

07/03/2014

CUSTOMIZED PRINT

PRODUCT SPECIFICATION: FI, SE, NO

This document presents features of the Customized Print Product (hereafter referred to as "Product" or "Service" as the context may require).

Product: Customized Print

Country/market: FI, SE, NO

OpusCapita reserves the right to change the Product's features and this specification. The latest versions are published at www.opuscapita.com/terms

1. STRUCTURE – CUSTOMIZED PRINT

The standard Product base functionality consists of the always included features and respective standard/default settings. Within the base functionality there may be mandatory selections, which shall be agreed, also the included optional features (options) shall be mutually agreed. A more detailed description of the specific scope of the Service is included in the appendix Configuration Overview. Selections and options will affect the pricing of the Product, and is stated in the Price List, applicable from time to time.

To be able to use the Product the Customer needs to have an Agreement with OpusCapita and be connected to the Data Management Product.

1.1 Base Functionality

The Service consists of a number of possible options.

- Print, monochrome and/or color
- Enveloping
- Attachments
- Sorting (optional)
- Delivery to the Distributor
- Postage (optional)

1.2 Limitations

Following agreement in the appendix Configuration Overview, the Customer shall be able to receive print on customer specific paper and/or envelopes, however customer specific paper and/or envelope requires an annual volume of 300 000 letters, or 30 000 letters per production run. OpusCapita recommends the iPost Letter service for production batches smaller than the above mentioned.

07/03/2014

1.3 Print

The Service can include white standard paper (80-90g), monochrome print (simplex/duplex) 1/0 or 1/1, alternatively color print 4/0 or 4/4 and enveloping in standard envelopes. Other material than standard is optional within the service. The Customer can choose to have Customer specific pre-printed material with for example logo print. For country specific details regarding standard material see the table below.

	Standard Paper	Standard Envelope
FI	80g	Standard C5 one large window
SE	80g + perforation	Standard C5 two windows
NO	90g + perforation	Standard C5 one large window

Material that shall be color printed needs to be prepared in accordance with the Color management guidelines stated in the User Instruction appendix, applicable from time to time at www.opuscapita.com/terms

1.4 Enveloping

The printed documents will be enveloped in standard C5 envelopes. By using defined enveloping signs, the correct amount of sheets will be enveloped. The Customer should also make sure that there is a clear sender's address. OpusCapita is entitled to charge for manual handling due to faulty addresses.

More than 8* sheets will be enveloped in C4-envelopes. For larger amount of sheets than stated below (see table) manual handling will be used in the manner most appropriate for distribution. Maximum number of sheets is 2000 per letter.

	*Max sheet in C5 envelope	Max sheet in C4 envelope
FI	9	60
SE	8	40
NO	8	35

1.5 Address field requirements

The address field must always have a white background. The recipients address must be readable in full through the window panel so that the address markings may not slip beyond the panel.

07/03/2014

1.6 Reserved areas

Letters must be produced in such a way that areas reserved for production marks are left blank. Any additional pages must also take note of the areas reserved for production marks. OpusCapita will check these surfaces by whitening these areas when testing the production. The Customer must check the test to ensure that the actual text is not covered.

For more information see guidelines regarding reserved areas described both in the User Instruction appendix and the Example Reference Guide applicable from time to time at www.opuscapita.com/terms

1.7 Attachments

For inserts which the customer has chosen to produce graphically by themselves and which are delivered directly to OpusCapita, the Customer assumes complete responsibility for ensuring that the attachments will function in OpusCapita's production. The attachments should be in a sufficient number/edition, available on time and in the right quality.

Unless the Customer has otherwise notified OpusCapita's Customer Service, OpusCapita shall be entitled to scrap leftover customer inserts at the earliest one week after the last file has been produced. For continuous production runs with attachments the Price List for warehousing and stock handling will apply.

Attachments should be delivered flat and be in the same format, they must also be layered on EUR pallet, enclosed in plastic or otherwise well packaged with inserts (5-10 cm) of Masonite (or other equivalent material) between each layer. Smaller editions can be delivered to OpusCapita in cartons as corporate parcels (SE- företagspaket). NOTE – do not use rubber bands!

Format instructions

- The attachments should be at least 18 mm smaller in length and at least 10 mm smaller in height than the envelope
- If there are more than 4 inserts per envelope contact OpusCapita Customer Service for advice
- The minimum format of inserts is set to 100 x 100 mm

Paper quality and folding instructions

- Use uncoated or medium coated paper. Gloss qualities are not possible to use within the Service
- For single sheet attachments such as i.e. flyers the paper weight should be at least 120g/m². For A4 sheets, 80-90g/m² is a prerequisite
- A folder must be simple or roll-folded (not Z-folded) in order to function well in OpusCapita's high-speed enveloping. An attachment needs to be glued, not stitched, to ensure good run ability. Metal staples risks getting caught when the attachment is fed into the envelope. Stitched attachments can only be enveloped manually, please contact OpusCapita's Customer Service for more information

07/03/2014

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Marking of goods

The pallet and/or the carton should be marked with a sample of the attachment. The goods marking should also include volume in total and the amount of pallets and/or cartons

1.8 Sorting

There are several optional sorting options available in the Service, as described below.

1.8.1 Co-sending

Co-sending means that the Customer's data files is aggregated before the production takes place, which creates larger volumes to the Distributors. The Configuration Overview shall state which production runs are to be co-sent and which co-sending rules should apply.

1.8.2 Co-sorting

Co-sorting means that several documents to the same address are enveloped together in one envelope when the production takes place. Co-sorting can only be performed for production runs which have the same type of paper, envelope, delivery and co-sorting keys. The Configuration Overview states which assignments are to be co-sorted.

1.8.3 Mail sorting

Mail sorting means sorting, loading and administration of the finished letters according to the terms and conditions dictated by the Customer's choice of distributor, and as set forth in the Configuration Overview.

1.9 Postage

Postage could be included if the Customer chooses to send mailings with OpusCapita's sender-ID, or the Customer uses their own sender-ID.

1.10 Delivery time

If the Data is submitted to the receiving function, designated by OpusCapita no later than the time specified in the appendix Configuration Overview, on a business day, delivery to the Distributor shall normally be made during the next 1-5 business days. The Customer also need to submit a production plan, for more information read Product Specification Data Management. Delivery to the recipients shall be made according to the Distributor's terms and conditions for the chosen distribution service. OpusCapita's receiving function is available 24/7.

OpusCapita can deliver the mailings to the distributor, with OpusCapita sender-ID or with the Customers sender-ID, according to what has been agreed in the Configuration Overview. OpusCapita ensures that the letters are sorted according to the Distributor's terms and conditions for the relevant type of delivery and if OpusCapita is the sender, the batch will be invoiced pursuant to the Price List applicable from time to time.

07/03/2014

1.11 Handling of preprinted material

All preprinted material will be charged up-on delivery to OpusCapita. If the Customer wishes to cease using pre-printed paper, envelopes and/or attachments, or change the content or appearance of such material which OpusCapita is handling, the Customer shall notify Customer Service not later than three (3) months prior to the date of termination or change. If the Customer does not observe this time, the Customer shall compensate OpusCapita for any and all costs for production of material, which can no longer be used in production for the Customer. In the event that pre-printed paper, envelope or attachments is left in storage after the (3) three months deadline OpusCapita has the right to scrap the material at the Customers expense.

1.12 Suspension of production

When OpusCapita has started the production pursuant to the Agreement and the data files are submitted by the Customer, any suspension of the production at the Customer's request shall be compensated to OpusCapita according to the Price List applicable from time to time. However, the production cannot be suspended after the letters are ready for physical distribution or OpusCapita deems it is not possible to recall and scrap produced material.