Sending items correctly with PostNord

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This presentation provides a clear picture of both the **terms and conditions** and **the recommendations** defined by PostNord so that it can handle your shipments in a high quality way.

The presentation includes recommendations regarding the **postal operator zone**. If these are not followed, the shipment may be given a label with a sorting code.

If you have any questions, please contact your sales representative, Solution Delivery Manager (SDM) or the customer service telephone line on 0771 33 33 10.

The various sections contain information about:

- Addressed Letters
- Addressed Direct Mail
- Periodicals

Addressed Letters

Payer, sender and return addresses

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Terms and conditions

Sender and payer
- A Swedish sender shall always be stated on the shipment
- Only one sender may be stated on a shipment
- Full name and postal address
- Sender and payer must be the same

Return address (not mandatory)
- If the return address is different from that of the sender, it can be stated on the shipment
- Only one return address may be stated on a shipment
- The full return address (name, street/box, zip code, town) must be stated
- Return addresses must be preceded by the word "Returadress”

(The return address does not have to have any legal link to the sender)

For the full terms and conditions, see the Specific terms and conditions for service agreement customers at postnord.se

Recipient, sender and return addresses

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Recommendation

PostNord's recommendation is that you put the sender's address on the back of the shipment and that it has the same text size as the recipient's address and the return address.

Standard fonts

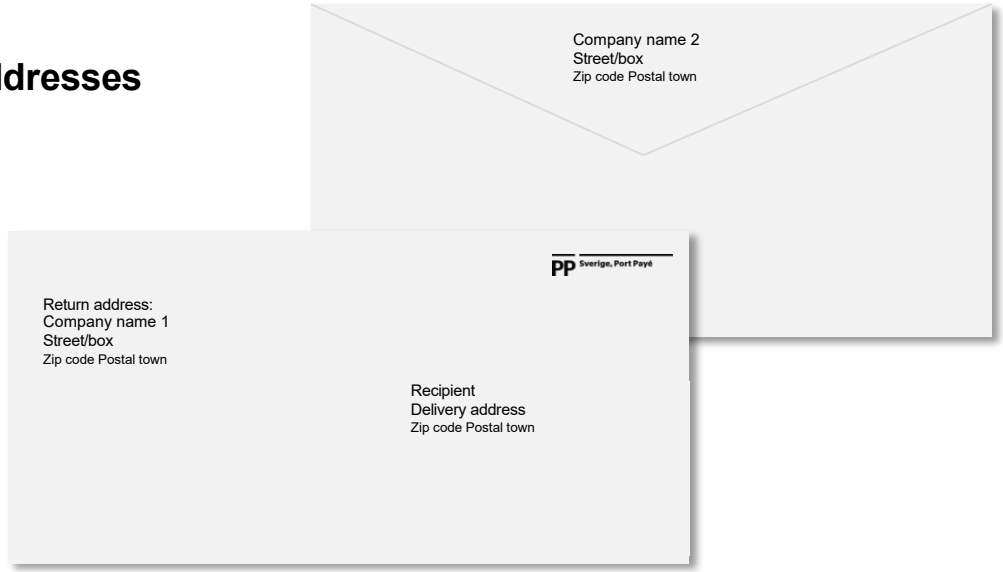
- Times New Roman
- Verdana
- Arial

Character size, recipient, sender and return addresses

- At least 2.4 mm and not more than 6 mm
- Corresponds to minimum point size 10 (same throughout the entire address)

Address structure

- The address structure should not have any blank lines between the recipient and the address



Brands and logos

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Recommendation

- Logos and trademarks can be used on a shipment but may not replace the full sender or return address.

- Logos and brands do not have to be linked to the sender or return address.

Postal operator zone* C5/C6/E65/landscape C4

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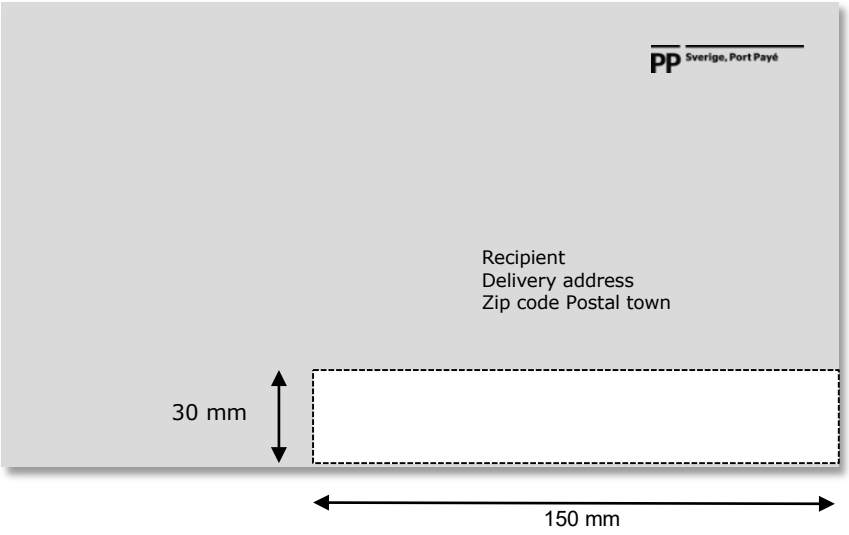
Recommendation

- Leave a blank space at the bottom right, at least 150 mm wide and 30 mm high, see example. This is to provide room for PostNord's sorting code, which is printed directly on the shipment.

- If this recommendation is not followed, there is a risk that a label containing the sorting code will have to be affixed to the shipment and placed over the designated postal operator zone.

- If a windowed envelope is used, and the window is partially in the postal operator zone, there is a risk that a label containing the sorting code will have to be affixed to the shipment.

**Postal operator zone = an area that does not contain print (text or image). The surface shall be plain and the paper quality shall be uncoated (not glossy). The window of a windowed envelope and laminated shipments are classified as being coated (glossy surface).*



Postal operator zone* portrait C4

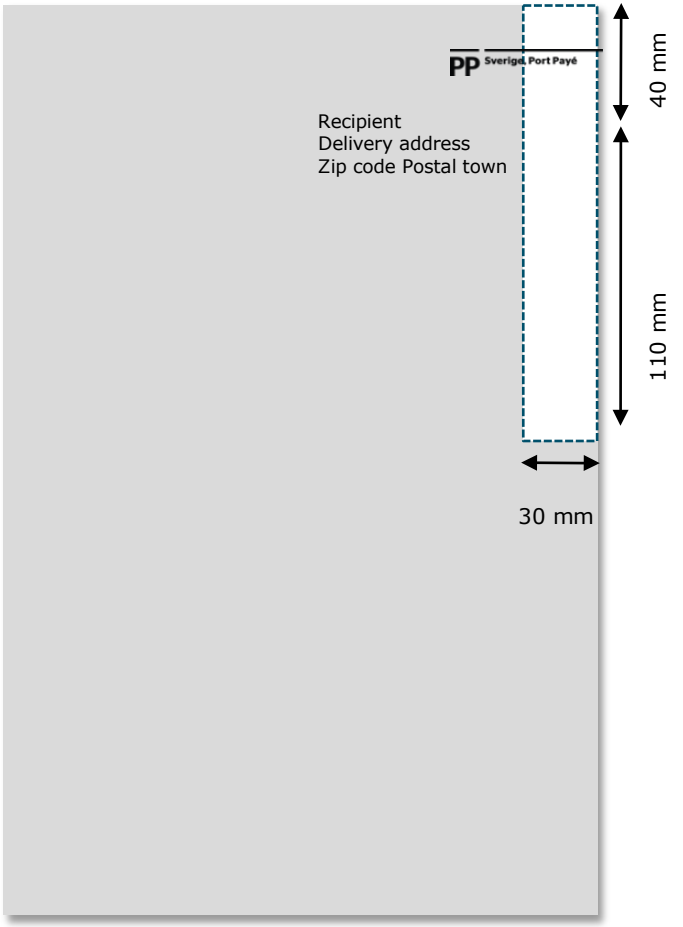
postnord

Recommendation

- Leave a blank space at the top right, at least 150 mm high and 30 mm wide, see example. This is to provide room for PostNord's sorting code, which is printed directly on the shipment.

- If this recommendation is not followed, there is a risk that a label containing the sorting code will have to be affixed to the shipment and placed over the designated postal operator zone.

- If a windowed envelope is used, and the window is partially in the postal operator zone, there is a risk that a label containing the sorting code will have to be affixed to the shipment.



**Postal operator zone = an area that contains no print (text or image) other than the postage within 40 mm of the top edge. The surface shall be plain and the paper quality shall be uncoated (not glossy). The window of a windowed envelope and laminated shipments are classified as being coated (glossy surface).*

Addressed Direct Mail

Sender's address and payer

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Terms and conditions

Shipments must be marked with the postage based on block labels,

which are available for download from postnord.se

Sender and payer

- A Swedish sender shall always be stated on the shipment
- Only one sender may be stated on a shipment
- Same sender on all shipments in the consignment
- Full name and postal address
- Sender and payer must be the same

For the full terms and conditions, see the Specific terms and conditions for service agreement customers at postnord.se

Recipient and sender address

postnord

Recommendation

PostNord's recommendation is that you put the sender's address on the back of the shipment and that it has the same text size as the recipient's address.

Standard fonts

- Times New Roman
- Verdana
- Arial

Character size, recipient and sender address

- At least 2.4 mm and not more than 6 mm
- Corresponds to minimum point size 10 (same throughout the entire address)

Address structure

- The address structure should not have any blank lines between the recipient and the address

Brands and logos

postnord

Recommendation

- Logos and brands can be used on a shipment but may not replace the full sender or return address.

- Logos and brands do not have to be linked to the sender or return address.

Postal operator zone* C5/C6/E65/landscape C4

(also applies to the corresponding A format)

postnord

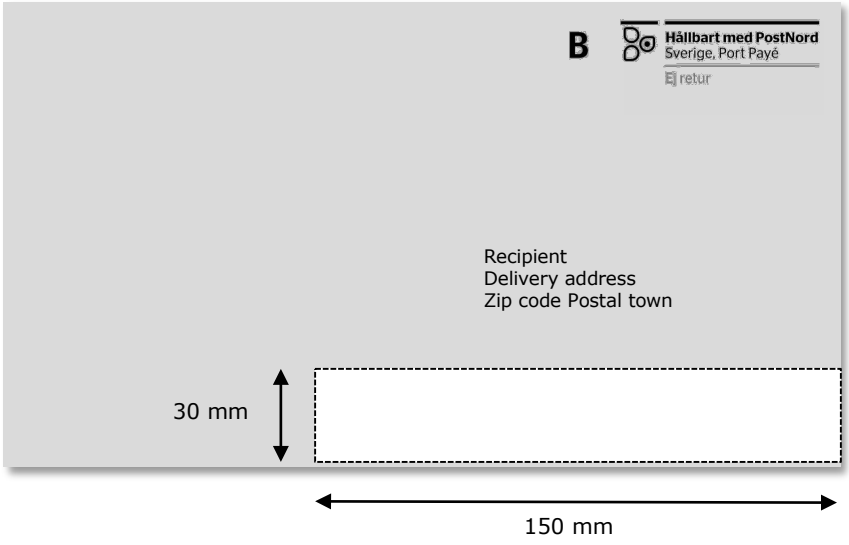
Recommendation

- Leave a blank space at the bottom right, at least 150 mm wide and 30 mm high, see example. This is to provide room for PostNord's sorting code, which is printed directly on the shipment.

- If this recommendation is not followed, there is a risk that a label containing the sorting code will have to be affixed to the shipment and placed over the designated postal operator zone.

- If a windowed envelope is used, and the window is partially in the postal operator zone, there is a risk that a label containing the sorting code will have to be affixed to the shipment.

**Postal operator zone = an area that does not contain print (text or image). The surface shall be plain and the paper quality shall be uncoated (not glossy). The window of a windowed envelope and laminated shipments are classified as being coated (glossy surface).*



Postal operator zone* portrait C4

(also applies to the corresponding A format)

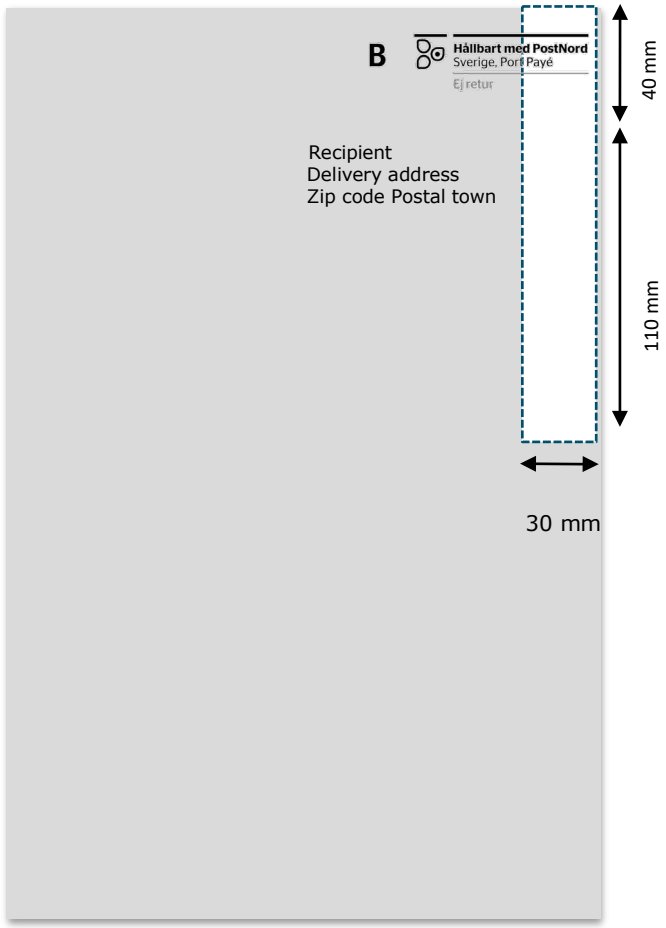
postnord

Recommendation

- Leave a blank space at the top right, at least 150 mm high and 30 mm wide, see example. This is to provide room for PostNord's sorting code, which is printed directly on the shipment.

- If this recommendation is not followed, there is a risk that a label containing the sorting code will have to be affixed to the shipment and placed over the designated postal operator zone.

- If a windowed envelope is used, and the window is partially in the postal operator zone, there is a risk that a label containing the sorting code will have to be affixed to the shipment.



**Postal operator zone = an area that contains no print (text or image) other than the postage within 40 mm of the top edge. The surface shall be plain and the paper quality shall be uncoated (not glossy). The window of a windowed envelope and laminated shipments are classified as being coated (glossy surface).*

Periodicals

Sender's address and payer

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Terms and conditions

- The periodical/cover must be marked with the identifier “A POSTTIDNING, ej retur” or “B POSTTIDNING, ej retur”, depending on the desired level of service. Periodicals that use Posttidning B can also choose to use the label block "Sustainable with PostNord".

Sender and payer

- A Swedish sender shall always be stated on the shipment
- Only one sender may be stated on a shipment
- Same sender on all shipments in the consignment
- Full name and postal address
- Sender and payer must be the same

For the full terms and conditions, see the Specific terms and conditions for service agreement customers at postnord.se

Recipient and sender addresses

postnord

Recommendation

Standard fonts

- Times New Roman
- Verdana
- Arial

Character size, recipient and sender addresses

- At least 2.4 mm and not more than 6 mm
- Corresponds to minimum point size 10 (same throughout the entire address)

Address structure

- The address structure should not have any blank lines between the recipient and the address

Postal operator zone* Periodicals A and B

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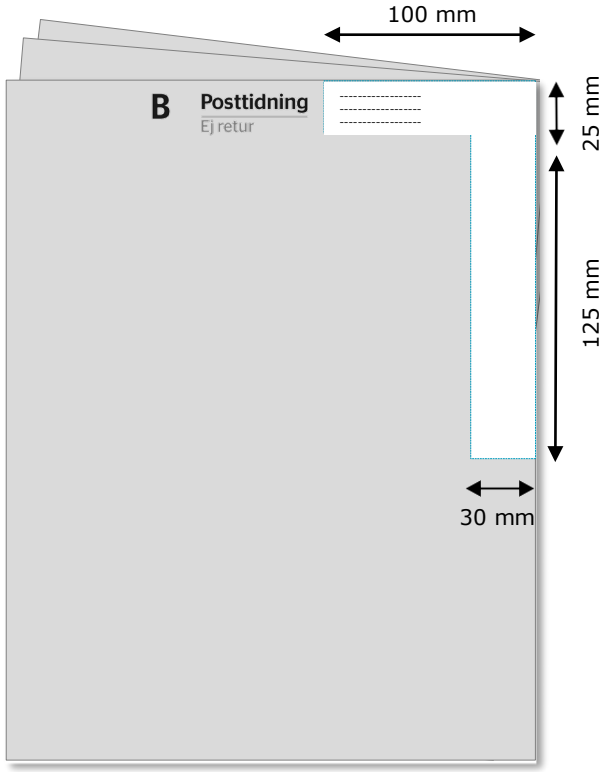
Recommendation

- If the address is printed directly on the periodical, the periodical must have a free address field with a size of 25 x 100 mm and a white/light background where the address is printed.

- Leave a blank space at the top right, at least 150 mm high and 30 mm wide, see example. This is to provide room for PostNord's sorting code, which is printed directly on the shipment.

- If this recommendation is not followed, there is a risk that a label containing the sorting code will have to be affixed to the shipment and placed over the designated postal operator zone.



**Postal operator zone = an area that does not contain print (text or image). The surface shall be plain and the paper quality shall be uncoated (not glossy). The window of a windowed envelope and laminated shipments are classified as being coated (glossy surface).*

Postal operator zone* Periodical Sustainable with PostNord

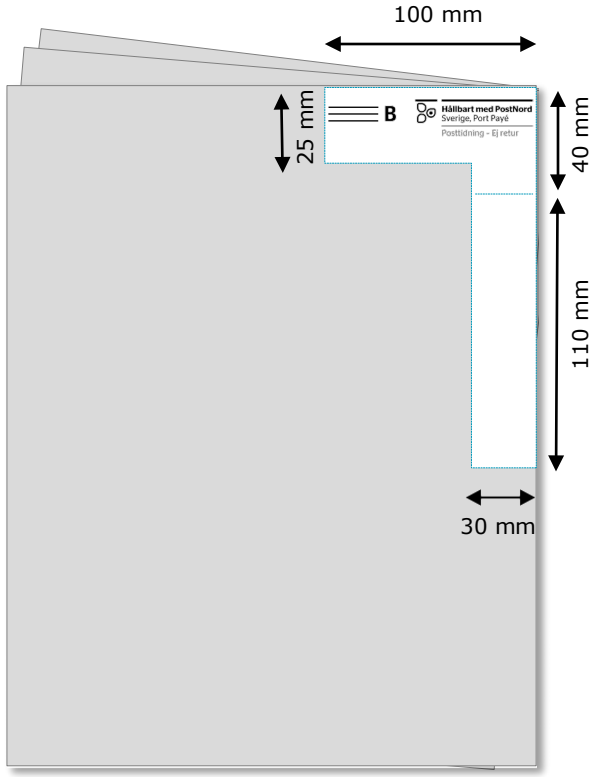
postnord

Recommendation

- If the address is printed directly on the periodical, the periodical must have a free address field with a size of 25 x 100 mm and a white/light background where the address is printed.

- Leave a blank space at the top right, at least 150 mm high and 30 mm wide, see example. This is to provide room for PostNord's sorting code, which is printed directly on the shipment.

- If this recommendation is not followed, there is a risk that a label containing the sorting code will have to be affixed to the shipment and placed over the designated postal operator zone.



**Postal operator zone = an area that contains no print (text or image) other than PostNord's special block label within 40 mm of the top edge. The surface shall be plain and the paper quality shall be uncoated (not glossy). The window of a windowed envelope and laminated shipments are classified as being coated (glossy surface).*

Thank you!