

Applies from November 27, 2023 onwards
Version 2.3

TECHNICAL SPECIFICATION WE MAIL Sweden



Document's version history

Date	Version	Amendment
05/01/2016	1.0	Document created
10/17/2017	1.2	Correction of various errors
04/03/2018	1.3	Correction of various errors
06/05/2019	1.4	New image and corrected text on page 35
16/12/2019	1.5	Correction of various errors
05/03/2020	1.6	Add on for perforation and Track&Trace
18/02/2021	1.7	Correction of Distribution Methods
15/04/2021	1.8	Correction of return address
18/11/2021	1.9	Updates regarding envelope layout
05/04/2022	2.0	Change reg. envelope
14/12/2022	2.1	Change reg. OMR-code and change reg. Street address
12/04/2023	2.2	Correction of various errors
27/11/2023	2.3	Correction of various errors

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1. Agreement and integration of customer

1. Agree on service and options in Customer Service Agreement, Price Appendix and Customer Assignment
2. Integrate customer
 - a. Set up communication
 - b. Map the customer's file formats
 - c. Set up templates and rules for documents
 - d. Set up selected distribution options
3. Test the flow
4. Customer confirms Customer Assignment

The customer must provide Production Documentation in accordance with this Technical Specification and other documentation provided by Strålfors. Strålfors is not responsible for any consequences that may result from not following the instructions.

2. Communication paths

Strålfors offers a uniform electronic interface for sharing data between different parties and systems. The production system is monitored 24 hours a day, all year long. Strålfors supports the most common communication protocols and security requirements available on the market, e.g.

- SFTP
- API
- VPN

3. File submission

The normal submission time for a data file is before 09:00, the same working day as submission to distribution. If a file is received later than agreed, this may mean that the file will be processed the following day. The transfer must be completed before the agreed time, i.e., if the transfer begins at 08:59 and is completed at 09:12 there is a risk that the file will be processed the following day.

4. Back-up and logging

Files that arrive at Strålfors are backed up on receipt and saved for 30 days. Receipt and message processing performed by Strålfors for the messages that pass through the service are logged continuously. Logs are saved in the system for one month, after which they are accessible via back-up for 6 months.

5. File formats

The We Mail service uses a structured file format. There must always be a defined file specification that describes the file's appearance and information content.

5.1. Structured format

The input files must come in a structured format such as XML or CSV. Formats such as PDF or AFP can be used as an input format for the We Mail service. These must, however, be supplemented by some metadata so that PostNord Strålfors can process the printouts correctly. It is also not possible to use anything other than structured files as an input format for the We Mail service if you are intending to use other services in our Omnichannel offering such as e-Invoice or Digital Mailboxes.

(i) AFP

All AFP documents require metadata to be added to so-called TLE records, the mandatory content of which depends on the selected service. The section entitled AFP describes how an AFP should be structured and the limitations on the layout to be compatible with PostNord Strålfors' production system. More information about the file format is available in the relevant chapter.

(ii) PDF

All PDF documents require meta information, the mandatory content of which depends on the service selected. The section entitled PDF describes how a PDF should be structured and the limitations on the layout to be compatible with Strålfors' production system. More information about the file format is available in the relevant chapter.

(iii) Limitations

Specification	Maximum number
Maximum file size	The maximum manageable file size depends on the input file format. Examples of limitations: XML=1 Gbyte, CSV=1 Gbyte Larger file sizes will require investigation, which means that agreement must be reached with Strålfors.
Maximum number of printed pages in a file	50,000 printed pages. A larger quantity will require investigation, which means that agreement is required.

Strålfors and the customer must also agree that the customer's submitted file can be handled within the time frame offered by the service. A file of 1GB that arrives at 08:55 does not have time to be processed before 09:00 for delivery the same day, but a similar file that arrives at, for example, 03:00 can be delivered the same day.

6. Distribution methods

The following distribution methods can be selected for the service.

- We Mail Priority
 - We Mail Economy
 - We Mail Utrikes Priority
- We Mail Utrikes is always sent as Priority mail.

7. Customer integration

The customer will be allocated a resource who integrates the We Mail service as agreed in the customer assignment. To make dialog easier for both the customer and Strålfors it is necessary for the customer to have a designated contact person who can be contacted regarding questions and tests.

Integration includes:

- Setting up communication (SFTP, API)
- Mapping out the customer's file formats
- Setting up templates and rules for documents
- Setting up selected distribution options
- Testing the flow
- Putting the approved assignment into production

8. Mapping the customer's file formats

The customer must provide a specification of the file format to be used for submission to PostNord Strålfors and provide the information required to enable Strålfors to process the content of the file and deliver the messages to the correct recipients under the customer agreement. Mapping is done to insert the information (data) in a presentation template. The customer is responsible for ensuring that the data file contains the required information for the service selected. The customer is responsible for ensuring that such information complies with current legislation, e.g. the General Data Protection Regulation (GDPR).

8.1. Creating presentation templates

The information mapped must then be inserted into a presentation template. The customer must provide physical or electronic sample layouts of the presentation templates. The presentation template describes a set of rules for content and design that governs what a message looks like when it reaches the recipient.

8.2. Testing the file format and presentation template

The customer provides an anonymized test file representing the presentation templates that will be used in the mailing. When the customer's file has been mapped and the presentation template has been created, this is agreed with the customer and a PDF is sent to the customer for approval.

9. Other message channels (Omnichannel)

Formats such as PDF or AFP can be used as information for the We Mail service, but it is not possible to use anything other than structured files (xml, csv) for the We Mail service if you intend to use other services within our Omnichannel solution such as Internet bank invoices or digital mailboxes. For more information regarding PDF or AFP, see these sections in the manual.

The following data must be available in the file so that messages can be distributed via other channels.

Minimum data for multichannel								
Channel/Data	Print Wemail	eBoks	Kivra	Kivra Invoice	Mina Med.	eInvoice	eMail	SMS
Personal ID/corporate ID no. including century digit			X	X	X			
Personal ID/customer/corp, ID no.		X			X	X		
Due date				X		X		
Bankgiro or plusgiro				X		X		
Amount to pay				X		X		
PG/BG account number				X		X		
OCR reference				X		X		
Debit/credit or reminder				X		X		
Direct debit flag				X		X		
Invoice number						X		
Invoice date						X		
Customer number						X		
Name	X					X	X	X
Street address	X					X		
Country code	X					X		
Postcode	X					X		
City	X					X		
Email address							X	
Phone number incl country code								X

10. Descriptive material

The following pages provide an example of what an order looks like and, in this case, are based on XML. However, a comma-separated file or some other structured format could just as easily have been used. The following information should be included in the order:

- Test file
- File specification/field description
- Special instructions
- Layout with instructions for positioning of data

Make sure that the field names match in all specifications so that a correct derivation of data can be made without any problems.

11. Test file

The test file below is an example of an extract from an XML file. Each file commences with an `<?xml version="1.0" encoding="ISO-8859-1"?>`

Example

```
<?xml version="1.0" encoding="iso-8859-1" ?>

<letter>
  <docname>INVOICE</docname>
  <invno>123456</invno>
  <duedate>2007-06-10</duedate>
  <custno>345678</custno>
  <yourref>Johan Johansson</yourref>
  <sndname>COMPANY</sndname>
  <sndadd>Hemvägen 2</sndadd>
  <sndpc>441 58</sndpc>
  <sndtn>ALINGSÅS</sndtn>
  <invrecname>Recipient</invrecname>
  <invadd>Byvägen 2</invadd>
  <invpc>441 57</invpc>
  <invtn>ALINGSÅS</invtn>
  <invcountry>SE</invcountry>
  <ourref>Anna Andersson</ourref>
  <tel>0322-669500</tel>
  <email>customer@company.se</email>
  <articlelines>
    <article>
      <articleno>666666</articleno>
      <quantity>777777</quantity>
      <unitprc>100.56</unitprc>
      <linesum>10000.66</linesum>
    </article>
  </articlelines>
  <total>10000.77</total>
  <rndng>0.77</rndng>
  <yrcrdt>2007-10-11</yrcrdt>
  <message>Thank you for your order and welcome back</message>
</letter>
```

12. File specification/field description

A file specification is required to show what each field means in the test file. It should also describe fonts, any formatting and show examples of data.

Field name	Description	Font	Formatting	Sample data
<letter>	Starts a new letter			
<docname>	Heading for the	Arial N 18		INVOICE
<invno>	Invoice number	Arial N 10	NNNNNN	123456
<duedate>	Due date of invoice	Arial N 10	YY-MM-DD	2009-04-30
<custno>	Customer number	Arial N 10	NNNNNN	345678
<yourref>	Your reference	Arial N 10		Johan
<sndname>	Name of sender	Arial B 12		COMPANY
<sndadd>	Sender's address	Arial B 12		Hemvägen 2
<sndpc>	Sender's postcode	Arial B 12	NNN NN	441 58
<sndtwn>	Sender's postal	Arial B 12		ALINGSÅS
<invrecname>	Name of invoice recipient	Arial N 10		Recipient
<invadd>	Invoice address	Arial N 10		Byvägen 2
<invpc>	Invoice postcode	Arial N 10	NNN NN	441 57
<invtwn>	Invoice postal town	Arial N 10		ALINGSÅS
<invcountry>	Invoice postal country	Arial N 10	NN	SE
<ourref>	Our reference	Arial N 10		Anna
<tel>	Our phone number	Arial N 10		0322-669500
<fax>	Our fax number	Arial N 10		0322-669500
<email>	Our email address	Arial N 10		customer@co
<articlelines>	Includes article			
<article>	Begins a new			
<articleno>	Article number	Arial N 8	NNNNNN	666666
<sequence>	Sequence	Arial N 8	NN	10
<quantity>	Quantity	Arial N 8	NNNNNN	777777
<unitprc>	Unit price	Arial N 8	NNN.NN	100.55
<linesum>	Line sum	Arial N 8	NNNN.NN	1000.66
<total>	Invoice total	Arial B 12	NNNN.NN	1000.77
<rndng>	Rounding	Arial B 12	N.NN	0.77
<yourcrdt>	Your credit	Arial B 12	YYYY-MM-DD	2009-04-30
<message>	Message	Arial B 10		

13. Special instructions for templates

An example of a requirements specification in which the customer describes rules and logic to apply to the integration. If the number of article lines exceeds the space available on a page, the remaining pages only need to contain:

- article lines (<LINESUM>, <UNITPRC>, <SEQUENCE>, <QUANTITY> and <ARTICLENO>) and their headings, <INVNO> and the page footer
- The fields <LINESUM>, <UNITPRC>, <SEQUENCE>, <QUANTITY> and <TOTAL> must be right aligned.

- If <YOURCRDT> is empty, the text above ("Your credit:") must not be printed
- If "directdebit" (autogiro) is shown in a field in the file, a paying-in slip must not be included with the invoice.

14. Layout with instructions for positioning of data

It may sometimes be difficult to include an example of the layout but it should be attached if possible, as it shows what the result is expected to look like. This example can then be used to check against the test printouts produced by Strålfors.

<DOKNAMN>				
	Fakturanummer	Fakturadatum	Förtalodatum	
<AVSNAMN>	<FAKTR>	<FAKTDAT>	<FORFDAT>	
<AVSADR>	Kundnummer	Betalningsvillkor	Er referens	
<AVSPNR>	<KUNAR>	10 dagar	<ERREF>	
	Fakturaadress			
	<FAKTAORIALIN>			
	<FAKTADR>			
	<FAKTRNR>			
	<FAKTPORT>			
	Telefon:	<TEL>		
Vid fakturafrågor kontakta:	Fax:	<FAX>		
<VARREF>	e-Post:	<EMAIL>		
Artikel / Beskrivning	Omgång	Antal	a pris	Summa
<ARTIKEL>	<OMGANG>	<ANTAL>	<APRIS>	<SUMMA>
Totalt: <TOTALT> Oresutlösnng: <ORESLUT> Er Biljodod: <ERTILJODOD>				
<MEDDELANDE>				
Webbida: www.n.se		Bankidra: 1111-111		Orgnummer: 00000-000
Innehår F-katlebevis		Plusgiro: 11111-1		

15. AFP

15.1. General

For a customer to be able to use AFP files for the We Mail service, the customer's data must be structured according to certain guidelines.

15.2. File structure

The file can be regarded as being made up of different components. The content of the various components is described below. See below for a schematic description of the file structure.

15.3. NOP (start record)

The input data must start with an NOP record with the following structure so that the system can identify the input data and make sure it is correct.

Field name	Length	Meaning, value
020	3	Must always contain the value "020". Defines the start of a logical file.
Production type	5	The literal EPS if the assignment is to be run in the live (production) environment. EPS-T if the assignment is to be run in the test environment. Left-aligned and padded with zeros.
Assignment ID	8	Assignment name, left-aligned and padded with zeros. The assignment name indicates which unique procedures are to be used for this particular file. The assignment ID is obtained from Strålfors
Customer reference	50	Any text string.
Delivery date	8	There is an option to add the date when letters are to be passed on to Distribution. This value then takes precedence over the date calculated by the system. The date must be in the format yyymmdd.

15.4. BRG-ERG

AFP resources must be contained in BRG-ERG records. The AFP resources appear first in the input data, after NOP.

15.5. Fonts

All fonts must be "Raster fonts", i.e. not outline fonts.

15.6. Barcode

PostNord Strålfors adds a barcode to the finished print file. The barcode is placed on the left edge of the sheet and is used to ensure the quality of the production. To enable this, 10 mm must be left free on the left edge of the sheet, to make room for the code.

15.7. BNG-TLE

One BNG record and one TLE record are required so that the system can distinguish between letters, add the barcode and for sorting (by postcode). In other words, documents must be defined with a "Page Group". TLE record containing postcode and ID immediately after all BNG.

15.8. BPG-EPG, IMM

The actual print page must be between the BPG and EPG records. In files to be printed in duplex (double-sided print pages) all "front page" BPGs (Begin page) must be preceded by an IMM (Invoke Medium Map).

Field name	Length	Meaning, value
Index	11	POSTENEBREV
Country code	2	Alphanumerical ISO standard, for example SE.
Postcode (postal)	5	Numerical (Foreign postcodes with alphanumerical characters must be padded with zeros)
LETTER ID	15	Alphanumerical, left-aligned and padded with spaces.

The LETTER ID must be unique within the various TLEs.

Field name	Length	Meaning, value (attribute value)
Index	4	NAME
Name	60	Name

Field name	Length	Meaning, value (attribute value)
Index	2	CO
C/O address	32	

Field name	Length	Meaning, value (attribute value)
Index	6	STREET
Street name	32	Street name and number

Field name	Length	Meaning, value (attribute value)
Index	8	POSTCODE
Postal code	5	Numeric. (For foreign postal codes with alphanumeric characters, this must be filled with zeros)

Field name	Length	Meaning, value (attribute value)
Index	4	CITY
City	32	City

Field name	Length	Meaning, value (attribute value)
Index	11	COUNTRYCODE
Country	2	Country code (ISO standard, for an example SE)

16. PDF

16.1. Technical specifications

In order for Strålfors to accept PDF files as an input format for the We Mail service, certain technical requirements must be met.

16.2. Metadata

Certain metadata (data about data) must be included in each PDF and on an exact x/y coordinate calculated from the upper left corner of the A4 sheet. When the file is processed, the metadata is removed from the PDF file and will not be included in the printed letter.

16.3. File sorting information

Information must be written using the Arial font, size 8 points.

- First page trigger, format "Page 1" (a one to denote the first page in a letter), x-pos: 2 mm y-pos: 2 mm. A trigger must be included for any following page.
- Trigger for address, x-pos: 25 mm y-pos: 2 mm. Use ";" as punctuation marks, see example:

NAME=FirstnameLastname;CO=;STREET=Streetname;POSTCODE=12345;CIY=CityName;COUNTRYCODE=XX

- Name, first name and last name, max 60 characters.
- CO, should be empty if CO is missing.
- Street address, maximum number of characters is 32.
- Postcode, format: NNNNN (also works well with spaces in the postcode, Strålfors removes). For foreign postcodes with alphanumeric characters, this field must be filled with zeros.
- City
- Country code, format: XX (ISO standard 3166).

16.4. Fonts

Fonts used in a PDF must be in TrueType format. All fonts that occur in the PDF files must be included in the test file for checking. Strålfors has a standard set of fonts. If other fonts are used, a customer-specific implementation of the PDF is required, in which the customer provides the font. Make sure you send the ENTIRE font.

When creating a PDF document, please bear in mind the following regarding fonts:

- Use embedded fonts in the document. If the PDF contains many different fonts, processing of the file may be resource demanding at Strålfors, resulting in a longer processing time.

*(iv) **Tip:** If you look at the properties of the PDF files (File/Properties) the fonts in the document are listed under the Fonts tab.*

If the fonts do not have precisely the same name as in Windows e.g. "TTE48620t00", the document will not have the intended appearance, even if it basically Arial. For the best results, use the original names of the fonts used.

16.5. Metadata in a separate file

An alternative to printing the metadata in the PDF is to send the metadata in a separate data file. The format of the separate file can be XML or another structured data format. The technology is also based on the PDFs to be printed being divided up so that each letter represents a PDF. The PDFs are then zipped together with the metadata file before being sent over to PostNord Strålfors. The file names of the PDFs must be included in the metadata file so that the system can see which document belongs to which metadata. Example of a metadata file:

```
<files>
  <file>
    <filename>PDF_1.pdf</filename>
    <name>Firstname Lastname</name>
    <co></co>
    <street>Teststeet 1</street>
    <postCode>12345</postCode>
    <city>Cityname</city>
    <countryCode>SE</countryCode>
  </file>
  <file>
    <filename>PDF_2.pdf</filename>
    <name>Firstname Lastname</name>
    <co></co>
    <street>Teststreet 2</street>
    <postCode>12345</postCode>
    <city>Cityname</city>
    <countryCode>SE</countryCode>
  </file>
  <file>
    <filename>PDF_3.pdf</filename>
    <name>Firstname Lastname</name>
    <co></co>
    <street>Teststreet 3</street>
    <postCode>12345</postCode>
    <city>Cityname</city>
    <countryCode>SE</countryCode>
  </file>
</files>
```

16.6. Test file

There are many variations in PDF files and software for their production on the market. To avoid problems in the production flow, these must be sent to Strålfors as test files before commissioning.

Without an approved test file, Strålfors cannot promise any implementation of the customer's PDF.

16.7. Layout

For PDFs as an input format for the We Mail service, the same margins must be complied with as for other input formats for the We Mail service. It is important that areas for OMR (enveloping code) are left empty, that positions for the recipient and sender addresses are complied with, and that A4 portrait size is used in the PDF file layout

16.8. Size and structure of the PDF file

PDF is the most suitable input format for fairly small volumes. There is no exact maximum number. This must be tested on a case-by-case basis, although a rough guide would be a maximum of 10,000 pages per PDF file (or 10,000 individual PDFs containing one page).

The size of the PDF file in kb should also be minimized as far as possible so as not to affect the ability to process the files. If the files prove to be extremely large, Strålfors may need to have the files submitted earlier than would otherwise have been the case. Inserted images have a significant effect on the size (kb) of the file, therefore it is important to follow the recommendations in the "Images and logos" section.

The standard procedure is for one PDF containing all letters to be submitted. The PDFs should ideally be saved in PDF version 1.3 or max. 1.4. Even though later PDF versions are supported, these are not optimized for print production, only for screen display.

PDF documents that use the following functions cannot be processed by the service:

- Encrypted files, or files requiring a certificate
- Password protected files
- PDF Form
- Linearized (Optimized file for quick web viewing)
- Embedded font that no longer has its ordinary font name

17. Images and logos

All images and logos that occur in the PDF files must be included in the test file (see Test file) for PostNord Strålfors to guarantee the printout quality.

The image resolution should be 300 dpi and in .bmp, .tif, .gif or .jpg format. To ensure optimum black and white printout quality, 1-bit indexed Black and White images should be used with a maximum resolution of 300 dpi. This means that the image is in black and white, without shading or grayscale.

Place the image in the desired position and make sure that it is saved with the document, not linked in. There is a "reserved" space for the logo to the left of the sender's address. If it is placed there, it will be seen in the envelope window. For the best results, use a black and white logo (not grayscale) for letters to be printed in black and white and a color logo for letters to be printed in color.

- Do not write the text in white on a black background if the letter is to be printed in black and white.
- Images are printed on the sheet in the order in which they have been added to the PDF. This means that if images have been added one after the other and one of them is "on top of" another one, they will be printed out after each other in the order in which they were added.
- Images must not be transparent (applies to both entire images and parts of images).

- Avoid placing images on top of each other.
- Do not add text to the images

PDF documents that use the following functions for color and images cannot be processed by the service:

- CIE-based color spaces
- Special color spaces
- Overprint control (printing several different colors to produce one color)
- Antialias (blurs the edges of images)
- Patterns
- Transformations

Text that must be interpreted from right to left, e.g. Arabic and Hebrew, does not work. Create an image of the text and include that instead.

18. Bankgiro and Plusgiro

If the customer wishes to use Bankgiro (BG) or Plusgiro (PG) in letters, Strålfors' paying-in slip templates must be used. This means that the area for the paying-in slip is left blank and additional metadata is included, which Strålfors places in the designated place. The metadata for paying-in slips must be arranged in three strands, in which the metadata is separated by semicolons (;). Please note the spelling on, for example, PGB slips.

(v) Metadata 1

Font: Arial Size 8

x-pos: 2 mm y-pos: 284 mm

Example:

PGB slip;12345-6;12345,00;Mats Recipient AB

- Giro type, values: PGB slip, PGC slip, BGB slip, BGC slip.
- Giro number (max. 15 characters)
- Total, format: NNN.NN
- Payee (name only) (max. 20 characters)

(vi) Metadata 2

Font: Arial Size 8

x-pos: 2 mm y-pos: 288 mm

Example:

Astrid Sender;c/o Senderadress;Senderstreet 3;123 45 Sendercity

- Sender's name (max. 30 characters)
- Sender's address 1 (max. 25 characters)
- Sender's address 2 (max. 25 characters)
- Sender's postal address (max. 25 characters)

(vii) Metadata 3

Font: Arial Size 8

x-pos: 2 mm y-pos: 292 mm

Example: 123456789;Reference text 1;Reference text 2;reference text 3

- OCR number (for PGC and BGC slips) (max. 25 characters, with padding using blanks controlled by zeros, if necessary).
- Reference text 1 (max. 25 characters)
- Reference text 2 (max. 25 characters)
- Reference text 3 (max. 25 characters)

19. Paper and envelope

There is one standard paper and one standard envelope for We Mail. Standard paper: A4, 90 gsm, white, non-punched. Standard envelope: C5, white, two windows

20. Perforation

The option of getting the sheets of paper perforated is available as standard in the We Mail service. This is a static perforation, which means that all sheets in the setup are perforated.

There is a ready instruction for AFP files. For other file formats, the function is set up in consultation with a Strålfors integrator.

All perforation is done 99 mm from the bottom edge of the sheet.

21. Envelope layout

21.1. Sender or return address

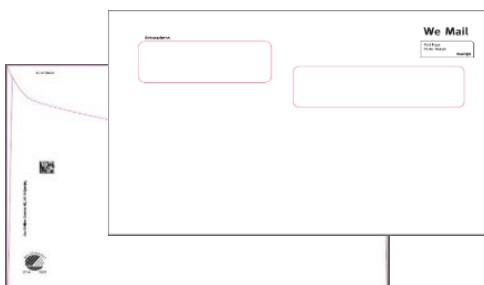
For the We Mail service, the return address must be visible in the envelope. On the back of the envelopes is the sender address, which is:

Strålfors Svenska AB, 341 84 Ljungby.

A complete Swedish return address, i.e. name and postal address, must appear in the left window of the envelope. Foreign return address may not occur and is not approved by the postal distributor.

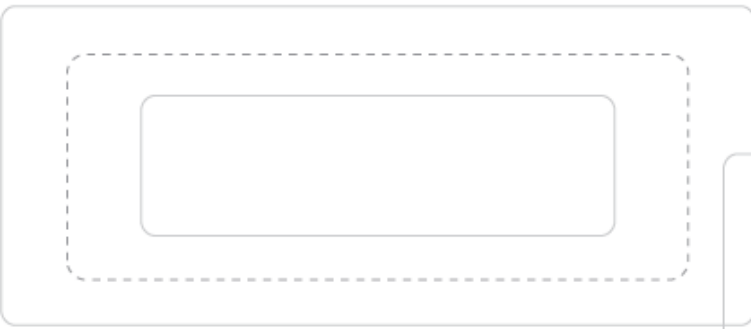
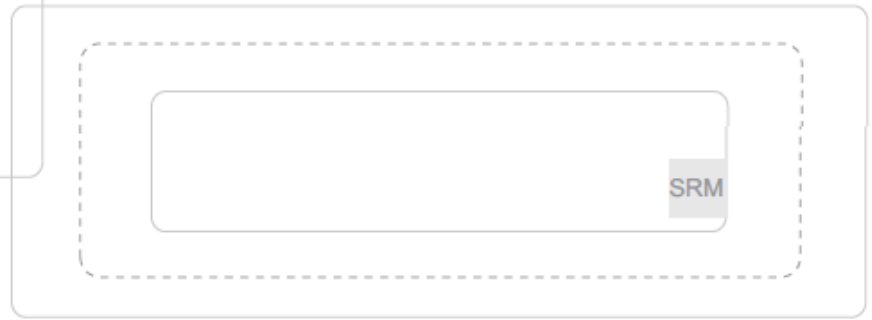
The return address must be specified in the file or PDF template.

The text "Return address" is above the window on the example below



21.2. Placing of the address on the paper

Image below shows where to place the address information on the A4 paper so the addresses are shown correctly in the envelope windows.

Sender box**Receiver box**

	MEASUREMENT				PLACEMENT			
Outer window sender	Height	41mm	Width	97mm	From OC	9mm	From LC	0mm
Sender box (dots)	Height	29mm	Width	79.5mm	From OC	15.5mm	From LC	8.2mm
Inner box sender	Height	18mm	Width	61mm	From OC	20.7mm	From LC	17.8mm
Outer box receiver	Height	40mm	Width	110mm	From OC	28mm	From RC	7.3mm
Receiver box (dots)	Height	30mm	Width	93mm	From OC	33mm	From RC	15.5mm
Inner box receiver (SRM code included)	Height	18mm	Width	73mm	From OC	39mm	From RC	25mm
SRM code (Set by Strålfors)	Height	8mm	Width	10mm	From OC	45mm	From RC	25mm

Description of placement on paper: TC = Top Corner, LC = Left Corner, RC = Right Corner

- The outer window corresponds to the surface of the printout that may be visible through the window on the envelope, sensitive information such as account numbers, etc. should not be placed there
- The sender box (dotted line) corresponds to the size of the envelope window
- The inner box corresponds to what is always shown in the envelope window
- The SRM code is used by PostNord Strålfors to ensure that the letter is produced correctly
- In addition to this, there must be a margin of 12 mm in the upper edge and left edge that PostNord Strålfors must have for its envelope characters.

If deviations are made from this template, it must be tested to ensure the correct quality.

22. Print production

Strålfors checks that the file complies with the agreed structure.

The documents are then divided according to size, with documents containing up to 6 sheets being inserted in C5 envelopes. Print production takes place at a resolution of up to 600 dpi.

Strålfors is responsible for adding the insertion mark to the print-ready file.

23. Confidentiality

All information transferred in data files to Strålfors is treated as confidential. Only authorized personnel have access to the premises where the physical letters are produced. All concerned are bound by confidentiality agreements.

24. Color

Strålfors always prints in color using Business Color, which is produced on high-speed printers. The appendix entitled Colour Guide describes which resources are required to enable color production. The document is updated on an ongoing basis. The latest version can be downloaded as a PDF from Strålfors' website at: www.stralfors.se/villkor (only in Swedish)

25. Reports

25.1. Track & Trace

Track & Trace is a web interface application which presents the actual status of customer order files and documents handled by PostNord Strålfors. The service also gives delivery confirmation in all output channels. All files processed via our omnichannel platform are visible in Track & Trace. Track & Trace can be used to search for customer files or single documents to see details of processing time stamps and delivery.

For more information regarding Track & Trace, speak to your PostNord Strålfors contact.

26. Contact information

Questions for customer support are handled at:

Tel: 010 - 331 25 25

E-post: customer.service@stralfors.se