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# IPOST LETTER

## PRODUCT SPECIFICATION: FI, SE, NO

This document presents features of the iPost Letter Product (hereafter referred to as “Product” or “Service” as the context may require).

**Product:** iPost Letter

**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](http://www.opuscapita.com/terms)

## 1. STRUCTURE – IPOST LETTER

The standard Product 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 iPost Letter the Customer needs to have an Agreement with OpusCapita and be connected to the Data Management Product, for more information see [www.opuscapita.com/terms](http://www.opuscapita.com/terms) where all product specifications are published.

### 1.1 Base Functionality

iPost Letter is an all-inclusive service and is only sold as such; parts of the Service cannot be bought separately. Physical distribution always constitutes an integrated part of the Service.

The Service consists of the following functions:

- Printing monochrome or color – layout based on standardized template
- Enveloping
- Standard material: one (1) sheet of paper in one (1) standard envelope
- Sorting
- Submission to the Distributor, and distribution
- Postage, Economy, Priority, addressed direct mail and/or international

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## 1.2 iPost Letter

OpusCapita attends to the Customer's data file (for more information see Product Specification Data Management) which is followed by printing, enveloping sorting, and submission of the mail items to the Distributor, distribution and postage.

The Service includes:

- white standard paper (80-90g/m<sup>2</sup>), monochrome print (simplex/duplex) 1/0 or 1/1, alternatively color print >20% color coverage (simplex/duplex) 4/0 or 4/4enveloping in a standard product specific envelope with the postage paid-label
- postage
- submission of the mail items to the Distributor and distribution

Country specific details regarding printing and material options see table below.

	Print Simplex (1/0 or 4/0)	Print Duplex (1/1 or 4/4)	Paper	Envelope
<b>FI</b>	X	X	A4 80g/m <sup>2</sup>	Standard C5, one large window
<b>SE</b>	X	X	A4 80g/m <sup>2</sup> + perforation	Standard C5, two windows
<b>NO</b>	N/A	X	A4 90g/m <sup>2</sup> + perforation	Standard C5, one large window

Materials are PEFC-certified (*Program for the Endorsement of Forest Certification Schemes*) and OpusCapita considers environmental aspects in procurement.

In Finland Itella Green delivery is used: carbon dioxide emissions caused by the deliveries have been neutralized entirely. iPost is an Itella Green labeled service and companies can cut the carbon dioxide emissions caused by their delivery chains, thus actively contributing to the climate effort.

Assignments 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](http://www.opuscapita.com/terms)

## 1.3 Enveloping

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

The envelopes have an inside tint to prevent reading through the envelope.

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

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	*Max sheet in C5 envelope	Max sheet in C4 envelope
<b>FI</b>	9	60*
<b>SE</b>	8	40
<b>NO</b>	8	35

It is **not possible** to have physical attachments in the Service, OpusCapita recommends printing additional pages instead.

\*For iPost Direct Mail the maximum number of sheets are 9. C5 envelopes can only be used.

#### 1.4 Address field requirements

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

#### 1.5 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 is whitening the reserved areas on the sheet. It is the Customer's responsibility to make sure that there is no actual text on the reserved areas. For more information see guidelines regarding reserved areas stated in the User Instruction appendix, and the document Examples Reference Guide applicable from time to time at [www.opuscapita.com/terms](http://www.opuscapita.com/terms)

#### 1.6 Delivery Time

If the Customer has submitted the data file to the receiving function, designated by OpusCapita no later than the time specified for each country, see table under section Cut-off time, on a business day, delivery to the Distributor shall normally be made during the same or the next business day. The production time of iPost letters is affected by the format of the data file (EPL or PDF) and whether the material is monochrome or color printed. 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.

The Customer must notify OpusCapita in advance for volumes exceeding 20 000 documents/day no later than five (5) days before the intended production start date. OpusCapita reserves the right to determine a delivery time thereafter. The recommended maximum size of one letter is 1 MB, corresponding to approximately 500 pages.

If the material is produced contrary to instructions and/or is unsuitable for the printing process, OpusCapita will inform the sender as soon as possible upon detection of the error. In such cases, OpusCapita is not bound by the service commitment.

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**1.7 Cut-off times**

	Cut-off time Priority Mail	Delivery to postal distributor	Cut-off time Economy Mail	Delivery to postal distributor
<b>FI (EPL-format)</b>	12:00 (Monochrome)  24:00 (Color)	The same business day  The following business day	24:00	The following business day
<b>FI (PDF-format)</b>	24:00	The following business day	24:00	The following business day
<b>FI (Other formats)</b>	The cut-off times are minus 2 hours on above stated hours.			
<b>SE</b>	08:00	The same business day	17:00	The following business day
<b>NO</b>	01:00	The same business day*	10:00	The following business day*

OpusCapita delivers the Service as postal deliveries, with OpusCapita sender-ID. OpusCapita ensures that the letters are sorted according to the Distributor's terms and conditions for the relevant type of delivery.

The delivery time can be prolonged if the data is submitted after the defined cut-off time.

\* The delivery time for color print can be prolonged depending on the volume. Please contact Customer Support for more information.

**1.8 Suspension of production**

When OpusCapita has started the production pursuant to the Agreement and the data files are submitted by the Customer, suspension of the production is **not** possible.

**1.9 IPOST DIRECT MAIL (FI ONLY)**

In addition to above mentioned specifications iPost Direct mail also have other specifications. By using iPost Direct Mail services, one can send marketing materials, notifications or other similar messages targeted to a large group of recipients.

**1.9.1 Cut-off times and delivery time**

iPost Direct mail is an addressed letter intended for direct marketing or communications. Items are transported at a speed equivalent to that of Economy letters.

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	Cut-off time iPost Direct Mail	Delivery to postal distributor	At the recipient
FI (EPL + PDF-format)	Before 24:00 Night to Thursday	Friday	Tuesday
FI (Other formats)	The cut-off times are minus 2 hours on above stated hours.		

### 1.9.2 Restrictions

Confidential or personal items, such as invoices, bank account statements or customer loyalty point statements, may not be sent through Itella Customer Direct; instead, they must be sent by using iPost Letter services. The Customer are responsible for ensuring that the item does not contain confidential or personal messages. If the letters contain confidential or personal message OpusCapita have the right to charge the letters according to iPost Letter pricelist and for hours spent on handling the extra work.

iPost Direct Mail services do not include address clarification and thus an letter will not be sent to a recipient's new address. In case the recipient's address is incorrect or the letter cannot be delivered due to another cause beyond postal operator's control, postal operator shall be entitled to dispose the item.

### 1.9.3 Pricing

All iPost Letter volumes for the Customer will be summed together, regardless of if it was iPost Letter or iPost Direct mail.

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## **2. IPOST LETTER – OPTIONAL FEATURES**

iPost Letter offers an optional feature called, Printer Driver. A Product Agreement with OpusCapita regarding the Product Data Management and iPost Letter is a prerequisite to be able to use this optional feature.

### **2.1 Base functionality and prerequisites for Printer Driver**

Printer Driver is an iPost Letter feature that allows the Customer to send office mails, using a web user interface and the Printer Driver application, via OpusCapita's iPost production flow.

Printer Driver requires installation of a software to workstations using Windows 7 or 8, Windows Vista, Windows XP or Windows 2000. The software is provided by OpusCapita and can be installed to one or several computers at the Customer. Updates of the software will be mandatory and when initiated by OpusCapita the Customer needs to arrange for an immediate update of the software. The updates will be handled by the Customers administrator who will have access to installation packages via the User Interface. The requirements for installing the Printer Driver are listed in the Printer Driver User's Guide as well as the Administrator User's Guide.

The Customer needs to assign an administrator who will handle user accounts, templates, Printer Driver software updates and be trained to be a super-user internally. OpusCapita will provide proper training for the Customer's administrator.

When the software is installed and the administrator is assigned and trained the Customer can start using Printer Driver. Printer Driver will be visible in the printer menu and can be used from text editor applications that have print functionality or by uploading a PDF-file.

With Printer Driver it is also possible to add extra pages by uploading one (1) PDF file.

The letters will be sent off to OpusCapita's iPost Letter print production and go through the normal iPost Letter print production flow, which has been described in section 1 in this document. iPost Direct Mail is not available within Printer Driver.

Printer Driver uses a secure HTTPS-connection to send documents from local computers to OpusCapita's production environment.

All iPost Letter volumes for the Customer will be summed together, regardless of if it was originated in Printer Driver or in regular iPost Letter.

For additional information read the Printer Driver User's Guide available at [www.opuscapita.com/terms](http://www.opuscapita.com/terms)