bring

Terms and conditions of Delivery

Electronic Address Updating (EA)

Valid from October 2020

Finding New Ways

Contents

These conditions are accepted by using the service

Posten Norges obligations

The service is used for incorrectly addressed letter post distributed by Posten Norge. The mail will be forwarded to a new address if it is registered by Posten Norge. If Posten Norge does not know the new address, the mail will be returned to the sender or shredded, depending on the level of service specified in the barcode. Electronic Address Updating (EA) only updates permanent changes of address and can only be used on mail that can be sent to postal addresses. Therefore, EA cannot be used with registered letters. The reason for return will be registered in the EA update file. Our EA operators must be sure that the name and street address match before addresses are corrected. Posten Norges standard requirement for EA updating is that if there is the slightest doubt that the correct person has been chosen, the address will be registered as unknown.

Your obligations

Your customer directory must be updated continuously with information from the EA update files. Posten Norge assumes that all information in the EA update files will be correctly imported. All customer directories of over 50,000 addresses must be checked and corrected before EA is used. Bought or rented addresses must always be checked and corrected before being used with EA. Otherwise, the conditions for the barcode, EA label and production must be fulfilled. Delivery of mailings over 50,000 items must be reported in advance. Neither the EA-logo or the EA-barcode must be used on non-EA letters.

Liability

Any deviation from the terms and conditions of delivery will entail a risk of the customer's mail not being EA processed. Mail will then be returned to the sender without the updates being registered in the EA update file.

Guaranties

Posten Norge cannot guarantee that all mail will be forwarded. The EA service is only based on information retrieved from Posten Norges own address lists. There will always be returned mail in cases where Posten Norge cannot find the recipient's name on the post box, or the recipient has not notified Posten Norge that the person in question has a new postal address. The updating routines are very stringent, but the human factor in the EA service means that we cannot guarantee that the updates are error-free.

Errors can also occur when corrections are made. This may, for example, be because there are two people with the same name living within the same address area.

Breach

If there is breach of the EA subscription, i.e. if the customer repeatedly fails to comply with its obligations under the agreement, Posten Norge reserves the right to terminate the agreement without further notice. For more information, see Posten Norge's general terms and conditions of delivery.

Privacy

Posten Norge's EA service involves «processing of personal data» with «electronic aids» and is therefore covered by the Personal Data Act (pol), § 2 no. 1 + no. 2 og § 3 letter a). Posten Norge is «responsible for processing» of the personal data in connection with the EA service.

You, as a customer, are correspondingly responsible for the processing of the treatments you carry out yourself, cf. § 2, section 4. This means that you yourself are responsible for having sufficient legal basis for storing and using the personal data that you as a customer receive from us via the

return file. You are also responsible for meeting the requirements regarding the Personal Data Act (information security, storage time, deletion routines etc.)

You as a customer and Posten Norge are responsible for processing (for each of our processes) this means that there are no need for a separate data processing agreement or special regulations in addition to what is stated in Posten Norge's terms of delivery and the provisions of the Personal Data Act.

Delivery of the EA file
You can choose from 2 delivery methods. As a customer, you are responsible for assessing the delivery method that meets your company's needs, regarding information security.

- **As an attachment in unencrypted email:**
  Will be sent to the email address (s) you provided at registration. The email addresses can be changed. A maximum of 2 email addresses can be active per agreement.

- **Via SFTP server:**
  SFTP (SSH File Transfer Protocol) is a network protocol for secure file transfer. When ordering this service, you will be assigned a username and password for dedicated site on this server. A maximum of 2 email addresses can be active per agreement.

Submisssion and processing time for EA registrations
EA mailings containing errors, or with omissions in the address, will be submitted to central EA units for processing. The submission and processing time will be maximum 6 days as shown below:

- 2 days forwarding to the original address
- 1-2 days processing time on EA device
- 2 days forwarding to the recipient's new address / return to sender

EA mailings with registered return reasons: Sent in return to sender or shredded, depending on what is selected as the level of service in the barcode. We always use the return address printed on the mailing.

Marking of EA mailings:
All items that are EA-updated are either:

- printed "EA-BEHANDLET" on the label with the new address or reason of return
- stamped with the EA-stamp
- collected in a bundle and attached a note about updated by the relevant unit
- collected in a cassette, attached a note about updated by the relevant unit

EA mailings not EA updated are marked so that the sender can see that these are not EA updated.

Level of service

The EA service extends senders' right of disposition over mail transfers by offering four levels of service for letters bearing an incorrect address:

Level of Service	Search for new address	Forwarding permanent address changes	If new address is found in search	New address delivered in file	If no new address is found in search	Return reason delivered in file
0	Yes	Yes	Mail is forwarded	Yes	Mail is returned to sender	Yes
1	Yes	Yes	Mail is forwarded	Yes	Mail is shredded	Yes
2	Yes	No. Mail is shredded	Mail is shredded	Yes	Mail is shredded	Yes
3	No. Mail is shredded	No. Mail is shredded		No		Yes

Different service levels can be used in the same EA Contract.
If service level 1,2 or 3 is used, mailings can not contain objects.

Private redirection and return

EA items that have been delivered to the recipient's mailbox, in some cases can be applied to any other address or inscriptions such as "Return" (and similar), sent again and forwarded. Such items will not be EA-treated, although initially at the first submission was an EA-item.

Mail that is refused by recipients or postboxes who are not emptied will be returned to sender without being processed by EA.

For Foreign addresses we will only have the address the first time the recipient moves abroad.
If the recipient moves several times while abroad, we will not have information about this.
Foreign mail will be corrected in the file, but the mail will be returned to sender.
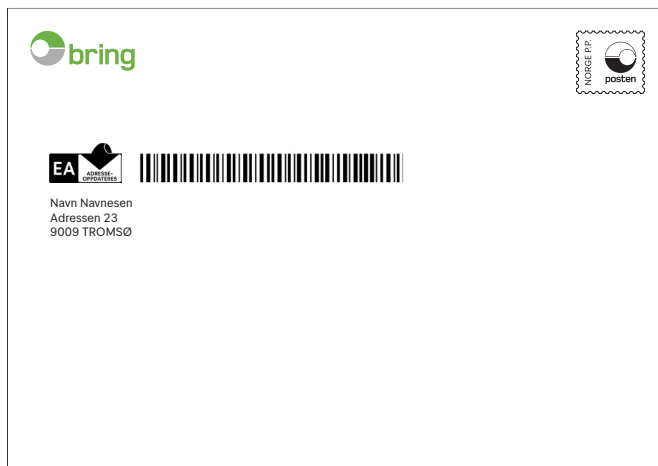
File delivery times

You can choose between these file delivery plans:
- every Monday and Thursday before 12 noon
- every weekday (Monday to Friday) before 12 noon

Cancelling the service

Notification of cancellation must be sent to the salesperson responsible at Posten Norge.

How to get started?

Example of EA mail
The EA label and barcode are printed on the address label during the printout, the digits do not need to be printed below the barcode. Place the EA label in front of the barcode, as first address line, i.e. above the recipient's address. NB! This location is mandatory for machineable items.

Please visit bring.no to find more details about the different terms and conditions for the machineable items.

Note: When addressing to a company with a contact person, the company name must stand above the contact name.

EA label

The EA label can be downloaded at bring.com in two colours and three different file formats.
You must use one of these labels on your EA mail. You can still use your own envelopes with your company branding and logo.

If use of one of our label options poses problems, an alternative marking can be approved. These may be easier to use for inkjet production. You can obtain the alternative EA label by contacting us.

Note! The EA label and the entire barcode must always be easily visible on the letters. The EA label indicates to our employees in the distribution and sorting offices that incorrectly addressed mailings must be processed according to EA.

The minimum dimensions of the mark are 1.5 cm wide and 0.8 cm high
There must be a minimum space of 3 mm between the EA-label and the barcode.

About barcodes

A barcode is a type of font that permits automated reading of figures and letters.
There are very many different types of barcode, and EA uses Code 39 or Code 128.

The barcode fonts can be bought from Norwegian barcode suppliers. There are also some Code 39 fonts that can be downloaded as free or shareware from the Internet.

Barcodes can be produced in all software that features a font menu, including graphics, word processing, database, spreadsheet and labelling software.

Code128

We recommend Code 128 as it utilises space very efficiently. Code 128 always contains a control character to increase read reliability. For this reason, you need dedicated software to generate the barcode.

Code39

Code 39 requires the start/stop character * before and after the barcode's positions. Code 39 requires significantly more space than Code 128 and is, therefore, not suitable for e.g. standard window envelopes. No software is needed to produce Code 39.

Construction of the EA barcode

Example: 209991012345678910
The EA barcode can contain a maximum of 20 positions and must have the following structure:

Pos. 1:   The control character given by Posten Norge, always the figure **2**
Pos. 2-5:   Your **EA contract number** (4 digits), received by e-mail
Pos. 6:   Denotes **level of service** – select from the following:

Level of Service	Search for new address	Forwarding permanent address changes	If new address is found in search	New address delivered in file	If no new address is found in search	Return reason delivered in file
0	Yes	Yes	Mail is forwarded	Yes	Mail is returned to sender	Yes
1	Yes	Yes	Mail is forwarded	Yes	Mail is shredded	Yes
2	Yes	No. Mail is shredded	Mail is shredded	Yes	Mail is shredded	Yes
3	No. Mail is shredded	No. Mail is shredded		No		Yes

Pos. 7:   Always a **0**
Pos. 8-20: Customer reference: Up to 13 positions that are reserved for your unique customer id such as, member no, invoice no, customer no etc.

Different service levels can be used in the same EA Contract.
If service level 1,2 or 3 is used, mailings can not contain objects.

Testing and approval of EA mailings

The EA label and barcode must be approved by Posten Norge before beginning to use the service and every time changes are made to the code, or when you change to another print style. Please note that Posten Norge only approves correctly structured barcodes, you must follow up the quality of printing with your printer. Barcode tests can be approved by e-mail. Send a high resolution graphic file to: ea@posten.no.

Alternatively, you can test your barcode physically by sending it to us by post for approval to:
Posten Norge AS, Post, Electronic Address Updating , PO Box 1500 Sentrum, NO-0001 OSLO

Prepare your system to receive the EA update files from Posten Norge

The EA update file
1. ANSI, semicolon-separated text file. **2. ANSI** text file with fixed field length. **File name:** EA+ Custumer's contract no (4 digits) + YYYYMMDDTTMM.TXT. Ex. EA0999201203220940.TXT

The file have the following content:

Field name	Field-lenght	Position	Description
Identifier sender receiver	18	1-18	Maximum 13 characters, set in position 8-20 in the barcode. Unique ID for your clients (recipients)
Code address category	2	19-20	Street, PO Box etc. See description
Streetname	30	21-50	
House number	4	51-54	
Letter	4	55-58	
Entrance	3	59-61	
PO Box number	4	62-65	
Property address	32	66-97	Property address – when no street/number, alternatively place name for box
Address 1	32	98-129	Lines apply only for foreign addresses
Address 2	32	130-161	Lines apply only for foreign addresses if needed
Postal code	10	162-171	Norwegian: 4 digits. International: 0-10 characters
Place	32	172-203	
Country code	2	204-205	Used only for foreign addresses
Reason for return, clearly stated	50	206-255	See description
Service flag 1	1	256-256	Position 6 in the barcode. Indicates which service level customer has chosen. This field indicates the number scanned only, not handling of the item.
Service flag 2	1	257-257	Position 7 in the barcode. Specified by the number 0. Specifies only the number that is scanned.
Control digit assigned by Norway Post	1	258-258	Position 1 in the barcode. Specified by number 2.
Custumer's contract no	4	259-262	Positions 2-5 in the barcode. Scanned sender contract number.
Last record in file: Control figure	7		Number of records in the file

Address category

A code for address category will be registered in the second field in the EA update file. The various codes refer to which change of address has taken place, and in which field in the EA update file the associated information is to be found.

Code	Explanation	Where do you find new information in the EA update file	Field number for import
GV	Streetname	Streetname, House number, Letter, Entrance, Postal code and Place	3, 4,5,6,11,12
ST	Property address	Property address, Postal code and Place	8,11,12
PB	PO Box	PO Box number, Place name, Postal code and Place	7,8,11,12
SB	Service box	Box number, Property address, Postel code and Place	7,8,11,12
PS	Postal code	Postal code and Place (new postal address contain only postal code and place)	11,12
UT	Foreign	Address 1, Address 2, Postal code, Place and Country code	9,10,11,12,13
<blank>	Reason of return	The mail has been returned to sender or shreded, depending on the service level shown in the barcode.	14

Note: For foreign addresses we will only have the address the first time the recipient moves abroad. If the recipient moves several times while abroad, we will not have information about this. Foreign mail will be corrected in the file, but the mail will be returned to sender.

Reason of return

The EA update file will only contain the Norwegian descriptions (translated in English in brackets)

The following reasons for return are delivered in the EA update file:
- Død (Deceased) - only for persons
- Flyttet ny adresse ukjent (Moved - new address unknown)
- Ny adresse ukjent (New address unknown)
- Ukjent (Unknown)
- Ukjent på adressen (Unknown at this address)
- Utilstrekkelig adresse (Incomplete address)
- Makulert (Shredded) (only when using service level 3)

The following resons for return are delivered in the EA update file for organizations only:
- Opphørt (Closed down)
- Konkurs (Bankrupt)
- Fusjonert (Merged)
- Likvidert (Insolvent)

Checklist

Before you start to use the EA service there are a few practical matters that should be in place. You can do these things yourself, or there are providers in the market who can assist you.

The suppliers can assist with introduction to use of barcodes and their structure, software for printing barcodes and print and pack solutions.

This is a checklist that you may find useful:
- After you have sent the registration form to Posten Norge, you will be sent a welcome e-mail containing your contract number.
- You decide the level of service that you want (see Construction of the EA barcode).
- Check your address lists before you begin to use the EA service, if your address list has not been updated recently or the list contains more than 50,000 customers they must be updated.
- Contact your print-supplier to arrange the barcode and EA labelling.
- Make arrangements with the print-supplier about who's responsible for adding the digit strings to the barcode in the address file.
- If the print-supplier can take the job of assembling the code in the address file, you must inform the printer about the 7 permanent figures that must be associated with the Unique ID for your clients (recipients) to produce the barcode.
- If the print-supplier wants to receive the address file with the complete information about the barcode, you must enter the code string to send the file to printing.
- You prepare for retrieval of address files/print files, and agree to send them to the print-supplier.
- You send a test of EA-labeled mail to Posten Norge for approval.
- You or your system provider develop routines for processing and importing the EA update files.
- Everything is ready to mail.
- Update your address list using the EA update files from Posten Norge before the next mailing.
- Always remember to notify Posten Norge when a mailing is larger than 50,000 items.

Recommendations and production requirements

When using windows envelopes, the contact must be prepared so that the address and EA marking are fully visible, without the possibility of them disappearing out of the window.

When you are packing in plastic wrappers, you must use an address label with the EA logo, barcode and address must be visible even though the background is white or light/pale.

It is important that other elements in the mailing do not cover the address label.
Nor must the seam of the plastic wrapper cover the barcode.

As an alternative, the EA label, the barcode and address can be printed on a white panel of the plastic wrapper.

Pre-plastic-packed/envelope address labels that are packed in plastic can be difficult for the EA process to handle, because of all of the layers. These must be tested physically first.