

# We Mail

## Instructions



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## 1. Overview

We Mail is a standardized document delivery service for corporate Customers. It enables you to send document batches, big or small, quickly and easily. The service includes many relevant delivery channels, including mobile channels, email, digital mailboxes, and letter delivery via both Jakeluyhtiö Suomi and Posti.

We Mail is suitable for many types of documents like invoices, salary slips, statements, and other customer communication.

### 1.1. Service description per delivery channel

The Customer sends the document batch to PostNord Strålfors, using an agreed file transfer method, (See list of methods in section 3) in the agreed format. A file batch may contain one document or several.

#### 1.1.1. Mobile channels

The document is delivered in a digital format, if the recipient (end customer) has registered as a user to the 3<sup>rd</sup> party mobile service and the terms and conditions of such service are met. The customer (the sender) may deny the use of mobile channels in the customer assignment.

#### 1.1.2. We Mail Basic (letter)

In Standard service the letters are printed in black and white as simplex or duplex and they are distributed according to sender's choice either as priority or economy letters.

**Mailing batches received before 24.00**, shall normally be delivered to distribution during the next business day.

#### 1.1.3. We Mail Premium (letter)

In Premium service the letters are printed in color as simplex or duplex, and they are distributed according to sender's choice either as priority or economy letters.

**Mailing batches received before 09.00**, shall normally be delivered to distribution during the same business day.

#### 1.1.4. Letter delivery

PostNord Strålfors forwards the letters to delivery with PostNord Strålfors recorded as a sender – unless the customer wants to utilize their own postal agreement for the letters to be delivered via Posti. The domestic letters are forwarded to either Jakeluyhtiö Suomi (Economy) or Posti (Economy and Priority) delivery network. For the Economy letters the delivery network is chosen automatically based on the recipient address. Foreign letters are forwarded to the international delivery network of PostNord.

If letters are returned to PostNord Strålfors due to incomplete or incorrect addresses and/or country codes, PostNord Strålfors shall be entitled to dispose these letters in a process preserving information security.

PostNord Strålfors is entitled to change postal class of the Customers' letter from Priority to Economy if the delivery speed remains the same Distributor according to the Distributor's terms and conditions for the relevant type of delivery.

#### 1.1.5. Digital mailboxes

The document is delivered into a digital mailbox if the recipient (end customer) has registered as a user to the 3<sup>rd</sup> party digital mailbox service and the terms and conditions of such service are met.

#### 1.1.6. Email

The customer may also choose to send letters via email. A letter is sent as a pdf attachment to receiver's email address, specified by the customer.

### 1.2. Agreement

Using the We Mail service requires a Customer Agreement between the Customer and PostNord Strålfors Oy. Implementation and price for the service is agreed between the Customer and PostNord Strålfors Oy. We Mail service does not contain any batch related fees after implementation. Once the Agreement has been signed, Customer implementation can be started. We Mail is invoiced once a week according to the Agreements price appendix We Mail is delivered according to Special terms & Conditions We Mail and PostNord Strålfors General Terms & Conditions.

### 1.3. We Mail workflow

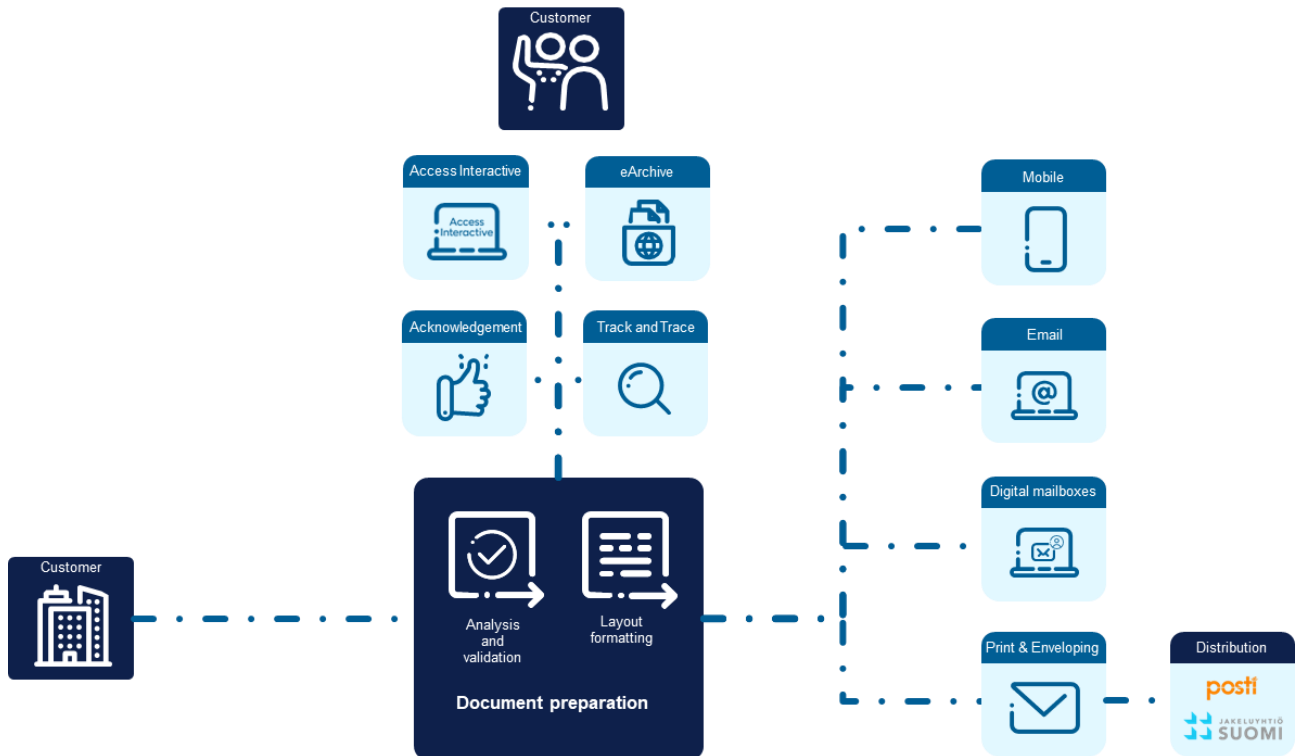


Image 1. We Mail workflow

## 2. Implementation

The Customer can begin to use the service once the Agreement with Strålfors has been signed, the testing has been carried out and the Customer has approved the test results.

Before the implementation work can start, the Customer must provide definitions, layout samples, test data and data description or ready-to-print files to Strålfors as agreed. The definitions and specifications can be reviewed together in a meeting with the customer and PostNord Strålfors. After these steps implementation can be started. Before the start of real production, the Customer must accept production tests, which are delivered to the Customer usually in PDF format.

Schedule for implementation is agreed together with the Customer.

Strålfors Servicedesk gives a unique Case-ID for every implementation. This Case-ID is used to identify all communication and materials belonging to implementation project. Emails shall always be sent to [customer.service@stralfors.fi](mailto:customer.service@stralfors.fi) and the CaseID must be included in the subject field.

## 2.1. Data delivery for implementation

### 2.1.1. Layout

All layout samples and related images and other resources, such as Customer's own fonts, can be delivered to PostNord Strålfors via email (please include the provided CaseID in the subject). The requirements presented in chapter 6 need to be followed when designing the layout.

### 2.1.2. Test data and data specification

To make sure that implementation can be performed securely and on time, the Customer should deliver all necessary test data to PostNord Strålfors when starting the implementation. Test data must be delivered for example via SFTP, email shall not be used. Data specification can be delivered via email.

Requirements for the test data:

- Test data should match production data
- Test data should represent all the possible variations of documents
- Test data should include only one version of each message type
- The Customer can have multiple sets of test data if needed
- Test data should include a data record that is as long and as short as possible, to ensure that the data will fit in the fields reserved for it on the form
- Before production start, the test data for the final testing should be sent using the same sftp file transfer route as production data

## 2.2. Testing

The purpose of testing during the implementation phase and after changes is to ensure that data transfer connections, data files and layouts work in the desired way. If changes are made, new tests must take place and the Customer must approve the results of the tests before the changes can be transferred to the production environment. Change requests and testing should be agreed separately with PostNord Strålfors and be ordered via email.

## 2.3. Approving the service to production

The Customer must approve the service in writing to Strålfors via e-mail. PostNord Strålfors will then transfer the implemented service to production and send confirmation when the Customer can start using the We Mail Service.

## 3. Sending files to PostNord Strålfors

Customer is responsible for transferring their files and for the content in them. Customers send their data using the data transfer connection created for the service. The data should be named in the agreed way and compressed in zip files before being sent. The zip file may also be protected with a password. Once the file has been transferred to PostNord Strålfors, it cannot be cancelled from the production flow.

### 3.1. General about data delivery

Data must be delivered always in batches, not as single letter in one file. If Customer delivers data as single letter files, PostNord Strålfors has the right to merge single files to a bigger batch on customer cost

### 3.2. Modes of data transfer

#### 3.2.1. SFTP (SSH2)

Address: [mft.stralfors.com](https://mft.stralfors.com)

Port: 22

A sftp user account is created for the Customer once the Customer has made an agreement for the We Mail service with PostNord Strålfors and delivered IP addresses which customer will use during the testing and production. Customer has also a possibility to send its encryption keys which will be used during the sftp file transfer.

Sftp is the file transfer method which shall be used. Sftp file transfer gives customer an easy way to automate its sending process.

#### 3.2.2. HTTPS (Web interface)

Address: <https://mft.stralfors.com>

Port: 443

An https user account is created for the Customer once the Customer has made an agreement for the We Mail service with PostNord Strålfors.

Https connection can be used only through web interface, and it is mainly used for send outs which are manually uploaded to the service.

## 4. Materials

Only standardized materials are used in We Mail. Preprinted enclosures cannot be included in the letters, but they can be printed out as extra pages to the mailing.

### 4.1. Paper

The standard paper used is 80–90 g/ m<sup>2</sup>, uncoated, white, A4 paper. The paper has no pre-printing or perforations etc.

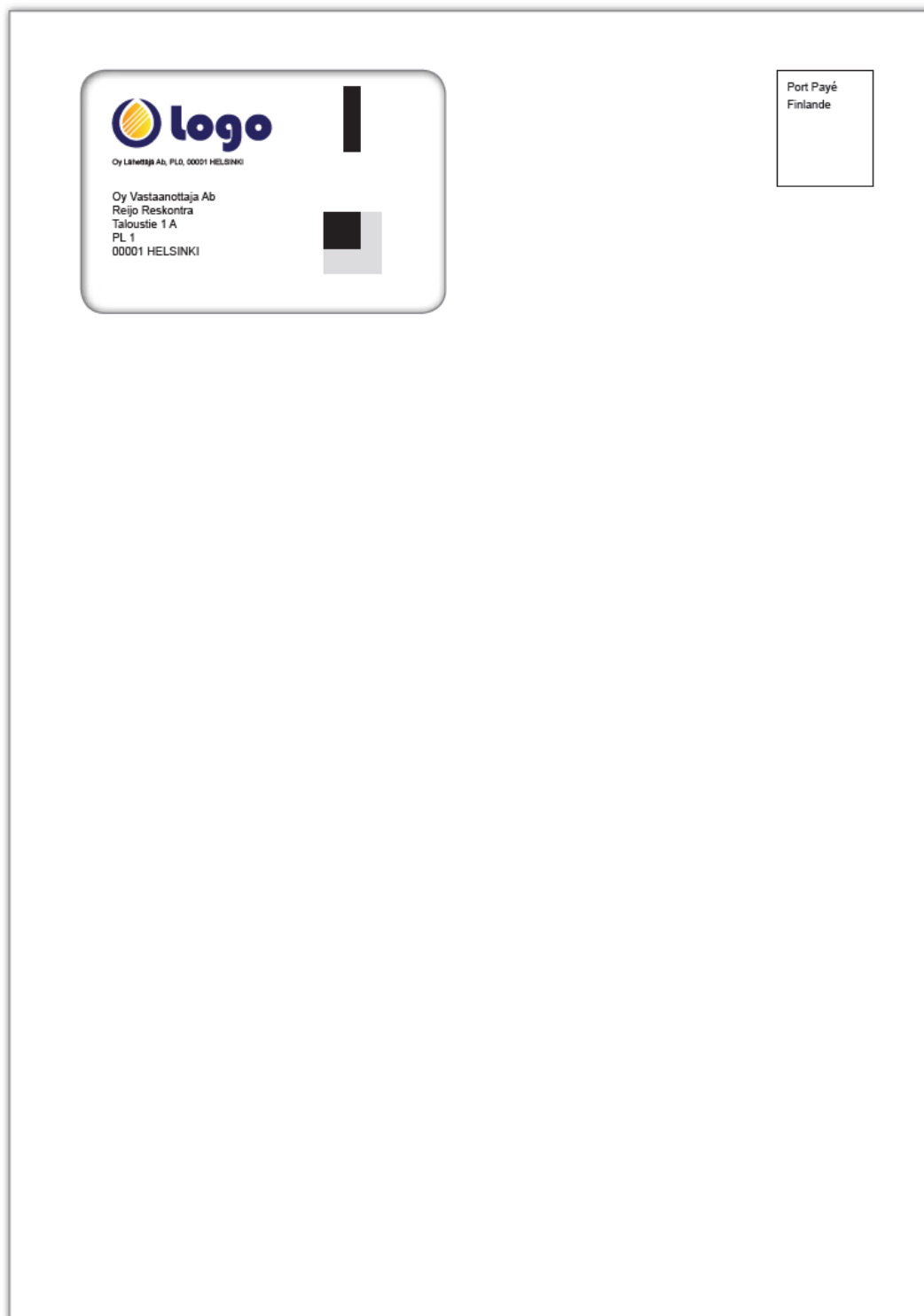
### 4.2. Envelopes

We Mail uses two different envelope sizes: C5 and C4. Envelope has one window size of 90 x 70 mm. (The upper left-hand corner of the window is 15 mm from the upper edge of the envelope and 18 mm from its left-hand edge). The C5 and C4 envelopes are white on the outside with security printing on the inside to prevent anyone from seeing the contents of the envelope.





*Image 2. We Mail C5 envelope*



*Image 3. We Mail C4 envelope*

## 5. Data formats

All data formats are agreed between PostNord Strålfors and the Customer. Data should always be sent in the agreed format to Strålfors compressed in a zip file. Production data files should be sent using SFTP or HTTPS data transfer method as agreed.

## 5.1. Text-based data formats

The production data should correspond to the format and data structure, which were approved and used at the implementation of the service.

Text-based data may be in the following formats:

- XML (e.g., Finvoice tai TEAPPSXML)
- EPL (iPost)
- Data-record-type formats, csv or equivalent (delimited)
- Fixed length format
- Other formats could be accepted if approved by PostNord Strålfors

## 5.2. Ready-to-print files

All ready-to-print files are tested separately. Possible formats are:

- iPost PDF + XML (LetterBundle version v1x0)
- AFPDS
- PCL
- PostScript
- PDF
- PNSBatch version 1.1

Ready-to-print data should contain all elements of the documents like images, data and fonts. The Customer can't use PostNord Strålfors' reserved areas. PostNord Strålfors will whiten all reserved areas (see chapter 6.1).

Customers must make sure that they have the right to utilize the resources used in the documents, such as logos, graphics and fonts. Moreover, the instructions for designing the documents should be observed (chapter 6). More detailed instructions, pertaining to the properties of the files with respect to the format, are available at the implementation phase.

## 5.3. File naming

The file name shall be unique. More detailed practices for naming files are discussed with the Customer at the point of implementation of the service. A filename could be, for example, in the form "Customer\_application\_timestamp.extension", e.g. Stralfors\_invoices\_20191212065322.zip.

Unique naming facilitates identification of data file in case of inquiries and in Track&Trace-service.

## 6. Designing a layout

Customers may design an appropriate layout template by themselves. There are some special instructions that should be followed when designing a document to ensure that the layout can be produced without problems.

## 6.1. Reserved areas for letters

### 6.1.1. Address field

A space should be left on the first page of each document for the sender and addressee data, as seen in the 'We Mail – Reserved areas' instructions that can be found from [www.stralfors.fi/ehdot](http://www.stralfors.fi/ehdot).

In sender information must be postal address of the company and name of the company and/or logo. Sender information is situated above the information of the addressee in the document.

Foreign letters must have the recipient country and postal code stated in the recipient address according to the local standard. For letters sent to Åland, the address field must include the text Ahvenanmaa or Åland.

The address of the document's addressee should be marked so that the document can be machine sorted by Posti's mailing instructions. See examples below:

#### **Domestic letters**

Oy Yrityys Ab  
Reijo Reskontra  
Taloustie 1 A  
PL 1  
00001 Helsinki

#### **Foreign Letters**

Laden AG  
Kertrud Kaufmann  
Wirtschaftsweg 1 A  
P.O. Box 1  
00001 Hansastadt  
GERMANY

The data should include the two-letter ISO3166 country code of the addressee (<https://www.iso.org/iso-3166-country-codes.html>), e.g. "FI" in Finland.

Documents to be sent abroad are separated from the domestic mail by the country code. If the customer data doesn't include country codes, PostNord Strålfors has the right to charge the letters as international mail.

#### **References to additional postal services**

If a Customer uses additional postal services, such as an information service, and if usage of these services should need a placement in the envelope window, the placing for these services should be agreed. The placement should be decided so that the services/codes can be seen from the envelope window but do not interfere with the placement or readability of any other codes. The Customer should send all necessary elements, e.g., barcode and/or service ID, to PostNord Strålfors along with the other material/data.

### 6.1.2. Areas reserved for production

Customers should be aware that space for production-related marking, such as enclosing codes, should be left on the front side of each page according to the illustration as seen in the 'We Mail – Reserved areas' instructions that can be found from [www.stralfors.fi/ehdot](http://www.stralfors.fi/ehdot). Text or colored areas that cover production-related areas may prevent enclosing and therefore the areas are whitened in the service.

### 6.2. Color

The maximum color coverage on one page should not be more than 15% for color printing.

### 6.3. Duplex documents

A batch may contain both one-sided (simplex) and two-sided (duplex) documents. However, the sides in a single mail item cannot be mixed. This means that if there is even one two-sided (duplex) page in a document, then all the pages in the document are calculated as two-sided (duplex).

### 6.4. Layout

The size of a paper is always A4 (297 x 210 mm). At least a 3 mm margin on all sides should be left on the paper. In addition to the margins, consider also reserved areas for production markings when designing the form.

#### 6.4.1. Bank barcodes

If needed, PostNord Strålfors will make a barcode directly from the Customer's data according to the guidelines set forth by the Federation of Finnish Financial Services ([www.finanssiala.fi](http://www.finanssiala.fi)).

#### 6.4.2. Bank Giro

Read about the latest bank giro recommendations on the website of the Federation of Finnish Financial Services at [www.finanssiala.fi](http://www.finanssiala.fi).

Leave space on the backside of the form, measuring 98 mm across the entire width of the account transfer form, beginning at the bottom edge of the form. The form should not contain any text, graphics or other elements that do not belong there. The Federation of Finnish Financial Services recommends leaving the back of account transfer forms blank.

### 6.5. Fonts

#### 6.5.1. Services' standard fonts

The list of standard fonts can be found in the chapter 11. Customers may choose any of these fonts without incurring additional charges.

### 6.5.2. Customer-specific fonts

If customer wishes to use a font other than a PostNord Strålfors standard fonts, PostNord Strålfors will purchase all necessary licenses. The customer will be charged for the extra fees for the font, which will be billed when the service starts and there will also be a monthly maintenance fee for the font.

### 6.5.3. Fonts used in ready-to-print material

Customers should embed all the fonts to be used in the ready-to-print material. They should also make sure they have all the necessary licenses to use these fonts for the intended purpose.

## 6.6. Graphics

Colour graphics are sent to PostNord Strålfors as CMYK files and ready for printing; black and white graphics are sent as black and white or grayscale. The size of the graphics should be 1:1 (as in the size they are meant to be presented in the messages).

### 6.6.1. Vector graphics

Customers should send their vector graphics to PostNord Strålfors as EPS or PDF files. Typical vector graphics include logos and graphics. Text contained in the vector graphics must be converted into paths. Vector graphics do not usually contain resolution because pictures are drawn in Bézier curves. In some cases, however, vector graphics may contain pixel data (e.g. drop shadows and transparency) where the resolution must be 200–300 ppi.

### 6.6.2. Pixel graphics

Pixel graphics can be sent to PostNord Strålfors in jpg, tiff, bmp or png format. Excessive jpg compression should be avoided because it reduces the quality of the pictures by permanently destroying parts of the image data. Typical pixel graphics include all photograph-type pictures among other types of pictures. The resolution of the pictures should be 200–300 ppi.

### 6.6.3. Signatures

Signatures and other graphics of that type should preferably be sent as bitmap tif files, and the resolution should be 1200–2400 ppi. Signatures can also be sent on white paper written with a black felt or ballpoint pen. This paper is then sent for scanning to PostNord Strålfors.

## 6.7. Other things to consider

### 6.7.1. Minimum font size

Black text (K 100%) should be no smaller than 6 pt. The size of rasterized or multicolored texts should be at least 9 pt. depending on how the font is clipped. We recommend that colored texts have at least one of the primary colors with a

value of 100%. The font size for so-called negative texts, i.e., white text on a colored background, should be 9 pt. or more depending on how the font is clipped.

#### 6.7.2. Thickness of lines

A single-colored, compact line may be a minimum of 0.25 pt. Rasterized or multicolored lines should have a thickness of at least 0.5 pt. We recommend that colored lines (or other very small elements) have at least one of the primary colors with a value of 100 %.

#### 6.7.3. Gradients

The most common problem with using gradients is that the changes in the tone are visible. For this reason, PostNord Strålfors recommendation is to not use gradients, PostNord Strålfors will not be liable for gradients quality.

## 7. Data Security

All staff members at Strålfors have signed a nondisclosure agreement and they are also bound by confidentiality agreement within bank secrecy.

Strålfors' premises have video surveillance and burglary alarms, and only those who have a personal access key are allowed to move around on the premises. The staff and guests are required to have their ID badge visible at all times. The premises are equipped with appropriate fire alarms and fireproof doors. All of the data containing All materials used in the production include customer-specific data will be destroyed in a secure manner.

#### 7.1. Quality standards

PostNord Strålfors has the Nordic Eco-label, ISO 9001:2015 quality management standard and the ISO 14001:2015 environmental management standard.

## 8. Requesting changes

After the implementation of the service, requests for changes must always be made separately. Changes may concern e.g. the format of the data, handling rules, the layout or the graphic elements such as logos.

Changes must be ordered from PostNord Strålfors well in advance, at least five (5) business days in advance, depending on how extensive the changes are) to enable us to make the changes in the system in time and to ensure there is enough time for testing. All orders must be submitted in writing.

## 9. Options within the We Mail service

Customers may order additional options such as described below.

## 9.1. Tracking services

### 9.1.1. Track & Trace

A web-based follow-up system for monitoring the processing of message batches.

### 9.1.2. Track & Trace – Web Services

Customers have the opportunity to follow the processing of their message batches by integrating their system into PostNord Strålfors Web Service interface.

## 9.2. Duplicate file check

The duplicate file check option helps you to detect the sending of double files. To identify duplicate files, PostNord Strålfors uses algorithm, which is calculated separately for each data file based on the contents of the data. When duplicate files are detected as a data file which is repeatedly sent to PostNord Strålfors, the processing stops and indicates an error. Strålfors notifies the Customer of what has happened.

## 9.3. Duplicate document check

The duplicate document check service identifies if same document is received more than once during defined period, for example, 24 hours. Duplicate documents are identified based on pre-defined metadata. If such duplicate document is received, processing of that document stops and service notifies customer about it.

## 9.4. Confirmation of a received file

Confirmation of a received file is sent by email to the address indicated by the Customer. The confirmation includes the name of the confirmed file, the time it arrived and the size of the file. See example below:

```
Vastaanotto aika/Time of receival..: 03.06.2021 22:24:01
Tiedosto/Filename.....: [FILE_NAME].[FILEID].[SUFFIX]
Tiedoston aikaleima/file's timestamp: 03.06.2021 22:19:09
Tiedoston koko/Filesize.....: 46345 tavua/bytes
Asiakastunnus/Customernumber.....: [STRÅLFORS ADDS THIS]
Tämä viesti on lähetetty automaattisesti, älä vastaa tähän.
This message has been sent automatically, do not reply.
PostNord Strålfors Oy
```

## 9.5. Predelivery report (deprecated)

Predelivery report provides customers information about the delivery channel and other additional information of each message. The report is created in We Mail input process where batch is split to different channels. The report is a semi-comma delimited (;) text file which can be fetched from PostNord Strålfors server via SFTP. Reports are stored for two days on the server.

***NB!*** *Predelivery report is no longer developed, and it will be replaced by invoicing report, see next section, and Track & Trace API interface.*



## 9.6. Invoicing report

The invoicing report is created in the same rhythm as PostNord Strålfors invoicing and it contains the same information as the invoice, but structured. In the future, this report will replace the distribution method report, and with it you can concretely see all invoicing transactions.

The report is a semi-comma delimited (;) text file which can be fetched from PostNord Strålfors server via SFTP. Reports are stored for two days on the server.

## 10. Additional services

Customers may order additional services related to the basic service for an extra fee. To receive these services, Customers must make a separate agreement with PostNord Strålfors. Ask about our additional services by email [customer.service@stralfors.fi](mailto:customer.service@stralfors.fi) or from our website [www.stralfors.fi](http://www.stralfors.fi)

### 10.1. eArchive

eArchive is an additional service which can be connected to We Mail. Documents sent through the We Mail service may be archived in Strålfors electronic archives. Customers can browse and print out archived documents electronically. The documents in the archive correspond in appearance to the original documents. The archived data can be indexed according to agreed criteria.

## 11. Standard fonts included in the service

### *Proportional fonts:*

Arial

abcdefghijklmnopqrstuvwyöå  
ABCDEFGHIJKLMNOPQRSTUVWXYZÖÅ  
1234567890

**Arial Black**

**abcdefghijklmnopqrstuvwyöå  
ABCDEFGHIJKLMNOPQRSTUVWXYZÖÅ  
1234567890**

Arial Narrow

abcdefghijklmnopqrstuvwyöå  
ABCDEFGHIJKLMNOPQRSTUVWXYZÖÅ  
1234567890

Arial Unicode MS

abcdefghijklmnopqrstuvwyöå  
ABCDEFGHIJKLMNOPQRSTUVWXYZÖÅ  
1234567890

Times New Roman

abcdefghijklmnopqrstuvwyöå  
ABCDEFGHIJKLMNOPQRSTUVWXYZÖÅ  
1234567890

Tahoma

abcdefghijklmnopqrstuvwyöå  
ABCDEFGHIJKLMNOPQRSTUVWXYZÖÅ  
1234567890

Verdana

abcdefghijklmnopqrstuvwyöå  
ABCDEFGHIJKLMNOPQRSTUVWXYZÖÅ  
1234567890

**Fixed length fonts:**

Courier New

abcdefghijklmnopqrstuvwyöää  
ABCDEFGHIJKLMNopQRSTUVWXYZÖÄÅ  
1234567890

Courier Condensed

abcdefghijklmnopqrstuvwyöää  
ABCDEFGHIJKLMNopQRSTUVWXYZÖÄÅ  
1234567890

Liberation Mono

abcdefghijklmnopqrstuvwyöää  
ABCDEFGHIJKLMNopQRSTUVWXYZÖÄÅ  
1234567890

Letter

abcdefghijklmnopqrstuvwyöää  
ABCDEFGHIJKLMNopQRSTUVWXYZÖÄÅ  
1234567890

Lucida Console

abcdefghijklmnopqrstuvwyöää  
ABCDEFGHIJKLMNopQRSTUVWXYZÖÄÅ  
1234567890

Prestige Elite

abcdefghijklmnopqrstuvwyöää  
ABCDEFGHIJKLMNopQRSTUVWXYZÖÄÅ  
1234567890

PrestigeCondensed

abcdefghijklmnopqrstuvwyöää  
ABCDEFGHIJKLMNopQRSTUVWXYZÖÄÅ  
1234567890

ProFix2

abcdefghijklmnopqrstuvwyöää  
ABCDEFGHIJKLMNopQRSTUVWXYZÖÄÅ  
1234567890

SansMono

abcdefghijklmnopqrstuvwyöää  
ABCDEFGHIJKLMNopQRSTUVWXYZÖÄÅ  
1234567890

Arial Mono

abcdefghijklmnopqrstuvwyöää  
ABCDEFGHIJKLMNopQRSTUVWXYZÖÄÅ  
1234567890

Teletype

abcdefghijklmnopqrstuvwyöää  
ABCDEFGHIJKLMNopQRSTUVWXYZÖÄÅ  
1234567890