

# Working with Sandd. **Uncoded**

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 uncoded 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 **uncoded mail**.

This manual focuses on the following mail items:

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

## 1.1 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](http://www.postnl.nl/feestdagen) for more information.

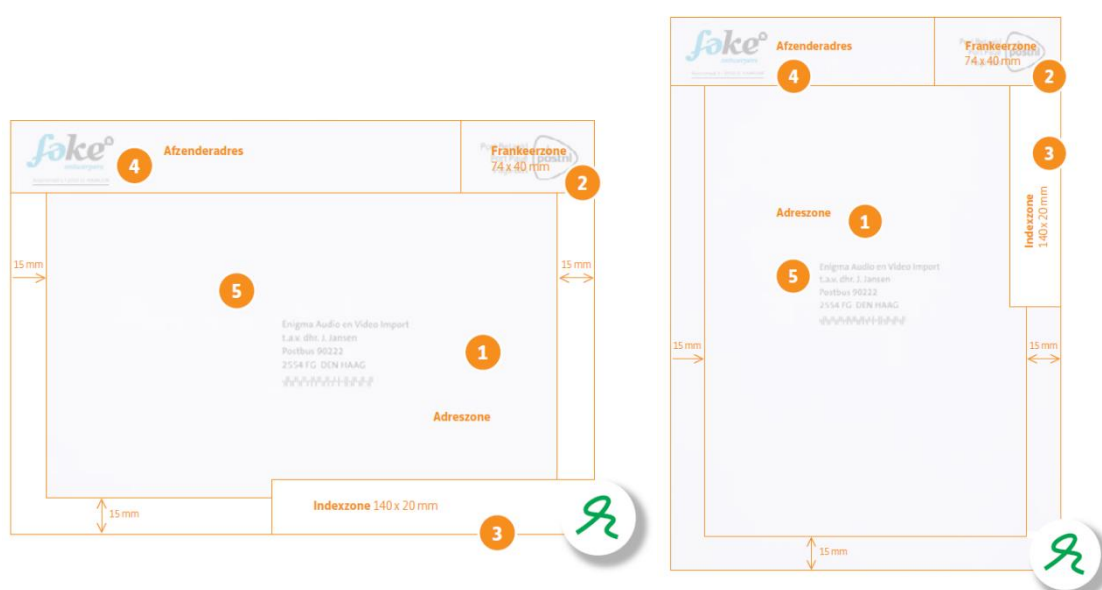
## 1.2 Mail Items' Specifications

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 prior consultation.
- 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 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.

### 1.4 Franking

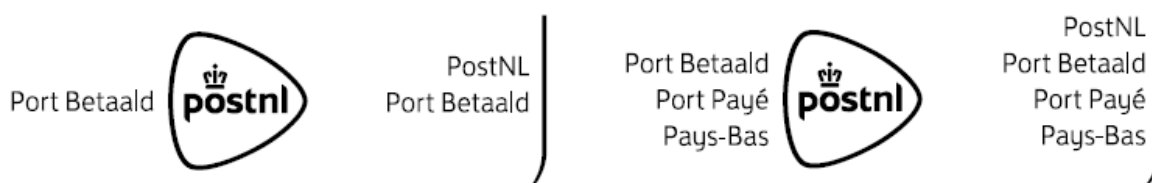
It is compulsory to display PostNL-franking on your mail item.

You can download the different franking indications from [postnl.nl/downloads](https://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:



### 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 Receptacles (Business Tools/Aids)

Use the PostNL-receptacles to deliver your mail. These can be ordered in the PostNL-webshop ([www.postnl.nl/webshop](http://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 3 explains in more detail how you can offer your mail and which receptacles you should use.

## 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.

## 1.8 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:

- You report the foreign mail items yourself separately in My PostNL. The mail items receive a separate order line on your order form.
- You offer the 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](http://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. We will produce our capacity planning based on the order registrations. This will allow PostNL to plan the transport, sorters and delivery staff.


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

You can register your orders via [mijn.postnl.nl](https://mijn.postnl.nl), change them, view current orders, view order history and request invoices. No login yet? You can request this immediately via [mijn.postnl.nl](https://mijn.postnl.nl).

### 2.2 Instructions for Mijn PostNL

#### Step 1. Pre-alert your new bulk mail consignment

Log in to Mijn PostNL using your e-mail address and password. Select the option 'Bulk Mail', and then click on 'Pre-alert a new consignment' .

**Bulk Mail** 

Customer number: 103880010 BK CBM11580


Type: Pre-alerted consignments

Filter: All consignments

From: 26-01-2019 To: 09-04-2019

[Search](#)

Remember that if you do not have enough mailbags or are in need of other packaging material for your bulkmail, you can always order them here or change via our [online webshop](#).

[Pre-alert a new consignment](#) 

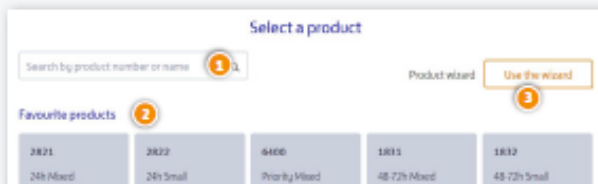
## Step 2. Consignment characteristics and product selection

You will now see the field 'Customer number' and under 'Consignment characteristics' the fields 'Select Favourite' (this only appears once it's already been used), 'Description' and (depending on the settings chosen by the Mijn PostNL-administrator ) 'Cost centre', 'Reference' and 'Tendered by'.



- Customer number: when clicked, it shows one or more customer numbers for which you can create consignments
- Select favourite: this lists your favourite consignments
- Description, Cost centre and Reference: the Mijn PostNL administrator can give these fields a name and indicate whether they're optional or mandatory. Your bulk mail consignment can later be identified by what you've filled in here, and you'll be able to find the details on your order confirmation and the invoice.
- Tendered by: if you aren't tendering the bulk mail yourself, fill in the name or customer number of the company that tenders or hands over the bulk mail.

You can select a product/product number in three ways, depending on the user options the Mijn PostNL administrator has set for you:



### 1. Enter the product

If you already know the product number or name, you can fill it in here.

### 2. Search in favourites

You'll see your favourite products here. You can create and manage this list yourself, by creating favourites if you often send the same kind of consignments.

### 3. Use the wizard

If you don't quite know which product you need to select, fill in a few details about the consignment (destination, size, weight, required dispatch or delivery date). We'll then automatically derive the correct product number for your consignment.



### Step 3. Complete consignment

Product Details

Dispatch date \* 17-07-2019  Franking method Post-paid

Delivery Period \* 19-07-2019  - 20-07-2019

Expected volume \* 300

Weight per item (gr) 22

KIX / Code line

Would you like to save this product and details combination as a favourite to reuse it later?

Now you can complete the consignment by selecting either to 'Tender' it immediately or to 'Pre-alert' it.

#### **Tender** ①

Choose 'Tender' if you want to immediately tender the consignment that you've just created. The consignment is directly pre-alerted as well.

#### **Pre-alert** ②

- Select this option if you wish to pre-alert another consignment after this one. If the next consignment is very similar to the first, then you can either use the 'Copy' option or select a favourite that you've created. All you have to do is change those details that are different. If this is the last of several consignments, tick all the other consignments that you'd like to 'tender' at the same time.
- Select this option if you don't want to check, sort and tender the consignment right away. This might be because you wish to add more consignments later that day or because the details you've entered may still change. Your consignment will be saved so that you can continue with it at any time. You can find an overview of your saved consignments under the 'Status' drop-down menu on the bulk mail home page.
- Select this option if you wish to immediately check and/or sort the address file of the consignment you've just created. Please note: you can only do this for domestic bulk mail.

Once you're ready to tender your pre-alerted bulk mail, a new screen opens in which you can link a barcode to the consignments, or a screen containing the order form that you can then print.

## 3. Delivery

### 3.1 PostNL-receptacles or pallets

After registering your mail items in Mijn PostNL, it will give you a packaging proposal:

- A yellow sealbag;
- A mailbag with a yellow tiwrap;
- An order form (P1700): you must print this order form and add it to your mail items. Your order cannot be processed without an order form.

Your packaging proposal depends on the amount of mail items in your order. Below you can see an overview of which packaging proposals you can expect:

Product	Yellow sealbag*	1 Mailbag with yellow tiwrap**	P1700 order form** (more than 5 mailbags, cart)
Mixed	Max. approx. 300 items	Approx. 600 items	From approx. 2.500 items
Small	Max. approx. 400 items	Approx. 700 items	From approx. 3.000 items
Large	Max. approx. 200 items	Approx. 350 items	From approx. 1.500 items
Special	Max. approx. 200 items	Approx. 250 items	From approx. 750 items

*\*You may not divide the mail items from one order over multiple sealbags.*

*\*\* Multiple mailbags may be used for mail items from one order, or use crates on a cart. The maximum weight of one mailbag is 20 kg.*

If your volume is more than five mailbags, we would like to receive this uncoded mail in PostNL-crates on PostNL-carts.

There are two types of PostNL-crates:

- A red crate for Small mail items: Turn the mail upside down with the address down in the direction of the label holder and round opening.
- A blue crate for Large or Special mail items: Place the mail item in the crate with the address side up and the long side parallel to the long side of the crate.

If you bundle your mail items, it is also possible to deliver these mail items on a pallet. The bundles must be sturdy and handy (a maximum of 3 kg and a height of no more than 10 cm). Bundle the mail items in fixed (countable) quantities, for example 25, 50 or 100 pieces. All bundles have the address on the same side and in the same direction. The bundles are tied in length and width.

Orders for the above mentioned PostNL-receptables (except pallets) can be easily placed in the PostNL webshop: [www.postnl.nl/webshop](http://www.postnl.nl/webshop).

### 3.2 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.
- 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 order form (P1700) supplied.

### 3.3 Pallet Cards for PostNL-carts or pallets

Each cart or pallet must be equipped with a pallet card. The pallet cards must be visibly secured to the top of the cart or pallet.

Afvoer naar Businessbalie 	
Aanbieder:	Voorbeeld N.V.
Partijnaam:	Voorbeeld
Klantnaam:	Voorbeeld B.V.
Klantnummer:	10676307
Consignment-ID:	200000905720
<b>Ongesorteerd</b>	
<b>48-72 uur</b>	
RC- / Pallet- / Bakkenkar-nr. .... van ....	

### 3.4 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 order form (P1700) will also need to be sent on. You could also choose to authorize these third parties in Mijn PostNL for your customer environment.

### 3.5 Drop-off location, 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:

Delivery day	First delivery at a drop-off location from	First delivery at a drop-off location from
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 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	Latest collection time
Tuesday-Wednesday	Wed/Thurs	09.00 hours	12.00 hours
Friday-Saturday	Fri/Mon/Tues	09.00 hours	12.00 hours

### 3.6 Quality Control

Extensive quality control will take place the moment the mail enters PostNL. Each mail party will be checked for weight and franking. 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.

## 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, 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
<b>Mixed mail</b>	- No goods - Weight 0-2000 gram - Maximum letterbox size (38 x 26,5 x 3,2 cm)	Blue 48-72h Mixed	1781
<b>Periodicals Printed Matters Letters</b>	- No goods - Weight 0-50 gram - Maximum C5- size (22,9 x 16,2 x 0,5 cm)	Blue 48-72h Small	1782
<b>Periodicals Printed Matters Letters</b>	- No goods - Weight 0-350 gram - Maximum C4- size (32,4 x 22,9 x 1 cm)	Blue 48-72h Large	1783
<b>Periodicals Printed Matters Letters</b>	- No goods - Weight 0-2000 gram - Maximum letterbox size (38 x 26,5 x 3,2 cm)	Blue 48-72h Special	1784
<b>Letterbox Packages</b> (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
<b>Letterbox Packages</b> (packaging and format/size <b>not</b> identical)	- Weight 0-2000 gram - Maximum letterbox size (38 x 26,5 x 3,2 cm)	Blue 48-72h Mixed Extra	1801

## 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.

### **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](http://www.sandd.nl)

CoC number: 54018404

VAT number: NL 8092.81.119.B01

Sandd

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

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