

FAQs / information guide

Additional information

How to calculate item weights

Height of item x width of item x paper weight x number of pages

For example – a sheet of A4 paper on standard 90gsm stock: $0.297 \times 0.210 \times 90 \times 1 = 5.6133g$

The number of pages for calculating weights is always counted as the number of actual pages/leaves, rather than the number of printed pages (pp), which is the way a specification is written (i.e. an A3 newsletter folded in half to A4 would be known as an A4 4pp).

Document Despatch

When was DD established – 1987

Location

Basingstoke, Hampshire

Number of staff

30, plus up to 12 casual members of staff that work within our hand fulfilment area

Main areas of expertise

- Data cleansing and processing
- Database management
- Data entry
- Laser printing
- Inkjet printing
- Litho print management
- Finishing
- Mechanical enclosing into envelopes and polythene
- Hand fulfilment/assembly
- Sourcing lowest cost postal routes on both UK and overseas items
- Logistics support – UK and overseas courier services, storage, response handling



We pride ourselves on offering a very reliable, flexible and professional service. Our complete team are very customer service focussed and have a very strong awareness of quality control. We welcome customers to visit us at any point to see our operations and processes first hand.

Lead times

Document Despatch typically ask for a 5 working day lead time from receipt of data and materials to mailing, however in most cases we are able to turn mailings around in 3 days and will always work with you in establishing a schedule.

Deliveries

We accept deliveries into our warehouse from 08:30-16:30 Monday-Friday. If delivering 2 or more pallets please call us 24 hours in advance to book the delivery in – many thanks.

Typical mailings - type

We do not have a minimum quantity/order value so can mail anything from a few hundred items, up to around 200,000 items in accordance with our standard lead times. However our typical mailings range from 5,000 to 50,000 items. We mail in excess of 12 million items per year in total!

We work on a wide variety of projects including the mailing of magazines, newsletters, brochures, leaflets, letters, invoices/statements, postcards and promotional items. Our main markets include publishers, charities, local authorities, printers, design agencies, travel companies, theatres, retail – any many more!

Contact details

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T: 01256 812000 www.documentdespatch.com
E: contact@documentdespatch.com

Data

File format

Ideally we would ask to receive data in CSV/excel format. However, we are able to accept most file formats for example text files – so please just forward across your data in the format you hold.

FTP

We recommend for particularly large files you are unable to send via email that you send via our FTP site – please contact your Account Manager for these details if required.

Data security

We are fully licensed under the Data Protection Act and treat the integrity of your data with the utmost of importance.

Data services provided by DD:

- Field standardisation/re-formatting
- De-duping
- Salutation generation
- Case conversion
- Suppression against national files such as goneaways (GAS), and bereaved (TBR)
- Mailsort, walksort, presstream and DSA sortation
- Extraction of address records from the Royal Mail PAF (Postal Address File) – every address in the UK
- Data entry
- Database management and segmentation
- Data list purchase

Proofing

We always set up a live proof of your document – be it a personalised letter, leaflet or envelope. This proof will be a complete representation of the final item, including any sequential or postage codes so it's really important to check it thoroughly to ensure there are no amendments. If you would like us to incorporate any additional artwork within a piece – such as a logo, specific return address, strapline/marketing message etc then please provide your Account Manager with the details so we can set your document accordingly.

Digital/laser printing

We are able to laser print up to SRA3 paper, and up to 250gsm stock weight. Our mono laser printers run at around 7500 items per hour, A4 simplex. This running speed reduces when printing duplex or on a larger paper size. Our digital colour printer is competitive when printing up to around 4000 items – on quantities higher than this we would recommend litho printing the colour artwork, then laser printing the personalised elements thereafter. If you supply us with letterhead to print on we would ask for the stock to ideally be laser guaranteed, or certainly laser compatible. Preferably we would ask for a minimum of 48 hours drying time for stock prior to laser personalisation.

Litho printing

We have close reciprocal relationships with a number of litho printers, and are able to offer a very competitive and professional litho print management service.

We have access to a wide range of equipment, up to B1 printers meaning they can print on paper that is up to SRA1 in size.

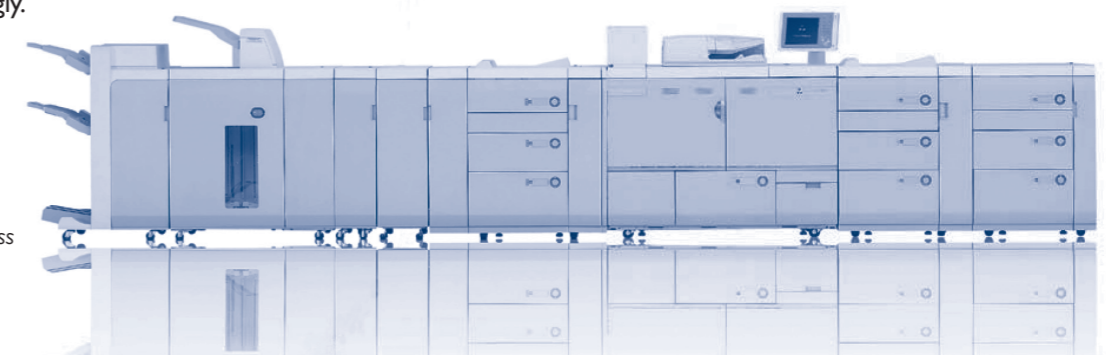
Paper types and sizes

A0 – 841x1189mm (SRA0 – 900x1280mm)
A1 – 594x841mm (SRA1 – 640x900mm)
A2 – 420x594mm (SRA2 – 450x640mm)
A3 – 297x420mm (SRA3 – 320x450mm)
A4 – 210x297mm
A5 – 148x210mm
A6 – 105x148mm
DL – 99x210mm

The vast majority of paper is made from wood pulp. GSM stands for grammes per square metre. Letterhead material is typically on either 90gsm or 100gsm stock.

Uncoated stock – this has undergone little treatment after manufacture, includes bond and laser stock, and is commonly used for stationery.

Coated stock – falls into two categories – gloss coated, and matt or silk coated. These have undergone treatment after making and have a coating applied to their surface. Gloss has a shinier finish. It's essential to apply a seal to coated items to ensure the print does not rub off. We would recommend that full colour promotional items such as leaflets are printed on a minimum 130gsm stock to avoid any show-through.



Canon 1125 digital press



Finishing

Print finishing

We are able to manage all of the below methods or by working alongside one of our trusted suppliers:

- Lamination
- UV Varnish – an additional varnish to enhance certain elements of the piece – i.e. on images
- Foil blocking – gold or silver
- Cutting, creasing, guillotining, folder make-up
- Stitched (where an item is held together with staples) or perfect bound (where pages are glued together along one edge – as with most magazines)

In-house finishing and fulfilment

We are able to manage all of the below methods in-house:

- Cutting, guillotining and folding
- Mechanical labelling
- Mechanical stamp affixing where the customer prefers the use of a stamp instead of a PPI
- Tab sealing – typically using a 25mm diameter clear tab with a centre perforation for ease of opening the item
- Manual finishing, assembly, and fulfilment – for anything that is particularly complex that cannot be automated, or for example for the packing of bulky or promotional items, we have a team of up to 12 people that are literally 'on hand'!

Fulfilment and enclosing

We are able to mechanically enclose into envelopes and polywrap.

Envelopes

We have 5 envelope enclosing lines that are able to enclose up to 8 items per envelope, envelope sizes from C6 to C4. We have online folding, matching and enclosing that enable personalised documents to be coded and matched via OCR camera recognition. We will set this coding up, please discuss any multi-page personalisation requirements that you may have with your Account Manager.

Envelope types/sizes

It would be our preference to supply envelopes to you – we purchase in excess of 10 million envelopes per year so can provide these to you at a highly competitive price, and we can guarantee that they run successfully on the machine. If however you would like to supply envelopes to us we would ask for gummed wallet style envelopes for machine enclosing, and self-seal pocket envelopes for manual enclosing.



Sitma polywrap workstation with a capacity of 12,000 units per hour

Gummed envelopes require water in order to seal, and self seal envelopes stick when the flap is sealed and do not require water. Wallet envelopes have the flap along the long edge, pocket envelopes have the flap along the short edge.

We are able to source anything from very basic white envelopes with black overprint, through to full colour envelopes with various finishes, on varying paper weights and types – please discuss any ideas you have with your Account Manager who will be pleased to provide you with further information, samples and costs.

Standard envelope sizes:

- C4 – 229x324mm
- C5 – 162x229mm
although we tend to use 162x235mm envelopes as they enable more efficient enclosing
- C6 – 114x162mm
- XDL – 114x229mm
although we tend to use 114x235mm envelopes
- USDL – 102x216mm
this will be used for a BRE – Business Reply envelope, that is enclosed into the 'outer' envelope for the recipient to send something back to you – i.e. a donation form

Polywrap

We have 2 polywrap enclosing lines that are able to enclose up to 5 items per 'pack', however if more items are required for the mailing then we can 'nest' additional inserts into others – for example, we could mechanically insert a leaflet within a magazine. We can enclose up to A3 in size, however typical mailings are A5 or A4 packs.

Material

We hold biodegradable polywrap material in stock and can use this on your mailings for a small surcharge. Our biodegradable stock degrades in 6 months. We can supply compostable film at request.

Pitney Bowes envelope enclosing workstation. Just one of five envelope enclosing facilities at Document Despatch

Postal services and discounts

We work very closely with Royal Mail and provide the complete range of unsorted and sorted services.

- Unsorted mail/standard tariff – used when Mailsort criteria is not met
- Sorted mail – includes the Mailsort, Walksort and Presstream services

We are able to sort items and carry out a proportion of the work on Royal Mail's behalf. For this we obtain postage discounts which are passed back to the customer in full. This process is driven by the data and the Royal Mail software, which sorts the items into a specific postcode sequence, and into RM areas. We then produce reports for Royal Mail to confirm the details for the particular mailing, and produce bag labels that are attached to every mail bag stating which depot they are to be sent directly to. Once at the relevant depot, the items are further sorted by RM into their final delivery point.

When mailing to addresses within close proximity we may be able to use the Walksort service to provide a greater level of saving – Walksort is when we bag the items to street level, allowing RM to simply provide the bag to the relevant postal worker for final delivery. Presstream is a service available to magazines/periodical publications only – a range of criteria need to be met, such as % of editorial content, and frequency of publication. Providing your publication adheres to the criteria an accreditation process would need to be started. Please speak with your Account Manager for further information.

Entry levels for Mailsort, Walksort and Presstream

When mailing Letter format = 4000 items

When mailing Large Letter format = 1000 items

Delivery guidelines

Standard tariff 1st class, Mailsort 1 and Walksort 1 = next day delivery

Standard tariff 2nd class, Mailsort 2, Walksort 2 and Presstream 2 = 2-3 day delivery

Mailsort 3 – 4-7 day delivery (this is the cheapest service but only relevant when mailing items that are not time sensitive).



Directs and residues

Once processed, we are able to calculate the split of directs and residues for the particular mailing. Direct selections are sorted to the level of the local delivery office and generate a higher discount, Residue selections are sorted to the postcode area level. We always tend to quote postage based on 100% residues as this allows for 'worst case scenario'.

In 2006 Royal Mail re-categorised items into the following formats for pricing:

Letter – up to 240x165mm, and under 5mm thick, and/or up to 100g pack weight

Large letter – up to 353x250mm, up to 25mm thick, and/or up to 750g pack weight

Packet – exceeds either the size, thickness or weight of Large Letter, as above

OBA – Online Business Account

This is the online docket system, whereby we declare all mailings collected that particular day by Royal Mail and include information such as mailing title, number of items, size/format, and split of directs and residues. Once the postage has been declared we are able to confirm the exact cost.

Customer are able to use our Royal Mail account providing we have received advance payment, or alternatively we are able to access customer accounts once we are set up accordingly.

DSA – Downstream Access

Since the postal market was de-regulated, there are now various companies that work in competition to Royal Mail, such as TNT, DHL and UK Mail, all of whom we work with on both standard/unsorted and sorted mailings. We carry out a similar process, but present the items to the relevant DSA provider in accordance with their specification. Once they have received the items and have carried out their own procedures, the mailing items are fed back into the Royal Mail system for final delivery.

DSA providers pay Royal Mail a reduced rate – also known as the 'access' rate, and are therefore able to offer reduced pricing to mailing houses, and end customers.