

Print Mail Service

General. PNC's Print Mail Service enables the customer to outsource the process of printing and mailing paper invoices and associated invoice documents. PNC's Print Mail Service provides the customer guidance on invoice design, based on industry best practices, and enables the customer to leverage any applicable postal discount rates. Additionally, customers can utilize a web-based system to track the customer's invoices in real time from print production to delivery.

Capitalized terms not otherwise defined herein shall have the meaning ascribed to them in the Agreement.

PNC Obligations.

- To be considered the day of receipt, Print Mail invoice data files must be received by the specified cut off time. Invoices will be processed, printed, folded, inserted and delivered to the U.S. Post Office within one (1) to three (3) days of file receipt.
- PNC procures paper stock and envelopes based on the monthly volumes disclosed and agreed upon during the setup process. Any significant increases in volumes without notifying PNC may result in print delays.
- PNC passes postage fees directly at the current U.S. postal rates. Any changes in the USPS (United States Postal Service) postal rates will be reflected in the customer's fees.

Customer Obligations.

- The customer must transmit data files in the agreed upon file specification format. If the data file is not in the correct format, PNC may be unable to process the print job.
- PNC is not able to make corrections to the customer's data file. In the event of incorrect or incomplete data files, the customer is responsible for making the necessary corrections and re-transmission of the file. Failure to make corrections in a timely manner will result in delayed print jobs.
- PDF copies of printed invoices are retained for 90 days. The customer is responsible for any long-term archiving of invoice images.