteerinstellingen in . De bundel- en emballagesamenstelling wordt automatisch gevuld. Je kunt het aantal stuks per bundel naar beneden aanpassen. Vul alle velden in en klik op 'Opslaan'.

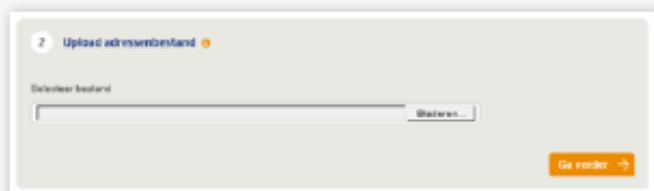
Tip

Sla je instellingen op als 'favoriet' zodat je ze volgende keer niet opnieuw hoeft in te voeren.



Upload adresbestand

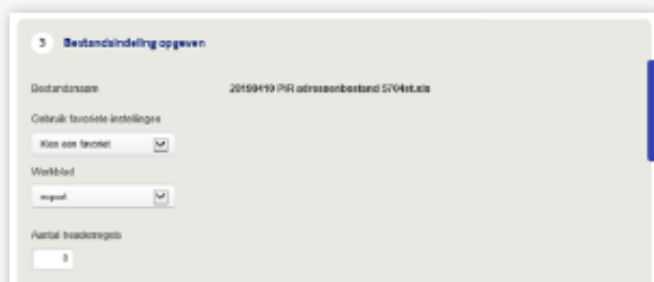
Klik op 'Bladeren' om een bestand te selecteren. Selecteer je adresbestand door op 'Openen' te klikken. Klik daarna op 'Ga verder' om je bestand up te uploaden.



Bestandsindeling opgeven

Geef hier aan hoe de bestandsindeling is opgebouwd. Deze instellingen kun je ook als favoriet opslaan. De volgende bestandstypen kunnen worden geüpload:

- a. CSV
- b. Excel



Kolomindeling

[Help bij het invullen](#)

Staat

Huisnummer

Toevoeging

of

Huisnummer + Toevoeging

of

Straat + Huisnummer + Toevoeging

Postcode

Woonplaats

of

Postcode + Woonplaats

Landcode

Landnaam

Invoeren option in bestand

[Start verwerken](#)

Als je klaar bent met het opgeven van de bestandsindeling, klik je op 'Start verwerken'. Je adresbestand wordt nu gecontroleerd en/of gesorteerd. Vervolgens zie je het scherm met de resultaten.

4 Resultaat ✓

Let op! Niet herkende adressen kunnen meerdere fouten bevatten. U kunt deze adressen door [Coded](#) laten corrigeren.

Let op! Vergeet niet uw bestanden te downloaden voordat u verder gaat!

Gesorteerde adressen

5704 Totaal	5280 Herkend	424 Niet herkend	640 Buitenlands	201 Eindloc
-----------------------	------------------------	----------------------------	---------------------------	-----------------------

4
Rocombanen

Downloads

- Recorlogs (4.7 KB)
- Invoelloggi (377 K)
- Bundellijst (15.3 KB)
- Invoelloggiarten (PDF-86.1 KB)
- Niet herkend adresbestand (TXT) - 54.3 KB
- Gecontroleerd & gesorteerd bestand (TXT) - 883.3 KB

[Download alle bestanden](#)

Download bestanden

Download alle bestanden. Deze heb je nodig om je gesorteerde partij te kunnen aanbieden

Buitenlandse adressen

Heb je met een landnaam of landcode bij de kolomindeling aangegeven dat je bestand buitenlandse adressen bevat? Dan wordt voor deze adressen een aparte partij aangemaakt.

Let op: download eerst je gecontroleerde en/of gesorteerde adresbestand voordat je je partij aanbiedt. Deze informatie wordt niet bewaard.

Tip

Met behulp van de optie 'Postcode zoeken op postnl.nl' kun je snel het juiste adres vinden. Heb je hulp nodig bij het verbeteren van je adresbestand? Kijk dan op postnl.nl/adresbestand/verbeteren.

Stap 5. Partij aanbieden

Nadat je de bestanden hebt gedownload, kun je je partij direct aanbieden. Klik hiervoor op 'Aanbieden'. De volgende melding komt op het scherm als de partij is gecontroleerd en/of gesorteerd en je alle bestanden hebt opgeslagen. Klik dan op 'Ga verder'.

Partij sorteren

U staat op het punt om het Sorteren proces te verlaten

Wees er zeker van dat al de benodigde uitvoerbestanden zijn gedownload. Deze partij kan niet worden aangeboden voordat het proces van controleren / sorteren is afgerond.


[Terug](#) [Ga verder](#)

Nu kun je het aanbieden afronden.

Je ziet bij 'Verpakking (en barcode)' de emballage waar in je de partij verpakt voor aanbieden. Bij gebruik van een ander emballagetype dan voorgesteld kan een toeslag worden berekend.

Klantnummer	Omschrijving	Product	Aantal	Gewicht	Verpakking
9915811	TEST SORTED	1835 48-72ur...	5064	55	P1700 orderformulier
9915811	TEST SORTED	6400 Priority G...	640	55	P1700 orderformulier

P1700 orderformulier afdrukken (voor eigen administratie)

 Wanneer u niet voldoende postzakken op voorraad heeft of u heeft andere emballage-items nodig om uw partijepost aan te bieden dan kunt u die gratis bestellen via de [PostNL Webshop](#).

[Annuleren](#) [Aanbieden](#)

Je kunt de partij ook op een later tijdstip aanbieden. In dat geval klik je op 'Annuleren'. De partij met het gecontroleerde en/of gesorteerde adressenbestand staat in het overzicht van 'Voorgemelde partijen'.

Vul nu de rolcontainer(s) of pallet(s) met de partij en geef die met het P1700-formulier bij ons af volgens de [Aanlevervoorwaarden](#).

2.3 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	2 May 2020	24 February 2020
4 May 2020	6 June 2020	6 April 2020
8 June 2020	11 July 2020	11 May 2020
13 July 2020	15 August 2020	15 June 2020
17 August 2020	19 September 2020	20 July 2020
21 September 2020	24 October 2020	24 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 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.

3. Layout – Coded Mail

3.1 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.
- 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.

3.2 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.

3.3 Cards and Self-mailers

It is permitted to print the layout and sorting codes directly on the mail item, without using an envelope.

3.4 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 only possible with prior consultation, providing this foil is sufficiently transparent.

3.5 Loos-leaf (*losbladig*)

Loos-leaf means a magazine that is not sealed and where the address is printed directly on the cover page. It is permitted to have loos-leaf items delivered, if bundled and offered in PostNL-sorting order correctly. Any attachments must be attached in the magazine.

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

For examples of these franking indications see below:



4. Bundling and sorting

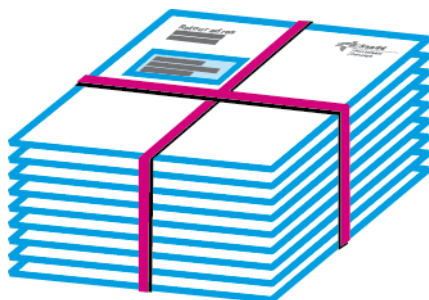
The mail items must be supplied in a bundled and sorted form in accordance to the PostNL-sorting file, on a PostNL-container or on a pallet. Deliver your party with an order form (P1700). You will receive this order form from Mijn PostNL when you have registered your mail items.

4.1 Bundles/Bundling

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 container/pallet must be continued.

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. Bundles must be sturdy and handy (a maximum of 5 kg and a height of no more than 15 cm). The bundle size can therefore vary within a party.

Bundle and Container/Pallet Marking

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

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

A new bundle or new container/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

container/pallet mark must be visible above the bundle, whilst the PostNL-order remains intact. Please take this into consideration during your production process.

4.2 Pallets

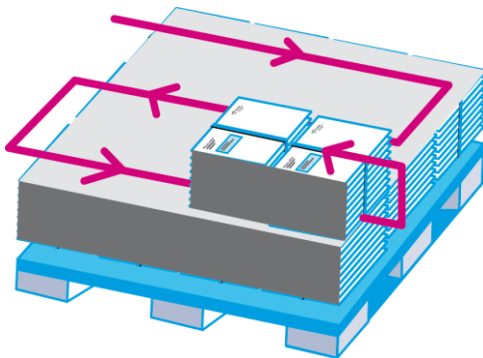
The following must be considered when using pallets:

- Use the standard pallet format of 80 x 120 cm.
- You can use disposable pallets.
- The pallet can weigh a maximum of 600 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.

4.3 Pallet cards for container/pallet

Each container/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 container/pallets. You will also find the pallet lists with the sorted address file.

Example: correct pallet layout



Example: Pallet card

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 Residual bundle(s) (Restbundels)

PostNL validates the addresses from your address file. One of the files that you receive back contains the 'unrecognized addresses'. If you choose to deliver these mail items (which have an increased change of return), you must bundle the mail items with the unrecognized addresses in the so-called 'residual bundle'. The residual bundle(s) must be delivered on a indicated container ore pallet.

4.5 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 'Working with Sandd Coded', the pallet cards and the P1700 will also need to be sent on. You could also choose to authorize these third parties in Mijn PostNL for your costumer environment.

4.6 'Splitting' (dividing up) a sorted address file

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

5. Delivery

5.1 Drop-off locations, delivery times and collection times

You can opt to deliver the mail items to a drop-off location of PostNL yourself, or you could choose to have the mail items collected. It's important to conform to the indicated delivery times and collection times.

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

THE NETHERLANDS	
Delivery Day	Delivery at a drop-off location till
Tuesday-Wednesday	Thursday 17.00 hours
Friday-Saturday	Tuesday 17.00 hours

Collection

Would you like to have your party collected? That is possible within the Netherlands. However, this will involve some transport costs. You can contact PostNL to arrange your transport.

THE NETHERLANDS		
Delivery day	Collection on	Ready for transport from
Tuesday-Wednesday	Thursday	14.00 hours
Friday-Saturday	Tuesday	14.00 hours

5.2 Quality Control

Extensive quality control will take place the moment the mail enters PostNL. Each mail party will be checked for weight and franking. Weightings are determined by PostNL. These are determined with calibrated weighing instruments. 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 (which is stated in this Manual) hasn't been adhered to. We will subsequently look for a solution together.

6. 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.

7. Product Definitions

Periodicals

- The publication must be published at least 3 times per year within 12 consecutive months.
- The packaging, the message, the weight, the format/size and the sender 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, the format/size and the sender 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, the format/size and the sender 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 sender is identical.
- 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.
- The sender is identical.

The table below shows which PostNL products and product codes you must choose when registering your orders in Mijn PostNL:

Your product at Sandd	Additional description	Your product at PostNL	Your product code in Mijn PostNL
Periodicals	- No goods - Weight 0-2000 gram - Maximum letterbox size (38 x 26,5 x 3,2 cm)	Blue NW Magazine Special, sorted	2597
Printed Matters (machine processable- machinaal verwerkbaar)	- No goods - Weight 0-50 gram - Maximum C5-size (22,9 x 16,2 x 0,5 cm) or - No goods - Weight 0-350 gram - Maximum C4-size (32,4 x 22,9 x 1 cm)	Blue NextWeek DM Large, sorted	1789
Printed Matters (not machine processable- niet machinaal verwerkbaar)	- Weight 0-2000 gram - Maximum letterbox size (38 x 26,5 x 3,2 cm)	Blue Nextweek Special, sorted	2595
Letters (machine processable- machinaal verwerkbaar)	- No goods - Weight 0-50 gram - Maximum C5-size (22,9 x 16,2 x 0,5 cm) or - Weight 0-350 gram - Maximum C4-size (32,4 x 22,9 x 1 cm)	Blue Nextweek Large, sorted	1779
Mixed	- No goods - Weight 0-2000 gram - Maximum letterbox size (38 x 26,5 x 3,2 cm)	Blue NextWeek Mixed, coded	2590
Letterbox Packages (packaging and format/size identical)	- Weight 0-2000 gram - Maximum letterbox size (38 x 26,5 x 3,2 cm)	Blue 48-72h Special	1784
Letterbox Packages (packaging and format/size not identical)	- Weight 0-2000 gram - Maximum letterbox size (38 x 26,5 x 3,2 cm))	Blue 48-72h Mixed Extra	1801

8. 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.

For all your questions:

You can contact your regular contact person at PostNL, or PostNL Business Services on 088 - 868 68 68 (Monday to Friday, 8 a.m. to 7 p.m.)

Collect your mail items?

Do you want your mail items to be collected? Contact PostNL Business Services.

Sandd B.V.

www.sandd.nl

CoC number: 54018404

VAT number: NL 8092.81.119.B01

