

Instruction - Inserts

PostNord Strålfors

2016-05-30

1. About this document

This document aims to explain what PostNord Stralfors imposes on Customers and their possible other suppliers of inserts that can be delivered directly to PostNord Stralfors production nodes.

This document is updated regularly and it is the responsibility of the customer to have the current version. The most recent version can always be downloaded directly as a PDF from the PostNord Stralfors website at: www.postnordstralfors.se/terms

The overall objective of this instruction, is that PostNord Stralfors shall attain the most efficiency and quality in production and towards its customers. A prerequisite for achieving this is PostNord Stralfors reliable partnerships with suppliers who might have been hired directly by the customer. Collaborations through strict compliance with these specifications, providing both Customer and PostNord Stralfors' own production units with as optimal as possible production flow, with quality and on-time delivery..For inserts that do not meet the requirements specified in this document, the result may be an extra charge to the Customer or the Customer's supplier for any inconvenience caused. It can also mean that inserts can not be used at all.

2. Fundamental requirements for inserts delivered directly to PostNord Stralfors from the Customer or Customer's supplier

Below is a specification which covers fundamental requirements for inserts delivered to PostNord Stralfors. The information and requirements cover input materials, freight and delivery. For even more detailed information, please contact PostNord Stralfors Customer Service.

2.1 Definition of input material – Insert

Inserts refer to a paper-based graphic product such as flyers, folders, leaflet, pamphlet, etc., which are to be enclosed by PostNord Stralfors and become an addressed item of mail.

2.2 Insert delivered in finished form to PostNord Stralfors by customer / supplier.

For inserts, that customer has chosen to graphically produce and deliver in finished state to PostNord Stralfors, the customer takes on the full responsibility to ensure functionality of the product to be used within PostNord Stralfors production. Which means that the customer is responsible for delivering the correct quality on time (according to PostNord Stralfors recommendations).

PostNord Stralfors customer is responsible for ensuring that the by customer contracted provider, obtains and partake of all the technical information / specifications which PostNord Stralfors recommends in this specification.

All inserts that customers produced graphically by themselves, should be approved by PostNord Stralfors

before delivery is accepted for use within PostNord Stralfors production.

2.3 Edition / Volume for inserts.

Inserts, which the customer has chosen to graphically produce and deliver in finished state to PostNord Stralfors, are to be supplied with a surplus edition (more than what is to be inserted in order to cover any wastage as regards settings etc.) In accordance with the following:

- Routine with edition of less than 10.000 = + 10%
- Routine with edition of 10,000 to 20,000. = + 5%
- Routine with edition of 20,000 to 200,000 = + 3%
- Routine with edition of 200.000 = + 2%

Please note: when larger volumes of inserts which the customer procures to be used over a long period (excess of one month), PostNord Stralfors does not accept delivery of everything at one occasion. These should instead be delivered in parts according to a delivery schedule provided by PostNord Stralfors.

2.4 Storage and maculation of leftover instert

If the customer has not otherwise notified PostNord Stralfors Customer Service, PostNord Stralfors shall be entitled to dispose of / destroy leftover of customer inserts no earlier than one week after the last file has been produced.

For inserts that are used over longer periods, agreements about storage for a fee, can be made.

2.5 Approval of insert

For inserts that the customer may chose to produce, there should always be a "dummy" (a sample) sent to PostNord Stralfors Customer Service before the first production to be approved for use within PostNord Stralfors production.

In case PostNord Stralfors Customer Service determines that the dummy is not sufficient to determine whether the insert can function satisfactorily for high-speed inserter, a test run of at least 300 copies should be sent to PostNord Stralfors.

As a test edition PostNord Stralfors accept unprinted copies in the correct paper quality / grammage, folded / stapled / glued according to the embodiment requested.

A recurring insert which has been approved once, does not need a new dummy sent at before every production.

In case PostNord Stralfors requires a test edition, it shall be sent to:

PostNord Stralfors
 Att: (your contact)
 Långgatan 7, Port 2
 341 84 Ljungby
 Mark the goods:
 "Inserts for quality approval"

PostNord Stralfors reserves the right to return inserts that have been delivered to PostNord Stralfors without having been approved first.

2.6 Item number and load carrier for approved inserts

For each insert used within PostNord Stralfors production, PostNord Stralfors has its own specific "PostNord Stralfors item number". Upon acceptance of the insert (approval of the insert for enveloping), PostNord Stralfors customer will be notified by email from PostNord Stralfors Customer Service. The acceptance is obtained in the form of a PDF file to be printed out and be attached to the short side of each box as well as the EUR-pallet for delivery to PostNord Stralfors.

It is a requirement from PostNord Stralfors that this goods label is used for notification of goods and as shipping document in connection with the delivery of a client produced insert to PostNord Stralfors. PostNord Stralfors customer is responsible for communicating this goods marking to its supplier.

NOTE - If the insert is not notified according to PostNord Stralfors requirements, PostNord Stralfors will not receive the goods, it will be sent back to the sender with recipients shipping. If time does not exist for returning faulty goods, PostNord Stralfors will charge all the time for extra administration, re-labeling or additional time consumption, with 1200 SEK / hour.

2.7 Contact PostNord Stralfors Customer Service

email: customer.service@stralfors.se

Telephone: 020 53 53 51

3. Material specification for graphic prints – inserts

Cutting to final format:

It is of major importance that a produced insert that is to be enveloped is cut correctly. The knives used in either a trimming or folding machine, in order to give the printed material its final format, must be sharp so that the cut does not become scuffed. This could cause problems with the grippers which feed the envelopes forward, which in turn leads to reduced enveloping speed.

Folding till end product / format

A folder must be single or roll-folded (not Z-folded) in order to function well for gripping and feeding forward in PostNord Stralfors high-speed enveloping.

Folder or leaflets must be folded correctly, which means that the spine of the printed material is straight and that the outer pages are at an even angle. Otherwise there is a risk of problems due to grippers missing to grip and the wheel / belt feeding the envelopes askew, which in turn can cause production stops. Printed materials that should be folded/bent which is on a paper with a higher grammage than 170gr must always be scored prior to folding.

Binding:

For the best runnability, an insert should preferably be bound with an adhesive, not stapled. Metal staples are in danger of getting caught when the insert is fed into the envelope.

If staples are used instead of adhesive, page range must be more than 8 pages and wire must be of thinner quality (max 0.45 mm) with small stapling head and with good press against the paper.

4. Delivey and labelling of goods to PostNord Stralfors

PostNord Strålfors receives a large amount of cargo every day and to ensure the quality, we impose requirements regarding labeling, packaging and delivery of goods.

Improper packing, negligence or faulty labeling or incomplete delivery note, can cause extensive damage when failure occurs later in the chain of commitments / services PostNord Stralfors have towards their customers. It is therefore of major importance that the producer of inserts follow these rules and practices.

4.1 *General information about the loading of goods to PostNord Stralfors*

Generally, all incoming goods to PostNord Stralfors must be loaded as follows:

- On approved EUR pallets of size 1200 x 800 mm (it is not approved to set half pallet on the EUR-pallet).
- Maximum pallet height is 145 cm, including pallet.
- Maximum pallet weight per pallet, 700 kg.
- The goods must be packed such that no goods protrude beyond the pallet dimensions (1200 x 800 mm).



Examples of properly loaded goods: loaded with inserts (5-10 cm) preferably of masonite (lighter) and secondly of chipboard, enclosed in plastic or wellcontainers on EUR pallets.

4.2 Inserts to PostNord Strålfors

Inserts with an edition of less than 30 000 ex:

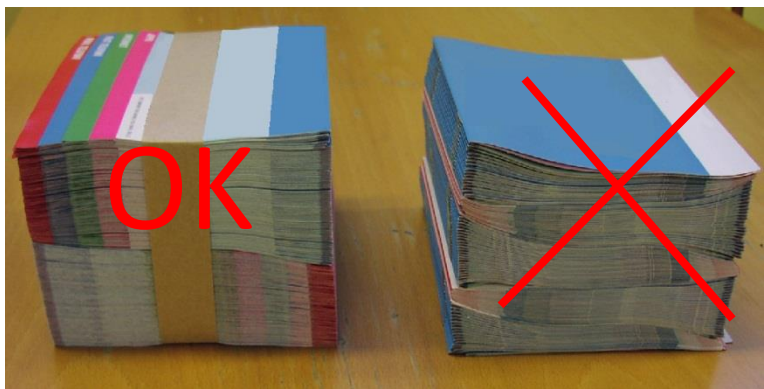
- Smaller editions that require only 1-2 boxes, can be delivered to PostNord Strålfors as corporate package (SE-företagspaket). NOTE - Only one article no. per box
- Editions which require three or more boxes, are to be packed in cardboard and delivered on EUR pallets which must be enclosed in plastic. NOTE - Only one article no. per pallet
- Inserts are to be turned 180 degrees so that the spine provides support for them in order to remain flat and not "curl".

Inserts with an edition of more than 30 000 ex:

- Should be layered on the EUR-pallet, enclosed in plastic or in wellcontainers with inserts of massonit (or equivalent material) between each layer. NOTE - Only one article no. per pallet
- Inserts must be packed to provide support. i.e turned 180 degrees so that the spine provides support for them to remain flat and not "curl".
- Inserts must be bundled with a cover / strip of paper, a rubber band also works. (see below).



Examples of correct and incorrect bundling of Inserts with uneven thickness (in this case due to the flaps on one side)



Examples of correct and incorrect layered inserts

1. Sloppily and incorrectly layered with air columns which "break" and "curl" the printed matter.



2. Inserts consisting only thin carton sheets which do not provide the necessary support in order for the printed matter to be flat.



3. The consequence of this incorrect packaging is that the printed matter is not runnable in moder high-speed enveloping machinery.



4.3 Generally about the labelling of incoming goods to PostNord Stralfors

Each box and EUR pallet sent to PostNord Stralfors must be clearly marked with a glued on goods labeling, containing the following information:

- Item
- Name / Description
- Purchase Order Number
- Delivered number (in total)
- Number of parcels per box / pallet
- Final delivery / part-delivery
- Customer
- Supplier

4.4 Times and delivery addresses for goods reception

The material must be on site at the production node where production is to take place no later than three days prior to production start. Note that there are different delivery times depending on location and shipping method. Only in exceptional cases, such as express delivery, receipt occurs during another time of day. When there is a need to receive express cargo, this should be notified to PostNord Stralfors as early as possible.

4.5 Faulty goods

In cases where the goods arrive to PostNord Stralfors improperly loaded or marked, it will be returned to the supplier / sender with recipient shipping.

If time does not exist for returning faulty goods, the time for extra administration for repackaging, re-labeling or other extra work, with 500 SEK / hour will be charged to the sender.

Incorrect (eg. Half pallet / disposable pallets) or defect EUR-pallet (not accepted at the so-called "pallet pool"), is charged with 600 SEK per pallet.

5. Questions about this instruction

For questions about this instruction, please contact our Customer Service:

Email: customer.service@stralfors.se

Telephone: 020 53 53 51

6. Delivery addresses & telephone numbers

LJUNGBY:

PostNord Strålfors

Strålfors reference

Långgatan 7, Port 2

341 32 Ljungby

Delivery time 07.00-14.00 mon-fri (breakfast 08.30 – 08.45, Lunch 12.00-12.45)

Telephone for alert of Express delivery: 0372 - 850 03

TANDBYN:

PostNord Strålfors

PostNord Strålfors reference

Författarvägen 2

830 21 Tandsbyn

Delivery time 07.00-14.00 mon-fri (Breakfast 09.00 – 09.15, Lunch 12.00-12.30)

Telephone for alert of Express delivery: 063-275 36 or 063-275 09