

Annex No. 5 – Business Operation Procedure and Standards

Purpose of the document	This SOP is written to ensure a fluent implementation process by describing the customer specific exceptions and other features. The purpose of the manual is to collect and maintain the up-to-date information so that the SOP can be used as a tool of communication between [REDACTED] and Česká pošta, s.p.		
Version	Date	Description	Updated by
1	30.11.2022	First version	[REDACTED]
2	28.03.2023	Second version	[REDACTED]
3	12.04.2023	Third version	[REDACTED]

Table of contents

1	Contact information of the [REDACTED] and	2
2	Customer numbers	2
3	Services	2
4	General Operations Overview	2
5	Labeling	4
5.1	Parcel label	4
5.2	Labeling of the Big Bags	7
6	Barcodes	9
6.1	Parcel ID code	9
6.2	Big Bag ID	9
6.3	Calculating the check digit for the parcel	9

1 Contact information of the [REDACTED] and

Name	Title	Phone number	Email address
[REDACTED]			
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
ČP			
Lucie Marková	Project Manager	+420 604 221 556	markova.lucie.3@cpost.cz

2 Customer numbers

	Number
IDCČK	[REDACTED]
Assigned technological number	[REDACTED]

3 Services

Service type	Description	Destination country
Business letter (OL consignments)		Czech Republic
Business letter (LF consignments)	Registered, LF variant	Czech Republic
Business letter (RR consignments)	Registered, RR variant	Czech Republic

4 General Operations Overview

1. General Shipment Preparation by [REDACTED]

- All items must be sorted into combined packages (big bags/boxes) based on service type and destination country. Shipment of OL, LF and RR could be mixed on a pallet. It is not allowed to mix OL, LF and RR consignments in big bags/boxes.
- Combined packages (big bags/boxes) must protect the contents of shipment against potential damage and soiling during transportation and processing.

2. Requirements of shipments

Business letter (RR&LF consignments)

- Weight limit: [REDACTED]
- Length limit: [REDACTED]
- Combined packages (big bags/boxes) limit: 15kg

Business letter (OL consignments)

- Weight limit: Maximum 1000g
- The minimum consignment dimensions are 9 x 14 cm. The maximum dimensions of a consignment including inserted small things are 35.3 cm (length) x 25 cm (width) x 2 cm (thickness).

- Combined packages (big bags/boxes) limit: 15kg

3. Posting office

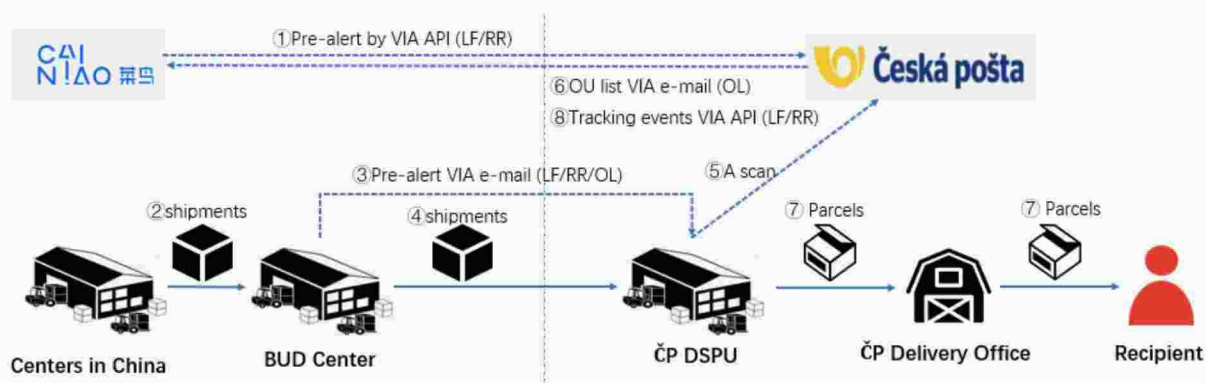
- Address: Depo Mošnov 71 (Průmyslová 377, 742 51, Mošnov)
- Postcode: 742 00
- Opening time: nonstop (Monday-Friday)
 - i. Consignments accepted until 1 p.m. – 2 p.m. are not guaranteed to be posted the same day
 - ii. Between 1 p.m. – 4 p.m. only one truck can be accepted
 - iii. If 1 to 3 truckloads a day are posted, the trucks will arrive from the [REDACTED] one at a time 7 a.m., 9 a.m., 12 a.m.
 - iv. Consignments accepted after the latest acceptance time will be considered as posted the next working day.
 - v. If more than 3 trucks are to be posted, the [REDACTED] will inform ČP at least 2 days in advance.
- Pre-alert should be sent to: hejlikova.hana@cpost.cz, markova.lucie.3@cpost.cz, jezik.pavol@cpost.cz, lojkasek.martin@cpost.cz, slacikova.olga@cpost.cz, grunerova.jana@cpost.cz, dispecer.ppsmmo@cpost.cz
- ČP should inform the change of posting post office with detailed address at least 1 month in advance.

4. Delivery time

- Delivery times is from time of arrival at CZ

Destination	Service Type	Delivery times in workdays	Guaranteed days
Czech Republic	Business letter (OL consignments)	D+5	15
Czech Republic	Business letter (LF consignments)	D+2	8
Czech Republic	Business letter (RR consignments)	D+2	8

5. Handover operations



5 Labeling












Sender shall provide following labeling.

Dimension at least 14 x 9 cm












Minimum size of letters is 0,25 cm

5.1 Parcel label









Business letter (OL consignments)

 	OL  			
V případě nedoručitelnosti vraťte: P.O. BOX 70 742 00 Depo Mošnov 71	 <table border="1"><tr><td></td><td>FP</td><td></td></tr></table>		FP	
	FP			
PSČ podací pošty: 742 00 Depo Mošnov 71 Hmotnost: 0,011 kg	<u>Adresát/Addressee</u> Jan Vzorek tel. <u>XXXXXXXXXXXX</u> Hlavní 5 110 00 Praha 1			

Business letter – Registered, LF variant (LF consignments)

 	LF  			
V případě nedoručitelnosti vraťte: P.O. BOX 70 742 00 Depo Mošnov 71	 <table border="1"><tr><td></td><td>FR</td><td></td></tr></table>		FR	
	FR			
PSČ podací pošty: 742 00 Depo Mošnov 71 Hmotnost: 0,011 kg	<u>Adresát/Addressee</u> Jan Vzorek tel. <u>XXXXXXXXXXXX</u> Hlavní 5 110 00 Praha 1			

Business letter – Registered, RR variant (RR consignments)

			
			
<p>V případě nedoručitelnosti vraťte: P.O. BOX 70 742 00 Depo Mošnov 71</p>			
<p>PSČ podací pošty: 742 00 Depo Mošnov 71</p>			
<p>Hmotnost: 0,011 kg</p>		<p>Adresát/Addressee Jan Vzorek tel. XXXXXXXXXXXXX Hlavní 5 110 00 Praha 1</p>	

In the sender's information must be following information:



V případě nedoručitelnosti vraťte:

P.O.Box 70
742 00 Depo Mošnov 71

PSČ podací pošty: 742 00

Hmotnost: kg

Please also add needed marking for return/destroy service:

R or no marking = Return

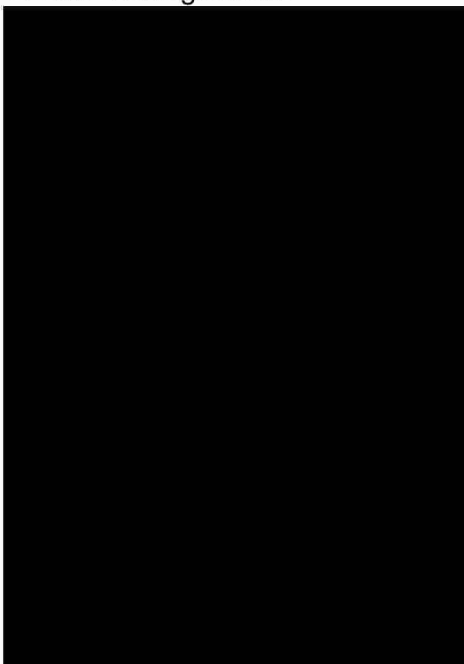
D = Destroy

5.2 Labeling of the Big Bags



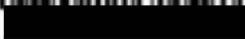
Sender pre-sorts the parcels per service type. Items must be separated into their own bags based on the service type and destination country.

Example of a big bag label:

LF&RR consignments



OU consignments

 	OU  			
	<table border="1"><tr><td></td><td>O</td><td></td></tr></table>		O	
	O			
PSČ podací pošty: 742 00 Depo Mošnov 71	Adresát/Addressee Česká pošta, s.p. 742 00 Depo Mošnov 71			

In the sender's information must be following information:

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

V případě nedoručitelnosti vraťte:

P.O.Box 70

742 00 Depo Mošnov 71

PSČ podací pošty: 742 00

No. of Item:

6 Barcodes

The following bar codes are mandatory:

- Identifier bar code for the big bag
- Identifier bar code for the letter item

6.1 Parcel ID code

The ID sequence specifies the components of the ID as well as its fixed length, which is 13 characters. X indicates the check digit.

- OL consignments

The ID consists of the following elements: 

- LF consignments

The ID consists of the following elements: 

- RR consignments

The ID consists of the following elements: 

6.2 Big Bag ID

The structure of big bag ID is as follows:

- OL consignments

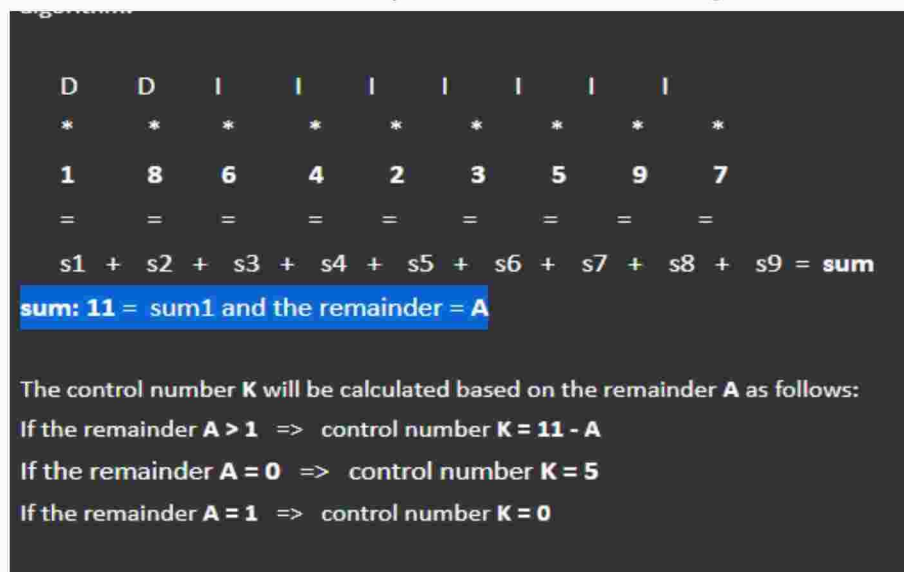
The ID consists of the following elements: 

- LF&RR consignments

The ID consists of the following elements: 

6.3 Calculating the check digit for the parcel

OL&LF&RR&OU should always calculate the check digit X for items.



The screenshot shows a calculator interface with the following steps:

- Input sequence: D D I I I I I I I I
- Input sequence: * * * * * * * * *
- Input sequence: 1 8 6 4 2 3 5 9 7
- Input sequence: = = = = = = = = =
- Calculation: s1 + s2 + s3 + s4 + s5 + s6 + s7 + s8 + s9 = sum
- Result: sum: 11 = sum1 and the remainder = A

The control number K will be calculated based on the remainder A as follows:

- If the remainder A > 1 => control number K = 11 - A
- If the remainder A = 0 => control number K = 5
- If the remainder A = 1 => control number K = 0