

# **Co-Mail User Guide**

## Table of Contents

[Welcome Message](#)

[Onboarding](#)

[Co-Mail Specifications](#)

[Non-Production Ready Files](#)

[Address Templates](#)

[USPS Requirements](#)

[Schedule](#)

[Piece Spoilage Allowance](#)

[Supplied Product Preparations](#)

[Shipment Procedures](#)

[Quality Control](#)

[Delivery Tracking](#)

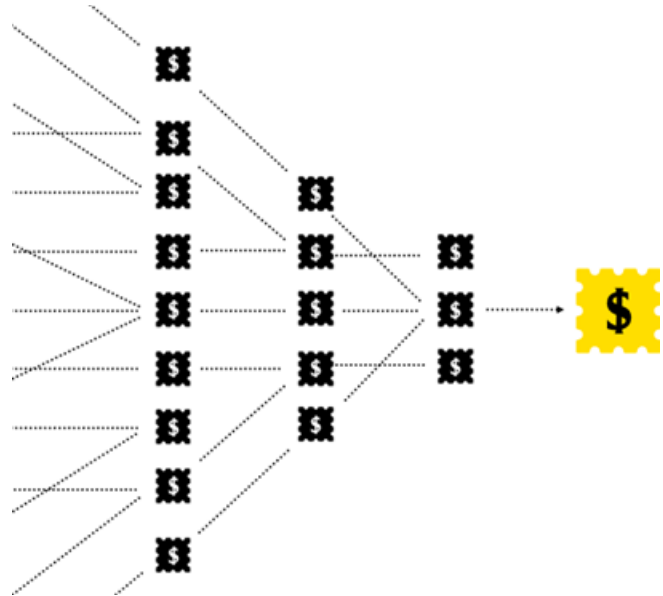
[Safe & Secure](#)

## Welcome Message

At Quad, we take a **strategic, data-driven approach to postal optimization**—designed to reduce postage costs, streamline schedules, and ensure timely in-home delivery. By combining advanced manufacturing technology with deep USPS expertise, we deliver efficient, cost-effective mailing solutions across all classes of mail.

Our approach maximizes savings by **combining mail volumes from multiple businesses**, creating economies of scale while maintaining control over costs and delivery timelines.

Our optimization tools—such as **Multi-Mail, Multi-Wrap, Multi-Bind, and Household Fusion**, —work together to maximize impact and minimize waste. Whether you print with Quad or not, our integrated services are designed to support your success and keep print a powerful part of your marketing strategy.



## Onboarding

Each title participating in a co-mail program is assigned a **Quad Title Code**—a unique alphanumeric identifier used to classify jobs within the company. These codes typically consist of six characters but may be as short as four. **Example:** XXX001

Quad will work closely with you throughout the onboarding process to ensure a smooth and accurate setup. During this process, we'll gather key details about your mail pieces, including (but not limited to):

- **Mail Class** (e.g., Marketing Mail, First-Class)
- **Piece Dimensions** (height, width, thickness)
- **Cover Approval for Addressing** (design and layout considerations)
- **Product Identification** (version details)
- **Mail Quantities and Mail Dates** (volume and schedule)
- **Permit and Postage Payment Information**
- **Participation in USPS Postal Promotions** (based on mail class eligibility)
- **Selection of Co-Mail Program(s)** (based on title needs and eligibility)

Co-Mail Specifications

Each of Quad’s co-mail programs follow specific guidelines to ensure successful and efficient production. Adhering to these specifications is essential—**mail pieces that do not meet the requirements will not be eligible for participation.**

The links below provide detailed information on:

[Multi-Mail and Flex Guidelines](#)

[Periodical Multi Wrap Guidelines](#)

Enhanced Co-Mail Solutions

Quad also offers advanced co-mailing solutions such as **Household Fusion and Multi-Bind.** These enhanced features require additional data analysis to determine the best fit for your mailing strategy.

If you're interested in exploring these options, please contact our Postal Optimization Team at: [PostalSolutionsOptimizationTeam@Quad.com](mailto:PostalSolutionsOptimizationTeam@Quad.com)

Non-Production Ready Files

All titles participating in Quad’s co-mail programs are required to submit **non-production-ready data files via FTP** to Quad Data Solutions (QDS), Quad’s In-house data processing center as part of the onboarding process.

For details on our **preferred file format**, please refer to the link below:

[Non-Production Ready Media, Formats and Specifications](#)

Address Templates

Quad’s address templates provide clear visual guidance on **no-print zones, address block placement,** and **messaging options** to ensure consistency and compliance across all co-mail events.

To maintain readability and meet USPS standards, all co-mail events must use one of the following **approved font options:**

10 pt Arial



9 pt Verdana This link provides



detailed **address placement requirements:**

[Multi Mail Address Templates](#)

## USPS Requirements

To ensure smooth processing and eligibility for participation in Quad's co-mail programs, all clients must meet the following USPS requirements:

- **Postage must be paid through a USPS Enterprise Payment System (EPS) Debit Account**
- **A valid Mail Anywhere Permit** is required
- **A completed Processing Acknowledgement Form (PAF)** must be on file
- **All accounts must remain in good credit standing** with the USPS

These requirements help streamline mail entry and ensure compliance with USPS regulations.

## Schedule

To meet the **in-home delivery window**, each program has must-have dates beginning several weeks before shipping to postal facilities. **Non-production-ready data files** are submitted early to initiate planning, while the arrival of **bind product at co-mail facilities** enables on-time production to meet the **scheduled ship date**.  
(See visual summary in chart below).

### Multi-Mail & Periodical Multi-Wrap Timeline

WEEK	SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
1		NPR Files 10:00 CST					
2							
3		Product Due 15:00 CST Wisconsin		Product Due 15:00 CST W. Virginia		Mail Start Ship to USPS	
4							
5		In-Home Delivery Window					

### Flex Multi-Mail Timeline

WEEK	SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
1							
2				NPR Files 10:00 CST			
3				Product Due 15:00 CST Wisconsin		Mail Start Ship to USPS	
4							
5		In-Home Delivery Window					

## Piece Spoilage Allowance

It is essential to include extra pieces to account for spoilage during production. This ensures uninterrupted production and helps maintain schedule integrity. The required quantity of **extra pieces varies depending on the mail class, and co-mail solution:**

Spoilage allowances apply to both:

- Marketing Mail
- Periodical Mail

## Marketing Mail Multi-Mail, and Flex Multi-Mail Spoilage

Quantity	Spoilage Required Per Version
4,000–9,999	250 copies
10,000–39,999	1% + 750 copies
40,000–100,000	1.5% + 750 copies
100,001–250,000	2%
250,001–500,000	1.50%
500,001+	1%

## Periodical Multi-Mail, Flex Multi-Mail, and Multi-Wrap Spoilage

Quantity	Thickness	Spoilage Required Per Version
4,000–9,999	.0375"+	150 copies
10,000–25,000	.0375"+	1% + 125 copies
25,001–50,000	.0375" - .0625"	0.75% + 125 copies
	.0626"+	0.75% + 200 copies
50,001–250,000	.0375" - .0625"	0.75% + 500 copies
	.0626"+	0.75% + 200 copies
250,001–500,000	.0375"+	0.5%
500,001+	.0375" - .0625"	0.5%
	.0626"+	0.25%

## Supplied Product Preparations

Products delivered to Quad must follow proper **pallet and bundle preparation guidelines**. Adhering to these standards help:

- Prevent machine slowdowns
- Minimize damage to mail pieces
- Reduce curling in thinner books

Click the links to view Supplied Product Requirements and Shipment Procedures

[Supplied Product Requirements](#)

[Shipment Procedure](#)

## Shipment Procedures & Load Tags

Accurate shipment procedures are essential for efficient receiving and storage. One key component is the use of load tags, which help ensure your product is properly identified and handled upon arrival.

### **Load Ticket**

Title/Issue:

**Publication Name – Issue Name**

Form/Version No:

**C5-QUAD-0 (Quad job#); XXX001 (BCT/version)**

Description:

**Description of piece (Key Code, unique identifier)**

Special Instructions:

Pallet No:

**X/XX (Pallet number/total number of pallets)**

Pallet Qty:

**Lift: XXX (Number of pieces per lift); Total: XXXX  
(Total number of pieces per pallet)**

Print Plant:

**Quad – Sussex, WI (Name, City, State)**

## Quality Control

To ensure consistency and high-quality output across all co-mail production runs, **hourly book pulls** are conducted on every machine. These samples are carefully inspected for:

- Address, message, and keycode placement
- Inkjet quality
- Overall mail piece condition

In addition to inspecting the mail pieces, machines are routinely checked for:

- Version accuracy and production quantity
- Compliance with USPS requirements
- Proper function of machine pockets, calipers, and cameras

All pulled **books** are documented and securely stored for a period of **three months** as part of our quality assurance process.

## Delivery Tracking

Quad provides **free delivery tracking** through our **Client Connect** platform, giving you visibility into your specific title mailings as they deliver to USPS facilities.

To set up an account, the following information is required, during onboarding:

- Name
- Position
- Email Address
- Quad Title Code

Once registered, users can access detailed tracking data for each title mailing, including:

- Mail Quantity
- In-Home Delivery Window
- Load Delivery Details
- Cumulative Daily Data with Graphical Summaries

## Enhanced Tracking with IMsight

For clients seeking **piece-level tracking**, Quad offers **IMsight**, a premium service that provides even deeper visibility into individual mail piece movement.

If you're interested in IMsight, please contact your Quad sales representative for more information.

## Safe & Secure

At Quad, we understand that protecting confidential information is a critical service that provides trust and peace-of-mind to our clients. That's why we have a team of dedicated individuals whose responsibility is to create, maintain, and monitor a robust security program to keep our information assets secure. Please click on the link to read more details on our **[Privacy and Information Security](#)**.