

# Terms & Conditions

## Schedule One – The Service

### 1. Mail Scanning

Jersey Post will sort, open, scan and make available, the PDF versions of The Client's inbound Letter and Large Letter Mailing Items to The Client.

- Jersey Post to intercept The Client's inbound letter mail<sup>1</sup> first thing on a daily<sup>2</sup> basis at Postal Headquarters and deliver directly to the Scanning Operator.
- On receipt of the mailing items, the Scanning Operator will sort and open all letters, except anything marked Private and Confidential/For Addressee Only (unless specified otherwise), and those identified by The Client on The Exclusion List provided.
- Scannable mail items will be scanned to OCR format and uploaded onto The Client's SFTP server by 11am.<sup>3</sup>
- Push daily batch notifications will be sent via email, from the Scanning Operator, to The Client's nominated Administrator.
- The Client's Administrator will be responsible for the collection, sorting and distribution of the PDF files to the relevant departments and people within The Client's organisation.
- Any unscannable mail items, such as brochures or cheques or mail items opened in error, will be re-enveloped, bagged and sealed for return to The Client with the physical mail in the next day delivery<sup>4</sup>.

### 2. The Scanning Operator

Scanning is provided, under contract with Jersey Post, by G4S in their dedicated secure scanning facility managed at their head office at Rue des Pres Trading Estate.

### 3. Reconciliation of Mailing Items and Quality Check

A robust process will be followed to ensure the scanned PDF files are reconciled and quality checked before being made available to The Client.

### 4. Delivery of Physical Mailing Items

Following successful scanning, reconciliation and quality check, the opened items will be batched together in a redelivery envelope for next day delivery to The Client's registered business address.

Jersey Post will collect the previous day's batch envelope from the Scanning Operator when they drop off the current day's mail items for scanning. The batch envelope, containing open mail items, will be delivered to the customer premises on the same day it is collected from the Scanning Operator.

### 5. Exclusion List

This list, giving details of staff or departments whose mail items should be excluded, to be maintained by The Client and any alteration advised to Jersey Post within a minimum of 3 working days' notice.

Any mail item opened in error will be re-enveloped, bagged and delivered to The Client.

### 6. Delivery Timescale

An authorised officer of Jersey Post will collect The Client's mail items, at or before 8am, from the sorting office at Rue des Pres Postal Headquarters. The items will be delivered to the Scanning Operator, G4S. The PDF files will be made available for The Client by 11am the same day.

Following scanning, the physical mail items will be delivered, on the next working day, to The Client's business address.

## 7. The Client's Obligations

In order for Jersey Post to provide the Mail Scanning Service, The Client shall:

- Provide the Jersey Post Sales Representative with an exclusion list of addressee names or items that should not be opened such as:
  - HR or other named internal department/s
  - Named individuals
- Advise Jersey Post of any changes and additions to The Exclusion List.
- Advise Jersey Post of all business names and associated entities for their postal address.
- Advise Jersey Post of any changes to the contact details of The Client's key contacts for this service.
- Provide a minimum 24 hours' notice of any expected extraordinary inbound mail volumes. If no such notice is given, Jersey Post will not be liable for any delay to the scanning of Mailing Items.
- For SFTP file transfer:
  - Provide Administrator email address(es) for upload notification
  - Provide specification for file-naming conventions in SFTP
  - Provide requirements for PDF features (OCR processing)
  - Provide customer external IP address to add exception to firewall routing to SFTP server
  - Ensure collection of files within 2 weeks of upload

## 8. Jersey Post's Obligations

For the Mail Scanning Service, Jersey Post shall:

- Check the most recent version of The Exclusion List, and ensure the Scanning Operator is informed of any changes and additions to the list, to ensure these items are not opened for scanning.
- Except in unusual circumstances, arrange scanning of the inbound Mail Items and delivery of the PDF files available to The Client on the working day of receipt.
- Advise The Client of any known delays to the service.
- Advise The Client of any changes to the contact details of their primary contact within Jersey Post.

## 9. Consent to Process Information

- The Client hereby gives its consent for Jersey Post to collect, process and store personal information relating to The Client as required by Jersey Post for the administration and provision of the Services. Jersey Post is registered in accordance with applicable data protection in Jersey.
- The Client hereby gives its consent for the Scanning Operator, G4S, under contract with Jersey Post, to open, within the secure environment at G4S, all inbound Letter and Large Letter Mailing Items addressed to The Client:
  - Except for the items addresses to the department/s or individual/s identified in The Exclusion List supplied by The Client.
  - Except for Special Delivery items or those marked Private and Confidential and For Addressee Only, unless otherwise specified.

## 10. Termination of Service

The Client may terminate The Service with 3 months' notice, giving written confirmation.

<sup>1</sup> Excludes packet and parcel mail

<sup>2</sup> Working days only – excludes weekends and public holidays

<sup>3</sup> Assumes no delay to the inbound delivery of physical mail items

<sup>4</sup> Working day

<sup>5</sup> The collection time of the inbound mail may from time-to-time vary, in unusual circumstances, as impacted by the inbound overseas mail delivery to the Island.

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## Schedule Two – Service Review Meetings and Account Management

### 11. Service Review Meetings

To be held between the Client and the Jersey Post Key Client Relationship Manager.  
Frequency of meetings, as agreed by both parties, to be held on a monthly or quarterly basis.

- Agenda
  - Service changes
  - Updates to the Exclusion List
  - Review of any errors, omissions, delays and service quality
  - Service improvements

Minutes of meetings will be recorded and circulated, by the Jersey Post Key Client Relationship Manager within 3 working days of the meeting.

### 12. Account Management

The primary contact at Jersey Post, for all matters relating to this service, is the Key Client Account Manager.

## Schedule Three – Charges and Payment Schedule

### 13. Charges

The charges will be determined by Jersey Post annually and are subject to review at the discretion of Jersey Post. Details of the charges can be obtained by contacting the Business Sales Team at [business@jerseypost.com](mailto:business@jerseypost.com).

The following charges will apply for this service:

|  |        |                      |
|--|--------|----------------------|
| a. One-off set-up fee  | £      | <input type="text"/> |
| b. Fixed monthly charge based on forecast average mail items in volumes of scannable duplex sheets | £      | <input type="text"/> |
|  | Volume | <input type="text"/> |
| c. Additional cost for mail items in excess of the monthly forecast per 100 duplex items           | £      | <input type="text"/> |

### 14. Payment Schedule

The Client will be invoiced monthly and payment for services is within in 30 days of receipt of invoice.

## Schedule Four – Jersey Post Group Terms & Conditions

### 15. Jersey Post General Terms & Conditions and Business Terms & Conditions

Refer to [www.jerseypost.com/about-us/terms](http://www.jerseypost.com/about-us/terms)