

25/03/2015

USER INSTRUCTION

OUTBOUND SERVICES

DATA MANAGEMENT AND THE OTHER COMPLEMENTARY PRODUCTS
FI/SE/NO

25/03/2015

CONTENTS

1	INTRODUCTION.....	4
2	CREATION OF DATA FILES.....	4
2.1	File format effect on data processing.....	4
2.2	File specification.....	4
2.3	Channeling data base.....	5
2.4	Data storage.....	5
2.5	Required information for the product Portals.....	6
2.6	Data files for letter recipients in more than one country.....	6
3	CREATION OF LAYOUTS.....	6
3.1	Layout that require a logic application.....	7
3.2	Color management.....	7
3.3	The color system in iPost letter and Customized print.....	7
3.4	Font recommendations.....	7
3.5	Texts.....	7
3.6	Raster surfaces.....	7
3.7	Vector graphics.....	8
3.8	Selection of image.....	8
3.9	Image File formats.....	8
3.10	Image Resolution.....	8
3.11	Sharpening.....	8
3.12	Thickness of lines.....	8
3.13	Gradient colors or gradients.....	9
4	SPECIFICS FOR IPOST LETTER AND CUSTOMIZED PRINT.....	9
4.1	Economy and priority batches.....	9
4.2	Requirements for a letter's address field.....	9
4.3	Country Codes.....	10
4.4	Production of iPost letter and Customized print abroad.....	10
4.5	PDF requirements for iPost letter and Customized print.....	10
4.6	XML files combined with PDF (only applicable for FI).....	11
4.7	EPL format for print (only applicable for FI).....	12
5	TESTING.....	13
5.1	General procedure.....	14
5.2	Test results.....	14
5.3	Approval of test.....	14
5.4	Test data and data specification.....	14
5.5	Data transfer test.....	15
5.6	File format.....	15
5.7	Volume testing.....	15
5.8	Bank test for B2C Online banks.....	15
6	APPENDIX.....	16
6.1	PDF limitation table.....	16

25/03/2015

This document presents additional information to the Product Specifications. This document shall be followed by the Customer when using the Product in question.

Country/market: FI, SE, NO

In this User Instruction there are references to the following document:

- Product Specification Data Management

Technical references:

- Example Reference Guide
- iPost Design Guide
- iPost EPL Guide

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

25/03/2015

OpusCapita Outbound services

1 INTRODUCTION

This document gives additional information on selected areas on how to implement and deploy Outbound services and subsequent Products.

2 CREATION OF DATA FILES

2.1 File format effect on data processing

The file format will have an effect on the data processing. Below is a chart that shows the possibilities within the different cluster of formats.

File format	Common XML	Raw data	PDF	EPL (record based format FI)
File specification	According to standard for chosen XML	Specification is needed for all data in the file	PDF needs meta data (XML preferred)	According to EPL standard
Validation	According to formats schema	Customer specific	Meta data	If EPL includes XML the XML data will be validated.
Channeling	OpusCapita Database: - Recipient Id	OpusCapita Database: - Recipient Id From customer: - Info in data file	Print and Netposti Netposti needs additional metadata written in XML-format (sender, recipient full address or SSN, subject, content type, bank barcode if invoice).	Print and Netposti Netposti needs additional metadata written in XML-format (sender, recipient full address or SSN, subject, content type, bank barcode if invoice).
Transformation	Yes	Yes	No	Yes
Visualization	Templates available that matches formats	Templates or customer specific	No	Form in OpusCapita.
Limitations	None	Requires additional implementation	AdVoice not possible	AdVoice not possible

2.2 File specification

Before implementation and work begins, a file specification must exist together with application instructions for each field in the file that is to be processed by OpusCapita.

See the separate document Example Reference Guide for file specification examples.

25/03/2015

2.3 Channeling data base

If the Customer holds the channeling database the Customer needs to provide the channeling information and addresses in the document file.

Therefore the data file and file specification needs to contain the information to which OpusCapita Product (iPost letter, Documents by email, Portals, B2C Online Banks etc) the document should be channeled to and to which address (electronic or physical) the document should be delivered.

When using OpusCapita's database the recipient's ID is used to identify the recipient's delivery preference. The delivery end point addresses are stored in OpusCapita Address Database, and are linked to each recipient ID. In this case the recipient ID is a mandatory field in the data file.

2.4 Data storage

OpusCapita stores all invoice data, including image and possible attachments, for internal processing, delivery and back-up purposes. Customers can have on-line access to these documents

By using Console the Customer can view invoice images, different data conversions and attachments on browser. Any invoice from storage can be printed, saved locally and sent via email (as pdf).

Invoices can be searched from the storage by customer- or invoice number, invoice date or by combination of these arguments. Invoices can also be searched within certain time period by customer (recipient) name, customer number or invoice / due date.

Each sender's invoices are stored into own account. However depending on amount of invoicing organization, one customer can have from one to multiple accounts.

Login to Console can be done in following address <https://console.itella.net/>. Admin credential for the Customer will be created as a part of the service. Customer is responsible for account(s) and user management. As admin user the Customer is capable to do following actions:

- Create new both admin and normal users for internal use
- Create groups for the users
- Maintain account information
- Restrict users' access to certain accounts
- Restrict access from internet to Console by defining allowed IP addresses
- Add external archive services to Console, which makes possible to use same graphical user interface for archive and data storage.

	FI	NO
Short-term	24 mo	12 mo
Long-term	1+6 y	N/A

25/03/2015

2.5 Required information for the product Portals

The Customer is expected to provide the following Recipient-specific information in the data file per document:

Net Posti	Digipost
Recipient's name	Normal sending:
1. Recipient's street address and postal code, or	Recipients Digipost address
2. Social security ID, or	For senders who have selected the Digipost Routing Service (optional service, point 2):
3. Mail Receiver ID	Digipost Address, and/or
	Recipient's name
	Recipient's street address and postal code

2.6 Data files for letter recipients in more than one country

The data file and file specification needs to provide a country code always according to standard ISO 3166-1 (two digits). This applies also to the meta data for the format PDF.

3 CREATION OF LAYOUTS

For all types of layouts that may occur, examples must be produced before development work begins. Use Word, for example, to make layout examples, as it is then easy to see which fonts, sizes and formatting that are used. If a layout consists of several pages or different layouts, depending on, for example, direct debit, credit invoice, reminder etc., examples of all of these shall be provided, with references to the field-and logic specification.

Changes in, or additions to, the documentation after development work has begun are considered new development and are not included in the established project plan.

There are some fixed layouts to choose from. There are a few amendments that the Customer is able to make within the framework of a fixed layout. Adding a logo, adding information that is unique to the Customer in the layout and that can be encoded, for example, website address, phone support number, corporate ID etc.

In Product Specification Data Management the complete list of combination of fixed layout and required format is available.

Text blocks etc. should be indicated in millimeters from the top left corner. It is also important that it is indicated whether a document type may be distributed over several pages, for example an invoice with specifications of transactions.

25/03/2015

3.1 Layout that require a logic application

When logical rules will be implemented in the layout work, the Customer needs to provide OpusCapita with a written instruction as well as examples of what is to be carried out in writing.

See the separate document Example Reference Guide for illustrations.

3.2 Color management

OpusCapita creates the layout and logical flow of the document. The Customer may provide images and other graphical elements in color for OpusCapita to use in the layout design. Below you will find guidelines for color management that should be followed to ensure good quality of color print.

3.3 The color system in iPost letter and Customized print

The documents are printed using a four color technique (CMYK). The customer shall submit the color elements in RGB or Euroscale Coated (CMYK) color space. The size of the graphics should be 1:1.

The recommended maximum color coverage of the page is 20%. Use the colors as evenly as possible on the page. Avoid dark colors that stretch horizontally over the full page, though it may prevent mechanical insertion into envelopes.

Elements reaching the margins (bleeding edge) of the page should be avoided, as there is no cutting allowance available on the page.

3.4 Font recommendations

The text size shall be at least 9 points on the raster base or rasterized, depending on the font and the color system. The smallest recommended font size in negative texts is 10 pt, depending on the font type and the color system of the background. OpusCapita recommends that colored texts have at least one of the primary colors in 100%.

Do not use Antiqua fonts in negative texts, as the thin spaces may clog due to the increase of points. A bold font is recommended in negative texts, and the color should be defined as the color of the paper.

3.5 Texts

If resources in PDF format are to be used, always embed all fonts in the file. Use PostScript fonts or PostScript based Open Type fonts.

Only use true font cuttings for bold, italic, capitalization etc. So called artificial bold or italic shall not be used.

3.6 Raster surfaces

The recommended toning of the raster surfaces is a minimum of 8% of each color.

25/03/2015

3.7 Vector graphics

Texts within the graphic (for example, logotypes) should always be converted to paths (in the software the commands may be, for example, "convert to paths" or "create outlines"). A vector text or a text that has been converted to paths cannot be edited as a text anymore.

In some cases, vector graphics may contain pixel data (e.g. drop shadows and transparency) where the resolution must be 200–300 dpi.

3.8 Selection of image

The most important thing and detail about a good image are sharpness and medium tone colors. Avoid using dark or very light images.

3.9 Image File formats

The recommended file formats for tone images are TIFF, JPG, and PDF. JPG images shall not be compressed, as the compression mode destroys data and weakens the quality of the image. If the image is of an advertisement type and includes text of bread text type, produce the image files in PDF format in order to retain the vector characteristics of the text.

- The PDF file shall not be larger than 3 Megabytes
- The PDF material shall be maximum A4 size
- The PDF files submitted to OpusCapita must not be protected at any level. For example, the Acrobat Distiller protection can be disabled in the Adobe PDF Security section in Adobe PDF printer properties
- Transparency effects must not be used in the PDF files sent to OpusCapita
- OpusCapita reserves the right to approve or reject the PDF material produced by the customer. Only approved PDF files will be processed

3.10 Image Resolution

For tone images when the image is used in its physical form in the document, the resolution shall be 300 dpi.

3.11 Sharpening

Slightly sharpen the image to be printed. Sharpening influences positively the appearance of the details of the image.

3.12 Thickness of lines

A single-colored, compact line may be a minimum of 0.25 pt. Rasterized or multi-colored lines should have a thickness of at least 0.5 pt. OpusCapita recommend that colored lines (or other very small elements) have at least one of the primary colors in 100%. The minimum thickness of negative lines is 1 pt.

25/03/2015

3.13 Gradient colors or gradients

Tone ramps can sometimes appear in gradient colors when the sliding color is long and/or its tone is dark. Here are a few guidelines, which may help to avoid the appearance of tone ramps.

- Place the first and last colors of the gradient color so that the color changes at least 50 %
- Keep the gradient colors short; the default maximum length is 15 cm
- Light toned gradient colors print better than dark toned
- Avoid completely a white end color of the gradient color; define instead of the white color as white raster

4 SPECIFICS FOR IPOST LETTER AND CUSTOMIZED PRINT

There are specific requirements when the documents shall be printed and sent by mail.

4.1 Economy and priority batches

All letters in a mailing batch must be of the same class (Economy/ Priority; International/Domestic). In iPost Finland International letters can be in same batch with domestic's letters.

4.2 Requirements for a letter's address field

The recipient's address must be readable in full through the address window panel so that the address markings may not slip beyond the panel.

The character size for the address is 2.2–5.5 millimeters (font size 10–12). In the address field, the address type font may not be italic or bold. The characters in the address may not touch each other. It is recommended that all address information for the addressee be written in UPPER CASE LETTERS. Address information should be written in a font showing the difference between the numbers 6, 8, and 9 clearly, since these digits can easily be mixed up with one another when read optically. Do not include any extra spaces between characters in a word (Wrong: "S W E D E N", Correct: "SWEDEN")

Marking the Address:

To enable successful optical reading, it is important that the address rows are in the correct order. The addressee's address information must be divided into six rows:

Row	Comment
	title, customer code, subscription code or other customer-related information
	Addressee's name
	business unit, department, office, processed by, occupant of the apartment, c/o etc.

25/03/2015

	Spare row, not recognized by the automatic sorting machine (if required, this row can include the addressee's street address, even if the item is sent to the addressee's P.O. Box address)
	Delivery address (street address, P.O. Box address etc.)
	Postal (Zip) code with the country code and town/city
	Country

Example of a correct address:

1234/54
COMPANY PLC
MATTHEW SMITH
COMPANY ALLEY 5
P.O. Box 5
FI-00101 HELSINKI
FINLAND

For letters sent abroad, the recipient's address must always display the country's name and postal code in accordance with local standards.

For letters delivered domestically, the recipient address field does not need to display the country such as "Finland" but the country code "FI" must be entered. If the country codes are empty or erroneous, the letters are charged for as international mail.

For letters sent to Åland, the address field must also display Åland or Ahvenanmaa. AX must be entered as a country code.

4.3 Country Codes

The country codes are in accordance with the international ISO 3166 standard. They consist of **two characters written in CAPITAL letters**. All ISO 3166 standard country codes are available at <http://www.iso.org>

4.4 Production of iPost letter and Customized print abroad

Production of iPost or/and Customized print abroad is a service intended for Customers who have operations other countries and have letters with domestic postage in these countries.

Productions of iPost or/and Customized print abroad needs a separate agreement.

4.5 PDF requirements for iPost letter and Customized print

Since PDF files can be created in many ways and with many types of software, even without Adobe Acrobat, a key PDF setting is the PDF version.

PDF files can also be created for various purposes (Internet files, for printing, or for publishing by a print house). Since the requirements for the file are different, there are different settings

25/03/2015

for each purpose. Particularly when attaching images (e.g. signatures) to the file, a resolution high enough to enable printing must be ensured. For instance, resolution of images taken from the Internet is too low to use for printed matters. It is recommended to use 300 dpi resolutions to get good quality printed images. Higher resolution images do not provide better printing quality but they are slower to process due to larger file size.

OpusCapita printers use a 0 mm margin (borderless printing), however reserved areas for production needs to be considered. For more information about reserved areas see User Instructions and Example Reference Guide, available at www.opuscapita.com/terms. Acrobat software normally uses a scaling option to scale the print into a size "acceptable" for the used printer. This setting must be turned off if you wish to compare the layout of printouts printed with in example your office printer with those printed by OpusCapita. We recommend viewing PDF files on screen in addition to printing.

PDF files produced via scanning are not well suited for printing. Scanned materials background needs to be white, not black or grey.

If the letters are 2-sided (duplex) and the number of the pages is odd, OpusCapita will add a blank page to serve as the last page. This added page will be invoiced as an additional page.

If the letter is specified as 2-sided (duplex), this will apply to the entire production run. If you wish to have the first page as 1-sided (simplex), this must be arranged separately by specifying a blank page on the reverse of the first page.

Different software tools produce PDF files in different ways. You should always test whether the PDF file opens with Acrobat Reader. This does not necessarily mean that the PDF file can be printed in high volume production. Acrobat Reader tends to open and handle also such PDF files which don't meet all the requirements of PDF Specification. Final compatibility is verified during testing. Also see appendix PDF limitation table.

4.6 XML files combined with PDF (only applicable for FI)

When a customer submits files in PDF and XML format to an agreed FTP directory the PDF file can include letters to several recipients. The accompanying XML file includes data on service operations and the addressees of the letters in the PDF file. OpusCapita will produce the optical enveloping stamps and service data line for the material.

The PDF and XML files must always be zipped in the same zip file before sending. Use a program supporting the zip algorithm, e.g. WinZip. If necessary, the zip file can be protected with a password (agreed separately).

25/03/2015

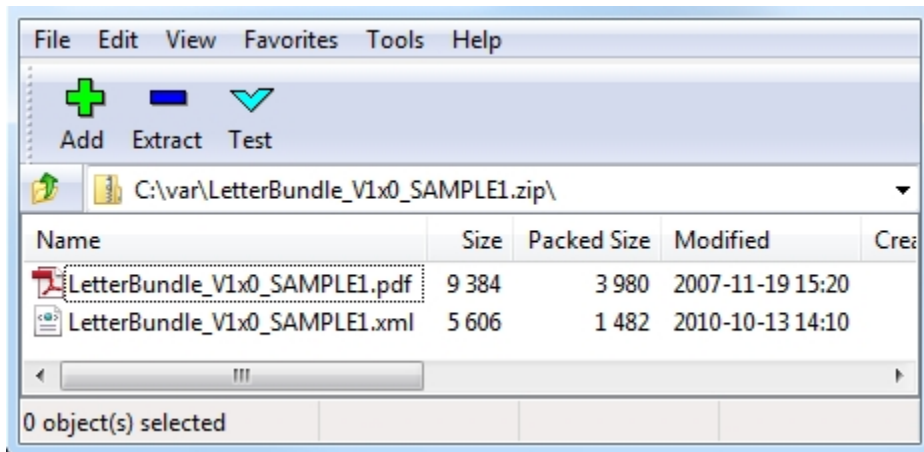


Figure 1 LetterBundle_V1x0_SAMPLE1.zip → LetterBundle_V1x0_SAMPLE11.pdf and LetterBundle_V1x0_SAMPLE1.xml. One zip file may only include one letter batch that is combination of two files, one XML and one PDF file.

These service specifications are accompanied by the file **LetterBundleV1x0**, which includes version 1.0 of OpusCapita XML model (schema) for sending PDF letters.

See the separate technical document iPost Design Guide to attain more information about.

- **LetterBundle_V1x0.xsd** = LetterBundle XML schema
- **LetterBundle_V1x0.png** = Diagram with the schema's elements and structure
- **LetterBundle_V1x0_SchemaDoc\LetterBundleV1x0.html** = Schema documentation
- **Sample_PDF\LetterBundle_V1x0_SAMPLE1.pdf** = An example of a printed PDF file
- **Sample_PDF\LetterBundle_V1x0_SAMPLE1.xml** = LetterBundle description of the example file, including information on what letters the PDF file includes and the service descriptions.

The meta data of letters in the XML file must be in the same order as the letters in the PDF file.

The XML file includes sender-, batch- and letter-specific data. For each recipient, a letter can include one or more pages. The country and postal code data in the letter's address field is compared to the data the customer has specified in the xml element *Address/Eu1*. If these data do not match, the delivery of the letter may be delayed.

You can find the structure and description of the XML file in the separate technical document called iPost Design Guide.

4.7 EPL format for print (only applicable for FI)

The EPL-format is a data format used in Finland for the iPost product. The sender submits the desired letter data electronically to OpusCapita which prints the data as letters using either forms provided by the product or the sender's own templates. The electronic forms and images used when printing the letters are stored in the media storage and they called from the iPost file. Black-and-white forms cannot be used for color printing. The form may include standard texts and pictures to be printed on the page as well as information of the layout. Preparing iPost data does not require the use of certain software. Many software houses offer ready-made iPost solutions for EPL format (and also PDF).

25/03/2015

An iPost EPL file includes both batch-specific and letter-specific control lines and text lines to be printed on the letter. The file can also include form, image and barcode calls. Control lines always begin with EPL and start at the first line position. Text lines printed on the letter are of variable-length.

For further information see the separate document iPost EPL Guide.

5 TESTING

Testing is compulsory for all products prior to production. It is also compulsory when the customer make changes in their files or system that produce the data.

The following points will be checked in the testing process if applicable:

Product	Test	Comment
Data Management	<ul style="list-style-type: none"> - Data transmission - File version - Structural data validation 	
B2C Online Bank	<ul style="list-style-type: none"> - Data validation - Limited end to end testing, ie eInvoices to a limited and controlled number of recipients are sent as test 	B2C Online Bank
iPost letter and Customized print	<ul style="list-style-type: none"> - Printout quality - Address is shown on the envelope - Fonts - Xml and PDFs matches with each other - Performance of PDF material in OpusCapita process 	
B2B eInvoice sending	<ul style="list-style-type: none"> - Data validation - Limited end to end testing, i.e. eInvoices to a limited and controlled number of recipients are sent as test 	
eArchive	<ul style="list-style-type: none"> -Data validation -Limited end to end testing ie test of correctness of indexing and access test from users IT environment 	
Documents by email	<ul style="list-style-type: none"> -Data validation -Limited end to end testing, ie emails are sent to a limited and controlled number of recipients 	

In connection with testing, a white bar will be printed in areas reserved for production markings to ensure that no letter text is printed in these areas, in order to leave them free for enveloping markings.

25/03/2015

5.1 General procedure

Tests are conducted to ensure that all forms, images, IDs and passwords are correct and that the chosen file transmission method is functioning. If changes are made to an application, which has already been tested, the changed application must always be tested before entering the production phase.

Prior to testing, the customer will send a notification by e-mail to Customer Service including the following details:

- Customer ID
- The FTP directory user ID of the directory to which the material is delivered for testing
- Contact details
- E-mail address, for delivery of the test material and meta data (Note: put e-mail address also to metadata and remember to put "isTest" is true).

5.2 Test results

Test data received on working days by 2 p.m. will most often be printed on the day of reception.

The Customer will receive the test result according to agreed method. Print outs will be delivered in 2-4 working days. OpusCapita will notify of any modification needs simultaneously.

5.3 Approval of test

Before starting to use the Service the Customer need to approve the test result by sending an e-mail to agreed contact person. The OpusCapita Customer Service will then change the Customer's status from 'test' to 'production' and notification e-mail will be sent. Thereafter the Customer can start using the Service.

5.4 Test data and data specification

The Customer is responsible for delivering test data, on time and in agreed format. Test data specification

- Match production data and be of good quality
- Should not contain an unreasonable amount of copies of the same type of data. The recommended size of testing material is approximately 10 letters.
- Represent all of the possible variations of documents and layouts (i.e. invoices, credit notes, reminders etc)
- Contain one version of each routine in an easily comprehensible order
- Include a data record that is as long and as short as possible, to ensure that the data in question will fit in the fields reserved on the form
- Include data records to see which fonts, character types (regular, bold, italic etc) thickness of lines, colors etc that are to be used.

25/03/2015

5.5 Data transfer test

The functioning of the selected data transfer protocol will be checked,

5.6 File format

File version, File format, called forms and images, the printing out of data on forms and printing out of special characters will be checked. Any bank barcodes will also be tested using real invoice data provided by the customer.

5.7 Volume testing

If a batch on regular basis contains hundreds or thousands letters or if the customer so wishes, a separate volume test is needed. The volume test will ensure that system can handle the large volumes as. The procedure and processing charges must be separately agreed upon with Itella.

5.8 Bank test for B2C Online banks

Itella is responsible for allotting a time for a bank test, and communicating this to the Customer. Itella provides resources for booking and implementation of an individual bank test. If the Customer cannot attend the agreed date for the Bank test or additional bank tests are necessary due to circumstances beyond OpusCapitas's responsibility, this is charged by the hour on an open account basis.

25/03/2015

6 APPENDIX

6.1 PDF limitation table

This PDF limitation table needs to be followed in order to guarantee the handling according to the SLA.

Number	Limitation	Category	Severity	Additional information
				(E) error: batch is rejected
				(W1) warning: SLA does not apply. Batch may be rejected or printing quality may suffer.
				(W2) warning: SLA applies. Printing quality may suffer.
				(R) recommendation
Number	Limitation	Category	Severity	Additional information
	PDF version cannot be higher than 1.6	Document Format	E	
	JBIG or JBIG2 compression for 1-bit images is not allowed.	Image	E	Use CCITT or ZIP instead
	PDF files must not contain any security restrictions.	Security	E	You can check in Adobe Reader/Properties/Security that e.g. printing of the PDF is allowed.
	Do not use page scaling factor.	Page	E	
	Do not use Type 3 fonts.	Fonts	E	
	Maximum number of sheets per letter is 60.	General	E	Applies to color iPost PDF only.
	The size of one page cannot exceed 100 kB.	General	W1	
	Maximum size of a PDF file is 100 MB.	General	W1	
	Maximum number of pages per batch cannot exceed 20000.	General	W1	<u>We recommend that the size of the batch is on average 2000 pages or less.</u>
	The maximum amount of bitmap images per page is 8.	Page	W1	
	The whole page should not be a bitmap image.	Image	W1	The recommended proportional size of a bitmap image is about 20% from the surface of a page, but depends on the image itself.
	Do not use more than 10 different fonts on a page.	Fonts	W1	Images must not be composed of font characters.
	Do not use higher than 300 dpi resolution.	Image resolution	W1	
	Any transparency effects must not be used.	Image	W1	The documents should be flattened. If they contain transparencies, OpusCapita will attempt to flatten the transparencies. In this case print fidelity may suffer.

25/03/2015

	Fonts must be embedded	Fonts	W1	If the font is not embedded with the file, it will be printed using a default font which may distort the layout or prevent printing completely. Make sure that you are licensed to use the font for the required purpose.
	Do not use Composite (CID) fonts.	Fonts	W1	
	Do not use lower than 150 dpi resolution.	Image resolution	W2	
	All pages must be A4 size in portrait orientation (210x297 mm)	Page	W2	PDF materials are produced in vertical A4 size (not Letter or A3 or any other). Larger pages or landscape oriented pages will be cropped automatically.
	Image compression quality factor should be between 20 % and 70 %	Image	W2	Image compression with high quality settings should be avoided (e.g. JPEG more than 70%). On the other hand, JPEG compression less than 20% affects too much on print quality.
	Images should be black and white (1-bit) in black and white printing.	Image	W2	Grey scale, RGB or CMYK images may not appear in black and white printing. Applies to black and white iPost PDF only.
	Do not use Lab, DeviceN or NChannel color coding.	Color	W2	Color coding must be either RGB or CMYK. If you want to produce black, the safest way is to code it with CMYK and using only black color. Similarly, if you want to produce neutral (grey) colors, the safest way to do it is using CMYK and only black. Grey colors coded by RGB or CMY colors may get shaded. Simply, don't use so-called rich black. Applies to color iPost PDF only.
	ICC profiles for producing color images must be sRGB for RGB images and Euroscale Coated for CMYK images.	Color	W2	Production engines assumes that colors have been produced using these color profiles. Embedding the profile itself on to the file is not recommended. More information on Color management and ICC profiles: http://en.wikipedia.org/wiki/Color_management . Only by using Color Management printed colors will be as close as possible to target colors. Applies to color iPost PDF only.
	Spot colors should not be used.	Color	W2	Applies to color iPost PDF only.
	Do not use artificial bold style	Fonts	W2	Do not use artificial font styles, i.e. change the font to italics, bold, underlined or shaded by using the shortcut keys, since the result can be different for different printers and print resolutions.
	Do not use artificial italic style	Fonts	W2	
	Do not use artificial outline style	Fonts	W2	
	Do not include annotations in the PDF	Annotations	W2	OpusCapita will remove all annotations from PDFs prior to printing.

25/03/2015

	Do not use so-called system fonts.	Fonts	W2	System fonts are slightly different in different OS versions and may result in incorrect hyphenation of the text or character conversions, even in PDF files.
	The recommended TAC value is 270%.	Color	R	Total color overlay shouldn't be confused by TAC value, which refers to the maximum total dot percentage of cyan, magenta, yellow and black ink permitted in the darkest black shadow area. Applies to color iPost PDF only.
	A total color overlay (color coverage) of 20 per cent cannot be exceeded for color printing.	Page	R	Total color overlay refers to the amount of color constituents output on the printable surface and expressed as a percentage. The best result is obtained through the modest and well-considered use of colors in forms and images. Use of colors on a page should be as balanced as possible. Dark horizontal color surfaces should be avoided. You may consider using APFill software for color overlay calculation. Applies to color iPost PDF only.
	Some PDF creation software tools do not make suitable files for high volume print production. These include <u>PDF Sharp</u> , <u>Apose.PDF</u> and <u>PDF Sam</u> and should not <u>be used</u> .	General	R	Testing is always compulsory upon the introduction of the service. Testing must also be performed when the application producing the PDFs is modified. Applies to color iPost PDF only.
	PDF file should not be produced by combining different PDF files.	Document Format	R	Doing so, the same elements such as images and fonts could be coded many times instead of coding once and referenced in a PDF cross-reference table. This has a dramatic impact on production. Adobe software is consolidating elements in a suitable manner.