

Air Business Cleanmail Guide

2021

1. Introduction



Welcome to the Air Business Cleanmail Guide. It contains a set of guidelines for the presentation of jobs dispatched from Air Business but fulfilled elsewhere.

Air Business utilises numerous shipping agents, all of whom have specific requirements for how mail is presented. The rates that Air Business offer are based on mail items being presented correctly, country-sorted, and split by service and format.

In order to meet the supplier requirements, sortation of data takes place before a job is printed. Maintaining this sortation and bundling as per requirements outlined in this guide, enables Air Business to dispatch jobs your printer has printed or fulfilled quickly and efficiently.

Thank you for your cooperation.

2. Carriers

The majority of carriers produced by Air Business are A4, A5 or US Letter size.

Air Business use a variety of different suppliers for mailing and some services have very specific requirements. To keep up to date with these requirements our preference is to supply these carrier layouts as PDFs to your printer, in a mailing ready format.

They may receive more than one PDF per job, for example there may be an additional labels file. In this case, each PDF represents a different file and the fulfilled matter needs to be kept separate.

See Appendix B (from page 12) for:

B1: Example of a typical carrier layout – to understand where we print key sortation information on the carrier

B2: Example of regular sortation and bundling – to understand where to find marks on the carriers for bundling

B3: Example of a supplier that requires special sortation – to understand where to find marks on the carriers for bundling for a supplier that has more specific sortation and bundling requirements

B4: Reports – explanation of how our mailing reports (or line listings) relate to sortation of the carriers and suppliers

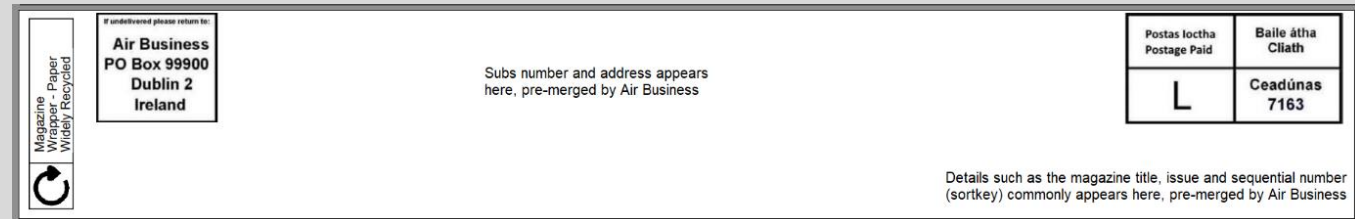
3. Paperwrap

Some paperwrap machines can print PDFs directly onto the paperwrap. The preferred option is for Air Business to supply print ready PDFs for this purpose.

Ideally, we will provide PDFs to the page size detailed within section 2 (above) – see Appendix B, ‘B1: Example of a typical carrier layout’ (on page 12).

However, due to the capabilities and calibration of many paperwrap machines, the PDFs and print area commonly measure between 45mm to 50mm (width) by 270mm to 290mm (length).

Example (not to scale):



As with carriers, all elements presented in the PDF generated by Air Business must be printed clearly. All barcodes printed should be of sufficient quality to be scanned. If you require these print ready PDFs in any other size or format, or any other additional details are to be included, please contact your dedicated Customer Relations Executive. If you do not know your dedicated client address, please request this at: cleanmail@airbusiness.com.

Since 1st January 2021 there have been changes to customs requirements for Packets & Goods that may be enforced by some customs regulators going forward. These items may require S10 barcodes for tracking, CN22/23 declarations and electronic data to be sent to suppliers for Customs clearance. We have a working solution in place, however as the situation continues to evolve, we are working with our suppliers and will keep you updated if requirements change. In the meantime, if you require further information please speak to your Account Manager.

4. Palletising Jobs

Sortation & Bundling:

Please provide pallets sorted in the following way:

- Class of service (e.g. First and second class)
- Bundled as per sortation of carrier or data provided, in 'Sortkey' order (as defined in Appendix B).

Please ask your fulfilment house to clearly mark the splits on the pallet with relevant mailing report/line listing (as defined in Appendix B) or clear information on a piece of card/divider, so that each element of the mailing can be clearly identified.

Bundles can be consolidated in ascending/descending order and bundle numbered, or 'Mixed' written on the mixed bundles.

Ad-hoc 'Off-sorts' or 'Mis-sorts' can be bundled and placed on top of the final pallet. ***Too many of these will be deemed unsorted and charges may apply for processing (see Appendix E on page 18).***

4. Palletising Jobs (continued)

Packing Weights:

Maximum bundle weight: 7kg

Maximum box weight: 10.5kg

As various pallet networks are utilised, a pallet could be loaded and unloaded several times before reaching Air Business. The maximum weight for pallets is 750kg.

Pallet Packing & Presentation:

Pallet utilisation should be maximised, whilst ensuring the work is properly pallet-wrapped or strapped to ensure the integrity of the pallet during transportation.

There should be a pallet cover in the form of a strong cardboard to protect the magazines and the pallet as well as pallet edges during transportation.

We reserve the right to reject pallets not sufficiently packed to the requirements outlined above. Charges may also apply (see Appendix E on page 18).

4. Palletising Jobs (continued)

Examples of a well-constructed pallet, with a card cover and pallet edges to maintain contents in sorted order during transportation, can be seen in Appendix C (on page 16).

Pallet Labelling:

Please ask your fulfilment house to include a Pallet Label as per Appendix D (on page 17) on each pallet that can be clearly seen on top or side of the pallet to include the following information:

1.	Collection company name and address (from)
2.	Name of client/ Publisher
3.	Title job/magazine or description
4.	Air Business consignment number (Con Note) - where applicable
5.	Number of copies
6.	Weight of individual items
7.	Line weight (copies x item weight)
8.	Gross weight of pallet
9.	Total no. of pallets

5. Booking jobs in to Air Business



Collections and deliveries

Once you know when a delivery will be ready, please e-mail the addresses below in advance of delivery to confirm pick-up arrangements or to alert us to an imminent delivery.

Transport@airbusiness.com

CRG@airbusiness.com

Please DO NOT email individuals.

The same email addresses can also be used as all-purpose contacts for any questions, which you might have at any stage of a delivery.

5. Booking jobs in to Air Business (continued)



Delivery Request Form

If you are delivering items to us yourselves, please complete the '[Delivery Request Form](#)' and send to Transport@airbusiness.com and CRG@airbusiness.com **before 4pm on the day before the delivery is made.**

These are to include yours/your printer's references and contact details. The Date of Delivery is the date the items are due into Air Business - and if you can also provide an approximate time of delivery, this will help us in terms of planning.

Opening times for deliveries are 7am to 6pm Mon-Fri (anything arriving outside these hours will need to be agreed in advance with the Transport team and may incur charges).

You can add any additional information to the Notes section that you think will be useful for us to know.

See Appendix A (page 11) for an example of the full form and to view our guide with details on how to fill it in click here [Air Business Pre-Alert Guide](#).

The first section of the form is for Delivery information;

To	Air Business, Transport Department
From	Matt Hirst Inc
Reference	AB1234567890
Date of Delivery	07/04/2021
Estimated Time of Delivery	10:00
Contact Name	Matt Hirst
Contact Phone	01727 123456
Contact Email	matthew.hirst@airbusiness.com
Company Name	Matt Hirst Printing Inc
Number of Pallets	2
Notes	I have no other notes.

5. Booking jobs in to Air Business (continued)



Collection Request Form

If you require Air Business to collect your items, please complete the '[Collection Request Form](#)' and send to Transport@airbusiness.com and CRG@airbusiness.com as soon as possible, but **no later than 10am on the day the overnight collection is required.**

These are to include yours/your printer's collection references and contact details. The Date of Collection is the date the items will be ready for collection by Air Business. Please also specify the time the goods will be ready from and your closing time.

Please note that Collections can only be made in 2 hour slots from 9am to 5pm Mon-Fri, so please ensure there is enough time from 'Time Goods Ready' for the collection to be made. (Collections outside these hours may incur additional charges and need to be confirmed with the client and our transport team in advance.)

You can add any additional information to the Notes section that you think will be useful for us to know.

See Appendix A (page 11) for an example of the full form and to view our guide with details on how to fill it in click here [Air Business Pre-Alert Guide](#).

The first section of the form is for Collection information;

To	Air Business, Transport Department
From	Matt Hirst Inc
Reference	AB1234567890
Date of Collection	07/04/2021

Contact Name	Matt Hirst
Contact Phone	01727 123456
Contact Email	matthew.hirst@airbusiness.com

Company Name	Matt Hirst Printing Inc
Collection Address	123 Example Street
	Testingbury
	Testfordshire
	UK
Collection Postcode	AB1 2CD

Time Goods Ready	12:00
Your Closing Time	19:00
Number of Pallets	2

Notes	I have no other notes.
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6. Job Received for Dispatch

Once your work arrives at Air Business ready to be dispatched, we will carry out the following checks to ensure it can be sent out as quickly as possible:

- Check pallet labelling
- Pallet condition checked on arrival (any sign of damage such as water and dents)
- Total weight and quantity spot-checked against job bag routings
- Sample checks

Any issues recorded at point of receipt will be communicated to you as soon as possible after receipt.

We reserve the right to reject pallets that are damaged on arrival. Charges may also apply (see Appendix E on page 18).

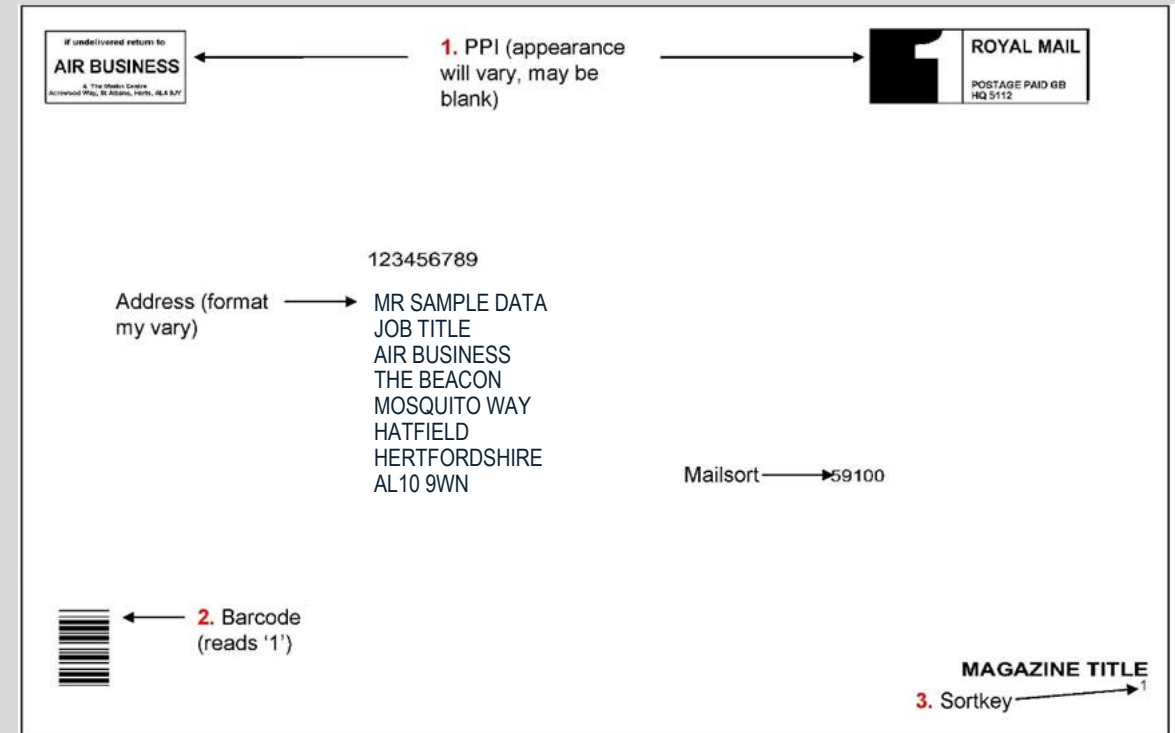
APPENDIX B

B1 Example of a typical carrier layout

1. **PPI (Postage Paid Indicia):** A complex job can have up to 50 different services, each one requiring a different PPI. PPIs come in various designs: some split left to right, some right or left only and some entirely blank. Indicias contain different types of information, from return addresses to supplier-unique references.

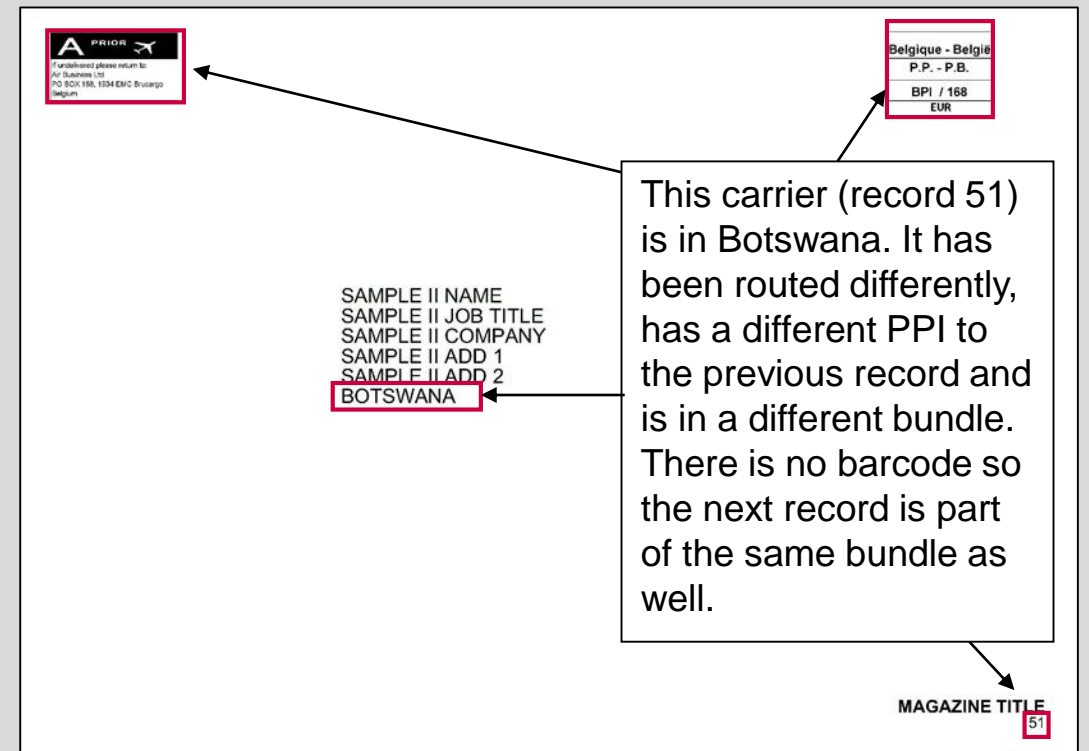
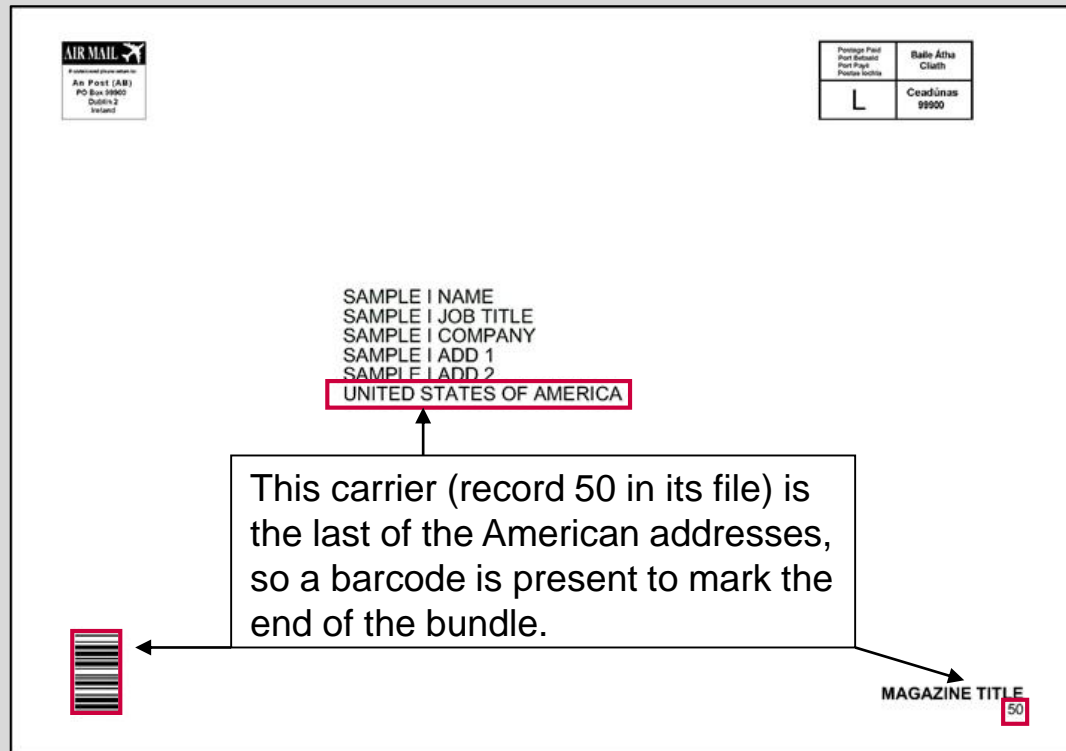
2. **Barcode:** The location of the barcode will vary from job to job, although it will typically be in either the bottom left or top right corners. Barcodes are used as a marker to identify the end of a bundle. It is imperative to maintain bundles, which are created to be in keeping with the supplier's requirements for how a job is presented. Certain suppliers need carriers bundled by zip code for example, whilst others are happy with country bundles.

3. **Sortkey:** A sequential number which, along with the barcode, indicates sortation within a file. Each file needs to be kept separate and in sortkey order (where possible).

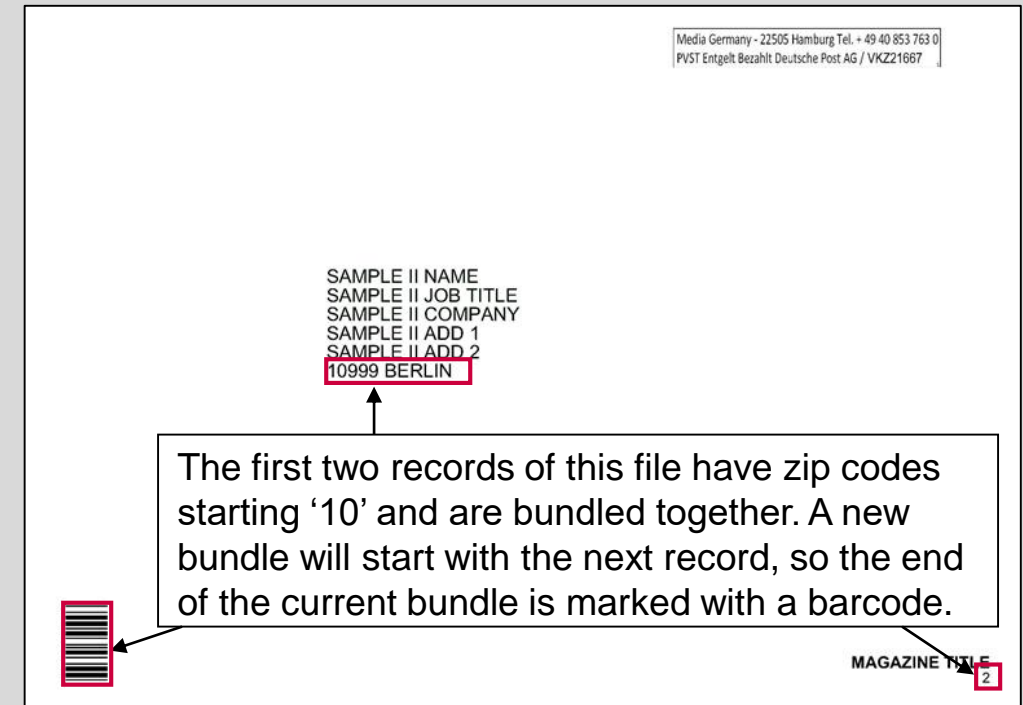
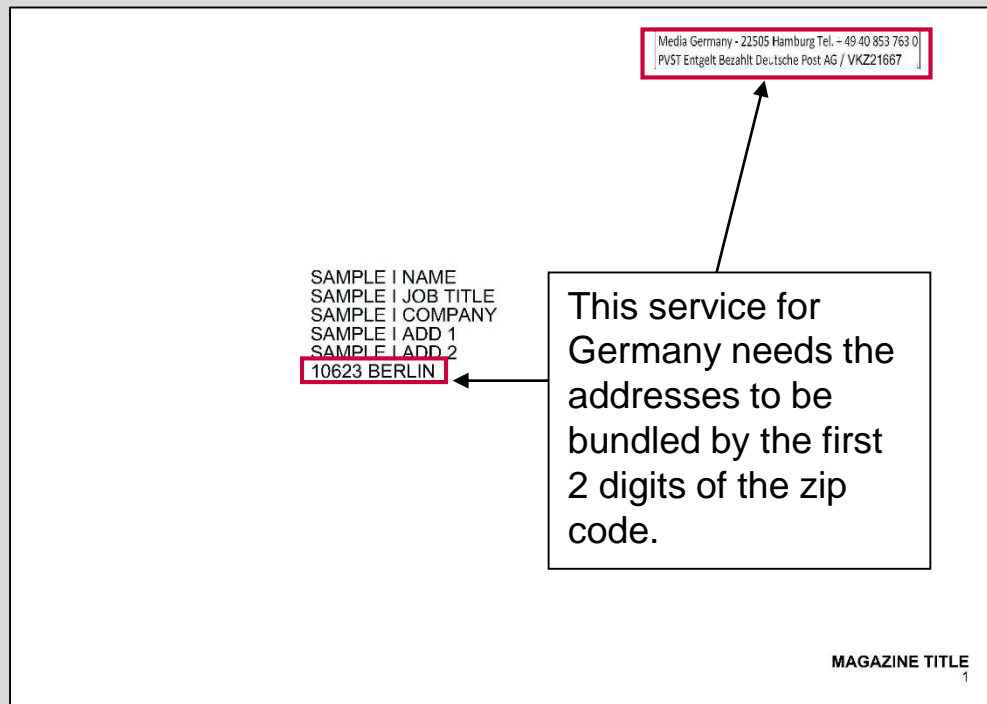


APPENDIX B

B2: Example of regular sortation and bundling



B3. Example of a supplier that requires special sortation



APPENDIX B

B4: Reports

This 'Line Listing' report refers to the carriers on the previous page. It is one of the two reports generated by Air Business to aid in the sortation and bundling of jobs. You will note that the first supplier (An Post International) finishes with record 50 and the next supplier (Mail Africa) starts at record 51.

Job: Magazine Title + Issue Name File: File Name Con: AB Con Note #

Indecia	Start	End	#Items
An Post International <i>An Post Overseas Lettermail 1st Class Only Can use split or non split PPIs</i>	1	50	50
Mail Africa 1st	51	376	326
Media Publishing Priority - Daily & Weekly Titles <i>For publications only up to 1kg/A3 format. Bundle labels MUST be printed. Germany country name to be removed. VKZ21667</i>	377	388	12
Peer Frederiksen 1st (€ Euro)	389	399	11
Royal Mail Format 1st	400	409	10
Royal Mail International 1st	410	538	129
Royal Mail Netherlands Publicat's 1st	539	572	34
SPRING GLOBAL PRIORITY	573	583	11
Swiss Post 1st	584	584	1
Swiss Post Alt Dist.1st INDONESIA only	585	586	2
Swiss Post Prior SWISS PRESS SVC <i>Service for Switzerland only. Country name is NOT required.</i>	587	596	10
Total			596

Job: Magazine Title + Issue Name File: File Name Con: AB Con Note #

INDECIA NAME	ZONE	COUNTRY NAME	Total
An Post International <i>An Post Overseas Lettermail 1st Class Only Can use split or non split PPIs</i>	North America	UNITED STATES OF AMERICA	50
An Post International Total	North America Total		50

There will be one 'Routing Summary' report per supplier per file. It includes a country listing for the service, as well as an overall total. Please place it on top of the relevant bundle.

APPENDIX C

Example of well-constructed pallets with a card cover and strapping to maintain contents in sorted order during transportation.



APPENDIX D



Pallet Label



Pallet Label

Cleanmail

From:

To:

Pallet Number of

Con Note (If Known)	Client/Publisher	Title/Description	No of Copies	Weight of Individual Item (Kg)	Line Weight (Copies x Item Weight) (Kg)
			Total		

Total Pallet Weight Kg

APPENDIX E

Remedial Charges

Charge Type	As a result of:	Rework Fee (per job)	Rate per volume per 1000 (min of 1000)
Sortation	Incorrect/ Incomplete sortation of Bundles	£29.95	£40.00
Oversticking	Non-readable/no PPI, Low Print Quality	£29.95	£90.00
Unwrapping, Data Re-processing, Carrier Print, Hand Re-fulfilment and Maintain Sort	Damaged items, incorrect item weight supplied, missing/incorrect details on carrier	£49.90	£174.00
Unwrapping, Hand Refulfilment and Maintain Sort	Double carrier sheet	£29.95	£132.00

Thank you

If you have any questions regarding information in this guide please contact your dedicated Customer Relations Executive or Account Manager.