

DIALOGPOST



DIALOGPOST National

At a glance: Important information concerning
the design and posting of your items

**From January 1, 2020,
only promotional mail
items can be mailed.**

Contents

1. Requirements	4	5. Additional services	14
1.1 Requirements for promotional content	4	5.1 Pick-up	14
1.2 Minimum volumes and sorting	6	5.1.1 Pick-up within Germany	14
2. Dimensions and weights	7	5.1.2 Pick-up outside Germany	17
2.1 Dimensions and weights	7	5.2 Drop-offs from outside Germany	21
3. Suitability for automatic processing	8	5.3 Pallet storage	21
3.1 Principles	8	5.4 PREMIUMADDRESS	22
3.1.1 Design of the address side	8	5.5 Shipping solutions	23
3.1.2 Machine readability	9	6. Charges	24
3.1.3 Physical properties	9	6.1 Overview of charges	24
4. Franking	10	6.2 Discounts	25
4.1 Franking marks	10	6.3 Charges for pick-up and storage	26
4.1.1 Franking wave	10	6.4 Billing	27
4.1.2 Abbreviated franking mark	10	7. Preparation for dispatch	28
4.1.3 Customized presentation	11	7.1 General explanations	28
4.2 IT franking and franking machines	11	7.2 Trays and bundles	29
4.2.1 IT franking	11	7.2.1 Trays	30
4.2.2 Franking machines	12	7.2.2 Bundles	31
4.3 Cancellation by the sender	12	7.3 Pallets	33
4.4 FRANKING SERVICE	13	8. Posting	35
4.5 PLUSBRIEF	13	8.1 Posting	35
		8.2 Acceptance	38
		8.3 Payment	39
		8.4 Last posting times	39
		9. General Terms and Conditions (GT&C)	40
		10. Contact	41
		11. Index	42

1. Requirements

DIALOGPOST for sending promotional content

What you can send with DIALOGPOST:

Items with promotional content only

What you cannot send with DIALOGPOST:

- Merchandise intended for sale
- Requests for payment (e.g., invoices, dunning letters)
- Items with non-promotional content

Please note:

The address of DIALOGPOST items must be identical inside and outside. If the items are not in German, a German translation must be enclosed.

1.1 Requirements for promotional content

Promotional mailings as defined for the purposes of DIALOGPOST are primarily written communications that serve to encourage customer/member loyalty and acquisition. The aim of such communications is to motivate customers or members to purchase or use

products and services. DIALOGPOST may also be used to distribute free offers or provide special information to improve the image of enterprises, brands, products, individuals, etc. (even without sales offers).

Requirements

All items have the same

- Sender
- Address inside and outside
- Envelope format*
- Franking within a posting
- Basic format

* Deviations in the basic format of up to 30 mm in length and width are permitted.

Examples of what you can send as promotional content:

- Offers intended to motivate customers to purchase or use products and services and which may be accompanied by free samples, specimens, and promotional items. (If sachets are included, please refer to the additional information in Section 7.2.)
- Image advertising, political campaigns
- Invitations to take part in events (e. g., open days, city festivals, exhibitions, or sales presentations)
- Invitations to take part in contests
- Notifications associated with bonus programs in connection with offers
- Customer magazines
- Appeals for donations
- Congratulatory messages
- Promotional customer cards without a payment function (no replacement cards)

Please note that euro amounts referring to an existing contractual relationship (e.g., a previous tariff) may only be mentioned for the purpose of clarifying the offer.

1.2 Minimum volumes and sorting

DIALOGPOST

Volume	Region
5,000 DIALOGPOST items	Throughout Germany
200 DIALOGPOST items	For the same routing region (first two digits of the postal code are identical)
500 DIALOGPOST EASY items	Throughout Germany (with low-volume surcharge)

Please note: Sorting by ascending/descending postal code is always required for the whole of the posting volume (i.e., all trays). If you do not achieve the minimum volumes, you can make top-up payments for the missing items. For more information see page 24.

2. Dimensions and weights

2.1 Dimensions and weights

DIALOGPOST

Basic format	Length	Width	Thickness	Weight	Shape
Standard*	150 – 235 mm	90 – 125 mm	up to 5 mm	up to 50 g	rectangular (mandatory)
Groß (large)	140 – 353 mm	90 – 250 mm	up to 30 mm	up to 1,000 g	rectangular (square possible**)

* For DIALOGPOST items in the Standard basic format (including the DIALOGPOST card) the length must be at least 1.4 times the width. DIALOGPOST items with a length of up to 148 mm (A6 format) are permissible. This does not apply to creative special formats.

** Square items are allowed if the sides are at least 140 mm long.

Special characteristics: A production surcharge will be levied for both DIALOGPOST items whose dimensions and shapes deviate within set limits from the specified basic formats and for items that do not have straight outer edges. For more information see page 24.

DIALOGPOST card

In the Standard basic format, you can send items in card form as DIALOGPOST cards. The DIALOGPOST card is a one-piece item (not a double postcard) in which all information on the item is visible from the outside. The maximum and minimum weight of a DIALOGPOST card is determined by the size of the item in question in combination with the grammage. Please note that the grammage specified in each case is the minimum weight.

For detailed information see the guide on mail items suitable for automatic processing (“Automationsfähige Briefsendungen”), which can be downloaded from

deutschepost.de/dialogpost

Unwrapped DIALOGPOST

In the Groß (large) basic format, mailings in catalog/magazine form that are stapled and documents folded like a newspaper can also be sent unwrapped.

DIALOGPOST items can only be sent unwrapped if the items are:

- Designed in portrait format with the fold on the right-hand side
- Longer than 235 mm or wider than 125 mm
- Weigh at least 30 g
- Pre-sorted by routing region or postal code and posted in routing region and/or postal code trays or bundles.

3. Suitability for automatic processing

The following section provides information on suitability for automatic processing for DIALOGPOST items.

For a detailed list of requirements, see the [guide on mail items suitable for automatic processing \(“Automationsfähige Briefsendungen”\)](#), which can be downloaded from [deutschepost.de/dialogpost](https://www.deutschepost.de/dialogpost)

3.1 Principles for automatic processing

To process your items, Deutsche Post uses sorting systems that are able to read addresses and sort items fully automatically.

Suitability for automatic processing is determined by the following factors:

- Design of the address side
- Machine readability
- Physical properties

Note: Items in the Standard and Groß (large) basic formats must always be suitable for automatic processing as described above.

For information on calculating the production surcharge when items cannot be machine-processed, see page 24, Section 6.1.

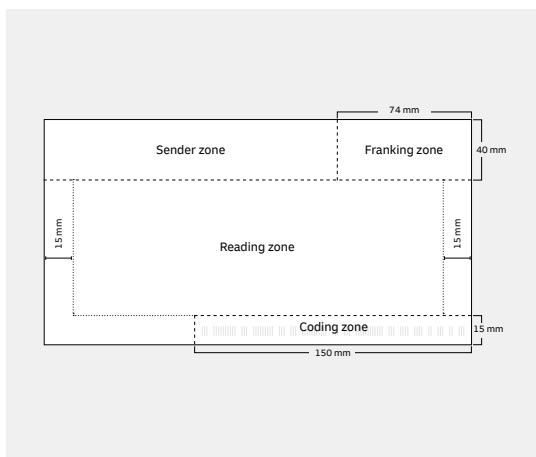
3.1.1 Design of the address side

The address side of a DIALOGPOST item is divided up into three zones:

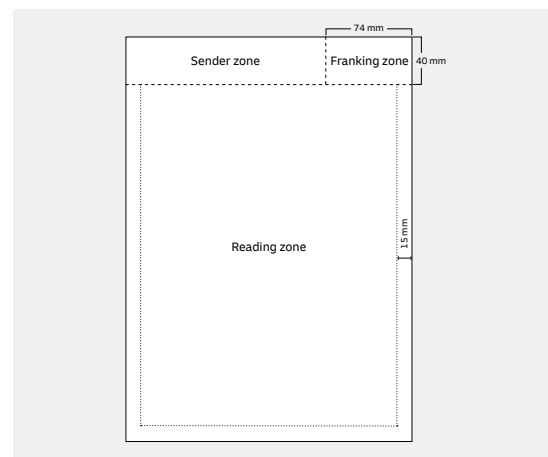
- Reading zone
- Franking zone
- Sender zone

Zoning forms the basis for manual sorting and is thus indispensable even for items that are not suitable for automatic processing.

Items in the Standard basic format also have a coding zone.



Example: Zones of an item in the Standard basic format



Example of an item in the Groß (large) basic format (portrait format)

3.1.2 Machine readability

Our sorting machines must be able to read the postal code, destination, delivery details (street and house number or PO box) and franking marks. It is therefore essential for the address area and franking mark to be machine-readable.

Standard fonts such as Arial, Frutiger, Helvetica, Times, and Univers are easily machine-readable. A font size of 10 to 12 pt is considered optimal.

Please ensure that the address area, including the franking mark and/or the special service (e. g., PREMIUMADRESS), is printed evenly and

clearly and that the dark lettering stands out in sharp contrast to a white or monochrome pastel background. If window envelopes are used, the contents of the item should not be able to move inside the envelope to the extent that parts of the address area or franking mark become obscured or other information (text passages or graphics) appears inside in the window.

3.1.3 Physical properties

An item has the right physical properties if it can be fully processed by any of our sorting machines, in other words without any additional manual handling.

For comprehensive information see the [guide on mail items suitable for automatic processing](#) (“Automationsfähige Briefsendungen”), which can be downloaded from deutschepost.de/dialogpost

4. Franking

Only one type of franking is permitted on a DIALOGPOST item. For IT franking, a customer-specific motif with a franking wave may also be used.

4.1 Franking marks

4.1.1 Franking wave

The following criteria apply to the franking wave:

- It appears in the upper right-hand corner of the address side within the franking zone
- The background (refers to the complete franking mark plus a 5 mm blank space around the franking mark) must be white or a pastel color
- Reverse print is not permitted
- The franking wave should be printed in black. If it is printed in other colors, the contrast must be such that machine processing is not impaired.



Example of DIALOGPOST franking wave

4.1.2 Abbreviated franking mark

The abbreviated franking mark is printed in the address area. The mark must be clearly visible/readable on the right above the address. An example can be found online at deutschepost.de/frankiervermerk. Here, the franking zone must be kept free of any kind of alphanumeric data in plain text or codes, but it may be printed in color. The abbreviated franking mark is therefore ideal for the franking of unwrapped DIALOGPOST items.



Example of abbreviated franking mark

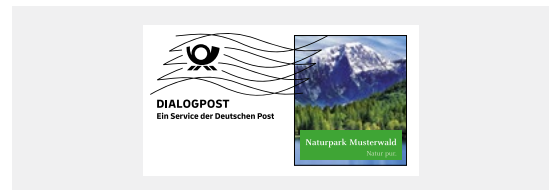
4.1.3 Customized presentation

The customized presentation may only be used:

- As a franking mark when posted items are paid for in cash or with a POSTCARD
- With IT franking (with a data matrix code in the address area) without product details and without the text “Ein Service der Deutschen Post” (A Deutsche Post Service).

The customized presentation may not, for example:

- Look like an actual stamp to avoid confusion
- Contain numeric values that could be confused with a euro value (postage value).



Example of a DIALOGPOST customized presentation

Please also note: Do not print any country names such as “Deutschland” or “Germany”. The name “Deutsche Post” is also not allowed. You may, of course, print your company name or other terms. Only one customer motif may be used, and the franking wave must extend at least 8 mm into the graphic. The customer motif and the franking wave must be imprinted.

For more information about the franking wave, the abbreviated franking mark and the customized presentation, please refer to the information sheet at deutschepost.de/frankiervermerk

4.2 IT franking and franking machines

4.2.1 IT franking

When using the IT franking method (by agreement with Deutsche Post), the DIALOGPOST item type is indicated in the address area.

For more information about franking with IT franking, visit us online at deutschepost.de/dv-freimachung



Example of IT franking with data matrix code in the window

Dimensions: Standard window 90 x 45 mm; information line (*99*IP*25003*) optional

4.2.2 Franking machines

DIALOGPOST items can also be franked using franking machines. Here, franking is subject to the respective base rate. Surcharges and other DIALOGPOST services must be billed separately using the posting list to be compiled. Franking machines will print the DIALOGPOST product name in the franking mark when the relevant option is selected in the franking machine menu.

For more details [about franking with franking machines](#), see frankit.de



Franking mark using a franking machine

4.3 Cancellation by the sender

In the case of cancellation by the sender, the DIALOGPOST items are franked with postage stamps and then permanently canceled with the specified, contractually agreed mark prior to posting. To be able to use cancellation by the sender, a contract must be concluded with Deutsche Post (contact: absenderstempelung@deutschepost.de)

In this case, franking is subject to the respective base rate. Surcharges and other DIALOGPOST services must be billed separately using the posting list to be compiled.

You don't have the right postage stamps? We will reimburse you for any overpayment up to the next highest postage stamp. You cannot use more than two postage stamps per item.



Example of cancellation by the sender (postage stamp with simultaneous cancellation)

In addition to the posting list, five sample items from the original production process including postage stamps and cancellation must be submitted as part of the posting.

4.4 FRANKIERSERVICE

We will handle the franking for DIALOGPOST items for an additional charge. If you used postage stamps for franking, we also offer a cancellation service (cancellation by the sender) for an additional charge. There are no discounts for pre-sorted items.

For more information see [frankierservice.de](https://www.frankierservice.de)



Example of DIALOGPOST imprint

4.5 PLUSBRIEF

The postage stamp and the cancellation are already printed on the envelope.

For more information and to order, please visit [deutschepost.de/shop](https://www.deutschepost.de/shop)



Example of PLUSBRIEF

5. Additional services

5.1 Pick-up

DIALOGPOST items can be picked up by Deutsche Post from you or your service provider within Germany or outside Germany (up to 100 km across the border). Whether a pick-up involves a surcharge depends on the following general parameters.

5.1.1 Pick-up within Germany

Pick-up

	Pick-up without surcharge as part of ELN (Express Logistics Network)	Pick-up with surcharge as part of service journeys
Minimum weight	<ul style="list-style-type: none"> At least 5 metric tons total net shipment weight per pick-up order Volumes from different postings in the DIALOGPOST portfolio and Pressepost items can be combined to make up the 5 metric tons 	The total net shipment weight per pick-up order is <5 metric tons
Pick-up prenotification (AM)	<p>Prenotification via Order Management (AM)</p> <ul style="list-style-type: none"> The complete order data must be submitted to Deutsche Post via Order Management at least 48 hours prior to the pick-up The order data includes, for example, the number of items per postal code, the individual weight of the items, the net weight of the pallet, the pallet destination 	<p>Order placement via the service manager (customer service center (KSC) or business customer service (GKS))</p> <ul style="list-style-type: none"> Customers/service providers can use an Internet contact form to request the pick-up directly from the KSC or GKS: deutschepost.de/servicefahrten To receive an offer for the pick-up of DIALOGPOST items, you must provide the following information: <ul style="list-style-type: none"> Number of pallets or trays Aggregate weight of the pallets or trays to be picked up Pick-up location Time Weekday Campaign name, title Contact person including contact details, etc.

Pick-up

	Pick-up without surcharge as part of ELN (Express Logistics Network)	Pick-up with surcharge as part of service journeys
		<ul style="list-style-type: none"> ■ The contact address for ordering a pick-up of less than 5 metric tons net weight is: deutschepost.de/servicefahrten ■ More information is available at: deutschepost.de/geschaeftskundenservice
Pick-up prenotification of large-scale postings (>1,000 pallets) via Order Management	Customers must notify Deutsche Post four weeks in advance about postings >1,000 pallets	N/A
Inspection by Revenue Protection (ESi)	<ul style="list-style-type: none"> ■ Before the items are picked up, they must be checked on site by DPAG staff. ■ Consequently, customers must officially notify Deutsche Post by email about the pick-up at least two working days prior to the date of posting (after consultation with the Scheduling department) and the pick-up must be confirmed by DPAG in the form of an order confirmation 	The charges for the volumes to be picked-up will be checked by DPAG employees in the respective mail centers
Billing of the pick-up order	N/A	<ul style="list-style-type: none"> ■ Billing is based on the volume of items picked up ■ Calculation of the pick-up costs involves three factors: <ol style="list-style-type: none"> a) Volume b) Pick-up location c) Distance ■ An individual price offer will be prepared on the basis of these components

Pick-up

	Pick-up without surcharge as part of ELN (Express Logistics Network)	Pick-up with surcharge as part of service journeys
Notification for pick-up	<ul style="list-style-type: none"> ■ The depot/mail center can only execute the order if the binding email following consultation with the Scheduling department is received by 12 noon at the latest on the second working day before the requested pick-up day ■ Saturdays, Sundays, public holidays and December 24 and December 31 are not included in the calculation of the two working days ■ The notification must include the following information: <ul style="list-style-type: none"> – Pick-up address – Pick-up date/time – Point of contact – Phone/email – Number of pallets and gross weight per pallet destination – Additional information regarding storage, etc., if necessary – Campaign name/title – You can download the pick-up notification form from deutschepost.de/einlieferungslisten 	N/A
Order confirmation by DPAG	<ul style="list-style-type: none"> ■ The order is confirmed in the form of a delivery note for each pick-up vehicle ■ Pick-up of the items at the agreed place is guaranteed by the order confirmation by 5 p.m. on the previous day (not counting Saturdays, Sundays, public holidays or December 24 and 31) ■ If DPAG does not confirm the pick-up by 5 p.m. on the day before the pick-up, no pick-up agreement is entered into ■ For organizational reasons, the guaranteed pick-up runs may be postponed by one working day (not counting Saturdays, December 24 or 31) ■ The pick-up is deemed to be agreed when the specified documents are handed over ■ The loading process must always be performed by the poster 	Upon request, the customer will be provided with an order confirmation in the form of a transport order at the time of the pick-up

Pick-up

	Pick-up without surcharge as part of ELN (Express Logistics Network)	Pick-up with surcharge as part of service journeys
Transit time measurements	For postings in the 1st, 51st and 52nd calendar weeks of a year, the next working day is generally taken as the basis for the measurement of the transit time (irrespective of the last posting times)	N/A
Condition for postings of more than 100 pallets	If more than 13 pallets are produced for the same routing zone, the pallets must be loaded specifically for the respective destination depot/destination warehouse	N/A

5.1.2 Pick-up outside Germany

Pick-up outside Germany

Requirement	<ul style="list-style-type: none"> ■ The maximum distance for an international pick-up is 100 km by road from the border crossing. If a pick-up location is up to 250 km from the border crossing, a pick-up entailing a fee may be agreed in individual cases. ■ For pick-ups outside Germany, a pick-up contract must be entered into by DPAG and the poster in addition to the General Terms and Conditions, and at least 33 pallets must be provided for pick-up. ■ Before the items are picked up, they must be checked on site by DPAG staff. ■ If the distance exceeds 100 km, on-site checking by DPAG staff is not possible. In these cases, temporary storage in Germany is mandatory for revenue checking purposes. ■ If temporary storage in Germany is required for inspection purposes, the poster must pay the applicable storage (pallet storage) and transport charges. ■ All order data must be submitted via Order Management at least 72 hours prior to pick-up.
--------------------	--

Pick-up outside Germany

	Pick-up without surcharge as part of ELN (Express Logistics Network)	Pick-up with surcharge as part of ELN (Express Logistics Network)
Minimum weight and minimum number of pallets	<ul style="list-style-type: none"> Minimum total net shipment weight of 5 metric tons per pick-up order up to a distance of 100 km by road from the border crossing Volumes from different postings in the DIALOGPOST portfolio and Pressepost items can be combined to make up the 5 metric tons 	The total net shipment weight per pick-up order is <5 metric tons
Acceptance offices for drop-offs	Transportation to a suitable acceptance office (in line with Deutsche Post's requirements)	
Pick-up prenotification via the Order Management system (AM)	<ul style="list-style-type: none"> The complete order data must be submitted via Order Management at least 72 hours prior to the pick-up The order data includes, for example, the number of items per postal code, the individual weight of the items, the net weight of the pallet, the pallet destination, etc. 	Order data has not been submitted via Order Management at least 72 hours before pick-up
Pick-up prenotification of large-scale postings (>1,000 pallets) via Order Management	Customers must notify Deutsche Post four weeks in advance for postings >1,000 pallets	
Inspection by Revenue Protection (ESi)	<ul style="list-style-type: none"> Before the items are picked up, they must be checked on site by DPAG staff For this, written information must be available at least three working days before the posting date 	DPAG employees cannot inspect the items since the pick-up location is more than 100 km away by road from the logistics-relevant border crossing

Pick-up outside Germany

	Pick-up without surcharge as part of ELN (Express Logistics Network)	Pick-up with surcharge as part of ELN (Express Logistics Network)
Billing of the pick-up order	Not applicable to the first 100 km	<ul style="list-style-type: none"> ■ Between 101 and 250 km there is a pick-up charge of €1.74/km (plus VAT) ■ A charge is always levied for distances up to 100 kilometers by road from the border crossing ■ If in individual cases the pick-up location is between 101 and 250 km from the border crossing, the costs for temporary storage in Germany are charged in addition to the pick-up costs ■ Billing is based on an AM order ■ The calculation is based on the number of vehicles used ■ For onward transport from the border crossing to the nearest acceptance office, the transport costs are invoiced as part of the service journeys. An individually calculated offer to this effect must be requested in advance
Notification for pick-up	<ul style="list-style-type: none"> ■ The depot/mail center can only execute the order if the binding email after consultation with the Scheduling department is received by 12 noon on the third working day before the requested pick-up day ■ Saturdays, Sundays, public holidays and December 24 and 31 are not included in the calculation of the three working days ■ The notification must include the following information: <ul style="list-style-type: none"> – Pick-up address – Pick-up date/time – Point of contact – Phone/fax – Number and weight of pallets per pallet destination – Campaign/title – Additional information regarding storage, etc. if necessary ■ You can download the pick-up registration form from deutschepost.de/einlieferungslisten If you use the DIALOGPOST MANAGER, you will receive the completed form with the posting list 	

Pick-up outside Germany

	Pick-up without surcharge as part of ELN (Express Logistics Network)	Pick-up with surcharge as part of ELN (Express Logistics Network)
Order confirmation by DPAG	<ul style="list-style-type: none"> ■ The order is confirmed in the form of a delivery note for each pick-up vehicle. ■ Pick-up of the items at the agreed place is guaranteed by the order confirmation by 5 p.m. the day before (not counting Saturdays, Sundays, and public holidays as well as December 24 and 31) ■ If DPAG does not confirm the pick-up by 5 p.m. on the day before the pick-up, no pick-up agreement is entered into ■ For organizational reasons, the guaranteed pick-up runs may be postponed by one working day (not counting Saturdays, December 24 or 31) ■ The pick-up is deemed to be agreed when the specified documents are handed over ■ The loading process must always be performed by the poster 	
Transit time measurements	For postings in the 1st, 51st and 52nd calendar weeks of a year, the next working day is generally taken as the basis for the measurement of the transit time (irrespective of the last posting times)	
Condition imposed on postings of more than 100 pallets	If more than 13 pallets are produced for the same routing zone, the pallets must be loaded specifically for the respective destination depot/destination warehouse	

Notes:

1. Pick-ups of DIALOGPOST items outside Germany cannot be ordered via the Kundenservice-center (KSC) or the Geschäftskundenservice (GKS) as part of the service journeys. Email notification must always be sent in advance for pick-ups outside Germany above or below 5 metric tons (after consultation with the Scheduling department).
2. Most pick-ups outside Germany usually have to take place by 12 noon (last possible departure time from pick-up location); pick-ups after 12 noon from the pick-up location extend the transit time by one working day.

In individual cases, there may be different arrangements, in particular for postings on Fridays. Please coordinate such pick-ups with your Scheduling department.

5.2 Drop-offs from outside Germany (33 pallets or more)

If you or your service provider intend to drop off items yourself/itself from outside Germany, this must be agreed with Deutsche Post in good time (7 working days before the planned posting*) with binding effect. An inbound delivery can take place in a depot or ELN warehouse close to the border if sufficient capacity is available and if revenue protection, processing and routing of the items can be ensured at the intended posting office in accordance with the transit time specifications.

If a posting is not possible at the desired posting office, Deutsche Post will promptly suggest with binding effect another suitable posting office for the poster, even if this is not a posting office close to the border. If storage is necessary in external facilities for capacity reasons at Deutsche Post, the poster will pay the applicable storage charges.

5.3 Pallet storage

We can store your pallets on request. Section 7.3 on page 32 tells you what requirements must be taken into account with regard to pallet preparation. For more information about pallet storage, please contact your customer advisor or call our business customer line (see page 40).

Order forms for pallet storage can be found at [einlieferungslisten.de](https://www.deutsche-post.de/einlieferungslisten.de) or ready made in [DIALOGPOST MANAGER](#).

Note:

It is only possible to store items that have been posted and paid for.

* Postings with more than 250 pallets must be agreed separately.

5.4 PREMIUMADDRESS

PREMIUMADDRESS provides you – as the sender – a data record with information on relocation, non-delivery and address changes. You can also specify in advance what should happen to your items in those cases: Redirect, return or destroy. Before you can use PREMIUMADDRESS, you need to have a contractual agreement with Deutsche Post. A machine readable data matrix code must be printed on the item as well as the letter “P”.

Labeling the item accordingly means that an order is placed for the service(s) to be provided.

Electronic address information

- Address correction
- Relocation address/information
- Non-delivery information
- Information about deceased recipient
- Address search

Additional service

DIALOGPOST returns

For prices and information, please visit [premiumaddress.de](https://www.premiumaddress.de)

Please note: DIALOGPOST items without PREMIUMADDRESS will not be returned if they cannot be delivered. If DIALOGPOST items without PREMIUMADDRESS cannot be delivered, the sender instructs Deutsche Post to dispose of the items on their behalf and at their own expense in accordance with the laws pertaining to waste management. Unwrapped DIALOGPOST items in combination with PREMIUMADDRESS cannot be redirected or returned.



Example of PREMIUMADDRESS



Example of PREMIUMADDRESS label to be shown on the envelope

Data protection

Deutsche Post is committed to data protection. When we are notified of a change of address, the new address can only be passed on if the recipient has given consent for the new address to be revealed to third parties.

If the DIALOGPOST items are accompanied by product samples that are not made of paper, customers are required to use a PREMIUMADDRESS variant that permits the items to be returned to the sender if they cannot be delivered. No PREMIUMADDRESS variant can be used for sachet items.

5.5 Shipping solutions

5.5.1 DIALOGPOST MANAGER

DIALOGPOST MANAGER is Deutsche Post's easy-to-use shipping software for your DIALOGPOST projects. After importing the address file(s), the software provides checking routines for salutations, addresses, and duplicates. The integrated postage optimization function calculates the lowest shipping price including all discounts. Shipping documents such as posting lists, statistics, and routing labels for pallets, bundles and trays are made available in the required quantity and with all details. Serial addressing of mailings with standardized franking mark, variable data matrix codes, PREMIUMADRESS labeling and franking wave,

and IT franking are just as easy. Modern services are supported with individual PINs, personal URLs or QR codes, as well as with encryption technology. Of course, DIALOGPOST MANAGER handles electronic shipment prenotification for Deutsche Post's Order Management and provides a high-performance version for IT franking. Thanks to modules for "Vario", "International" and "Job Splitting", the software can be expanded individually. For more information and to order, please visit dialogpost-manager.de

5.5.2 MAILOPTIMIZER

MAILOPTIMIZER franking software from Deutsche Post is an easy, quick and efficient way to optimize and frank DIALOGPOST as well as all other mail and DHL parcel products including special services. MAILOPTIMIZER is available as a platform-independent online and server solution, and can be deployed in both front-end and batch mode. MAILOPTIMIZER processes a number of different input formats and handles all item preparation and franking tasks, including

producing all documents and preparing and transmitting all the data needed for billing.

MAILOPTIMIZER also has a standalone address label generator and supports the use of "Digitale Kopie" (Digital Copy). For more information see mailoptimizer.de

5.6 GoGreen

Deutsche Post AG's GOGREEN service offers climate-neutral shipments. Greenhouse gas emissions are measured and recorded in accordance with the Product Standard of the Greenhouse Gas Protocol and then neutralized in recognized climate protection projects.

Compensation for the emissions is verified annually by an independent auditing firm. For more information see deutschepost.de/gogreen

6. Charges

6.1 Overview of charges

DIALOGPOST*

Basic charges		
Card		€ 0.28/item **
Standard***		
0 g to 20 g		€ 0.30/item
21 g to 50 g		€ 0.35/item
Groß (large)***		
0 g to 50 g		€ 0.45/item
51 g to 100 g		€ 0.58/item
101 g to 250 g		€ 0.72/item
251 g to 500 g		€ 0.79/item
501 g to 1,000 g		€ 0.92/item
Surcharges		
Production surcharge****		+ €0.05/item
EASY (small volumes from 500 to 4,999 items)		+ €0.15/item

* All charges specified are subject to statutory VAT.

** The price of the DIALOGPOST card depends on the chosen card size and the permitted grammage. The maximum grammage of 500 g/m² may not be exceeded.

*** Weight-related fractions should be rounded up to whole grams.

**** See also Section 6.4 Billing, page 27.

Information: Surcharges and statutory VAT will not be franked on the item. Payment is made at the time of posting. Surcharges can also be paid in one sum by means of franking strips if the items are franked using franking machines.

Optimize shipping costs with top-up payments

If you do not reach the relevant minimum volume, you can make an additional payment for the missing items. This is based on the net shipment charge (charge for the individual items).

Surcharges are also payable for items for which additional “top-up” payments are made to reach minimum item quantity. If there are variants, the top-up payment is based on the item with the lowest weight.

Note: Items in the Standard and Groß (large) basic formats must always be suitable for automatic processing as described in Section 3.1. The production surcharge due to a lack of suitability for automatic processing is levied if the conditions set out in Chapter 3 are not met.

6.2 Discounts

Requirements

Bundle and tray preparation

Basic format	Preparation	Fill level
Standard	Routing region tray	Filled at least halfway or net fill weight at least 2.5 kg
Groß (large)	Routing region tray* or postal code tray	Filled at least halfway or net fill weight of at least 6 kg
	Routing region bundles* or postal code bundles	Minimum of five items

* No discount for unwrapped DIALOGPOST items; the items must be pre-sorted and posted in routing region trays/routing region bundles.

Pallet preparation

- Sorting by routing zones or routing regions
- Pallets must not exceed a maximum height of 1.80 m or five collars (height approx. 1.20 m)

Basic format	Minimum net weight/pallet height
Standard	100 kg minimum net weight In card form: DIALOGPOST card Standard: 50 kg minimum net weight
Groß (large)	200 kg minimum net weight or pallet height at least 1.60 m, including pallet and using the base surface area of a Euro pallet In card form: 100 kg minimum net weight

Pre-sorting: Discounts on basic charges

Requirement: Minimum posting volume 5,000 items

Preparation	Pre-sorting	Discount
Bundle and tray preparation	Routing region	5 %
	Postal code*	6 %
Pallet preparation	Routing zone	2 %
	Routing region	5 %

* Pre-sorting for a discount on postal code trays/bundles is only possible for items in the Groß (large) basic format.

6.3 Charges for pick-up and storage

All charges specified are subject to statutory VAT.

In all cases, loading is deemed to be the responsibility of the poster. The costs for a pick-up of less than 5 metric tons are calculated per truck used in a pick-up order.

Charges per pick-up within Germany

Pick-ups of items with a total net shipment weight of less than 5 metric tons/pick-up order are subject to a charge. Each planned pick-up is calculated individually. Billing is based on the volume of items picked up.

Pick-up costs are calculated based on the following parameters:

- Volume
- Pick-up location
- Distance

Charges for short-notice cancellations per pick-up

Up to 5 km	Up to 25 km	Up to 50 km	Every additional 10 km or part thereof
€40.00	€80.00	€120.00	€10.00

Charges per pick-up outside Germany

Only subject to a charge if below 5 metric tons PER pick-up order/truck used, and for pick-up orders exceeding 5 metric tons PER truck used if the distance is 101 km or more by road. The costs are calculated from the border crossing to a distance of 250 km. The costs are based on the number of kilometers from the border crossing plus the pick-up charge per truck. Pick-ups between 101 and 250 km by road are subject to pallet storage costs.

	Per km
€	1.74

Demurrage charges

	Per hour or part thereof (first hour free of charge)
€	40.00

Pallet storage charges

Per pallet/30 days (the minimum storage quantity is 30 pallets)	
€	6.99

The storage charge including postage is payable on the day of handover to Deutsche Post (day of posting or day of pick-up).

For more information, see the General Terms and Conditions for the Transportation and Storage of Pallets (“AGB Palettenlagerung”) and our webpage at deutschepost.de/einlieferungslisten

6.4 Billing

Calculation of the charge is based on the nature and the weight of the specimen (as displayed on the postal scales at the time of posting). We calculate the charge for the number of items on the basis of the information provided in your DIALOGPOST National posting list.

Should there be more items in reality, the missing charges are imposed after the fact. If the number of items is lower we will refund the

difference. When franking your items, please base your calculation on the net charge, i. e., the charge for the item in question without deducting any discounts that are to be taken into account.

The items are franked with the list price. Surcharges, top-up payments, and discounts will be billed upon posting (see Section 6.1).

Shortfalls/surplus charges (gross)

Owed charge	Shortfall/surplus identified	Additional claim or refund
≥ € 500	> € 10	Yes
< € 500	> € 5	Yes

Please note: If items cannot be automatically processed and cause additional work during processing, the production surcharge can be imposed for the entire posting volume of the order.

7. Preparation for dispatch

7.1 General explanations

The items can be posted in bundles or trays. Loose posting is not permitted.

The items must always be sorted by postal code in ascending or descending order and placed in Germany trays (0 – 9) as a minimum. For postings of more than 0.5 metric tons, Germany pallets (0 – 9) must also be prepared as a minimum.

In addition, destination-specific batches can be prepared as follows:

- Items in the Standard basic format: In routing region trays, combined on routing region and/or routing zone pallets, possibly also Germany pallets
- Items in the Groß (large) basic format: Routing region and/or postal code trays or bundles, combined on routing region and/or routing zone pallets, possibly also Germany pallets

For posting volumes of 50,000 items or more, you must prepare destination-specific batches. Germany batches (trays/pallets) should only be prepared if the fill levels of batches with specific destinations cannot be achieved due to the item structure.

Postal code sorting

Contains items with the same postal code. Batches are labeled with the five-digit postal code, e. g., “53105.”

Routing region sorting

The items inside have the same first two digits in their postal code and are sorted by these digits. The batches must be labeled with the first two digits of the postal code, e.g., “53”.

Labeling

Templates for the routing labels required for labeling can be downloaded at deutschepost.de/dialogpost

Sachets

A sachet is a plastic or paper package containing a small amount of liquid, cream/gel or a substance in powder/granulate form. Examples are cosmetic samples, detergents, seeds, or pudding powder. Please prenotify your customer advisor of items containing sachets so that he or she can arrange the details of your posting. Please submit a sample for checking in good time, for Standard as well as Groß (large) basic formats. The production surcharge is always payable for Standard and Groß (large) basic format items containing sachets.

Note: The DIALOGPOST MANAGER shipping software provides helpful assistance with postal preparation and execution of your dialog marketing campaign. It handles address verification, duplicate checking and postage optimization, and generates all the documents necessary for preparation and posting. For more information see dialogpost-manager.de

7.2 Trays and bundles

The following sorting services are available for DIALOGPOST:

DIALOGPOST sorting services

Basic format	Size 1 tray	Size 2 tray	Bundles
Standard	<ul style="list-style-type: none"> – Routing region – 0 – 9 (Germany tray) 	—	—
Groß (large)	—	<ul style="list-style-type: none"> – Postal code – Routing region – 0 – 9 (Germany tray) 	<ul style="list-style-type: none"> – Postal code – Routing region

Templates for the labeling of trays, bundles and pallets can be downloaded at deutschepost.de/dialogpost

Sachets must be posted in routing region trays as a minimum (bundles are possible for Groß (large) basic format). All batches (trays, bundles, pallets) must be labeled by the poster with a note “Sachet – nicht maschinenfähig” (Sachet – not machinable), which must be placed on each tray. In the case of bundles, you can include the information directly on the bundle routing label.

Note: Unwrapped DIALOGPOST items must be pre-sorted at least according to routing regions – and within the routing region according to postal codes. They must be posted in routing region trays/bundles as a minimum.

7.2.1 Trays

When posting your items in letter trays, note the following:

- All items in the Standard basic format must face the same direction in the size 1 trays (addresses facing the tray routing label) and
- Items in the Standard basic format in size 1 letter trays must be upside down
- Items in the Groß (large) basic format must always be posted in size 2 trays and arranged in the same direction with the address facing up (see the guide on mail items suitable for automatic processing [“Automationsfähige Briefsendungen”], Section 9).

We will provide you with the necessary trays if they are available. For more information see the "Leergut für volle Leistung" (Empties for full service) brochure, which can be downloaded at deutschepost.de/dialogpost

Tray labeling

- Letter trays must always have tray routing labels
- Deutsche Post supplies tray routing labels (in small quantities) or you can produce them in line with our specifications
- Insert the tray routing label into the special label strip holder or place it on the items if no label strip holder is available

Note: The maximum weight per tray is 10 kg.

DIALOGPOST tray routing label

Auftrags-/Aktionsbezeichnung: Aktion 4812	DIALOGPOST 12345	Einlieferer: Lettershop xyz 6001000126
Einlieferungsdatum: 04.01.2021		Auftragsnummer: 12345678901
		Sendungen: 156 Behälter: 25 / 31 Palette: 1

Original dimensions 160 × 67 mm, cardboard-backed, paper thickness 120 – 150 g/m². Paper color light blue, imprinted in black

DIALOGPOST sachet tray routing label

Auftrags-/Aktionsbezeichnung: Frühjahrs mailing 12345	DIALOGPOST 12345 Sachet nicht maschinenfähig	Einlieferer: Lettershop xyz 6001000126
Einlieferungsdatum: 04.01.2021		Auftragsnummer: 12345678901
erstellt durch <Software, Version>		Sendungen: 156 Behälter: 25 / 31 Palette: 1

Original dimensions 160 × 67 mm, cardboard-backed, paper thickness 120 - 150 g/m². Paper color light blue, imprinted in black

7.2.2 Bundles

Please note the following when preparing bundles:

- Only for items in the Groß (large) basic format
- Only single-destination bundles for the same postal code or the same routing region
- Firmly tied (rubber bands are not permitted) so that bundles cannot come apart in transit
- Addresses facing the same way
- For plastic-wrapped bundles, a sufficiently large bundle routing label must be used in order to avoid confusion with individual items
- The maximum weight per bundle is 10 kg

Bundle labeling

- Routing region bundles: with special bundle labels; prepared in line with our specifications (alternative: an identifier – info line – marked on the items in the bundle, but at least on the topmost item (e. g., *54* or #54#))
- Postal code bundles: no labeling required

Bundle preparation: Bundles with tight strapping and bundles with foil wrapping cannot be combined in one posting.

Bundle routing label for DIALOGPOST

Absender: Werber 1 2 3 Musterstr. 123 12345 Berlin	Kunden-Nr. Absender: 5002580012	Auftrags-/Aktionsbezeichnung OV 804	Anzahl Sendungen 35
Einlieferer: Lettershop xyz Hauptstr. 4 12345 Berlin	Kunden-Nr. Einlieferer: 6001000121	Auftragsnummer 1237894560	
DIALOGPOST 12345			Bereich für postalische Zwecke:
Einlieferungsdatum: 04.01.21		Bereich für postalische Zwecke	
Palette:	1		
Bund:	25 / 31		
Sendungen:	35		
erstellt durch <Software, Version>			

Original size at least DIN A5, paper color light blue, imprinted in black

Bundle routing label for DIALOGPOST sachet

Absender: Werber 1 2 3 Musterstr. 123 12345 Berlin	Kunden-Nr. Absender: 5002580012	Auftrags-/Aktionsbezeichnung OV 804	Anzahl Sendungen 35
Einlieferer: Lettershop xyz Hauptstr. 4 12345 Berlin	Kunden-Nr. Einlieferer: 6001000121	Auftragsnummer 1237894560	
DIALOGPOST 12345			Sachet nicht maschinenfähig
Einlieferungsdatum: 04.01.21		Bereich für postalische Zwecke	
Palette:	1		
Bund:	25 / 31		
Sendungen:	35		
erstellt durch <Software, Version>			

Original size at least DIN A5, paper color light blue, imprinted in black

7.3 Pallets

Trays and bundles with a total net weight of 0.5 metric tons and above must be consolidated on Euro pallets. Note the following:

- Transport restraints must be suitable for multiple reloading processes
- Non-stackable pallets must not exceed the maximum height of 1.80 m (including pallet) or the maximum weight of 700 kg
- Stackable pallets may weigh a maximum of 600 kg and must not exceed a maximum height of 1.80 m (including pallet)
- When pallet collars are used, a maximum of five collars per pallet is permissible and the entire pallet including collars must not be higher than 1.20 m
- Each pallet must consist entirely of either bundles or trays
- Use only Euro pallets that comply with the European Pallet Association's (EPAL) quality standard for interchangeable pallets*
- Mailings cannot be combined with other item types (such as books and goods shipments, Pressepost items)
- Minimum pallet weight
 - Items in the Standard basic format: 100 kg (50 kg for items in card form/DIALOGPOST card)
 - Items in the Groß (large) basic format: 200 kg (100 kg for items in card form)
- For revenue protection purposes, the pallets must not be stacked and must be safely accessible to the revenue protection staff without obstructions

Pallet labeling

- Pallets must always be labeled with three pallet labels; one pallet label must be affixed to the top of the pallet, one to one of the long sides and one to one of the short sides
- The routing zone pallet is labeled with the first digit of the postal code
- The routing region pallet is labeled with the first two digits of the postal code
- Postal code pallets are not possible

More information can be downloaded at deutschepost.de/dialogpost

* Deutsche Post will provide used Euro pallets (base height 9 cm) in exchange. There is no entitlement to new pallets.

Pallet routing label for DIALOGPOST

Absender: Musterwerber Musterstr.231 54123 Musterstadt	Kunden-Nr. Absender: 5555555555	Auftrags- / Aktionsbezeichnung OV 804	Paletten-Nr von Gesamtzahl: 234 / 407
Einlieferer: Lettershop schnell Musterstr.231 12345 Musterhausen	Kunden-Nr. Einlieferer: 5555555555	Kunden-Nr. Datenproduzent: 5555555555	
DIALOGPOST 56		Bereich für postalische Zwecke:	
Einlieferungsdatum: 04.01.2021	Feld für Palettenlabel		
Auftragsnummer des Kunden: 1237894560			
Gewicht der Palette:			
Anzahl Behälter/Gebinde auf Palette:			
Anzahl Sendungen auf der Palette:			

Original size DIN A4, paper color light blue, imprinted in black

Pallet routing label for DIALOGPOST sachet

Absender: Musterwerber Musterstr.231 54123 Musterstadt	Kunden-Nr. Absender: 5555555555	Auftrags- / Aktionsbezeichnung OV 804	Paletten-Nr von Gesamtzahl: 234 / 407
Einlieferer: Lettershop schnell Musterstr.231 12345 Musterhausen	Kunden-Nr. Einlieferer: 5555555555	Kunden-Nr. Datenproduzent: 5555555555	
DIALOGPOST 56		Sachet nicht maschinenfähig	
Einlieferungsdatum: 04.01.2021	Feld für Palettenlabel		
Auftragsnummer des Kunden: 1237894560			
Gewicht der Palette:			
Anzahl Behälter/Gebinde auf Palette:			
Anzahl Sendungen auf der Palette:			

Original size DIN A4, paper color light blue, imprinted in black

8. Posting

8.1 Posting

You can also make partial postings of DIALOGPOST items over several days. The following conditions must be met:

- Posting in completed ascending/descending routing region/routing zone blocks (e. g., routing zone 0 on the first day, routing zone 1 on the second day)
- No postal code overlaps for partial postings
- No posting of Germany pallets
- The partial postings take place within 30 days
- The minimum volume per partial posting is 5,000 items
- The number of partial postings is limited to a maximum of 10
- Each partial posting is accounted for and billed on the day of posting
- The last partial posting must be indicated as the final posting (“S”) in the Order Management system and on the posting list.
- A fully completed DIALOGPOST National posting list is required for every partial posting as well as for individual postings
- Partial postings are only possible at the bulk mail acceptance offices of the mail centers

Each DIALOGPOST National posting list with the corresponding mail volume is billed as one posting. It is not possible to consolidate multiple posting lists into an aggregate posting.

For Groß (large) items that you have pre-sorted by routing region as well as postal code, please state the mail volumes separately in the DIALOGPOST National posting list. You can obtain the form from Deutsche Post at any posting office or you can create one yourself provided it meets our requirements.

We require the following information with each posting:

- Completed DIALOGPOST National posting list
- If 200 items are posted for the same routing region and several routing regions are posted together, a separate posting list must be presented for each routing region
- Sample copy of your items as a specimen*
- Electronic posting of data (AM.exchange) where appropriate**
- Delivery note where appropriate

The editable posting list can be downloaded at [einlieferungslisten.de](https://www.deutsche-post.de/einlieferungslisten)

A template for the posting list can be downloaded at [deutsche-post.de/dialogpost](https://www.deutsche-post.de/dialogpost)***

Postings of 50,000 items and above

These volumes require prenotification seven days prior to pick-up/posting via the electronic Order Management system (AM.exchange data format). You must provide the following information:

- Date of posting/pick-up (tolerance \pm 1 day)
- Place of posting/pick-up
- Mail volume (tolerance \pm 5 %)
- Basic product
- Weight of the item
- Party liable to pay
- Number of pallets/batches

A completed order prenotification (full electronic shipping schedule and batch information) is required in the electronic Order Management system no later than 48 hours (for pick-ups within Germany) or 72 hours (for pick-ups outside Germany) before posting.

Please note that you can also post your items without paper-based documents.

For more information about the electronic Order Management system, contact the IT Customer Support & Integration Post service branch (see page 40).

* The sample item must have an address on the outside and, where appropriate, the inside, and be identical to the other items (with the exception of admissible differences). Please frank your sample items in the zero position (with FRANKIT: no imprint but with the text "Freigemacht mit FRANKIT" (Franked with Frankit)). Or if you use the cancellation by the sender method, you may also cancel the item without a postage stamp on it.

** Binding for all senders with postings exceeding 5 metric tons who wish to have their items picked up free of charge.

*** For IT-franked DIALOGPOST items, see the product brochure at deutschepost.de/dv-freimachung

Ausfüllhilfe

Einlieferungsliste DIALOGPOST – so wird's gemacht:

Idealerweise wird diese Einlieferungsliste mit Hilfe des DIALOGPOST MANAGERS ausgefüllt, der auch die Konfektionierung der Sendungen unterstützt.

Im nebenstehenden Beispiel wurden eingeliefert:

- 4.500 tatsächlich vorhandene Sendungen im Format DIN 20 g.
- 500 Sendungen, die zur Mindestmenge von 5.000 Sendungen fehlen, wurden aufgezahlt.
- Die Sendungen wurden mit Absenderfreistempelung / FRANKIT frankiert (30 ct pro Sendung).
- Die Sendungen waren alle für die Leitregion 50 Köln bestimmt.

Vorbereitende Tätigkeiten:

Bitte ordnen Sie die Sendungen mindestens in **auf- oder absteigender Reihenfolge** der Postleitzahl.

Ausfüllen des Auftrags:

- 1 Die Auftragsnummer ist nur bei elektronischer Anmeldung erforderlich.
- 2 Tragen Sie bitte Ihre Angaben in das Feld „Absender“ ein. Wenn Sie einen Dienstleister mit der Einlieferung beauftragen, so wird dieser die Einlieferungsliste entsprechend ausfüllen.
- 3 Bitte tragen Sie hier das Einzelgewicht der Sendung ein und benennen Sie ggf. Ihre Einlieferung.
- 4 Kreuzen Sie bitte an, um welches Format/welche Ausprägung, welchen Zuschlag oder Zusatzleistung es sich handelt.
Mit Varianten ermöglichen wir Ihnen den zielgruppenorientierten Versand Ihrer Sendungen.
* Bitte beachten Sie, dass ggf. eine Variantenliste bei der Einlieferung zusätzlich zur Einlieferungsliste vorgelegt werden muss.
- 5 Errechnen Sie bitte das „Sendungsentgelt (netto)“ wie dargestellt.
- 6 In dieses Feld tragen Sie ggf. die zur Mindestmenge von 5.000 Sendungen fehlende Stückzahl ein.
- 7 Unter bestimmten Voraussetzungen erhalten Sie für die erbrachte Vorleistung, z. B. Sortierung der Sendungen nach Leitregionen, eine Entgeltermäßigung (Mindestmenge 5.000). Beim Ansatz von Entgeltermäßigungen erfolgt die Abrechnung erst nach der Prüfung der Sendungen in unseren Briefzentren. Sie erhalten bei der Einlieferung lediglich eine Auftragsbestätigung. Übertragen Sie die Summe in das entsprechende Feld.

Weitere Informationen zu DIALOGPOST finden Sie unter deutschepost.de/dialogpost • Mit unserer kostenlosen Software können Sie die Liste direkt am PC ausfüllen! Alle Berechnungen erfolgen dann elektronisch. • Mehr dazu unter einlieferungslisten.de

Einlieferungsliste DIALOGPOST National
Jetzt einfach online ausfüllen: www.einlieferungslisten.de

Deutsche Post

1 **141455667788**

Blatt 1 für die Deutsche Post AG

2 Absender Zahlung durch Absender

Absender Zahlung durch Einlieferer

Einlieferer Zahlung durch Einlieferer

Abwickler Zahlungsverpflichtiger Zahlung d. Zahlungsverpflichtigen

Muster AG

Musterstr. 12 54321 Musterstadt

Letterhop Schnell GmbH

Musterweg 44 54123 Musterdorf

0 23 23 - 12 34 56, Letterhop Schnell GmbH, Sven Schnell

3 Teilleistungsbeleg Gesamtantragsmenge

Einzelgewicht der Sendung in Gramm 20 **Aktionsbezeichnung** Frühfraktion

4 Anpreisung Standard Karte (Standard) Groß Leihregionenslieferung Variablen (Standardliste nur bei unterschiedlichen Gewicht)

Zuschlag Produktionszuschlag (nicht automatenfähige Sendungen) Wertprobe Sachet EAST (keine Mengen ab 500 bis 4.999 Sendungen nur werbliche Inhalte)

Zusatzleistungen Track&Match Sichert EAST (keine Mengen ab 500 bis 4.999 Sendungen nur werbliche Inhalte)

5 **Berechnung des Sendungsentgelts (€)**

4.500 + 500 = 5.000 * 0,30 = 1.500,00

Letztlich angelegte Sendungen Aufgezahlte Sendungen **Summe Stückzahl (Z1)** Grundgebühr pro Sendung

6 **Berechnung Entgeltermäßigung (€)**

Entgeltermäßigung für (Bsp. Aufzahlung)	Stückzahl der Sendungen	Entgelt ermäßigung in %	Entgelt ermäßigung in €	
Standard	1 Leihregion	4,500	5	67,50
Plattenfertigung	1 Leihregion	4,500	2	22,50
Frankiermerk	4 Leihregion	4,500	5	112,50
Aufzahlung	500	5	2,50	75,00
Summe Entgeltermäßigung			75,00	

7 **Angaben zur Frankierung**

[Z1] Absenderfreistempelung / FRANKIT (Die Berechnung der USt für den Absender freistempelung ist anhand der Stückzahl der Sendungen zu ermitteln.)

Frankierservice / Frankierwelle

Frankierservice

Mit Postwertzeichen

Ohne Postwertzeichen

DV-Freimachung

Absenderfreistempelung

PLUSSEITE

8 **Angaben zur Bezahlung** (Bitte wählen Sie die gewünschte Bezahlung)

Bar / ec-Karte

Mit POSTCARD (SEPA-Lastschrift)

9 **Angaben zum Konto** (Bitte nur angeben, wenn **POSTCARD** genutzt wird)

IBAN des Zahlungsverpflichtigen:

BIC des Zahlungsverpflichtigen:

Kontostichtag:

Die Abrechnungen erstellt die Deutsche Post AG zu der gesetzlich Entgelt durch Überweisung auf das angegebene Konto. Bei Nachforderungen kontaktiert die Deutsche Post AG den Zahlungsverpflichtigen, um von ihm ein schriftliches 20% Lastschriftmandat zu erhalten. Feld für interne Postwertmerkmale

10 **Berechnung des Sendungsentgelts (netto)**

1.500,00 - 75,00 = 1.425,00

Grundgebühr pro Sendung Entgelt FRANKIERSERVICE Entgelt Zuschläge (siehe 4) Entgeltermäßigung (siehe 6) **Summe Entgelt USt-pflichtig (Z2)** **1.425,00**

Gesetzl. USt: **270,75**

Korrektur USt-Absenderfreistempelung / FRANKIT: **2,85**

Gesamtentgelt (Brutto): **1.698,60**

Betrag durch Fraktionierung bezahlt (Z3) **1.500,00**

Zu zahlender / zu erstattender Betrag: **198,60**

11 **Angaben zum Absender**

Sven Schnell

Unterstützt die Absender/Erstlieferer

12 **Angabe des Datums**

14.01.20

13 **Angabe der Postleitzahl**

98

- 6 Sollten Sie sich für eine Frankierung mittels FRANKIERSERVICE entscheiden, dann tragen Sie hier ggf. das Entgelt FRANKIERSERVICE ein.
- 7 Übertrag aus 7.
- 8 Berechnen Sie die Summe des USt-pflichtigen Entgelts und die gesetzliche USt.
- 9 Die Korrektur USt-Absenderfreistempelung / FRANKIT berechnet sich z. B. wie folgt: Sendungsentgelt 1.500,- € freigestempelt; 1% Rabatt = 15 €; 11,20 € x 19% = 2,85 €.
- 10 Sollten Sie das „Sendungsentgelt (netto)“ bereits mittels Frankierung bezahlt haben, dann tragen Sie die Summe bitte hier als abzuziehenden Betrag ein.
- 11 Bitte geben Sie Ihre Bankverbindung ein, wenn Sie keine POSTCARD haben.
- 12 Tragen Sie hier bitte ggf. die Behälterzahl ein.
- 13 Bestätigen Sie Ihre Eintragungen mit Unterschrift und Einlieferungsdatum.

* Einlieferung nur bei einer unserer Großannahmestellen in den Briefzentren möglich.

DIALOGPOST National posting list – posting list instructions valid from January 1, 2020

DIALOGPOST variants

If you post DIALOGPOST items with different weights, this is called a mailing with variants. When you post the items, you must include a sample copy of the heaviest item as a specimen. The DIALOGPOST National posting list must also be accompanied by a variant list containing all the variants.

Your customer advisor/the business customer line will tell you the specific details and how you can package the DIALOGPOST variants (see page 40). When posting items of the same weight, there is no need for the variant list. If you are preparing a mailing with variants, DIALOGPOST MANAGER can help with permitted packaging methods, production lists and posting lists.

Spot checks of sealed items

In order to check compliance with the content requirements, we reserve the right to open items to perform random spot checks. If the items can no longer be transported after these checks, they will be returned to you for repackaging. The postage charge for these items will be refunded to you.

Information concerning inbound delivery

When posting DIALOGPOST items, posters must ensure that suitable vehicles are used for the respective loading and unloading heights at the loading ramps of the mail centers and ELN depots.

The pallets must be delivered safely (in terms of transport and traffic) to the loading and unloading points in accordance with the rules of occupational health and safety and occupational medicine.

Information:

Smaller volumes, such as DIALOGPOST Easy, may also be posted as variants.

8.2 Acceptance

We accept up to 5,000 items (a total of 100 kg or ten trays at most) at every postal retail outlet or business mail acceptance office (GPA). Items on pallets cannot be posted at these acceptance offices. Our business customer consultants (see page 40) will advise you on where to post larger volumes.

Items canceled by the sender and IT-franked items must always be delivered to the acceptance office contractually agreed with us. Exceptions may apply to larger mail volumes.

Please provide us with two copies each of the lists and specimens if, as an exception, the posting office indicated in the franking mark does not match the actual posting office.

DIALOGPOST items with different variants in a posting can only be accepted by our bulk mail acceptance offices. Your customer advisor or the business customer line (see page 40) will be able to tell you where these are located.

8.3 Payment

In order to avoid waiting times during acceptance, not all information is checked for completeness and correctness. You will therefore only receive a provisional receipt. Please indicate your account details in the posting list. The account number is not required for POSTCARD holders. The final invoice will be based on a subsequent review at the mail center.

Franking marks

You can pay for your DIALOGPOST items with franking wave and abbreviated franking mark by POSTCARD, in cash, or by EC debit card at the time of posting.

Top-up payments

An additional payment to compensate for the number of items short of the minimum volume can be made as follows:

- According to the selected payment type
- For items franked using a franking machine, by printing the total top-up payment (net shipment charge) on the DIALOGPOST National posting list (back of sheet 1).

Special feature

In the case of cash payments, discounts will be refunded by transfer to your current account after the conditions for receiving a discount have been checked at the mail center.

8.4 Last posting times

The last posting times of our bulk mail acceptance offices at the mail centers are usually between 11:30 a.m. and 6 p.m.

A complete list of last posting times can be found online at deutschepost.de/dialogpost. You can find out the specific latest posting times of your bulk mail acceptance office at the office itself.

Note:

If posting takes place after the last posting time, the next possible posting day will be deemed the start of the transit time.

9. General Terms and Conditions (GT&C)

In all cases, please note:

DIALOGPOST is subject to the General Terms and Conditions of Deutsche Post BRIEF NATIONAL (GTC MAIL NATIONAL). Free copies of the GTCs for you to view or keep can be obtained from your customer advisor, your local retail outlet or online at deutschepost.de/agb.

If your items do not comply with our General Terms and Conditions, we are entitled:

1. To refuse to accept the item
2. To return an item already handed over/ accepted or keep it until it is picked up
3. To transport the item without notifying the sender and to demand additional remuneration as a result
4. To demand additional remuneration if there are disruptions during automated processing (see also Section 3.1).

If a properly agreed pick-up or a prenotified drop-off by the customer or an appointed system partner cannot take place or cannot take place as planned for reasons attributable to you, Deutsche Post is entitled to demand compensation for the loss or damage thereby incurred. This will be in the form of a per-kilometer flat rate for the distance between our tour destination (destination warehouse/depot) and the agreed pick-up location – although, of course, any expenditure not incurred will be deducted and you will be given the opportunity to demonstrate that the loss or damage is less than stated.

More about transit times (delivery period)

You can post your items from Monday to Friday – please note the last posting times of the bulk mail acceptance offices and the local business hours. Deutsche Post usually delivers the items within four working days (Tuesdays to Saturdays) after the posting date. This is a quality target and not a transit time commitment. In the case of single-destination loading as part of a pick-up, i.e., separation of items for only one routing region at a time, this quality target can usually be met even if the items are posted after the posting deadlines. To arrange the last possible posting time for the posting day, please contact the responsible bulk mail acceptance office. Please ask at the local branch for the last posting times of our retail outlets.

10. Contact details

Questions about the product

Business customer hotline 0180 6 555555*

Mon. – Fri.: 8 a.m. to 6 p.m.

(except nationwide public holidays)

* €0.20 per call from a German landline; no more than €0.60 from a German mobile network

Questions about Order Management and DIALOGPOST MANAGER

IT Customer Support & Integration Post

Phone: 0228 182-23500

Mon. – Fri.: 8 a.m. to 4 p.m.

Email: it-csp@deutschepost.de

11. Index

Pick-up	14, 15, 16, 17, 18, 19, 20, 26, 36
Address area	8, 9, 10, 11, 30
Suitability for automatic processing	8
Tray preparation	29
Payment	24, 39
Unwrapped DIALOGPOST	7, 10, 22
Posting list	12, 16, 19, 21, 23, 27, 34, 35, 37, 38, 39
Last posting times	17, 20, 39, 40
Electronic Order Management	35, 36
Discounts	13, 25, 26, 27
Franking	4, 10, 11, 12, 13, 23, 27, 36
Franking mark	9, 10, 11, 12, 23, 38, 39
Franking wave	10, 11, 23, 39
Weights	7, 38
Maximum weight	30, 31
Contents	4, 5, 38
Physical properties	8, 9, 27
Machine readability	8, 9
Dimensions	7
Minimum volume	6, 24, 27, 35, 39
Pallets	14, 15, 16, 17, 18, 19, 20, 21, 23, 25, 27, 28, 29, 33, 34, 36, 38
Sachets	5, 22, 28, 29
Prenotification	36
Requirements	4, 10, 21, 24, 25, 39

Deutsche Post AG

Headquarters
Produktmanagement
Dialogmarketing
53250 Bonn

[deutschepost.de/dialogpost](https://www.deutschepost.de/dialogpost)

Service hotline
0180 6 55555* (within Germany)

* 20 cents per call from German landlines;
max. 60 cents per call from German mobile networks;
Mon. – Fri.: 8 a.m. to 6:00 p.m.
(except nationwide public holidays)