

Working with Sandd Coded

January 2022

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

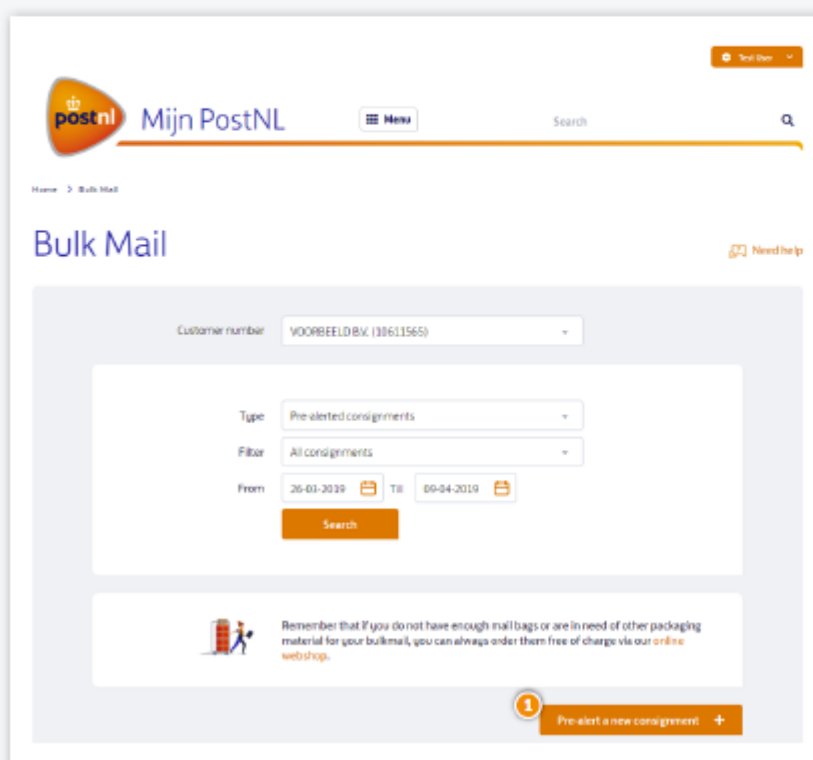
It's important to register your orders in a timely and correct fashion. PostNL produce his capacity planning based on the order registrations. This will allow PostNL to plan the transport, sorters and delivery staff.

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

Step 1: Pre-alert your new bulk mail consignment

Log into Mijn PostNL using your email address and password. Select the 'Bulk Mail' option and click 'Pre-alert a new consignment' .



Customer number: VOORBEELD B.V. (10611565)

Type: Pre-alerted consignments

Filter: All consignments

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

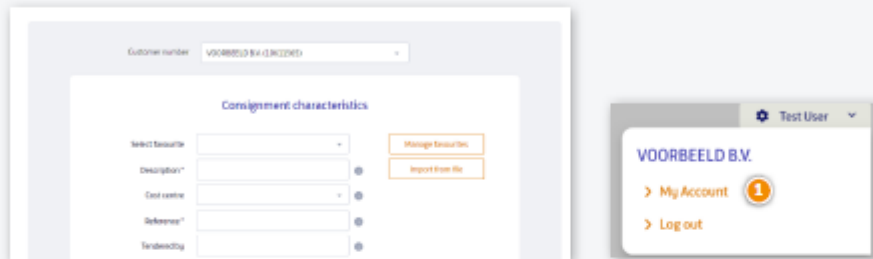
Search

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

Pre-alert a new consignment +

Step 2: Consignment characteristics and product selection

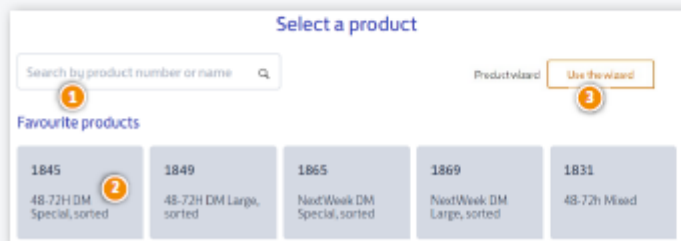
You will now see the 'Customer number' field. Under 'Consignment characteristics' you will see the 'Select favourite' field (NB: you will only see this field after it has been used once). Under the same section, you will also see the 'Description' field and, if you (Mijn PostNL administrator) have configured this in 'My Account' ¹, 'Cost centre', 'Reference' and 'Tendered by'.



Meaning of the fields:

- Customer number: here you will see one or more customer numbers for which you can create consignments.
- Favourite: here you will see your favourite consignments.
- Description, Cost centre and Reference: the Mijn PostNL administrator can give these fields a name and specify whether they are optional or mandatory. The information entered can be used to identify a bulk mail consignment. The information will also appear on the order confirmation and invoice.
- Tendered by: if you are not tendering the bulk mail yourself, enter the name or customer number of the company that tenders or hands over the bulk mail.

You can now continue to 'Select a product'.



There are three ways of selecting a product, depending on the options that the Mijn PostNL administrator has given you as a user.

1. Search by product ¹

If you already know the product number or name, enter it here.

2. Search in your favourites ²



Select from the favourites list that the Mijn PostNL administrator has created.




3. Search for the correct product ³

If you're not entirely sure which product to choose, enter a few details about the consignment. This could be the destination, size, weight or preferred dispatch or delivery date. The correct product for your consignment will be displayed automatically.

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?

Once you have entered the product information, you can complete the consignment. For sorted bulk mail, you also need to enter the logistical information. When completing the consignment, you can select 'Tender' or 'Pre-alert'.

Tender

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

Pre-alert

You can select 'Pre-alert' for various reasons:

- If you want to pre-alert another consignment after this. If the next consignment is similar to the first one, use the 'Copy' option or select a favourite. Then all you have to do is change any information that needs changing. If this is the last of several consignments, tick all the other bulk consignment that you want to tender at the same time.
- If the information you have entered may change. The consignment will be saved so you can come back to it at any time. A summary of your saved consignments is available under the 'Status' dropdown menu on the bulk mail home page.
- If you want to check and/or sort the address file first.

Please note: you can only do this for domestic bulk mail.

Step 4: Check and sort

Continue with the consignment or select the consignment from the summary of pre-alerted consignments **1**.

Customer	Description	Product	Amount	Weight	Status	Shipdate
995811	Test Sorted 1	1845 48-72H D...	5535	35	Pre-alerted	02-03-2020
995811	Test Sorted 2	2822 24h-Small	5800	30	Pre-alerted	02-03-2020
995811	test	1862 Nextlibek...	5500	10	Pre-alerted	05-03-2020

- Click 'Check' **2** to check the address file (this is required for some services).
- Click 'Sort' **3** if it is a sorted consignment.

Please note: you can tender a consignment once you have ticked **4** the consignment in question. The 'Tender' button will only appear once you have done this **5**.

Customer	Description	Product	Amount	Weight	Status	Shipdate
995811	test	1862 Nextlibek...	5500	10	Pre-alerted	05-03-2020

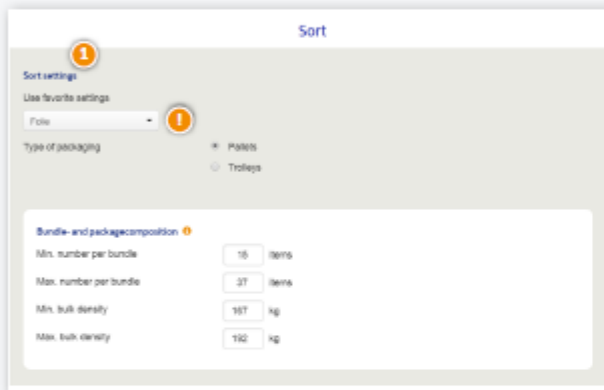
Amount: 5535
Weight: average 33 g/item
Product: 1845 48-72H DM Special, sorted
Handling method: 1/0
Destination: Verreproductie, Binnenland
Dimensions: A4 - C4 (A4)110
Packaging: Flat
Addressing mode: Cheque label
Business counter: Heteroom Verbruiker

Settings for checking and sorting

Enter the sorting settings here **1**. The bundling and packaging composition will be entered automatically. You can reduce the number of items per bundle. Complete all fields and click 'Save'.

Tip **1**

Save your settings as 'Favourite' to avoid having to enter all of this information again next time.



The screenshot shows the 'Sort' settings page. At the top, there is a 'Sort settings' section with a 'Use favorite settings' dropdown menu set to 'None'. Below this is the 'Type of packaging' section with radio buttons for 'Pallets' (selected) and 'Trolleys'. A 'Bundle- and packagecomposition' section contains four input fields: 'Min. number per bundle' (15 items), 'Max. number per bundle' (27 items), 'Min. bulk density' (187 kg), and 'Max. bulk density' (192 kg). A red circle with the number '1' is placed over the 'Sort settings' header.

Upload address file

Click 'Browse' (bestand kiezen) to select a file. Click 'Open' to select your address file. Then click 'Continue' to upload your file.



The screenshot shows the 'Upload address file' step. It features a 'Select file' input field with the text 'Bestand kiezen (Open bestand kiezen)'. A red circle with the number '2' is placed over the 'Upload address file' header. A 'Continue' button with a right-pointing arrow is located at the bottom right.

Indicate the file structure

Indicate how the file is structured. These settings can also be saved as "favourite". The following file types can be uploaded:

- a) CSV
- b) Excel



The screenshot shows the 'Indicate file structure' step. It includes a 'Filename' field with the text '20180418 PR adresenbestand 0704at.xls'. Below this is the 'Use favorite settings' dropdown menu set to 'Instak 3'. The 'Worksheet' dropdown menu is set to 'export'. The 'Number of headlines' input field is set to '0'. A red circle with the number '3' is placed over the 'Indicate file structure' header.

Once you have specified the file structure, click 'Start processing'. Your address file will now be checked and/or sorted. Next you will see a screen that contains the results.

Download files

Download all files. You need these in order to tender your sorted bulk mail.

International addresses

Did you indicate that your file contains international addresses by using a country name or country code in the column layout? A separate consignment will be created for these addresses.

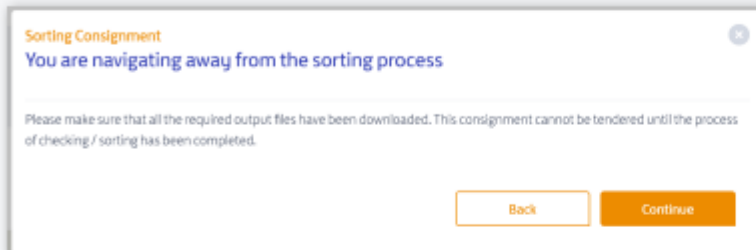
Please note: first of all download your checked and/or sorted address file before tendering your consignment. This information will not be saved.

Tip

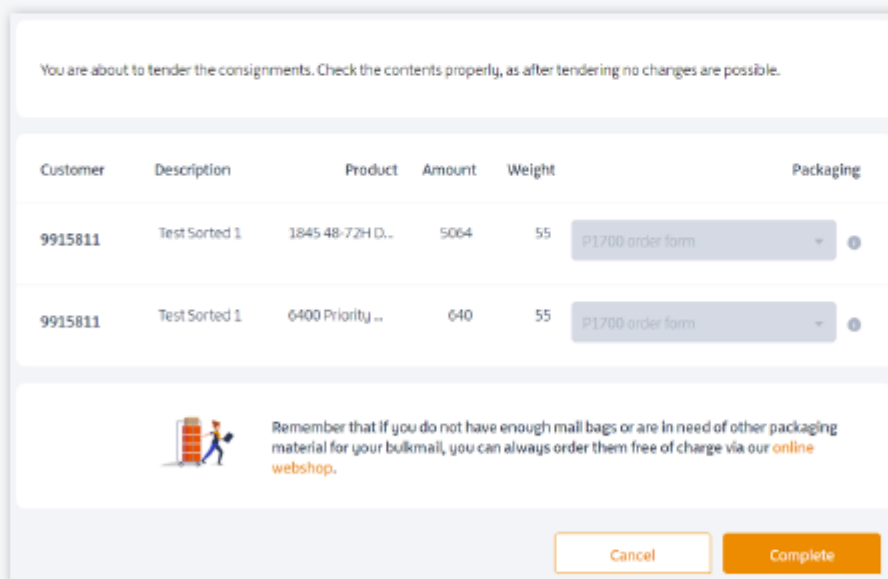
You can quickly find the correct address using the 'Find postcode on postnl.nl' option. Tips on how to improve your address file are available at our [website](#).

Step 5: Tender the consignment

Once you have downloaded the files, you can tender your consignment straight away. To do so, click 'Tender'. The following message will appear on your screen once the consignment has been checked and/or sorted and you have saved all the files. Then click 'Continue'.



You can now finish tendering.



You can also tender the consignment later. To do so, click 'Cancel'. The consignment containing the checked and/or sorted address file is available in the summary of 'Pre-alert consignment'.

Now enter the trolleys and pallets with the bulk mail and hand it over to us with the P1700 form in accordance with the [Terms of Delivery](#).

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
10 January 2022	19 February 2022	13 December 2021
21 February 2022	2 April 2022	24 January 2022
4 April 2022	14 May 2022	7 March 2022
16 May 2022	25 June 2022	18 April 2022
27 June 2022	6 August 2022	30 May 2022
8 August 2022	17 September 2022	11 July 2022
19 September 2022	29 October 2022	22 August 2022
31 October 2022	3 December 2022	3 October 2022
5 December 2022	14 January 2023	7 November 2022

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

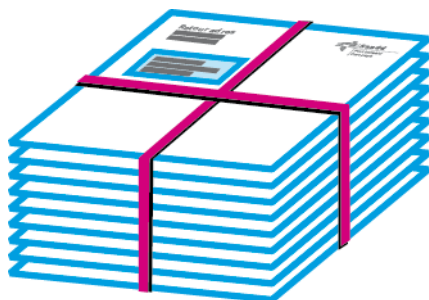
The mail items must be supplied in a bundled and sorted form in accordance to the PostNL-sorting file, on a PostNL-container or on a pallet. Deliver your party with an order form (P1700). You will receive this order form from Mijn PostNL when you have registered your mail items.

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

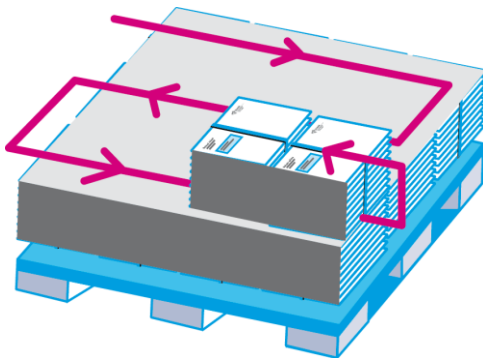
The following must be considered when using pallets:

- 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	Laatste bundel: 59
Aantal stuks: 1418	
RC-nummer: 1 van 10	

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
Periodicals (not machine processable- niet machinaal verwerkbaar)	- No goods - Weight 0-2000 gram - Maximum letterbox size (38 x 26,5 x 3,2 cm)	Blue 48-72h Periodicals Special, sorted	1787
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	1785
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

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