Quad

Co-Mail User Guide

quad.com

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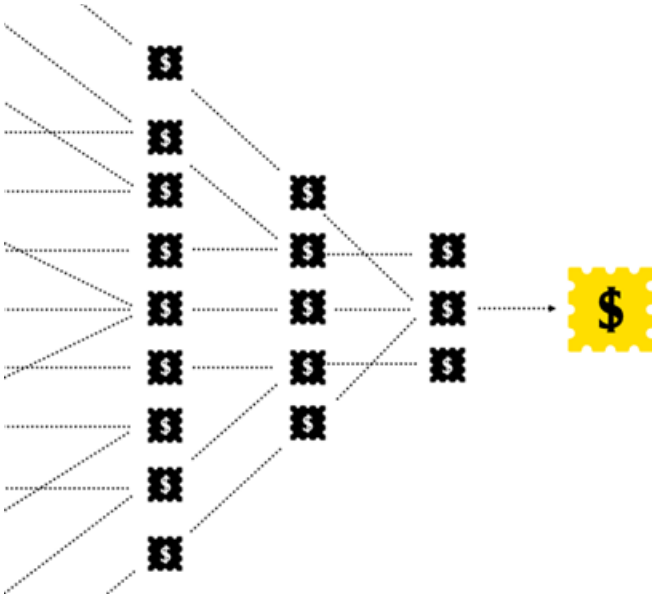
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Welcome Message

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)

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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.**

If you have questions or need prior approval, please contact our Postal Solutions Co-mail Coordinators at**:** PostalSolutions-Co-MailCoordinators@quad.com

The links below provide detailed information on:

Multi-Mail and Flex Guidelines

Periodical Multi Wrap Guidelines

Marketing Mail & Periodical Tabloid

Belly Band Guidelines - Supplied Pieces

Cover Tip Guidelines - Supplied Pieces

Polybag visual

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 Administration Team at: PostalSolutionsAdministration@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 sFTP** 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

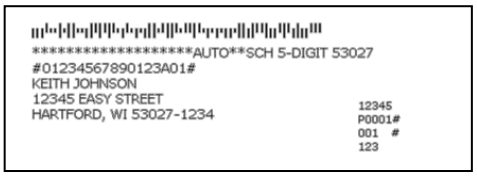
Quad's address templates provide clear visual guidance on **no-print zones, address block placement,** and **messaging options** to ensure consistency and compliance across all co-mail events.

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

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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 critical 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 CT					
2							
3		Product Due 15:00 CT Wisconsin		Product Due 15:00 CT W. Virginia		Mail Start Ship to USPS	
4							
5		In-Home Delivery Window					

Flex Multi-Mail & Tabloid Timeline

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

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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 spoilage quantities vary based on the mail class and Co-Mail solution selected.
Any leftover co-mail product will be recycled at the completion of the pool.

Spoilage allowances apply to both:

- Marketing Mail
- Periodical Mail

Click the link to view Shortage Policy

Shortage Policy

Marketing Mail Spoilage

Quantity	Spoilage Required Per Version
4,000–9,999	300 copies + 3.00% on copies over 4,000
10,000–39,999	480 copies + 3.00% on copies over 10,000
40,000–99,999	1,380 copies + 2.25% on copies over 40,000
100,000–249,999	2,730 copies + 1.75% on copies over 100,000
250,000–299,999	5,355 copies + 1.50% on copies over 250,000
300,000–349,999	6,105 copies + 1.25% on copies over 300,000
350,000–399,999	6,730 copies + 1.25% on copies over 350,000
400,000–449,999	7,355 copies + 1.00% on copies over 400,000
450,000–499,999	7,855 copies + 0.50% on copies over 450,000
500,000 and above	8,105 copies + 0.50% on copies over 500,000

Calculation Note: Spoilage allowance equals the base copies shown plus the stated percentage of copies exceeding the lower limit of the quantity range.

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Piece Spoilage Allowance, continued

Periodical Spoilage

Quantity	Thickness	Spoilage Required Per Version
750–9,999	0.0375" + over	300 copies
10,000–49,999	0.0375" - 0.0625"	300 copies + 1.82% on copies over 10,000
	0.0626" + over	300 copies + 1.07% on copies over 10,000
50,000–99,999	0.0375" - 0.0625"	1,025 copies + 0.75% on copies over 50,000
	0.0626"+ over	725 copies + 0.75% on copies over 50,000
100,000-149,999	0.0375" - 0.0625"	1,400 copies + 0.75% on copies over 100,000
	0.0626" + over	1,100 copies + 0.75% copies over 100,000
150,000-199,999	0.0375" - 0.0625"	1,775 copies + 0.75% on copies over 150,000
	0.0626" + over	1,475 copies + 0.75% on copies over 150,000
200,000-249,999	0.0375" - 0.0625"	2,150 copies + 0.75% on copies over 200,000
	0.0626" + over	1,850 copies + 0.75% on copies over 200,000
250,000-299,999	0.0375" - 0.0625"	2,525 copies + 0.75% on copies over 250,000
	0.0626" + over	2,225 copies + 0.65% on copies over 250,000
300,000-349,999	0.0375" - 0.0625"	2,900 copies + 0.65% on copies over 300,000
	0.0626" + over	2,550 copies + 0.55% on copies over 300,000
350,000-399,999	0.0375" - 0.0625"	3,225 copies + 0.55% on copies over 350,000
	0.0626" + over	2,825 copies + 0.45% on copies over 350,000
400,000-449,999	0.0375" - 0.0625"	3,500 copies + 0.45% on copies over 400,000
	0.0626" + over	3,050 copies + 0.35% on copies over 400,000
450,000-499,999	0.0375" - 0.0625"	3,725 copies + 0.35% on copies over 450,000
	0.0626" + over	3,225 copies + 0.25% on copies over 450,000
500,000-549,999	0.0375" - 0.0625"	3,900 copies + 0.33% on copies over 500,000
500,000 +	0.0626" + over	3,350 copies + 0.25% on copies over 500,000
550,000-599,999	0.0375" - 0.0625"	4,065 copies + 0.30% on copies over 550,000
600,000+	0.0375" - 0.0625"	4,215 copies + 0.25% on copies over 600,000

Calculation Note: Spoilage allowance equals the base copies shown plus the stated percentage of copies exceeding the lower limit of the quantity range.

Copies not meeting approved specifications are subject to additional spoilage and will be communicated upon approval of piece.

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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

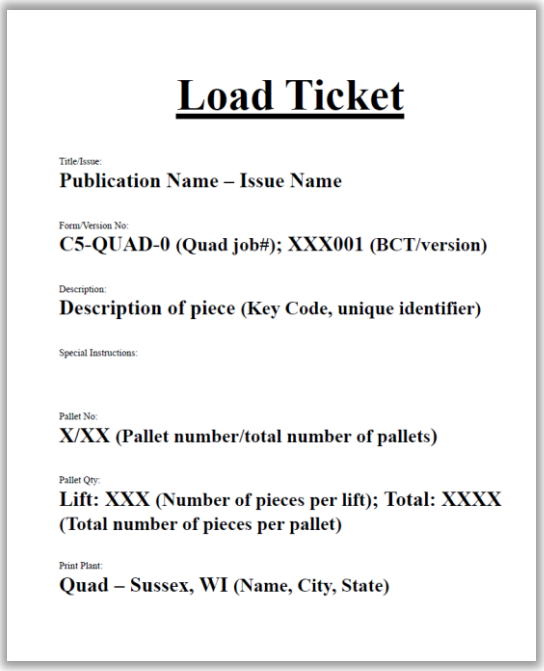
Click the links to view Supplied Product Requirements and Shipment Procedures

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)

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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.