

Product brochure

POSTAKTUELL



POSTAKTUELL

At a glance: all information from
selection to delivery.

All information is also available online at
deutschepost.de/postaktuell

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1. Services

1.1 Basic information

POSTAKTUELL allows you to distribute unaddressed advertising mailings to all selected households in Germany. POSTAKTUELL is delivered from Tuesday to Friday to houses receiving daily mail as well as all other households.*

Households not wishing to receive unsolicited advertising and which indicate this by affixing a sticker on their mailboxes will, of course, not receive any such mailings.

1.2 Dispatch options

Mailings with identical content, printed goods, product samples, promotional materials, etc. can be sent via POSTAKTUELL.

1.3 Transit time

Mailings may be posted between Mondays and Fridays. Please refer to the last posting times and the local opening hours. Deutsche Post usually delivers the items within four working days (Tuesdays to Saturdays) after the posting date.*

We appreciate your understanding that we cannot guarantee delivery times.

* Outside of EINKAUFAKTUELL regions, items are usually delivered on Saturdays as well.

2. Selection options

2.1 Reach

POSTAKTUELL enables you to reach an especially large number of households in your chosen area. This is because Deutsche Post has access to most indoor mailboxes in Germany. Define the reach and quantity of your POSTAKTUELL mailings by choosing from the following options:

POSTAKTUELL to all households

Delivery to all households in the selected distribution area. This type of distribution provides the greatest reach. The number of households reachable nationwide is **around 33.2 million.***

POSTAKTUELL for households with daily mail

Delivery to households also receiving other mail on the delivery day. On delivery day, remaining mail items will be distributed to households both with and without daily mail, should the daily average not have been met. The number of households in Germany receiving daily mail is **around 23.2 million.***

* Items are not delivered to those who refuse advertising.

2.2 Distribution areas / selection

Deutsche Post can distribute POSTAKTUELL mailings to areas ranging in size from individual delivery areas up to the whole country. Use nationwide delivery for large advertising initiatives or selective distribution for targeted delivery.

Precise selection options

An individual delivery area – on average 650 households – is the smallest distribution area that it is possible to select. The target area can, as such, be defined more accurately and waste coverage can be minimized.

Make the most of the advantages provided by the POSTAKTUELL MANAGER planning and

selection tool. This software sets the desired kilometer radius around a specified location where your mailings will be distributed.

It evaluates the potential of the corresponding delivery areas. As such, you may select households in the immediate catchment area, independent of town borders.

2.3 Delivery area selection with starting point

Deutsche Post lets you refine the selection options even further: By selecting a starting point (street and house number) within a delivery area, you can distribute even smaller amounts, helping you to find those consumers that would benefit most from your offering.

We will help you find the right areas with starting point selection. The starting point will be chosen in order to ensure that as many of your potential clients will be reached as possible. From that point, our delivery personnel will then distribute a minimum of 100 mailings. The minimum posting quantity is 250,000 items.

This services helps to exclude less attractive locations (such as industrial areas) from the distribution area.

In targeting households, you have a variety of selection options to choose from. For example, you can base your target area on score values of

the buildings, using the socio-demographic status of the inhabitants or the distance from your nearest branch.

This special service is available for POSTAKTUELL with daily mail and POSTAKTUELL to all households. In the basic tariffs, the service costs an additional €20 per 1,000 mail items. The selection of delivery area is already covered in this price.

More information is available at:

[**postdirekt.de**](https://www.postdirekt.de)

3. Software

POSTAKTUELL MANAGER makes it quick and easy to prepare your unaddressed mailing campaign.

3.1 POSTAKTUELL MANAGER

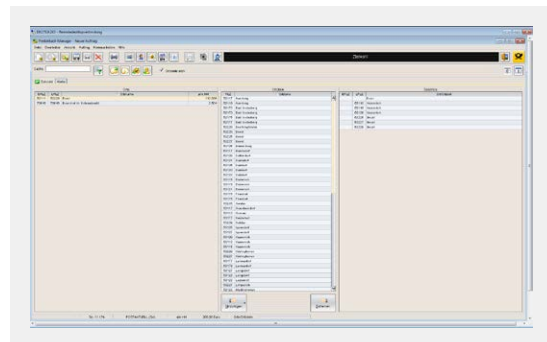
In POSTAKTUELL MANAGER, you have a piece of software that ensures the simple and efficient distribution of your direct mailing. You can use household numbers, maps and structural data to define your target area. Current quantities and costs are displayed continually during the process. Finally, you will be provided with all the documents necessary for posting.

Overview of functions:

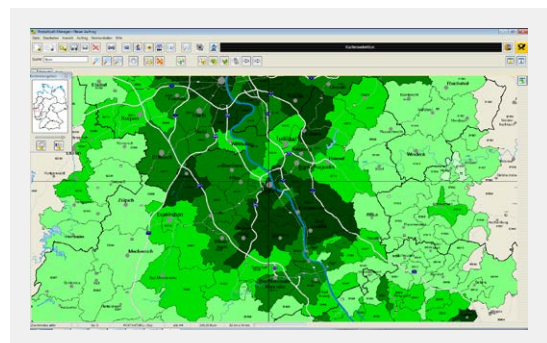
- Selection of towns, districts, postal code areas and delivery areas
- Current household numbers
- Calculation of quantities and costs
- Optimization of bundles and pallet preparation

Thanks to Java technology, POSTAKTUELL MANAGER is compatible with the Windows and Mac OS operating systems. Simply download, register and get started. An EKP customer number is required for registration. You will receive this from your customer representative.

POSTAKTUELL MANAGER is available as a free download from postaktuell-manager.de.



List boxes for target area selection



Cartographic selection of target areas

3.2 POSTAKTUELL Web tool

The Web tool allows you to create the posting documents for POSTAKTUELL items in just a few clicks, completely online. Using constantly updated household numbers and maps, you can select the ideal regions for the distribution of your direct mailing based on selected postal codes or the distance from your nearest branch.

Benefits:

- Distribution planning and posting documentation all in one
- Only a few steps to printing out your posting documents
- No software installation

The screenshot displays the 'Ausgewähltes Verteilgebiet' (Selected Distribution Area) section. It shows the following data:

Bewerbare Haushalte: *	7.351	Bruttoentgelt in EUR: 866,02
		➤ Angebot ausdrucken

A yellow 'Weiter >' button is located to the right. Below this, a note states: '* Die Zustellung an Werbeverweigerer ist selbstverständlich ausgenommen.'

The 'Auswahl verfeinern' (Refine Selection) section includes a table for filtering:

Postleitzahl	Haushaltsmenge
<input checked="" type="checkbox"/> 53111	7.351

A map shows the distribution area with postal codes 53119, 53115, and 53111 highlighted. A pop-up window for postal code 53111 provides the following details:

53111	Bewerbare Haushalte	7.351
	Haushalte ohne Werbung	0.463
	INSGESAM	15.814
Zentrum (7.351)		
Tarifzone		
Verteilstelle 53115 Bonn 106		

At the bottom, there is a yellow pushpin icon and the text: 'Direkt drucken & versenden - Bereits erstellte Vorlagen können Sie hier unkompliziert drucken und versenden lassen.' A second yellow 'Weiter >' button is at the bottom right.

Example screen from the Web tool

For agencies and online printers:

Do you run an online platform where your customers can design and order promotional flyers? POSTAKTUELL offers you a free interface (API) allowing you to embed distribution planning functions for direct mailing campaigns right into your own online platform's processes.

3.3. SMARTSELECT

The free SMARTSELECT Web tool makes decentralized or branch-level direct advertising by mail simple and easy. With just a few clicks, dealers or franchisees can use SMARTSELECT within the familiar environment of their own marketing management system to select and book their regional distribution areas on the basis of districts and/or postal code areas.

In this process, users have access to the very latest household numbers, maps and structural data of Deutsche Post Direkt.

4. Dimensions, formats and weights

4.1 Dimensions and weights (including wrapping)

POSTAKTUELL

Dimensions	Length	Width	Thickness	Weight
Minimum dimensions	140 mm	90 mm	–	Max. 1,000 g
Max. dimensions	353 mm	250 mm	30 mm	Max. 1,000 g

4.2 Good to know

In addition to those elements defined in Section 2 Paragraph 2 of the general terms and conditions of Deutsche Post AG for domestic mail services (AGB BRIEF NATIONAL), Deutsche Post will process no mail items of the following forms (excluded items):

1. Mail items whose content or design is racially discriminating
2. Mail items that glorify or trivialize violence
3. Mail items with sexually explicit or pornographic content (according to section 184 of the German Criminal Code (StGB))
4. Mail items that glorify war or are capable of posing a serious moral threat to children and young people
5. Mail items that are capable of seriously damaging the reputation of Deutsche Post and its affiliates
6. Mail items that disrupt the industrial harmony of Deutsche Post and its affiliates

Should an item be found to be in breach of these conditions or the general terms and conditions (AGB), Deutsche Post is entitled to:

1. Refuse to accept the item or
2. Return the item to the sender, should it have already been accepted

The sender bears full risk and responsibility for all consequences that result from any mailing prohibited by the terms and conditions as well as other regulations.

4.3 Creative formats

To improve advertising impact, formats such as rounded corners, indentations and non-standard shapes are permitted. Please note, however, that the mail items must not be capable of injuring people or damaging property and must be suitable for delivery as POSTAKTUELL.

POSTAKTUELL items with creative formats are delivered at no additional cost. The standards set out in the table 'Dimensions and weights' (4.1) are applicable.



Example of a POSTAKTUELL item with a creative format

5. Procedure

The following information is also applicable to service providers (e.g., letter shops). In order to ensure smooth, efficient and punctual production, we have compiled all the important facts for you.

5.1 Requirements

Data selection and optimization

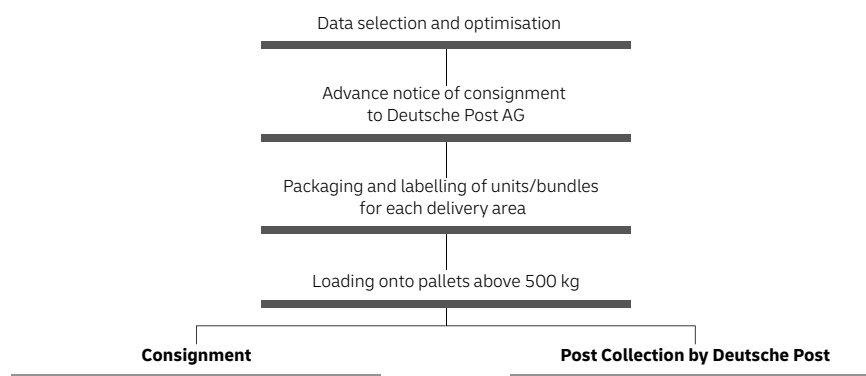
Both the selection of the target areas and the calculation of the number of copies are required for dispatch preparation. For this, please use POSTAKTUELL MANAGER (pages 6 –7).

Standards

Please note that the maximum permissible weight and dimensions of the POSTAKTUELL mailings may not be exceeded (page 8).

On the following pages, you will find the requirements for labeling, packaging, posting and pickup.

Dispatch preparation procedure



* Preparation at delivery base level is also available as an option.

5.2 Labeling

As POSTAKTUELL mailings feature no address, please label the items on the largest exterior face with the identification of your selection, as described below:

For mailings to all households, write 'An alle Haushalte' or 'POSTAKTUELL – Alle –'.
For households with daily mail: 'An Haushalte mit Tagespost' or 'POSTAKTUELL – TagesP –'.

The POSTAKTUELL franking wave

Would you like to visually enhance your unaddressed promotional mailing? On your POSTAKTUELL mailing, you can combine the requested distribution method with a custom motif and a franking wave. This further enhances the perception and recognition by the receiver.

More information about the new POSTAKTUELL franking wave and about our convenient franking mark assistant is available online at deutschepost.de/frankiervermerk, 'How it works'.

Multipart mailings



POSTAKTUELL franking wave

Multipart mailings should be either folded like newspapers or wrapped. Please note that by posting mailings in sealed wrappings, you grant us permission to spot check randomly chosen mailings in order to verify contents.

If the items are found to be unsuitable, they will be returned to you for repackaging.

The following are prohibited:

- Reproductions of postage stamps on the exterior
- Reproductions of postage labels on the exterior (e.g., REGISTERED MAIL)
- Diamond-shaped patterns, as found on airmail items
- Exterior designs mimicking a telegram
- Prints resembling date stamps

Please note:

- The mailings themselves may not be in any way capable of injuring people or causing damage to property, for example through sharp or pointed objects.
- The content and exterior design of the mailings may not breach legal or official prohibitions.
- Deutsche Post does not and will not enter into any contracts pertaining to the distribution of items that are forbidden under the most current Deutsche Post general terms and conditions for domestic mail services (AGB BRIEF NATIONAL).

5.3 Packaging

5.3.1 Bundles

POSTAKTUELL mailings are to be bundled so that they are appropriate for carriage in the standard letter post, they are protected from loss and damage and they present no hazard to third parties. The bundles are to be prepared for specific delivery areas*. POSTAKTUELL MANAGER provides support for this process. Items may be bundled in cardboard boxes or securely fastened and held together crosswise with plastic straps.

- The bundles must not be capable of coming loose during transport or handling.
- Maximum weight per bundle: 10 kg

Labeling with bundle routing label

- Every bundle must be furnished with the necessary information required for transport to the final delivery base.
- Complete the routing labels (see graphic) using POSTAKTUELL MANAGER.
- Affix your postal customer number.

* Optionally, POSTAKTUELL MANAGER can also configure bundles for a delivery base instead of a delivery area. In this case, the items within the bundle must be divided into groups of 100 by offsetting the stacks or inserting divider sheets.

Einlieferer: 600000121 Lettershop GmbH, 53113 Bonn
Absender: 600200131 Musterkunde GmbH, 53113 Bonn
Auftragsbezeichnung:
Einlieferungsdatum: 20.01.2016
Zustellzeitraum: 26.01. - 29.01. KW 4
POSTAKTUELL
an alle Haushalte
für Bezirk 53113-20 Tarif-Kerngebiet
53113 Bonn 102
VE Sdg/VE Sdg/Bezirk Palette abgerundet
1/1 322 322
Ortsstelle - Verteilinformation:
Zentrum [322]
AM-Nr.: 00 000 008 413 288
Gebinde-ID: 1
Original size 16.0 x 6.8 cm; 60 – 80 g/m²

Bundle routing label POSTAKTUELL

5.3.2 Bundles over 500 kg

Boxes and bundles with a total net weight of 500 kg or above must be consolidated on Euro pallets.

- The Euro pallets must be suitably fastened for transport and any necessary handling.
- The consolidation of various mailing types (e.g. POSTAKTUELL and DIALOGPOST or PRESSEPOST) onto one Euro pallet is not permitted.
- The Euro pallets should be provided in the correct order, according to the first two digits of the postal code (pallets for routing regions).
- Please only sort by the first digit of the postal code when absolutely necessary (pallets for routing zones).
- Pallets are to be identified by three pallet routing labels at all times, with one routing label on the top of the pallet and one each on the long side and short side.
- If pallet collars are used, a maximum of five collars per pallet are allowed. The maximum height of the pallet including collars must not exceed 1.2 m. Pallets with more than five collars will no longer be accepted and will have to be reorganized by the customer/ service provider.

Pallets

We can store your pallets for a monthly fee of €6.99 per pallet on request.

Questions about the product

Information hotline for business customers
0180 6 55 55 55*

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 per call from a German mobile network

Dimensions and weights

- Maximum pallet height: 1.80 m including pallet
- Pallet weight: minimum 100 kg up to a maximum of 700 kg (gross)
- Euro pallets weighing 600 kg or less must be stackable
- Only pallets that fulfil the quality standards of the European Pallet Association (EPAL) for exchangeable pallets* may be used

* Deutsche Post will provide used pallets in exchange. There is no entitlement to new pallets.

Absender: Musterwerber Musterstr. 231 54123 Musterstadt	Kunden-Nr. Absender: 5555555555	Aufgabe- / Aktionsbezeichnung: OV 804	Postleitzahl von Dienstzeit: 234 / 1.407
Empfänger: Lettershop schnell Musterstr. 231 12345 Musterhausen	Kunden-Nr. Empfänger: 5555555555	Kunden-Nr. Katenproduzent: 5555555555	Kunden-Nr. zugewiesene Anwerter:
POSTAKTUELL 53			
Anlieferungstermin: 10.01.2020		Preis für Pakettransport: 	
Auftragsnummer des Kunden: 1237894560			
Anzahl der Pallets: 			
Anzahl weiterer Gebinde auf Pallets: 			
Anzahl Sendungen auf der Pallet: 			
Sendet durch: (Name, Vorname) 			

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

5.4 Posting

The posting of POSTAKTUELL mailings may take place at any of the Deutsche Post bulk mail acceptance offices in Germany, independent of the target distribution areas.

We will accept up to 5,000 items (a total of 100 kg or ten packaging units (strapped bundles/boxes) at most) at any postal retail outlet, business mail acceptance office or postal agency. Items on pallets cannot be posted at these acceptance offices.

Our business customer consultants (see page 31) will inform you of where you can post larger volumes.

For posting, we require the following:

- The posting list including delivery information (pages 15–16)

5.4.1 Posting list

- On the posting list, please state the quantities per distribution center/delivery area, divided by tariff zone
- The distribution center is the delivery base responsible for onward delivery to the selected local delivery areas

It is easy to create the posting list with the software Deutsche Post Einlieferungslisten ('Deutsche Post posting lists') or our selection

- A sample of your POSTAKTUELL mailing as proof

Notes on distribution

- Redirections and returns are not possible
- Excess mailings will not be returned
- Deutsche Post will not deliver to households that have opted out of postal advertising.

Postings over 100,000 items

The electronic order management system must be notified seven days before pickup or posting via POSTAKTUELL MANAGER. The following information must be provided:

- Date of posting/pickup (tolerance \pm 1 day)
- Place of posting/pickup
- Mail volume (tolerance \pm 5%)
- Basic product
- Weight of the item
- Party liable for payments

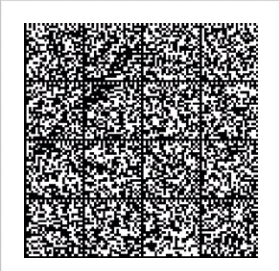
If you have notified the electronic order management system, you can also post your items without paper-based documents.

tool POSTAKTUELL MANAGER.

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

Einlieferungsliste für POSTAKTUELL



Angaben zum Kunden		Blatt 1 für die Deutsche Post AG	
Absender Kunden-/POSTCARD-Nummer <input checked="" type="checkbox"/> Zahlung durch Absender 6 0 0 2 0 0 0 1 3 1		Name und Anschrift Raumausstattung M. Haas Eichenweg 7, 56427 Siershahn	
Einlieferer (soweit vom Absender abweichend) Kunden-/POSTCARD-Nummer <input type="checkbox"/> Zahlung durch Einlieferer 6 0 0 2 0 0 0 1 3 1		Name und Anschrift Raumausstattung M. Haas Eichenweg 7, 56427 Siershahn	
Abweichender Zahlungspflichtiger Kunden-/POSTCARD-Nummer <input type="checkbox"/> Zahlung durch Zahlungspflichtigen		Name und Anschrift	
Telefonnummer für Rückfragen			
Angaben zum Produkt			
Einzelgewicht der Sendung in Gramm		20 g	Bezeichnung der Aussendung
Basisprodukt POSTAKTUELL			
Produktvariante <input type="checkbox"/> Haushalte mit Tagespost <input checked="" type="checkbox"/> alle Haushalte			
Zusätzliche Ausprägung <input type="checkbox"/> Zustellbezirks-selektion <input type="checkbox"/> Startpunkt-selektion			
Angaben zur Abrechnung			
Entgeltberechnung (Mindestauftragswert 200,00 EURO je Auftrag, Aufzahlung möglich.)			
	Tarifzone	Stückzahl	Entgelt in 1000 lt. Preistabelle in EUR
	A (Kerngebiet)	24.790	99,00
	B (Randgebiet)	0	130,00
			Gesamtentgelt (Stückzahl mal Entgelt lt. Preistab. geteilt durch 1000) in EUR
			2.454,21
[Z1] 24.790 Summe Stückzahl		Sendungsentgelt (netto) = 2.454,21 ggf. Aufzahlung Mindestauftragswert + 0,00 Aufschlag Zustellbezirkssselektion + 0,00 Aufschlag Startpunktselektion + 0,00 Summe Entgelt USt-pflichtig [Z3] = 2.454,21 Gesetzl. USt. + 466,30 Gesamtentgelt (brutto) 2.920,51	
Angaben zur Bezahlung		Angaben zum Konto (Bitte nur angeben, wenn keine POSTCARD genutzt wird)	
Bezahlart <input checked="" type="checkbox"/> Bar / Girocard / ec-Karte <input type="checkbox"/> Mit POSTCARD <input type="checkbox"/> Abbuchung vom Konto <input type="checkbox"/> Verrechnungsscheck		IBAN des Zahlungspflichtigen DE90545100670118472672 BIC des Zahlungspflichtigen Kreditinstitut PIBNKDE33 Postbank Ludwigshafen	
Der Einlieferer ist zum Abschluß des Beförderungsvertrags im Namen des Absenders bevollmächtigt. Erfolgt im Falle der unbaren Zahlung mit POSTCARD die Zahlung vom Konto des Absenders, so versichert der Einlieferer, zur unbaren Bezahlung durch den Absender beauftragt zu sein.		Feld für interne Postvermerke 	
Wir danken für Ihren Auftrag.		Anzahl Gebinde	74
Unterschrift des Absenders/Einlieferers		Einlieferungsdatum	

01.14.912-105-000 Es gelten die AGB BRIEF NATIONAL in der zum Einlieferungszeitpunkt aktuellen Fassung.

Verteilstellen	Zahl der Gebinde	Zahl der Sendungen in Tarifzone		Verteilstellen	Zahl der Gebinde	Zahl der Sendungen in Tarifzone	
		A	B			A	B
1	2	3	4	1	2	3	4
53113 Bonn 102 / 53113-20	1	322		53115 Bonn 106 / 53115-37	2	517	
53113 Bonn 102 / 53113-21	1	397		53115 Bonn 106 / 53115-38	1	459	
53113 Bonn 102 / 53113-22	1	451		53115 Bonn 106 / 53115-39	2	525	
53113 Bonn 102 / 53113-24	1	266		53115 Bonn 106 / 53115-40	1	332	
53113 Bonn 102 / 53113-25	1	234		53115 Bonn 106 / 53115-41	1	400	
53113 Bonn 102 / 53113-26	1	387		53115 Bonn 106 / 53115-42	2	634	
53113 Bonn 102 / 53113-27	1	435		53117 Bonn 76 / 53117-51	2	530	
53113 Bonn 102 / 53113-28	1	455		53117 Bonn 76 / 53117-52	3	1.044	
53113 Bonn 102 / 53113-29	1	411		53117 Bonn 76 / 53117-53	2	726	
53113 Bonn 102 / 53113-30	1	394		53117 Bonn 76 / 53117-55	3	1.228	
53113 Bonn 102 / 53129-70	1	114		53117 Bonn 76 / 53117-56	2	821	
53115 Bonn 106 / 53111-01	1	429		53117 Bonn 76 / 53117-65	2	733	
53115 Bonn 106 / 53111-02	1	363		53117 Bonn 76 / 53117-66	1	384	
53115 Bonn 106 / 53111-03	1	495		53117 Bonn 76 / 53117-71	2	783	
53115 Bonn 106 / 53111-04	1	361		53117 Bonn 76 / 53117-74	2	851	
53115 Bonn 106 / 53111-05	1	338		53117 Bonn 76 / 53117-75	2	635	
53115 Bonn 106 / 53111-06	2	501		53117 Bonn 76 / 53119-63	1	34	
53115 Bonn 106 / 53111-07	1	431		53117 Bonn 76 / 53119-76	1	179	
53115 Bonn 106 / 53111-08	1	496		53121 Bonn 71 / 53121-50	1	1	
53115 Bonn 106 / 53111-09	1	390					
53115 Bonn 106 / 53111-10	1	461					
53115 Bonn 106 / 53111-11	2	558					
53115 Bonn 106 / 53111-12	1	313					
53115 Bonn 106 / 53111-13	1	462					
53115 Bonn 106 / 53111-14	2	543					
53115 Bonn 106 / 53111-15	2	529					
53115 Bonn 106 / 53111-16	2	615					
53115 Bonn 106 / 53113-23	1	342					
53115 Bonn 106 / 53115-30	1	360					
53115 Bonn 106 / 53115-31	1	226					
53115 Bonn 106 / 53115-32	1	326					
53115 Bonn 106 / 53115-33	2	501					
53115 Bonn 106 / 53115-34	1	371					
53115 Bonn 106 / 53115-35	1	333					
53115 Bonn 106 / 53115-36	1	364					
Zwischensummen	41	13.974		Gesamtsummen	74	24.790	

(c) 2020 Postaktuell-Manager Version 99.2.0
Date of household numbers: 01.06.2020

Übersicht der Verteilstellen Seite 1



downloads/454817122015113324_+Bnm3K2icoOR3Rem3L4IteJQ.pam01.pdf

POSTAKTUELL

Completing the posting list

Explanation: A distribution center is the delivery base responsible for onward delivery to the selected towns, districts or delivery areas.

5.4.2 Posting times/depots

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

A comprehensive list of last posting times can be found at [deutschepost.de/postaktuell](https://www.deutschepost.de/postaktuell)

The last posting times of your specific bulk mail acceptance office are available on-site.

5.5 Pickup

POSTAKTUELL items can be picked up by Deutsche Post from the customer or service provider within Germany or abroad (up to 100 km across the border). Whether a customer pickup involves a surcharge depends on the following general parameters.

5.5.1 Pickup within Germany

Pickup

	Pickup without surcharge as part of ELN (Express Logistics Network)	Pickup with surcharge as part of service journeys
Minimum weight	<ul style="list-style-type: none"> Minimum of 5 metric tons (total net weight) per pickup order You can combine the volumes of different DIALOGPOST and Pressepost postings to reach 5 metric tons 	The total net shipment weight per pickup order is <5 metric tons
Pickup prenotification (AM)	<p>Notification via Order Management</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 pickup 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 pickup directly from the KSC or GKS: deutschepost.de/servicefahrten To prepare an offer for the pickup of DIALOGPOST items, the customer/service provider must provide the following information: <ul style="list-style-type: none"> Number of pallets Total weight of the pallets to be picked up Pickup location Time The weekday Contact including contact details, etc. Campaign name, title

Pickup

	Pickup without surcharge as part of ELN (Express Logistics Network)	Pickup with surcharge as part of service journeys
		<ul style="list-style-type: none"> The contact address for ordering a pickup of less than 5 metric tons net weight is: deutschepost.de/servicefahrten More information is available at: deutschepost.de/geschaeftskundenservice
Pickup 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	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 e-mail about the pickup at least two working days prior to the date of posting (following consultation with the Scheduling department) and the pickup must be confirmed by DPAG in the form of an order confirmation For revenue protection purposes, the pallets must not be stacked and must be safely accessible to the revenue protection staff without obstructions 	The charges for the volumes to be picked-up are checked by DPAG employees in the respective mail centers.
Billing of the pickup order	N/A	<ul style="list-style-type: none"> Billing is based on the volume of items picked up Calculation of the pickup costs involves three factors: <ol style="list-style-type: none"> Volume Pickup location Distance An individual price offer will be prepared on the basis of these components

Pickup

	Pickup without surcharge as part of ELN (Express Logistics Network)	Pickup with surcharge as part of service journeys
Notification for pickup	<ul style="list-style-type: none"> ■ The depot/mail center can only execute the order if the binding e-mail following consultation with the Scheduling department is received by 12 noon at the latest on the second working day before the requested pickup day ■ Saturdays, Sundays and public holidays as well as 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"> – Pickup address – Pickup date/time – Point of contact – Phone/fax – Number of pallets and gross weight per pallet destination – Additional information regarding storage, etc., if necessary – Campaign name/title – You can download the pickup 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 pickup vehicle ■ Pickup 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 pickup by 5 p.m. the day before the pickup, no pickup agreement is entered into ■ For organizational reasons, the guaranteed pickup runs may be postponed by one working day (not counting Saturdays, December 24 or 31) ■ The pickup 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 pickup.
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

Pickup

	Pickup without surcharge as part of ELN (Express Logistics Network)	Pickup with surcharge as part of service journeys
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

5.5.2 Pickup outside Germany

Pickup outside Germany

Requirement	<ul style="list-style-type: none"> ■ The maximum distance for a pickup outside Germany is 100 km by road from the border crossing. If a pickup location is up to 250 km from the border crossing, a chargeable pickup can be agreed in individual cases. ■ For pickups outside Germany, a pickup 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 pickup. ■ Before the mail 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 bear the storage and transport costs. ■ All order data must be submitted via Order Management at least 72 hours prior to pickup.
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Pickup outside Germany

	Pickup without surcharge as part of ELN (Express Logistics Network)	Pickup with surcharge as part of ELN (Express Logistics Network)
Minimum weight and minimum number of pallets	<ul style="list-style-type: none"> ■ Minimum of 5 metric tons (total net weight) per pickup 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 	Total net weight is less than 5 tons per pickup order.
Acceptance offices for drop-offs	Transportation to a suitable acceptance office (in line with Deutsche Post's requirements)	
Pickup prenotification via Order Management (AM)	<ul style="list-style-type: none"> ■ The complete order data must be submitted to Deutsche Post 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. 	The complete order data has not been submitted via Order Management at least 72 hours before pickup
Pickup 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 ■ Written information for the inspection must be available at least three working days before the posting date 	It is not possible for DPAG employees to inspect the mail items, as the pickup location is more than 100 km away by road from the logistic-relevant border crossing

Pickup outside Germany

	Pickup without surcharge as part of ELN (Express Logistics Network)	Pickup with surcharge as part of ELN (Express Logistics Network)
Billing of the pickup order	<ul style="list-style-type: none"> ■ Not applicable to the first 100 km 	<ul style="list-style-type: none"> ■ Between 101 and 250 km there is a pickup charge of €1.74/km (plus VAT) ■ There is always a charge for distances up to 100 kilometers by road ■ If in individual cases the pickup location is between 101 and 250 km from the border crossing, the costs for temporary storage in Germany are charged in addition to the pickup costs ■ Billing is based on an AM order ■ The total is calculated according to the number of vehicles deployed ■ 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 pickup	<ul style="list-style-type: none"> ■ The depot/mail center can only execute the order if the e-mail following consultation with the Scheduling department is received by 12 noon three working days before the requested pickup day ■ Saturdays, Sundays and public holidays as well as December 24 and December 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"> – Pickup address – Pickup 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 pickup registration form from deutschepost.de/einlieferungslisten. If you use the POSTAKTUELL MANAGER, you will receive the completed form with the posting list. 	

Pickup outside Germany

	Pickup without surcharge as part of ELN (Express Logistics Network)	Pickup 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 pickup vehicle ■ Pickup 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 pickup by 5 p.m. the day before the pickup, no pickup agreement is entered into ■ For organizational reasons, the guaranteed pickup runs may be postponed by one working day (not counting Saturdays, December 24 or 31) ■ The pickup 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 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.	

Notes:

1. Pickups of POSTAKTUELL items outside Germany cannot be ordered via the KSC or GKS as part of the service journeys. E-mail notification must always be sent in advance for pickups outside Germany above or below 5 metric tons (following consultation with the Scheduling department).
2. Most pickups outside Germany usually have to take place by 12 noon (last possible departure time at pickup location); pickups after 12 noon from the pickup 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 pickups with your Scheduling department.

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

If a customer or service provider intends to drop off items from outside Germany, this must be agreed with Deutsche Post in good time (7 working days before the planned posting). 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 posting is not possible at the desired location,

Deutsche Post will promptly propose another suitable posting office to 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.

5.5.4 Dispatch preparation

- The items must be loaded onto pallets (page 13)
- The departure times of our pickup vehicles must be before the last posting times of the depots
- In all cases, loading is deemed to be the responsibility of the poster

5.5.5 Separation according to routing zones

- The pallets must be separated according to routing zones
- This single-destination loading allows for the last posting times to be extended in agreement with the responsible ELN (Express Logistic Network) depot
- If a firmly agreed pickup does not take place – or does not take place as planned – then we may charge you a flat rate per kilometer driven
- The poster must complete loading within one hour. If our vehicle has to wait for more than 60 minutes, the waiting time will be charged.

6. Prices

Prices for POSTAKTUELL to all households up to 1,000 g*

Weight in grams	Core region €/1,000 units	Peripheral region €/1,000 units	Weight in grams	Core region €/1,000 units	Peripheral region €/1,000 units
< 20	99.00	130.00	341	393.00	422.00
21	120.00	147.00	351	396.00	426.00
31	131.00	158.00	361	400.00	431.00
41	140.00	167.00	371	405.00	435.00
51	155.00	179.00	381	408.00	438.00
61	164.00	189.00	391	410.00	441.00
71	174.00	200.00	401	414.00	444.00
81	183.00	211.00	411	417.00	448.00
91	191.00	222.00	421	420.00	453.00
101	201.00	227.00	431	424.00	457.00
111	215.00	241.00	441	428.00	460.00
121	228.00	255.00	451	431.00	463.00
131	241.00	272.00	461	433.00	465.00
141	254.00	285.00	471	436.00	469.00
151	268.00	293.00	481	438.00	471.00
161	277.00	301.00	491	441.00	475.00
171	286.00	312.00	501	443.00	477.00
181	297.00	323.00	511	447.00	481.00
191	306.00	333.00	521	449.00	483.00
201	316.00	343.00	531	453.00	486.00
211	326.00	354.00	541	455.00	488.00
221	333.00	364.00	551	457.00	491.00
231	343.00	373.00	561	459.00	493.00
241	347.00	377.00	571	461.00	495.00
251	352.00	378.00	581	464.00	501.00
261	359.00	385.00	591	466.00	503.00
271	363.00	389.00	601	469.00	505.00
281	366.00	394.00	611	471.00	507.00
291	372.00	399.00	621	474.00	509.00
301	376.00	406.00	631	476.00	512.00
311	382.00	410.00	641	479.00	514.00
321	385.00	414.00	651	480.00	515.00
331	388.00	418.00	661	481.00	517.00

Weight in grams	Core region €/1,000 units	Peripheral region €/1,000 units
671	483.00	520.00
681	485.00	523.00
691	487.00	525.00
701	488.00	526.00
711	491.00	528.00
721	493.00	530.00
731	495.00	532.00
741	497.00	534.00
751	499.00	536.00
761	502.00	538.00
771	503.00	539.00
781	504.00	541.00
791	505.00	543.00
801	507.00	547.00
811	508.00	548.00
821	510.00	550.00
831	512.00	551.00
841	514.00	553.00
851	515.00	554.00
861	517.00	557.00
871	518.00	558.00
881	521.00	560.00
891	523.00	561.00
901	524.00	562.00
911	526.00	564.00
921	527.00	567.00
931	527.00	568.00
941	529.00	570.00
951	530.00	571.00
961	531.00	572.00
971	532.00	573.00
981	535.00	575.00
991	536.00	576.00

* Additional fee for delivery area selection: €10 per 1,000 units added to the price of the applicable weight range.

The minimum order value for POSTAKTUELL to all households is €300.00 plus VAT.

Use our POSTAKTUELL MANAGER – the software for planning your POSTAKTUELL mailings, featuring up-to-date household numbers and convenient selection options using cartographic selection fields and valuable structural data.

For details and to order, go to postaktuellmanager.de

Billing

You can pay 1) without cash using the free POSTCARD, 2) in cash, or 3) with your debit card. Costs are calculated on the basis of the information provided in your posting list.

Should more items have been provided than initially stated, we will charge the difference retroactively. If the number of items is lower, we will refund the difference.

All prices exclude VAT Valid from January 1, 2021

Prices for POSTAKTUELL to households with daily mail up to 1,000 g*

Weight in grams	Core region €/1,000 units	Peripheral region €/1,000 units	Weight in grams	Core region €/1,000 units	Peripheral region €/1,000 units
< 20	65.00	84.00	341	352.00	378.00
21	84.00	106.00	351	355.00	383.00
31	96.00	117.00	361	360.00	387.00
41	108.00	128.00	371	363.00	391.00
51	124.00	143.00	381	367.00	394.00
61	132.00	152.00	391	370.00	398.00
71	140.00	161.00	401	373.00	402.00
81	146.00	167.00	411	376.00	406.00
91	155.00	177.00	421	380.00	409.00
101	169.00	188.00	431	384.00	413.00
111	182.00	201.00	441	386.00	416.00
121	193.00	213.00	451	389.00	418.00
131	205.00	227.00	461	393.00	421.00
141	215.00	238.00	471	395.00	425.00
151	238.00	256.00	481	397.00	429.00
161	246.00	264.00	491	400.00	431.00
171	254.00	274.00	501	403.00	435.00
181	263.00	283.00	511	407.00	437.00
191	272.00	293.00	521	409.00	439.00
201	281.00	301.00	531	411.00	442.00
211	289.00	310.00	541	414.00	444.00
221	295.00	317.00	551	416.00	447.00
231	300.00	323.00	561	418.00	451.00
241	306.00	329.00	571	420.00	453.00
251	312.00	336.00	581	422.00	455.00
261	317.00	341.00	591	425.00	458.00
271	321.00	345.00	601	428.00	460.00
281	326.00	351.00	611	430.00	462.00
291	330.00	355.00	621	432.00	464.00
301	336.00	361.00	631	435.00	466.00
311	340.00	365.00	641	437.00	469.00
321	344.00	370.00	651	439.00	471.00
331	348.00	374.00	661	440.00	474.00

Weight in grams	Core region €/1,000 units	Peripheral region €/1,000 units
671	442.00	476.00
681	444.00	479.00
691	447.00	481.00
701	448.00	483.00
711	451.00	484.00
721	453.00	486.00
731	454.00	488.00
741	457.00	491.00
751	458.00	492.00
761	460.00	494.00
771	461.00	497.00
781	463.00	498.00
791	464.00	501.00
801	466.00	502.00
811	468.00	504.00
821	470.00	506.00
831	471.00	507.00
841	474.00	509.00
851	475.00	510.00
861	476.00	513.00
871	479.00	514.00
881	480.00	515.00
891	481.00	517.00
901	483.00	518.00
911	484.00	521.00
921	485.00	523.00
931	487.00	524.00
941	488.00	526.00
951	490.00	527.00
961	491.00	528.00
971	492.00	530.00
981	494.00	531.00
991	495.00	532.00

* Additional fee for delivery area selection:
€10 per 1,000 units added to the price of the applicable weight range.

The minimum order value for POSTAKTUELL to households with daily mail is €300.00 plus VAT.

Use our POSTAKTUELL MANAGER – the software for planning your POSTAKTUELL mailings, featuring up-to-date household numbers and convenient selection options using cartographic selection fields and valuable structural data.

For details and to order, go to postaktuellmanager.de

Billing

You can pay 1) without cash using the free POSTCARD, 2) in cash, or 3) with your debit card.

Costs are calculated on the basis of the information provided in your posting list.

Should more items have been provided than initially stated, we will charge the difference retroactively. If the number of items is lower, we will refund the difference.

All prices exclude VAT Valid from January 1, 2021

6.1 Charges for pickup 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 pickup of less than 5 metric tons are calculated per truck used in a pickup order.

Charges per pickup within Germany

Pickups of shipments of a total net weight of less than 5 metric tons/pickup order are subject to a charge. Each planned pickup is calculated individually and billing is based on the mail volume picked-up.

Pickup costs are calculated based on the following parameters:

- Volume
- Pickup location
- Distance

Charges per pickup outside Germany

Only subject to a charge if below 5 metric tons/pickup order/truck used and for pickup orders exceeding 5 metric tons/truck used for distances from 101 km by road

	Per km
€	1.74

Charges for waiting times

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

Pickups of more than 5 metric tons per truck used are subject to a charge for distances between 101 and 250 km by road. The costs are charged from the border crossing up to a

maximum distance of 250 km. The costs are based on the number of kilometers from the border crossing plus the pickup charge per truck.

Charges for pallet storage

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

The storage charge including postage falls due on the day of handover to

Deutsche Post (day of posting or day of pickup).

7. General terms and conditions and contact details

Please note that the following applies in all cases:

POSTAKTUELL is subject to the General Terms and Conditions of Deutsche Post for domestic mail services (AGB BRIEF NATIONAL). Free copies of the GTCs for you to view or keep can be obtained from your customer advisor or your local retail outlet.

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

If a firmly agreed pickup cannot be performed for reasons attributable to you or cannot be performed as planned, we are entitled to demand compensation for the damage we thereby incurred. This will be in the form of a flat rate per kilometer for the distance between the destination of our round (destination warehouse/ depot) and the agreed pickup site – although, of course, any expenditure not incurred will be deducted and you will be given the opportunity to demonstrate that the damage is less than stated.

Details on transit time (delivery period)

You can post items from Monday to Friday –

taking into consideration our last posting times. Deutsche Post usually delivers the items within four working days (Tuesdays to Fridays) after the posting date.* This is, however, a quality target rather than a transit time guarantee. In the case of a single-destination loading, meaning the items picked up are separated into batches for one routing region only each, this quality target can usually be met even if the items are posted after the posting deadline. Please consult the responsible depot for the last possible posting time. You can inquire about your local postal retail outlet's last posting times at the outlet itself.

We ask for your understanding that we cannot give a contractual transit time (delivery period) guarantee due to the special nature of postal bulk transport.

* Outside of EINKAUFKATUELL regions, items are usually delivered on Saturdays as well.

Questions about the product

Information hotline for business customers
0180 6 55 55 55*
 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 per call from a German mobile network

Questions about Order Management

IT Customer Support & Integration Post
 Telephone: 0228 182-23500
 Mon. – Fri.: 8 a.m. to 4 p.m.
 E-mail: it-csp@deutschepost.de

Our business customer service staff are available to answer any queries you may have and provide you with tailored solutions and expert advice.

More information is available at [deutschepost.de/postaktuell](https://www.deutschepost.de/postaktuell)

Deutsche Post AG

Headquarters
Produktmanagement
Dialogmarketing
53250 Bonn

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

Service helpline

0180 6 55 55 55* (within Germany)

* €0.20 per call from a German landline;
no more than €0.60 per call from a German mobile network;
Mon. – Fri.: 8 a.m. to 6 p.m.
(except nationwide public holidays)