

At FastAnt Direct we pride ourselves in fulfilling your projects to the highest quality, on time and within budget.

This document has been designed to provide you with key information that helps us to do this for you.

ORGANISING YOUR DATA

As standard, we include a charge to handle one UK based compatible data file, unless specifically informed otherwise at the project briefing stage.

Data must be presented in a consistent format, split by name fields and address lines. All postcodes are to be presented in the same field column to enable our direct mail software to read this key part of the address correctly. If also supplying Overseas data, please provide this to us in a separate spreadsheet, or alternatively please ensure that a country column is included within the data which contains the country name in order that we can filter the overseas records from the UK records easily.

It is worth noting that each additional file supplied incurs an additional charge and that if there is any additional work required (for example de-duplication, data cleansing, suppressions etc..) that the work is charged for additionally.

FONTS

If you require us to either laser print or inkjet print on your behalf, we will base our estimate on the usage of standard windows supplied fonts only. Therefore if you require a specific font outside of this range, or if you wish to supply your own bespoke font for us to use, please let us know in order that we can include the cost for purchase of this font / upload of your own supplied font, within our estimate.

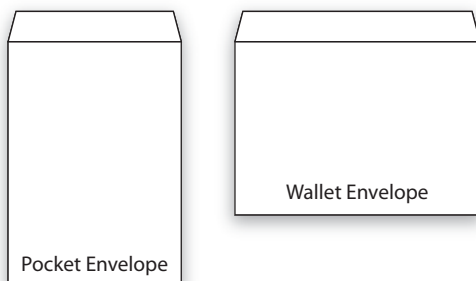
ENVELOPES

As we understand the capabilities of our enclosing machines we prefer to source envelopes, however, we do fully understand that our clients sometimes have their own stocks that they wish to use or are contracted to their own suppliers.

With this in mind, please find below a list of points that are worth checking when we estimate the mailing piece for you, as getting this part right at the start can save additional costs and delays later.

1. Wallet or Pocket?

There are two types of envelope. A wallet has the opening along the long-edge, the pocket having the opening on the short-edge. The following diagrams illustrate this:



Why is this important?

The most cost effective and speedy method of enclosing items into envelopes is by machine. In order to do this successfully, we have to fully understand the specification of your mailing inserts, together with the supplied envelopes (if applicable) so that we can confirm if machine enclosing is an option, or if we have to hand pack your mailing. If machine enclosing, suitably sized gummed

wallets are required and if hand packing, self seal pocket envelopes are preferred. With this in mind, incorrectly supplied envelopes may affect the running speed of the job, which will incur additional costs, so please check your specification thoroughly.

2. Size of envelope

For mechanical insertion we require the envelope to have a minimum of 10mm additional capacity (minimum 5mm either side of the mailing piece). If the envelope is smaller than this the job may run slower or may even need to be hand-inserted. In the case of DL Envelopes (229x114mm as standard), please supply XDL Envelopes (235x114mm) as standard DL Envelopes are not compatible with our machinery – standard DL envelopes are acceptable if hand packing.

If envelopes are supplied that do not fit the specification we will add additional charges.

3. Overprinting of envelopes

FastAnt has two methods of overprinting envelopes:

- Inkjet – basic mono printing through our high-speed printers.
- Lithographic – a traditional method involving printing plates, which gives a much higher quality of print but is more expensive and has a longer lead time.

We will produce your envelope using the most suitable method based on the information provided to us at the point of estimate, however, if we estimate to inkjet print and at a later point it is decided by yourselves to litho print then we will charge the difference.

YOUR PRINTED ITEMS

Most fulfilment projects include some form of printed material. When we estimate your project we will base this on the details of your original brief. All estimates are subject to sight and testing of materials, so when we receive your printed materials we will check it over to make sure it will enclose as we planned and let you know immediately if there is a problem.

Potential problems are:

- Materials being thicker / thinner than originally stated which then goes over / under the machine compatibility guidelines.
- Materials being supplied as landscape when originally anticipated to be portrait.
- Materials arriving unfolded when originally anticipated to be pre-folded.

Our estimates are specific with regard to the materials which we believe are being supplied to us and therefore please check this information and advise if we have misunderstood any of this information, to prevent any unexpected additional charges being incurred.

If supplying materials which will be used in machinery, such as laser printing, inkjet printing, folding, automated enclosing or polywrapping, a quantity of overs will need to be supplied to us to allow for set up and wastage. Whilst we do keep this to an absolute minimum, with machinery it is inevitable that this will be required. Please therefore refer to your estimate for quantity of overs required prior to despatching materials to us.

COMPATIBLE MATERIALS FOR PRINTING ONTO

Fulfilment of a project often involves either laser printing or inkjet printing onto supplied materials, such as letterheaded paper, postcards etc..

In order for us to do this successfully, the materials have to be fully compatible with our equipment.

Please see guidelines overleaf:

Laser Printing

Material must be high speed laser guaranteed flat sheets – 'laser compatible' products are not guaranteed to work in our machinery.

The minimum paper thickness is 80gsm, the maximum paper thickness is 200gsm.

Materials must not be silk or gloss and the paper must not be sealed.

All inks used must be laser guaranteed inks.

Any perforations, moisten strips etc. must be high speed laser guaranteed.

Inkjet Printing

Material must be inkjet compatible. The area to be printed onto must not be sealed and must be absorbable and the printed face must not contain staples.

The compatible material dimensions are as follows:

Minimum Length 12.5cm

Minimum Width 7.5cm

Maximum Length 35.5cm

Maximum Width 34cm

Maximum thickness 6.35mm

The maximum print image area is 6.35cm.

POLYWRAPPING SERVICE

We offer a comprehensive polywrapping fulfilment service working with both client supplied and FastAnt supplied materials. As there are many guidelines relating to the supply of polyfilm we ask that you contact us to discuss this further at the planning stage of your campaign to ensure that, if you are to supply the polyfilm to us, it is correct and compatible with our machinery.

ROYAL MAIL PRICING IN PROPORTION RULES

Royal Mail pricing is now determined by both the size and weight of the item – referred to as 'pricing in proportion'. In brief, there are three categories:

Letter Size not to exceed 240x165x5mm, weight not to exceed 100gms.

Large Letter Size not to exceed 353x250x25mm, weight bandings are in place for 0-100gms, 101-250gms, 251-500gms & 501-750gms.

Packet This applies to any item which is more than 25mm thick, or longer than 353mm or wider than 250mm or heavier than 750gms.

Royal Mail Discount Schemes are available for large volume mailings and we also offer alternative postal service providers (Down Stream Access). Please contact us for further details.

FASTANT DIRECT DELIVERY SPECIFICATIONS

In order to ensure the correct handling and safe arrival of your valuable materials, FastAnt Direct ask our clients to comply with the following guidelines. FastAnt reserves the right to refuse any deliveries that do not adhere to the standards indicated in this document.

ORGANISING YOUR DELIVERY

Before you can deliver into FastAnt you / your supplier must contact us to book in the delivery. This can either be done via telephone on 0116 240 5712 or alternatively, you can contact your FastAnt Direct Account Manager via their direct line telephone number or via email to book the delivery in directly with them.

In order to book in a delivery we will need to know:

- The name of the customer whom you are delivering on behalf of (if this is being booked in by our clients supplier).
- The name of the product.
- The quantity of boxes / pallets.
- The total quantity of the product.

FastAnt Direct will then provide you with a Booking Reference Number which must be quoted on paperwork accompanying the delivery. We will then confirm which of our two adjoining warehouses the delivery is to be made to (Unit 4 Delivery Gate 2 or Unit 5).

Please note that deliveries attempted without a valid Booking Reference Number or a complete delivery note will be refused.

DELIVERY TIMES

All deliveries must be booked in at least 24 hours in advance. We will only accept vehicles onto our premises for the purpose of deliveries or collections between the following hours:

Monday to Friday 9:00am – 4:30pm (excluding bank holidays)

DELIVERY NOTES

A delivery note must accompany all deliveries made to FastAnt. Delivery notes must show:

- Customer Name
- Booking Reference Number
- Description Of Materials
- Quantity Of Boxes
- Total Quantity

Delivery notes will be signed only for the purposes of receipt of goods, but will assume supplied quantities to be correct. We will not check contents of boxes or bundles.

Damaged goods that are evident upon delivery will be notified as a matter of course.

PRESENTING MATERIALS

Unless you feel that your materials are particularly fragile or with highly slippery covers for example, we would ask that you arrange for deliveries of materials for mailings (not for ongoing storage deliveries) to be bulk packed on pallets wherever possible, and to keep turns to an absolute minimum. This not only saves your printers time and money in unnecessary carton packing, but also saves time and money during the fulfilment stage and is a more environmentally friendly solution.

PALLETS

All materials must be palletised (unless very small quantities), packed securely and shrinkwrapped.

For the purpose of our racking and safety of our staff, pallets must not exceed a maximum height of 1,250mm (including the pallet) and a maximum weight of 700kgs.

Pallets must not be loaded whereby any materials overlap the edges.

Materials must not be mixed on a pallet unless separated sufficiently to allow for easy identification.

NON COMPLIANCE

Deliveries that fail to adhere to the FastAnt Direct Delivery Specifications will be refused. However, if special agreement is made to accept non-compliant deliveries, charges will be levied dependent on work required to make good as follows:

Labour £35.00 per hour

Supply of pallets £15.00 each

COST SAVINGS THROUGH ENVIRONMENTAL PRACTICES

To save you costs at product end of life, ensure you consider materials used to produce, wrap and package your marketing materials. FastAnt Direct will recycle pure paper products free of charge, however, products manufactured or packaged using plastics or other non-recyclable materials will incur processing charges at end of life. If you require further information or guidance relating to this subject, please call us.