Automatable mailings

Contents

Please note that the illustrations in this brochure are not to scale.

For efficient
Dispatch

Fast and reliable

As the postal service for Germany, we here at Deutsche Post do our best every day to ensure that your mail items are delivered reliably. To process your mail, Deutsche Post uses sorting systems that can read addresses and sort items 100% automatically.

This brochure provides information on how to design mail items that comply with Deutsche Post's General Terms and Conditions for DOMESTIC MAIL so that those items can be processed quickly and reliably by our automatic sorting machines.

1   Guide to automation, products and basic formats

A mail item's suitability for automatic processing is determined by:

- The machine-readability of the address and franking
- The layout of the address side
- The physical characteristics of the item.

Use the following table (automation guide) to identify which of the three automatic processing criteria must be met for your items. This depends upon your items' product and basic format.

Please note that the basic format for all mail items – with the exception of DIALOGPOST – is a result of the shape, dimensions, weight and level of suitability for automatic processing. For DIALOGPOST items, the basic format is a result of only the shape, dimensions and weight. Moreover, some additional services (e.g., PREMIUMADRESS) are subject to stricter requirements with regard to suitability for automatic processing.

Automation guide

Automatic processing criteria	Basic formats	PRODUCT						
		DIALOGPOST	MAIL	POSTKARTE	WERBEANTWORT	RESPONSEPLUS	BÜCHER- und WARENSENDUNG	WARENPOST
Maschine-readability	Standard	YES	•	•	YES	YES	–	–
	Kompakt	–	•	–	YES	YES	–	–
	Groß (large)	YES	•	–	YES	YES	•	–
	Maxi	–	•	–	YES	–	•	•
Layout of the address side	Standard	YES	YES	YES	YES	YES	–	–
	Kompakt	–	YES	–	YES	YES	–	–
	Groß (large)	YES	YES	–	YES	YES	YES	–
	Maxi	–	YES	–	YES	–	YES	YES
Physical characteristics	Standard	YES	YES	YES	YES	YES	–	–
	Kompakt	–	•	–	•	YES	–	–
	Groß (large)	YES	•	–	•	YES	•	–
	Maxi	–	•	–	•	–	•	•

YES = Mandatory for automatic processing   • = Desirable but not mandatory

1.1   DIALOGPOST National

With DIALOGPOST, you can send promotional mail and catalogues to your customers. Please note that DIALOGPOST mail products are subject to minimum mailing quantities.

Additional details regarding this product are available at **dialogpost.de**

1.2   LETTERS and POSTCARDS

LETTERS and POSTCARDS, just two of Deutsche Post's classic products, are used to send written messages and even merchandise.

Additional information regarding these products can be found in our **'Services and Prices'** (Leistungen und Preise) brochure.

1.3   WERBEANTWORT and RESPONSEPLUS

Classic WERBEANTWORT and RESPONSEPLUS, the modern advertising response element with a digital franking mark (matrix code), are products of Deutsche Post that you can use to turn your response elements, whether POSTCARDs or LETTERs, into efficient dialogue marketing instruments.

Additional details regarding this product can be found at **werbeantwort.de** and **deutschepost.de/responseplus**

1.4   BÜCHER- und WARENSENDUNG, WARENPOST

With BÜCHER- und WARENSENDUNG (books and merchandise items) or WARENPOST (merchandise mail), you can send samples, specimens and articles of any kind that can inherently be viewed as merchandise. Both products let you send a wide range of items inexpensively such as books, replacement parts, electronic devices, mobile telephone accessories, data storage devices, textiles and household goods. Please note, however, that BÜCHER- und WARENSENDUNG or WARENPOST products may not contain any form of correspondence. That restriction does not apply to invoices or other accompanying documents, which may be enclosed with the merchandise. To dispatch items as WARENPOST, customers must commit contractually to sending a minimum of 200 items per year.

Additional details regarding this product can be found at **buecherundwarensendung.de** und **warenpost.de**

1.5   Product/basic format combinations

Using the adjacent table, you can determine the product you require in combination with the appropriate basic format.

Please note that items in the Standard and Kompakt (compact) basic formats must be rectangular. The length must be at least 1.4 times the width.

The Groß (large) and Maxi basic formats can be used to send both rectangular and square-shaped items. The minimum size of a square-shaped DIALOGPOST item is 140mm X 140mm; all other products have a minimum side length of 125mm. The maximum size of any square-shaped item is 250mm x 250mm.

For MAIL items in Groß and Maxi basic formats, tubes/roll-shaped items with an oval-shaped cross-section are allowed provided that the long diameter is at least twice the length of the short diameter (2:1 ratio, thickness = short diameter up to 50mm). Items with a circular cross-section are also permitted if they are outfitted with a firmly attached sleeve of at least 150mm x 150mm. These types of items may be flattened on the ends in the manner of a tube but minimum and maximum sizes still apply.

Select your combination of product and basic format

Basic format		DIALOGPOST [1]	MAIL	POSTKARTE	WERBEANTWORT	RESPONSEPLUS	BÜCHER- und WARENSENDUNG [4]	WARENPOST
					PRODUCT			
Standard	Length	150 to 235 mm [2]	140 to 235 mm	140 to 235 mm	140 to 235 mm	140 to 235 mm	–	–
	Width	90 to 125 mm	90 to 125 mm	90 to 125 mm	90 to 125 mm	90 to 125 mm	–	–
	Thickness	Up to 5 mm	Up to 5 mm	–	Up to 5 mm	Up to 5 mm	–	–
	Weight	Up to 50 g	Up to 20 g	[3]	Up to 20 g	Up to 20 g	–	–
Kompakt	Length	–	100 to 235 mm	–	100 to 235 mm	100 to 235 mm	–	–
	Width	–	70 to 125 mm	–	70 to 125 mm	70 to 125 mm	–	–
	Thickness	–	Up to 10 mm	–	Up to 10 mm	Up to 10 mm	–	–
	Weight	–	Up to 50 g	–	Up to 50 g	Up to 50 g	–	–
Groß (large)	Length	140 to 353 mm	100 to 353 mm	–	100 to 353 mm	100 to 353 mm	100 to 353 mm	–
	Width	90 to 250 mm	70 to 250 mm	–	70 to 250 mm	70 to 250 mm	70 to 250 mm	–
	Thickness	Up to 30 mm	Up to 20 mm	–	Up to 20 mm	Up to 20 mm	Up to 50 mm	–
	Weight	Up to 1.000 g	Up to 500 g	–	Up to 500 g	Up to 500 g	Up to 500 g	–
Maxi	Length	–	100 to 353 mm	–	100 to 353 mm	–	100 to 353 mm	100 to 353 mm
	Width	–	70 to 250 mm	–	70 to 250 mm	–	70 to 250 mm	70 to 250 mm
	Thickness	–	Up to 50 mm	–	Up to 50 mm	–	Up to 50 mm	Up to 50 mm
	Weight	–	Up to 1.000 g	–	Up to 1.000 g	–	Up to 1.000 g	Up to 1.000 g

[1] DIALOGPOST cards are subject to the regulations for Standard basic format items in card form (see selection 4.2).
[2] DIALOGPOST items with a length of 148 mm are also allowed.
[3] The maximum and minimum weights of a POSTCARD result from the respective item sizes in combination with the paper grammage.
[4] The Bücher- und Warensendung 500 product is the equivalent of the Groß (large) basic format, the Bücher- und Warensendung 1,000 product the Maxi basic format.

1.6   DIALOGPOST items not suitable for automatic processing

DIALOGPOST items that do not meet the size/shape requirements of the basic formats or do not have straight outer edges are not suitable for automatic processing.

Please note that in the case of these 'creative special formats', the items must have a rectangular base of at least 140mm in length and 90mm in width. Any surfaces extending beyond this base (e.g., jagged or rounded edges) must not be significantly larger than the base dimensions since the protruding elements could be damaged or torn off. In addition, these items may not exceed the maximum dimensions for the relevant basic format.

Items not 100% suitable for automatic processing – i.e., they can be processed by a machine only to a limited extent or not at all depending upon the basic format and item concept – include, for example, items with very bulky or rigid contents and items that are insufficiently sturdy.

Items that cause additional manual handling because they are poorly sealed or stuck together, for example, are also unsuitable for automatic processing. Please note that the latter may be returned to the sender or excluded from transport altogether depending upon the degree of adhesion.

DIALOGPOST items not suitable for automatic processing are subject to a surcharge for extra processing and handling.

If physical characteristics or other defects that make the items unsuitable are only discovered when automatic processing is first attempted, the surcharge will be added afterwards for the total volumes posted.

1.7   Letters and postcards not suitable for automatic processing

For letters and postcards that do not meet the requirements, customers will be charged the rate for the next higher basic format. For example, if a Standard LETTER, POSTCARD or WERBEANTWORT does not meet the physical requirements for the Standard basic format, the customer will be charged the rate for a LETTER with a Kompakt (compact) basic format instead.

Machine-readability

All basic formats

2   Machine-readability

Our sorting systems need to be able to read a variety of data elements including the postcode, destination town/city, delivery or collection information, and franking.

2.1   Fonts

Standard fonts such as Arial, Frutiger, Helvetica, Times and Univers are easily read by machines.

The cap height of letters and numerals must be between 2.3mm and 4.7mm. A font size of 10pt. to 12pt. in the 'regular' (normal) style is considered optimal for many typefaces.

Ensure there is consistent spacing from the end of one character (letter or numeral) to the start of the next character. The distance between numeral blocks and words must be one or two spaces.

The permitted distance (interlinear spacing) between the lines in the address is 0.5 to 2.5mm. Each font, owing to its own typo-metry (typeface design), needs an individual leading and thus individual line spacing. Line spacing of 120% to 140% of the selected font size fulfils this requirement.
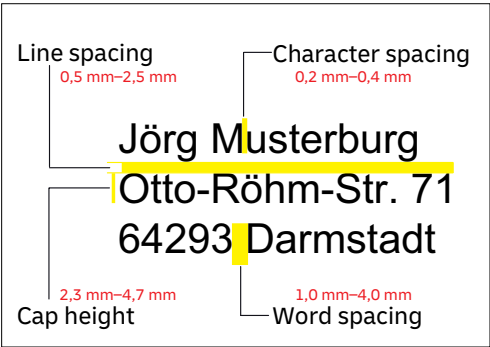

Fig. 1

Non-machine-readable fonts
A number of types of writing and typefaces cannot be read by machines.

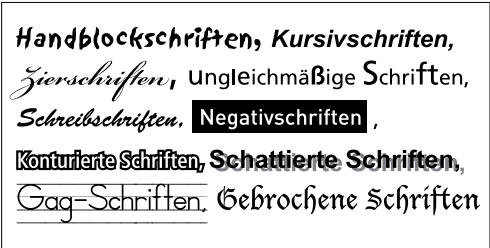These include the fonts shown below as examples because of their appearance.

Fig. 2

2.2   Layout of an address in Germany

The address information must be in the following order:
- Title, if desired
- Recipient's name
- Additional/further description of the recipient, if desired
- Specification of district, if desired or necessary (e.g., as a result of a territorial reform)
- Delivery or collection information (street name with building/street number or P. O. box) in a single line
- Postcode and destination town/city in a single line (in postal style and without country code or ISO code)

Domestic addresses must be written exclusively with Latin characters and in Arabic numerals.

Daniel Groß • Postfach 12 43 76 • 20095 Hamburg
Herrn
Aaron Bodden
Postfach 83 14 65
52078 Aachen

Fig. 3

Firma
Ludwig Stein GmbH
Abt. Einkauf, Herr Kleinert
Prenzlauer Berg
Fröbelstr. 72
10405 Berlin
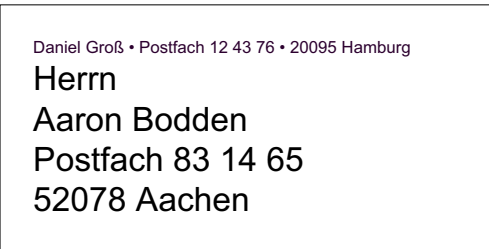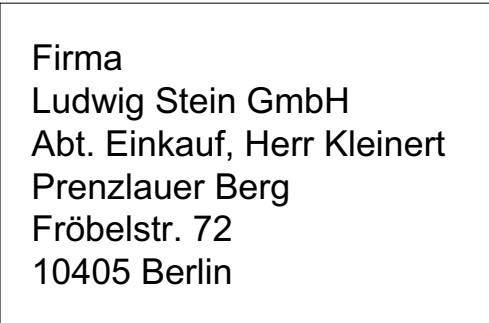
Fig. 4

2.3   Layout of an international address

Please follow the layout guidelines for addresses in Germany and also take note of the following additional requirements:
- Destination town/city in capital letters, if possible in the language of the destination country in question, and in Latin letters
- Name of the country in German, French or English and in capital letters as the last line of the address
- Do not include the country code or ISO code

Mr. J. de Vries
Adrianastraat 34
6832 AM ARNHEM
NETHERLANDS

Fig. 5

Frau
Yvonne Leskovar
Postgasse 1
1010 WIEN
ÖSTERREICH

Fig. 6

2.4   The address: Important details

- Address block: left aligned and unjustified, without any blank lines in accordance with DIN 5008
- Uniform typeface (type size, style) and uniform line spacing for the entire address
- An address must be at least two lines but integrated company logos do not count as a line.

Please note that mail items sent to P. O. box owners must be addressed to the P. O. box address. If the recipient has a major customer postcode, please use it. Additional delivery information (e.g., Treppenhaus B (staircase B), Wohnung 12 (flat 12), App. 77 (flat 77) is to be speci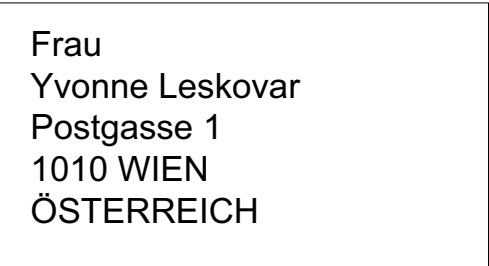fied after the building/house number and separated from it by a double slash (//). If there is not enough line space, please use the line above the delivery information.

2.5   The written information: More than just the address

The address together with the additional information described below form the written information. This is to be printed in a block, i.e., without empty lines or other separating characters.

If sender or return information is included within the written information, it must be printed above the address in a single line and in a markedly smaller font size, so that it is not confused with the recipient during machine processing. Incorrect sorting and delivery delays may otherwise result.

The total length of the written information may not exceed 100mm. In addition, the individual components of the written information must not be underlined or have a border.

Authorised franking marks and additional/address services and sender's instructions are also part of the written information and thus are to be placed above the address. The same also applies to individual customer information such as control characters in plain writing and classification indicators. If control characters are shown in the form of a code or as an image, they may also be positioned to the right below the written information.

The written information should always be printed in a single column of text in a separate row.
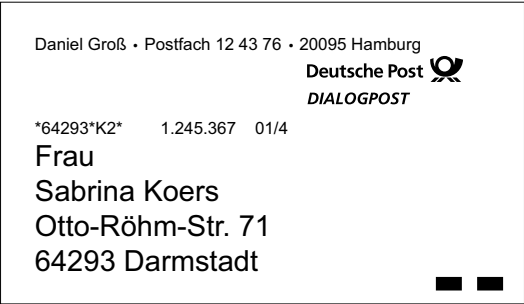
Fig. 7

Product designations for special products such as WERBEANTWORT must be added above and clearly separated from the written information and left justified.
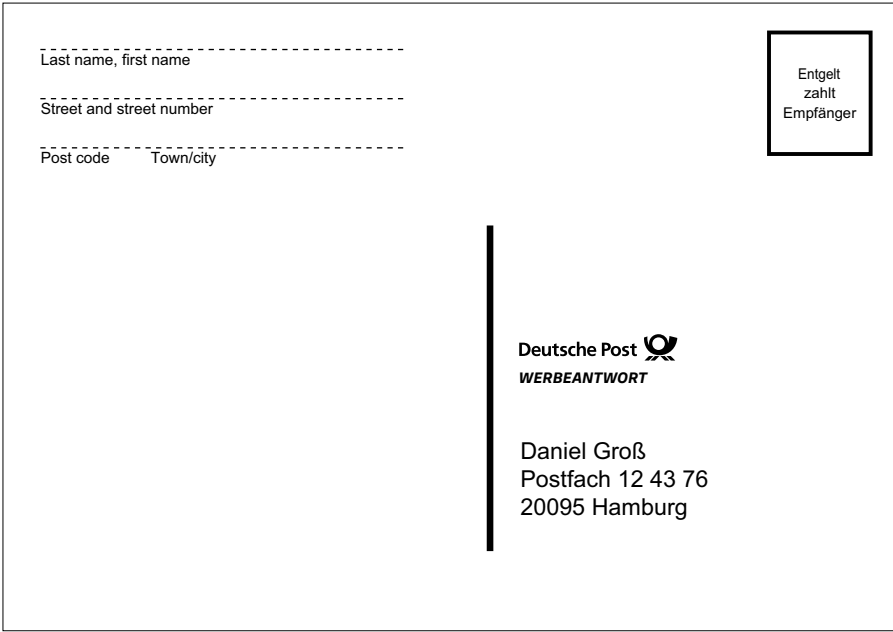
Fig. 8

2.6   Machine-readable franking marks and special services

If items are franked with digital franking types (e.g., IT franking with matrix code) or franking machines or if they are tagged with a code for special postal services (e.g., PREMIUMADRESS), this information must be machine-readable.

The basic requirement is that the data matrix code must be the correct size and printed in black ink (exception: FRANKIT) on a monochrome background, which may be white or a pastel tone.

You must also be sure to take into account information and/or specifications in the relevant product brochure.
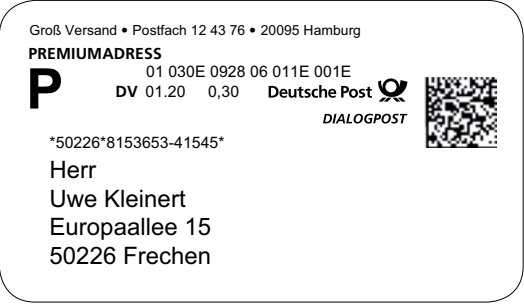
Fig. 9

2.7   Print quality and contrast

All of the written information is to be applied in an even, clean print. To ensure that the different elements can be reliably identified and read, the dark writing must stand out in clear contrast from a monochrome background, either white or a pastel tone, and be abrasion, rub and scuff resistant (for a negative example, see Fig. 10).

Please note that some printing methods/materials (e.g., thermal printing, wax ink) may require special treatment to be both durable and resistant to abrasion, rubs and scuffs, or may even be unsuitable.

Fig. 10
Negative example

2.8   Special characteristics of written information covered by transparent film

If an item is wrapped in transparent film, film seams or multiple film layers/overlaps may obscure the printed information and make it difficult or impossible for the information to be machine-read.

The same also applies to excessive wave formation in a transparent window or film wrapping.

Layout of the
address side

Standard

Kompakt

3   Standard and Kompakt: Layout of the address side

The address side of all mail items is divided into strictly defined zones.

The address side of an item in the Standard basic format is divided up into four areas: a reading zone, franking zone, sender zone and coding zone.

Items with a Kompakt (compact) basic format only have three zones: reading, franking and sender.

The written information must always be located in the reading zone and be printed parallel to the long sides in a manner suitable for reading (e.g., not upside down/sloping). Please note that the recipient must be rapidly detectable and clearly determinable so that there are no sorting errors during processing.

Please enter the sender's details inside the sender zone or above the recipient data (address). The sender must also be clearly determinable.

The franking must always be placed in the designated area, i.e., in the franking zone or within the written information. In addition, a digital franking impression must also always be machine-readable.

The above-mentioned specifications form the basis of mail item processing and are mandatory. Mail items that fail to meet these requirements are prohibited.

3.1 Reading zone

The written information is to be entered in the reading zone. It must be printed parallel to the long side of the item in a manner suitable for reading.

If the sender's details are entered within the reading zone, they should be placed in a single line above the address (see section 2.5).

No other delivery information may be entered in the reading zone with the exception of a one-time indication of the delivery address and possibly the single-line sender details above the address. This restriction does not apply to information in reverse print.

No delivery information (e.g., sender details) may be entered in the 'reading zone' on the back of the item. In such cases, it becomes difficult to determine which address is the actual delivery address. The only exception to this rule is DIALOGPOST.

3.1.1 Layout of the reading zone for items without windows

For items without windows, the written information must be entered fully within the reading zone and thus at a distance of at least 40mm from the top edge of the item. It must also be positioned at least 15mm from the other edges.

The background of the written information and the 3mm border surrounding it must be white or a single pastel colour.

The rest of the reading zone may be in colour and/or have graphics. In that event, there must be a 20mm quiet zone around the written information, that must be white or a light colour.

A dark colour may also be used in the quiet zone. In this case an inscription field (label/window-like field) at least 70mm long and 45mm wide is required for the written information. This inscription field must be rectangular and clearly contrast with the bordering design. In addition, the written information must remain at least 3mm from all edges of the inscription field.

The same applies to the use of labels.

Alphanumeric information may only be positioned to the left of and above the written information at a distance of at least 20mm. This stipulation does not apply to alphanumeric information in reverse print, which may be positioned in the quiet zone but no closer than 5mm to the written information.
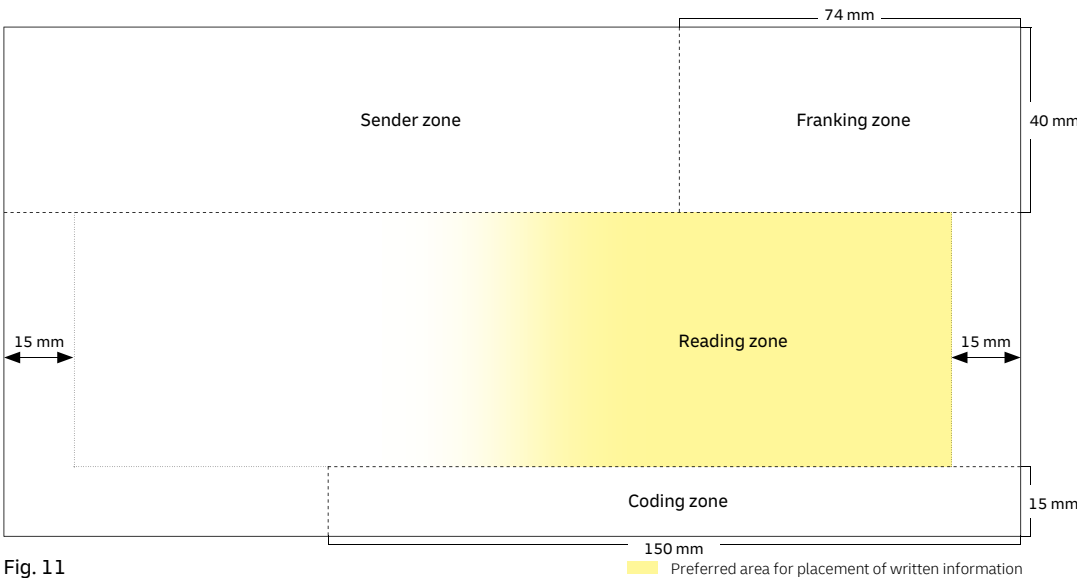

Fig. 11

74 mm
Sender zone   Franking zone   40 mm
Reading zone   15 mm
15 mm
Coding zone   15 mm
150 mm
Preferred area for placement of written information

Designs with separating lines

A separating line can prove particularly useful in the case of small-format items, enabling other information positioned on the left to be placed closer to the written information. The written information must always be positioned on the right-hand side of the reading zone.

The vertical separating line should be dark-coloured, preferably black. It starts above the coding zone and should end 40mm before the top edge of the item. This makes the separating line at least 35mm long and 1.2mm wide; it must, however, always be as long as the full height of the written information. The separating line should be positioned 74mm from the right edge of the item and may deviate a maximum of 15mm either right or left from this position.

The separating line must be a continuous line. That means dots or dashes, parallel lines or a line of text may not be used as a separating line. Please note that the use of several or additional separating lines within the reading zone is not allowed.

Please ensure that the separating line is not obscured in any way. All information, images and graphics must be placed at a distance of at least 5mm to the right and left of the separating line.

The address must start at a distance of 5mm to 8mm from the right edge of the separating line. The written information as a whole must terminate at least 5mm from the right-hand edge of the item.

Other delivery information may be positioned to the left of the separating line. In that case, however, those information must be machine readable and fully meet the above-mentioned requirements.
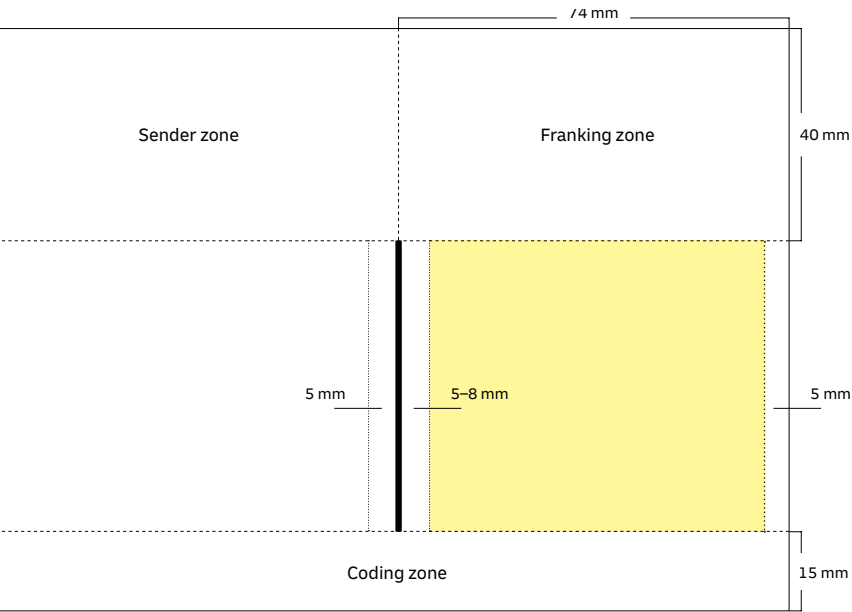
3.1.2   Layout of the reading zone for items with windows

When an envelope with a window is used, the written information must always be visible within the window. A window may be used with envelopes and self-mailers. It must be positioned in the reading zone, aligned with the long sides and thus at a distance of at least 40mm from the top edge of the item. It must also be positioned at least 15mm from the other edges.

The window consists of the window cutout with the window material firmly bonded on the inside. It must be transparent enough for the written information to be read easily.

The window must be rectangular and should have rounded corners. Normally, windows are 90mm long and 45mm wide. If only recipient data are placed in the window, the window may be reduced to a minimum of 85mm long and 30mm wide.

The envelope contents may not shift to such a degree that the written information is partially obscured or that other information (text or graphics) appears in the window.

All of the written information must be fully visible in the window and positioned at least 3mm from all edges.

The window must be bordered on all sides by a quiet zone at least 10mm wide. No alphanumeric data may be placed within or project into this quiet zone. That restriction does not apply to alphanumeric data in reverse print or postal impressions (e.g., sender's instructions). However, postal impressions must always be applied above the window.

A coloured/graphical design is allowed up to the edge of the window.

Additional windows including cutouts backed with window material on the address side may also be used. They must be placed to the left of the inscription window and may not contain any delivery details. The additional windows must be positioned at least 15mm from the edges of the item and from the inscription window.
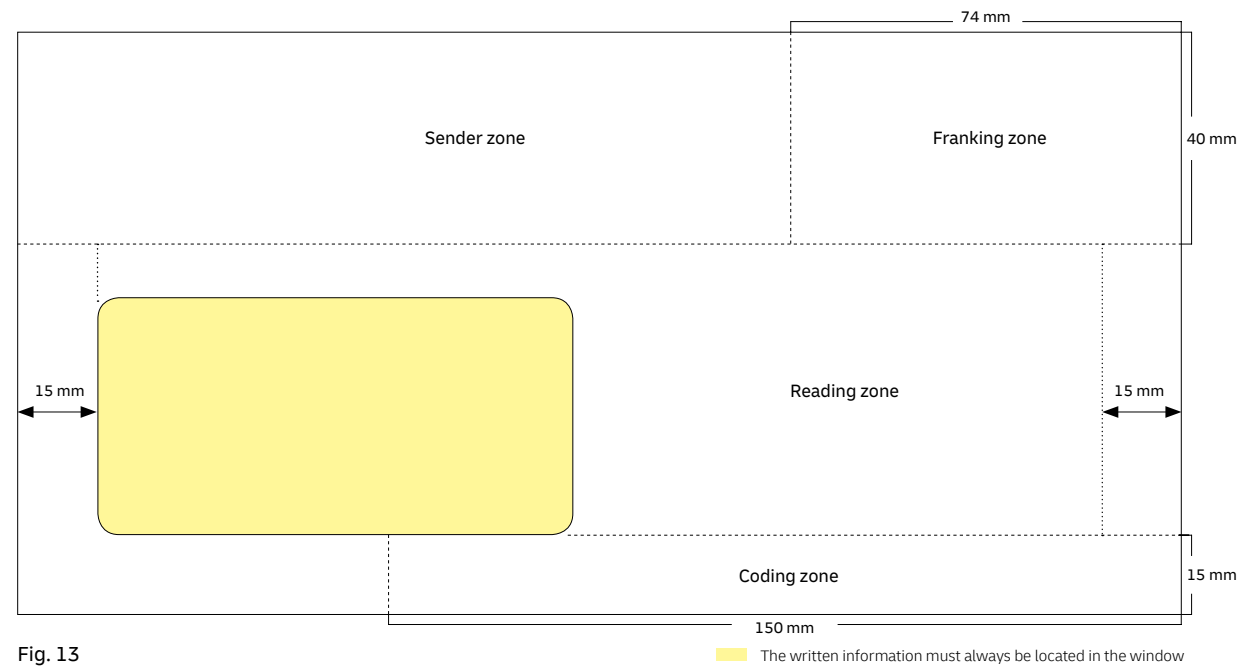

74 mm

Sender zone

Franking zone

40 mm

5 mm

5–8 mm

5 mm

Coding zone

15 mm

Fig. 12   Preferred area for placement of written information

Fig. 13
Mail item with window

▢ The written information must always be located in the window

3.2   Franking zone

The franking zone is used for franking items. Only franking types authorised by Deutsche Post may be applied there. The franking zone is also reserved for other postal impressions and additional Deutsche Post service remarks.

It is located in the top right corner of the item's address side. It is 74mm long from the right edge and 40mm wide from the top.

Digital franking impressions must always be placed in the designated area, i.e., in the franking zone or within the written information. For example, a shortened franking impression may only be placed within the written information.

The use of customer-specific designs in franking impressions is subject to special regulations.

Any information that is misleading as to which company has been commissioned to transport the mail is prohibited.

Alphanumeric data, free-standing graphics (e.g., logos or eye catchers) and codes of any kind that extend beyond the franking are also not permitted. The only exception in this case is the use of franking within the written information.

Please also note the particular characteristics of the franking type you selected:

Particular characteristics of the different types of franking

Postage stamps
Postage stamps must be placed within the franking zone so they can be cancelled. Postage stamps placed elsewhere will generally not be taken into account for franking.

Franking impression (franking wave)
The franking impression consists of the following: Franking wave with the post horn, product information (e.g., DIALOGPOST) and the remark Ein Service der Deutschen Post (a Deutsche Post service). If the franking impression is used together with a customer-specific design, the entire franking zone must be white or a pastel colour.

If only the franking impression is used, its background – including a bordering quiet zone of 5mm around the entire impression – must be white or a pastel shade. The remaining area of the franking zone may be in colour however. Customers should take care to note the specifications mentioned in the 'Information sheet for uniform franking impressions' (Merkblatt zum einheitlichen Frankiervermerk).

Franking impression for WERBEANTWORT and RESPONSEPLUS
If franking impressions are used, the franking zone must be white or a uniform pastel shade.

Digital franking types
If a digital franking impression is used, the entire franking zone or the intermediate media (label) used must be white or a uniform pastel shade. The franking impression should be applied in the correct size. In addition, care should be taken to ensure that the franking impression/matrix code is of good print quality and sufficiently contrasts with the background (see sections 2.6 and 2.7).

Franking within the written information
If the franking impression leaves the franking zone empty (e.g., IT franking, an abbreviated franking impression), the entire franking zone may be designed in colour. Stand-alone graphics (e.g., logos or eye-catchers) are acceptable; however, they may not be rectangular or have a rectangular border. Alphanumeric data may also be used but only if reverse printed.

For additional information regarding franking, see **deutschepost.de/frankierung**

3.3 Sender zone

The sender zone is located on the address side of the item in the upper left corner. It is 40mm wide and ends 74mm before the right edge of the item.

As a general rule, please enter your sender's details in the sender zone.

An additional option is to position the sender's details above the address. In this case, the information must be entered in a single line and in a significantly smaller font size (see section 2.5).

For a return item to be processed, the sender's details/return address must be placed on the address side.

Other information – such as advertising imprints and graphics or additional postal information such as branch addresses or a data protection notice – may also be placed in the sender zone. In these cases, the sender's details must always be clearly recognizable.

For additional services such as PREMIUM-ADRESS, please also be sure to observe the relevant specifications.

3.4 Coding zone

The address is machine-read and converted into a routing code that is printed on the item. The bar code lets the item to be sorted quickly and efficiently.

The coding zone is located on the address side in the right bottom corner. It extends 150mm from the right-hand edge and 15mm up from the bottom edge. For items that are less than 150mm in length, the coding zone extends the entire length of the item.

The coding zone may not contain any information or have an uneven surface, and must be white or a pastel shade throughout.

Labels/stickers of any kind as well as adhesive tabs and similar seals may not extend into the coding zone.

The coding zone must be sufficiently absorbent to allow the routing code to be applied without smudging.

Physical characteristics of
mail items

Standard

Kompakt

4 Standard and Kompakt: Physical characteristics

Mail items are sorted by machines. To ensure that items in the Standard and Kompakt (compact) basic formats can be processed fully automatically without extra manual handling, they must meet the following requirements regarding physical characteristics and contents. In addition, the shape, dimension and weight requirements listed in section 1 also apply to these items.

Mail items may not be sent without envelopes, with the exception of items in card form. Please note that a banderole does not count as an envelope.

Items must be sturdy, yet sufficiently flexible as well as flat and thus stackable without restriction. That means some items are unsuitable for automatic processing, i.e., those with surface irregularities because objects such as keys, customer cards, shopping cart tokens, various storage media or even thicker inserts made of paper/cardboard have been inserted into or adhered to them.

The contents of envelopes and self-mailers must be such that the ready-to-post items are filled completely and evenly almost throughout so that the items have an even thickness.

The front and back of an item must always form a continuous surface and must not have any creative shapes, openings or protruding parts. That is why, for example, items with thumb slots or backpack mailings can only be processed at additional expense.

Items that are glued/stuck together – e.g., as a result of leaking glue – can only be processed to a limited extent and thus always generate additional expense during processing. Items that are bent or bulging lengthwise or width-wise also cannot be processed by machines.

Deformations such as bulges and ripples can be created by surface finishes applied on one side or by printing processes that are not suitable for the paper type used. They can also result from improper storage/transport of the items or even the paper. The combination of various contributing factors – such as the type of paper and printing – can also prove unsuitable. Certain combinations, for example, could cause colour particles to separate from an item during processing and be deposited on subsequent ones.

Should any of the above scenarios result in items lacking the necessary physical characteristics, Deutsche Post AG is released from any liability for damage on the grounds that the items have not been posted in a proper condition.

The same applies to any loss of data if storage media are sent.

These requirements apply to all of the types of items described in this chapter.

4.1 Characteristics of envelopes

The envelope must be sturdy enough to ensure that the contents of the item are packaged securely. Here, a paper weight of at least 70g/m² is required.

The sealing flap of the envelope or dispatch pouch must be securely sealed along its entire length.

4.2 Characteristics of items in card form

Dimensional stability is key for items in card form in particular. You should use paper with a high bending strength.

The required paper grammages for items in card form are as follows:
- at least 150g/m² up to the DIN C6 format
- at least 170g/m² up to the DIN long format
- at least 200g/m² for formats larger than DIN long up to the maximum format for standard items

We recommend using higher paper grammages. However, these must not exceed 500g/m².

Please note that the sturdiness of an item in card form depends not just on the paper grammage but also to a large extent on the quality and condition of the paper and the direction of the cut.

For items ready for dispatch, we recommend using long grain as the direction of the cut.

Items in card form are always single-piece. If the item is made of several layers of paper or cardboard, the layers must be flush and inseparably affixed to one another.

Address flaps

In the case of items in card form with address flaps, the address flap must extend across the entire length of the card, start at the bottom edge of the item and cover at least half of the card's width. The address flap must be fully sealed right up to the edges.

Perforations

Any perforations on the item may not tear. A sharp slit perforation with a ratio of 1:3 (e.g., 1mm cut to 3mm between holes) has proven effective.

4.3 Characteristics of self-mailers (folded mail items without envelopes)

A self-mailer is a mail item whose contents and encasement comprise a single element. Various folding and closing techniques are used on a sheet of paper to create a mail item ready for dispatch, hence the term 'folded mail items without envelopes'.

The sturdiness of a self-mailer depends to a large extent upon the paper grammage and quality of the paper. The different ways this type of item can be produced directly determine the specific grammages to be used. Important criteria here are the format and weight of the item when it is ready for dispatch. As a rule, the larger the self-mailer, or the fewer folds/sheets it has, the higher the paper grammage required.

The required paper grammage for self-mailers comprising only four pages (two sheets/layers with closing flap where applicable) is as follows:
- at least 150g/m² up to the DIN C6 format
- at least 170g/m² up to the DIN long format
- at least 200g/m² for formats larger than DIN long up to the maximum format for standard items

For self-mailers with six pages or more (three sheets/layers with closing flap where applicable) designed for instance to be folded using the letter fold method, the paper grammage must be at least 115g/m². This also applies to multi-part, bound self-mailers made from the same paper throughout.

Multi-part, bound self-mailers (booklet/catalogue self-mailer) whose interior pages consist of lightweight paper need a cover binding that makes the item sturdy.

A cover binding with a paper grammage of at least 135g/m² is required for items weighing up to 20g. Items weighing between 21g and 50g require a cover binding with a paper grammage of at least 150g/m².

Seals
The seal is an important part of your self-mailer and must be suitable for the respective item design. All seal types must be able to withstand processing and may not cause bulging.

As many sides of the item as possible should be fully sealed or folded across their entire area. At a minimum, the following sides must be sealed along their entire length up to the outer edges of the item:
- both long sides or
- the lower long side and both narrow sides
- the closing flap/tab (if there is one), especially if this does not extend to the opposite edge of the item.

For self-mailers weighing over 20g, the right-hand narrow side must always be sealed because of the increased weight. Recurring dispatches of these types of self-mailers can be submitted for inspection on a case-by-case basis.

Perforations
A perforation must not pull off/tear open during processing and transport. A tear-open/tear-off perforation may only be positioned along the upper long side or the narrow left side. A sharp slit perforation with a ratio of 1:3 (e.g., 1mm cut to 3mm between holes) has proven effective for these items.

Folds
The folds must be positioned in such a way as to ensure that the individual elements of the finished item lie flush and flat on top of one another.

Inserts
Inserts such as vouchers, flyers and response elements must be attached or secured in such a way that they do not fall out during processing.

Please ensure that any response elements included with a self-mailer comply with the relevant paper grammage requirements.

Exceptions
The use of adhesive dots/tabs is not entirely ruled out but they cannot replace complete closure of the sides. Whether these allow items to be adequately sealed, however, depends upon the respective item concept as well as the size, quantity, type and positioning of the adhesive dots/tabs. Recurring item concepts can be submitted for inspection on a case-by-case basis.
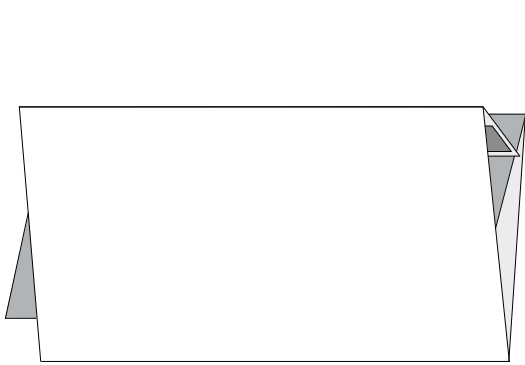

Fig. 14a
One-piece self-mailer (six pages)
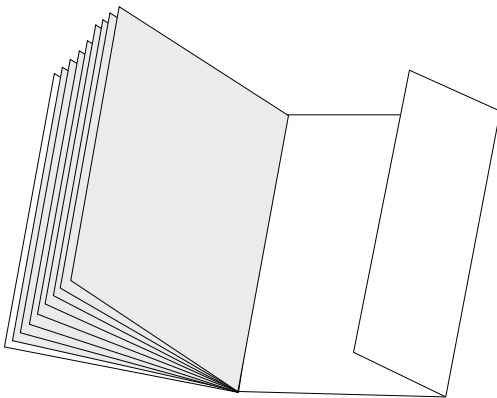with closing flap

Fig. 14b
Multi-part self-mailer
with closing flap

When you are planning your items, please note that the bottom long side must be closed along its entire length. We recommend using items designed so that the bottom long side is closed with a fold

## 4.4 Special features for items in the Standard basic format

Items in the Standard basic format with the following characteristics or defects are either not suitable for machine processing or generate additional expense during processing.

DIALOGPOST items of this type are subject to a surcharge for the extra production expense. MAIL and POSTCARD items can be sent as MAIL in the Kompakt (compact) basic format.

Mail items...

- that are not made of paper or cardboard.
- that have transparent film wrapping.
- that are made of translucent material (e.g., envelopes made of glassine).
- that have an exterior consisting partially or entirely of plastic or similar material (e.g., laminated cards/lenticular cards).
- that have an address window with the window material (transparent film) not firmly bonded on the inside.
- that have other types of cut-outs with backings that are merely inserted but not adhered on the inside.

- that have a pillow shape.
- that have fluorescent, luminous or reflective materials/colours.
- that have protruding seals (e.g., brass fasteners, split pin paper fasteners, Velcro straps).
- that contain samples (sachets) with liquids, creams or powder/granular materials (e.g., effervescent powders, tea bags or mixed spices) since they may burst/spill out. Please also note the important tip below.

Important tip for sending items with sachets: Please always notify your customer adviser in advance if you are planning to send items containing sachets so that they can co-ordinate the posting terms. Please also provide a sample item for inspection ahead of time.
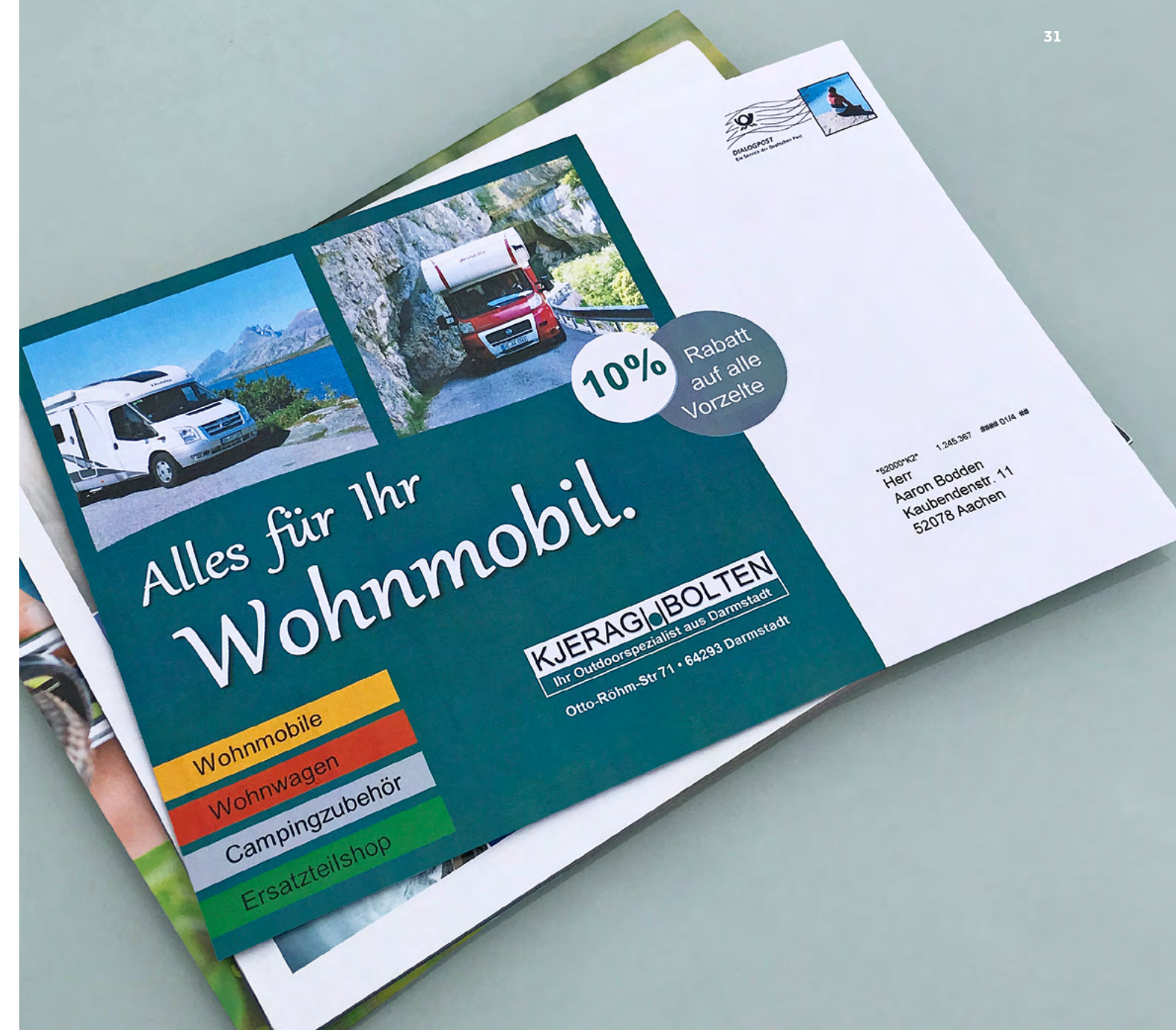
Layout of the
address side

Groß (large)

Maxi

5   Groß (large) and Maxi: Layout of the address side

Compliance with the reading, franking and sender zone restrictions is also mandatory for mail items in the Groß (large) and Maxi formats.

Items in the Groß (large) and Maxi basic format may be created in both landscape and portrait format. DIALOGPOST items without wrapping must use portrait format. Please also note the special characteristics listed in section 7.

The written information must always be properly positioned for reading in the reading zone.
- For items in landscape format, the written information must be positioned parallel to the long sides.
- For items in portrait format, it must be printed parallel to the narrow sides.

Please note that the recipient must be rapidly detectable and clearly determinable so that there are no sorting errors during processing.

Please enter the sender's details inside the sender zone or above the recipient data (address). The sender must also be clearly determinable.

The franking must always be placed in the designated area, i.e., in the franking zone or within the written information. In addition, a digital franking impression must also always be machine-readable.

The above-mentioned specifications form the basis of mail item processing and are mandatory. Mail items that fail to meet these requirements are prohibited.
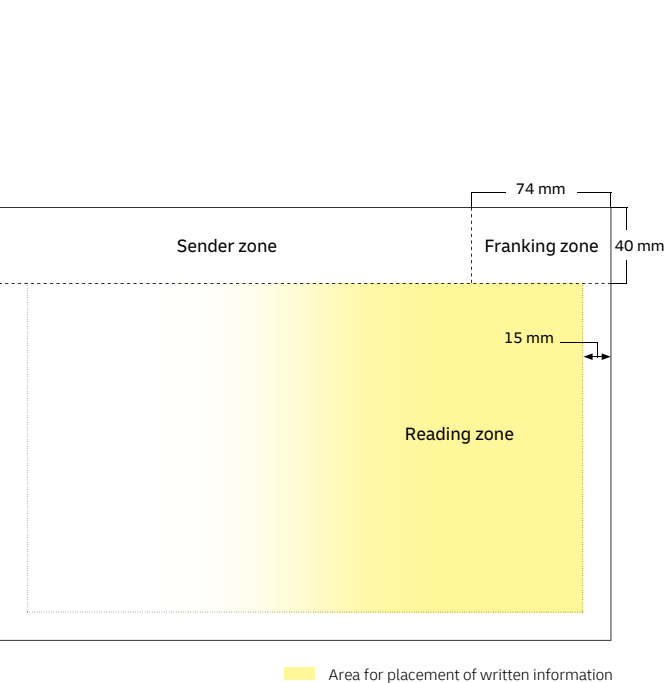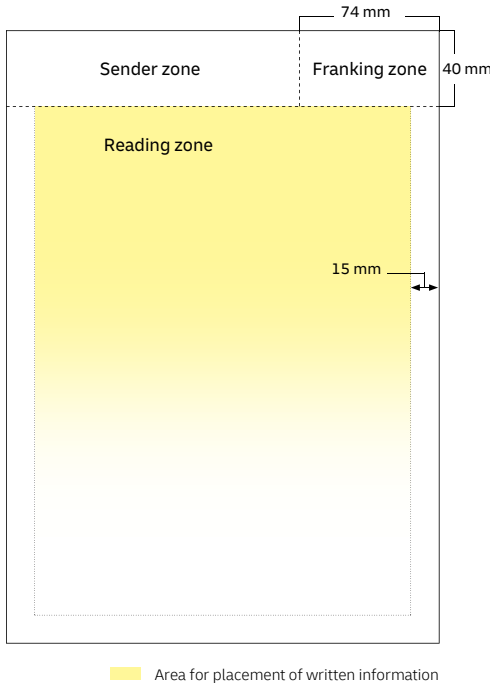
5.1   Reading zone

The written information is to be entered in the reading zone. It must be printed parallel to the long sides or narrow sides of the item depending upon the item's orientation and in a manner suitable for reading.

If the sender's details are entered within the reading zone, they should be placed in a single line above the address (see section 2.5).

No other delivery information may be entered in the reading zone with the exception of a one-time indication of the delivery address and possibly the single-line sender details above the address. That restriction does not include postal information in reverse print.

No delivery information (e.g., sender details) may be written in the 'reading zone' on the back of the item. In such cases, it becomes difficult to determine which address is the actual delivery address. The only exception to this rule is DIALOGPOST.

5.1.1   Layout of the reading zone for items without windows

For mail items in landscape format without windows, the written information should be entered on the right half of the item. For items with portrait formatting, the written information must be placed in the upper half of the item and positioned as a whole at least 40mm from the upper edge of the item. It must also be at least 15mm from the other edges.

The background of the written information and the 3mm border surrounding it must be white or a single pastel colour.

The rest of the reading zone may be in colour and/or have graphics. In that event, there must be a 20mm quiet zone around the written information, that must be white or a light colour.

A dark colour may also be used in the quiet zone. In this case an inscription field (labels/window-like fields) at least 70mm long and 45mm wide is needed for the written information. This inscription field must be rectangular and clearly contrast with the bordering design. In addition, the written information must remain at least 3mm from all edges of the inscription field.

The same applies to the use of labels.

74 mm

Sender zone | Franking zone | 40 mm

15 mm

Reading zone

Area for placement of written information

Fig. 15a
Landscape item

74 mm

Sender zone | Franking zone | 40 mm

Reading zone

15 mm

Area for placement of written information
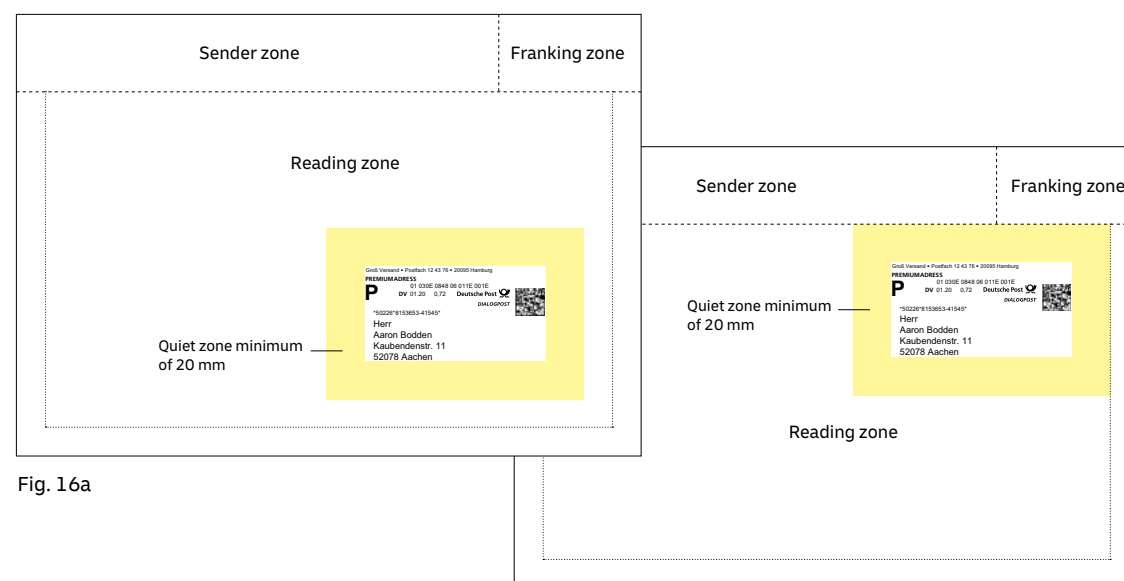
Fig. 15b
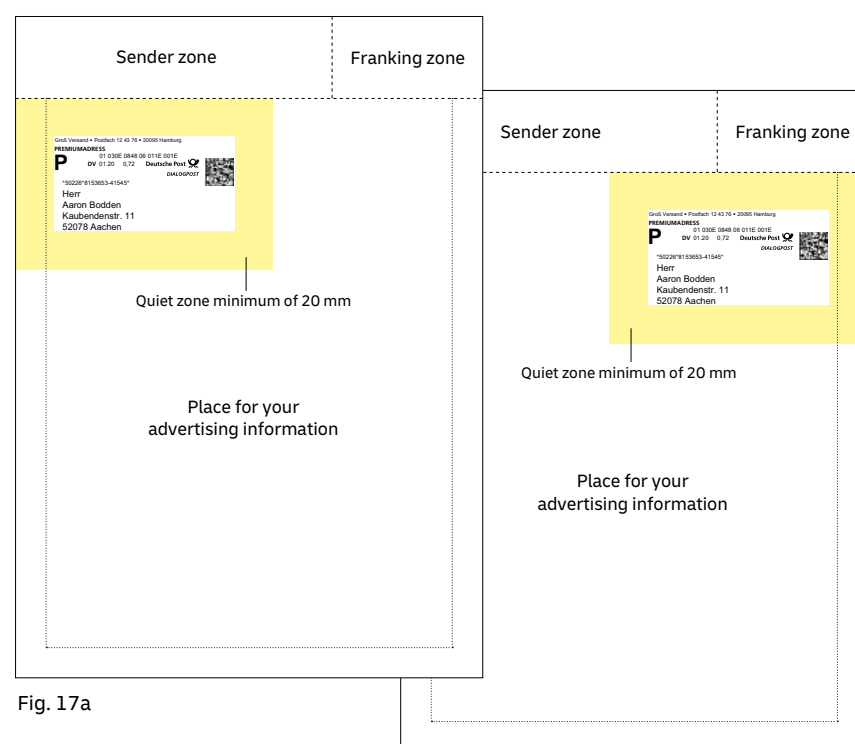Portrait item

Fig. 16a

Fig. 16b

Fig. 17a

Fig. 17b

For landscape format items, alphanumeric data can be placed in the upper left (see Fig. 16a) or lower left (see Fig. 16b) of the written information at a distance of at least 20mm depending upon the positioning of that information.

For portrait format items, alphanumeric data can be positioned to the lower right (see Fig. 17a) or the lower left (see Fig. 17b) of the written information depending upon the positioning of that information.

Alphanumeric data in reverse print is permitted within the quiet zone – but no closer than 5mm to the written information.

5.1.2   Layout of the reading zone for items with windows

When an envelope with a window is used, the written information must always be visible within the window. A window may be used with envelopes and self-mailers. It must be located in the reading zone, aligned with either the long or short sides and be positioned at least 40mm from the upper edge of the item. It must also be at least 15mm from the other edges.

The window consists of the window cutout with the window material firmly bonded on the inside. It must be transparent enough for the written information to be read easily.

The window must be rectangular and should have rounded corners. Normally, windows are 90mm long and 45mm wide. If only recipient data are placed in the window, the window may be reduced to a minimum of 85mm long and 30mm wide.

The envelope contents may not shift to such a degree that the written information is partially obscured or that other information (text or graphics) appears in the window. The written information must always be fully visible in the window and remain at least 3mm from all of its edges.

A quiet zone of at least 20mm must surround the window. No alphanumeric data may be placed within or project into this quiet zone. That restriction does not apply to alphanumeric data in reverse print or postal impressions (e.g., sender's instructions). However, postal impressions must always be applied above the window.

A coloured/graphical design is allowed up to the edge of the window.

Additional windows including cutouts backed with window material on the address side may also be used. The additional windows may not contain any postal information and must be at least 15mm from all of the item's edges and the inscription window.
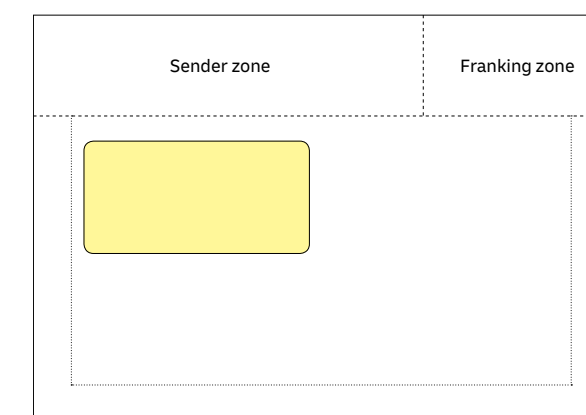

Fig. 18
DIN-C5 item with window

The written information must always be located in the window

5.1.3   Layout and positioning of dispatch labels

Small cardboard boxes are frequently used to send items containing merchandise. Self-adhesive dispatch labels are recommended for addressing these items.

If dispatch labels are used, the labels must comply with the specifications for the reading zone layout of items without windows (see section 5.1.1, 32 f.). Those specifications do not apply, however, to the actual information on the label, which must be positioned at least 5mm from the label edges.

Please enter the sender details on a single line over the recipient data or on the top left of the label. In the latter case, the label should be applied in such a way that the sender details are positioned fully within the designated sender zone. The written information must be positioned fully within the reading zone (see Fig. 19).

Priority should be placed on using a franking impression that is applied within the written information (e.g., IT franking). Franking impressions that must be printed within the franking zone should be applied separately from the dispatch label whenever necessary.
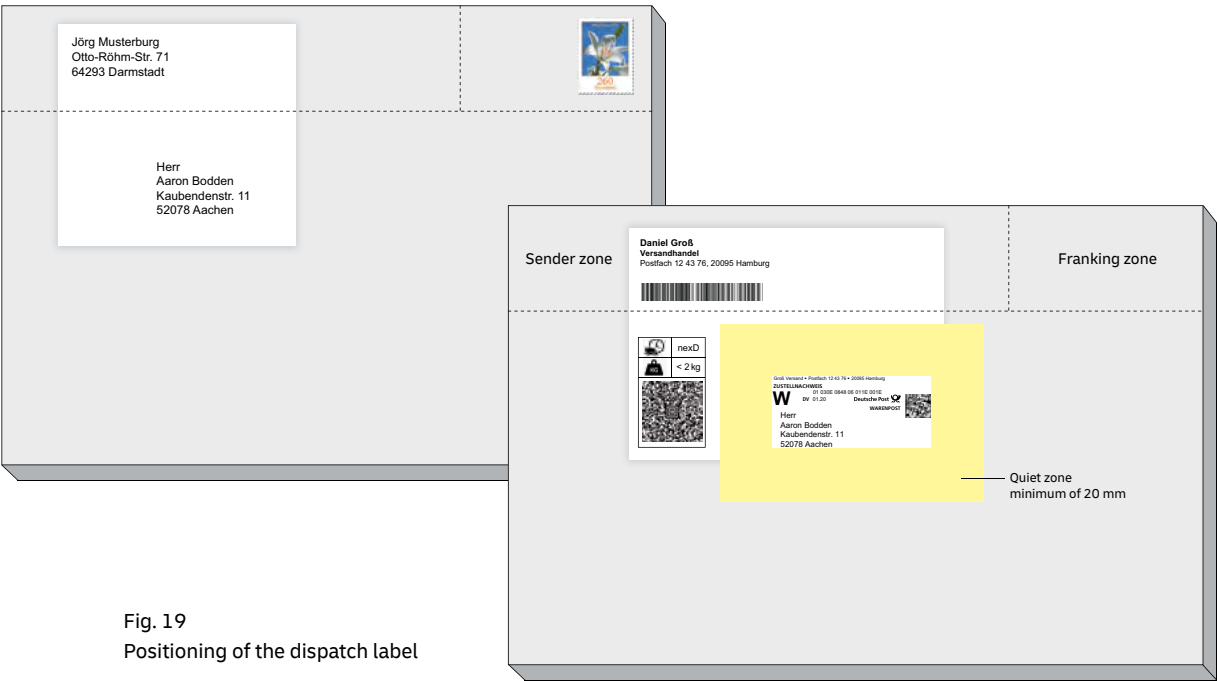

Fig. 19
Positioning of the dispatch label

5.2   Franking zone

The franking zone is used for franking items. Only franking types authorised by Deutsche Post may be applied there. The franking zone is also reserved for other postal impressions and additional Deutsche Post service remarks.

It is located in the top right corner of the item's address side. It is 74mm long from the right edge and 40mm wide from the top.

Digital franking impressions must always be placed in the designated area, i.e., in the franking zone or within the written information. For example, a shortened franking impression may only be placed within the written information.

The use of customer-specific designs in franking impressions is subject to special regulations.

Any information that is misleading as to which company has been commissioned to transport the mail is prohibited.

Alphanumeric data, free-standing graphics (e.g., logos or eye catchers) and codes of any kind that extend beyond the franking are also not permitted. The only exception in this case is the use of franking within the written information.

Please also note the particular characteristics of the franking type you selected.

Particular characteristics of the different types of franking

Postage stamps
Postage stamps must be placed within the franking zone so they can be cancelled. Postage stamps placed elsewhere will generally not be taken into account for franking.

Franking impression (franking wave)
The franking impression consists of the following: Franking wave with the post horn, product information (e.g., DIALOGPOST) and the remark Ein Service der Deutschen Post (a Deutsche Post service). If the franking impression is used together with a customer-specific design, the entire franking zone must be white or a pastel colour.

If only the franking impression is used, its background – including a bordering quiet zone of 5mm around the entire impression – must be If only the franking impression is used, its background – including a bordering quiet zone of 5mm around the entire impression – must be white or a pastel shade. The remaining area of the franking zone may be in colour however.

Customers should take care to note the specifications mentioned in the 'Information sheet for uniform franking impressions' (Merkblatt zum einheitlichen Frankiervermerk).

Franking impression for WERBEANTWORT and RESPONSEPLUS
If franking impressions are used, the franking zone must be white or a uniform pastel shade.

Digital franking types
If a digital franking impression is used, the entire franking zone or the intermediate media (label) used must be white or a uniform pastel shade. The franking impression should be applied in the correct size. In addition, care should be taken to ensure that the franking impression/matrix code is of good print quality and sufficiently contrasts with the background (see sections 2.6 and 2.7).

Franking within the written information
If the franking impression leaves the franking zone empty (e.g., IT franking, an abbreviated franking impression), the entire franking zone may be designed in colour. Stand-alone graphics (e.g., logos or eye-catchers) are acceptable; however, they may not be rectangular or have a rectangular border. Alphanumeric data may also be used but only if reverse printed.

For additional information regarding franking, see: **deutschepost.de/frankierung**

5.3   Sender zone

The sender zone is located on the address side of the item in the upper left corner. It is 40mm wide and ends 74mm before the right edge of the item.

As a general rule, please enter your sender's details in the sender zone.

An additional option is to position the sender's details above the address. In this case, the information must be entered in a single line and in a significantly smaller font size (see section 2.5).

For a return item to be processed, the sender's details/return address must be placed on the address side.

Other information – such as advertising imprints and graphics or additional postal information such as branch addresses or a data protection notice – may also be placed in the sender zone. The sender's details must always be clearly recognizable.

For additional services such as PREMIUM-ADRESS, please also be sure to observe the relevant specifications.

Physical
characteristics

Groß (large)

Maxi

6   Groß (large) and Maxi: Physical characteristics

Letter-mail items in the Groß (large) and Maxi formats are sorted by machines. To ensure that these items can be processed fully automatically without extra manual handling, they must meet the following requirements regarding physical characteristics, contents and form stability. In addition, the shape, dimension and weight requirements listed in section 1 also apply to these items.

With the exception of items in card form and the 'DIALOGPOST without wrapping' product variants, mail items without envelopes may not be sent unsealed. Please note that a banderole does not count as an envelope.

The wrapping must offer adequate protection against mechanical stress, pressure, impact and fall to ensure that your mail item will reach the recipient undamaged. The contents must be packaged securely in relation to their weight and size. Inserts should be attached or secured whenever necessary.

The cross section of an item must be approximately rectangular throughout so that the item can be stacked. Pillow-shaped items, file folder type items etc., are not suitable in this case.

Items with contents that protrude significantly in part such as pens, small gimmicks/advertising gifts, cannot be processed automatically or only at additional expense. Items containing less bulky contents or thin inserts, e.g., customer cards that are properly attached to the contents of the item, are generally suitable for automatic processing.

Items are stackable if they can be evenly placed on top of one other to a height of 200mm and form a stable stack that doesn't shift. Bulky content must always be placed one on top of the other.

Items that are glued/stuck together – e.g., as a result of leaking glue or an electrostatic charge – can only be processed to a limited extent and thus always generate additional expense during processing.

Items that are bent or bulging owing to excessively tight transparent film wrapping cannot be processed by machines. Deformations such as bulges and ripples can also be created by surface finishes applied on one side or by printing processes that are not suitable for the paper type used. They can also result from improper storage/transport of the items or even the paper.

A combination of various contributing factors – such as the type of paper and printing – can also prove unsuitable. Certain combinations, for example, could cause colour particles to separate from an item during processing and be deposited on subsequent ones.

Should any of the above scenarios result in items lacking the necessary physical characteristics, Deutsche Post AG is released from any liability for damage on the grounds that the items have not been posted in a proper condition.

The same applies to any loss of data if storage media are sent.

These requirements apply to all of the types of items described in this chapter.

6.1   Characteristics of envelopes

The envelope must be sturdy enough to ensure that the contents of the item are packaged securely.

Here, paper grammage of at least 70g/m² is required up to format DIN C5. For items in formats larger than DIN C5, paper grammage must be at least 100g/m².

For mail envelopes with a window cutout but no transparent window material, paper grammage of at least 120g/m² is required.

Seals
The sealing flap of the envelope or dispatch pouch must be securely sealed along its entire length.

6.2   Characteristics of items in card form

Sturdiness is a crucial consideration for items in card form in particular. You should use paper with a high bending strength.

Paper grammage of at least 250g/m² is required up to format DIN C5. For items in formats larger than DIN C5, paper grammage must be at least 300g/m².

Perforations
Any perforation on the item must not pull off or tear open during processing or transport. A sharp slit perforation with a ratio of 1:3 (e.g., 1mm cut to 3mm between holes) has proven effective.

6.3   Characteristics of self-mailers (folded mail items without envelopes)

Whether or not a self-mailer is suitable for automatic processing depends upon how the individual item components work together. It depends directly upon the many different ways this type of item can be produced and is a result, to a large extent, of the quality and grammage of the paper. The format and weight of the item ready for dispatch are important criteria. As a rule, the larger the self-mailer, or the fewer folds/sheets it has, the higher the paper grammage required.

The following test can be used to determine if the item is sufficiently sturdy and resistant to bending: An item with a section that extends 100mm from a fixed edge may not bend downwards more than 70mm. This applies to all sides of the item (i.e., both the long and short sides, see Fig. 20).

Self-mailers with a window cut-out but no window material require a cover binding with a paper grammage of at least 120g/m².

Folds
The folds must be made in such a way as to ensure that the individual elements of the finished item lie flush and flat on top of one another.

Seals
The seal is an important part of your self-mailer and must be suitable for the respective item design. All seal types must be able to withstand processing and may not cause bulging.

At a minimum, the following sides must be sealed along their entire length up to the outer edges of the item:
- both long sides
  or
- the long side and both narrow sides
- the closing flap/tab (if there is one).
Adhesion or folding can be used to completely seal an item.

Perforation
A perforation must not pull off/tear open during processing and transport. A sharp slit perforation with a ratio of 1:3 (e.g., 1mm cut to 3mm between holes) has proven effective.

Inserts
Please note that item inserts such as vouchers, flyers or response elements must be attached or secured in such a way that they do not fall out during processing.

Exceptions
The use of adhesive dots/tabs is not entirely ruled out but they cannot replace complete closure of the sides. Whether these provide an adequate seal for the item, however, depends upon the respective item concept as well as the size, quantity, type and positioning of the adhesive dots/tabs. Recurring item concepts can be submitted for inspection on a case-by-case basis.
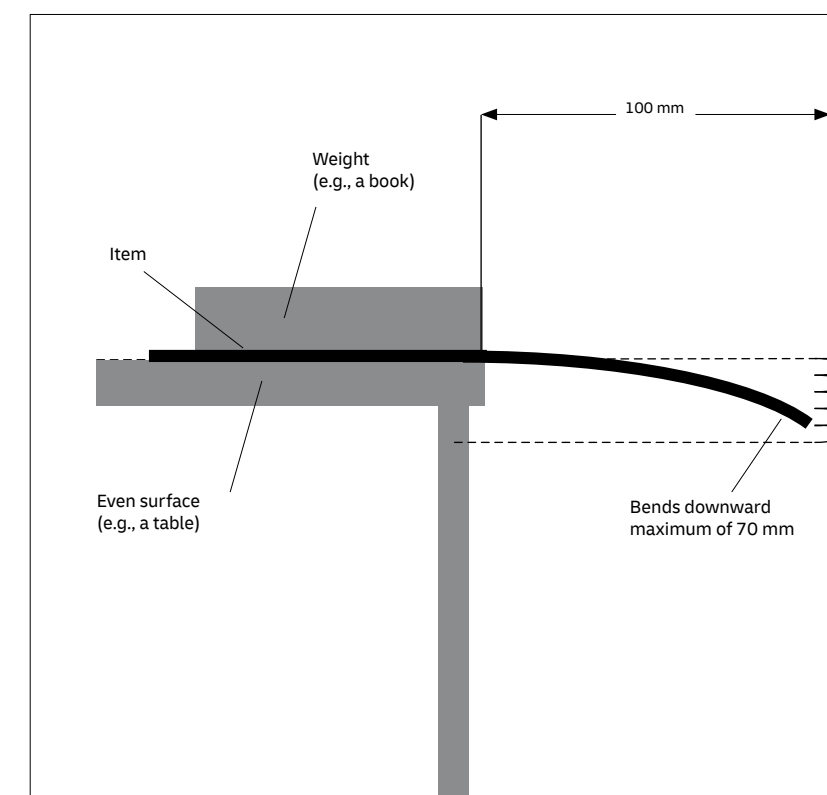

Fig. 20
Schematic representation of the sturdiness and bending strength test
(All orientations of the item must be tested)

6.4   Characteristics of film-wrapped items

Items wrapped in transparent film must demonstrate a high degree of sturdiness and resistance to bending to be suitable for machine processing. Both properties are determined largely by the contents of the item.

The following test can be used to determine if the item is sufficiently sturdy and resistant to bending: The contents of a film-wrapped item that extends 100mm from a fixed edge may not bend downwards more than 70mm. This applies to all sides of the item (i.e., both the long and short sides, see Fig. 20). In this case, the excess film is found on the protruding section and is not evaluated by this test.

Film material and properties
Films must be tear-resistant. A film thickness of 25 µm is required for LDPE (Low-Density Polyethylene), HDPE (High-Density Polyethylene), and PP (Polypropylene) to ensure tear resistance.

Sliding friction
Film-wrapped items that do not slide easily on, or that adhere strongly to one another, or that stick together in blocks when stacked are unsuitable for machine processing because they cannot be separated during processing.

According to ISO 8295, the sliding friction coefficient for the final item must be lower than 0.4.

Excess film
Large amounts of excess film should be avoided, as it impairs or prevents automatic processing.

Items with excess film must meet the following requirements.
- For items with an overall item thickness of up to 10mm, the amount of excess film must not exceed 20mm in the direction of production.
- For items with an overall item thickness of over 10mm, the amount of excess film must not exceed 30mm in the direction of production.
- The wrapping must enclose the content as tightly as possible parallel to the welded seam without bending the item. The maximum amount of excess film is 5mm.

The format of the item (including the excess film) may not exceed the allowed maximum item dimensions.

Welded seams
Important: the welded seams should be durable and of high quality. The seams must be sealed across the entire length of the item and made in such a fashion that the transparent film wrapping cannot be opened non-destructively in the area of the welded seams.

The durability of a welded seam depends upon the quality of the transparent film, the processing machines, the welding temperature and the condition of the bar sealers, and is to be tailored individually to the different items.

DIALOGPOST

without wrapping

Groß (large)

7   Groß (large): DIALOGPOST without wrapping

For DIALOGPOST items in Groß (large) basic format, catalogue/magazine-like items with a bound edge or documents that are folded like a newspaper can be sent without wrapping.

7.1   Product-specific access requirements

DIALOGPOST items without wrapping must meet the following requirements in addition to those listed in Chapter 1.

DIALOGPOST items can only be sent without wrapping if the items are
- in portrait format
- longer than 235mm or wider than 125mm
- at least 30g in weight
- at minimum pre-sorted by routing region or postcode.

When the item is in the concept phase, please remember that the address side must always be in portrait format and that the bound edge and/or the sealing fold must always be on the right long side (see Fig. 21). As a result the address can be upside-down on the front page of the item or imprinted on the back provided that the address is readable. The address side is thus always the side on which the address is actually found.

Square items may also be used provided that the sides are at least 140mm in length and the design is analogous to portrait format items. Here too the bound edge and/or the sealing fold must always be on the right long side.

Inserts

Item inserts such as vouchers, flyers or response elements are allowed provided that they do not fall out during processing. Inserts/supplements may not protrude beyond the edges of the item.

Note regarding the layout of DIALOGPOST without wrapping

The specifications in section 5 for items in portrait format apply to the layout of the address side. We recommend the address be placed on the right half of the item next to the bound edge/fold (see Fig. 21) if possible.

Partial wrapping and fold-out pages

The item may also be equipped with a second shortened cover binding (partial wrapping) that extends across the entire item length and has a width of at least 75mm. Fold-out pages that are folded inwards are also allowed.

7.2   Physical characteristics of DIALOGPOST without wrapping

To be suitable for automatic processing, items sent as DIALOGPOST without wrapping must meet the previously mentioned product-specific requirements, the basic requirements described on page 40 and the following additional requirements regarding physical characteristics:
- The item must weigh at least 100g.
- The item must have a cover binding that provides sturdiness and is firmly attached to the contents. The paper grammage of the cover binding must be at least 130 g/m².

Sturdiness

The sturdiness of your items depends primarily on the paper weight of the cover binding. The following test can be used to determine if the item is sufficiently sturdy and resistant to bending: A DIALOGPOST without wrapping item with a section that extends 100mm from a fixed edge may not bend downwards more than 70mm. This applies to all sides of the item (i.e., both the long and short sides, see Fig. 20).

Inserts

Inserts must be attached so that they cannot slip out. Please note that simply placing an insert into the mail item does not adequately secure it.

Fold-out pages folded inwards

Fold-out pages (e.g., using a gate fold) extending the full length of the item may be the same width of the item or shorter but no more 10mm shorter.

If an item has an integrated response element, take special note of the required paper weight – especially if the response element is part of a fold-out page folded inwards.

Partial wrapping

Any additional shortened cover binding (partial wrapping) must be at least 75mm wide on both sides and extend across the entire length of the item. The paper grammage in this case must be at least 130 g/m².

Newspaper-style items

Items that are folded using the French Fold method (e.g., newspapers) cannot be processed by machines or can be but only with additional handling/expense.

Fig. 21
Layout of a DIALOGPOST item without wrapping

8   Prohibited items

Mail items that are excluded from transport under Section 2 (2) of the MAIL NATIONAL General Terms and Conditions are absolutely prohibited.

These include items whose contents and/or exterior characteristics pose a danger to personnel or can cause a disruption of operational processes or damage to operational facilities or the items of third parties.

The following are thus excluded from conveyance. Items...

- whose contents are inadequately secured or packaged for transport.
- whose contents or parts thereof can fall out.
- that are adhered to one another.
- with loosely attached objects.
- with objects adhered to the exterior (e.g., customer cards).
- holes, i.e., cut-outs/punched holes without backings
- with envelopes that are not sealed.
- with inadequately attached address labels or other adhesive labels/stickers that can come loose during processing or transport.
- that do not fit properly in trays.
- with components that tear off.

- with advertising graphics that can be mistaken for postal marks/product identification marks or with any information that is misleading as to which company has been commissioned to transport the mail.
- made of composite materials whose components are insufficiently bonded.
- with exterior wire eyelets and wire staples, whose exterior side is not fully closed and covered.
- with the written information not properly placed for reading given the zone divisions and/or applied crookedly.
- whose contents have shifted in the envelope so that the written information is wholly or partially covered.
- with removable or movable parts (e.g., 'backpack cards') that are not adequately fastened or not adequately closed.

DIALOGPOST and RESPONSEPLUS items that are tube/roll-shaped – i.e., items with a circular or oval cross-section – are not permitted. Items that fall under the product variant DIALOGPOST without wrapping but do not meet the relevant product-specific access requirements are not permitted. All creative special format mail products, with the exception of DIALOGPOST, are not permitted.

The dispatch of dangerous goods such as perfumery products, matches, magnets and medical specimens are subject to special regulations and product restrictions pursuant to the regulations on the carriage of hazardous substances and articles.

Additional information on hazardous goods can be found at
deutschepost.de/gefahrgut-versenden
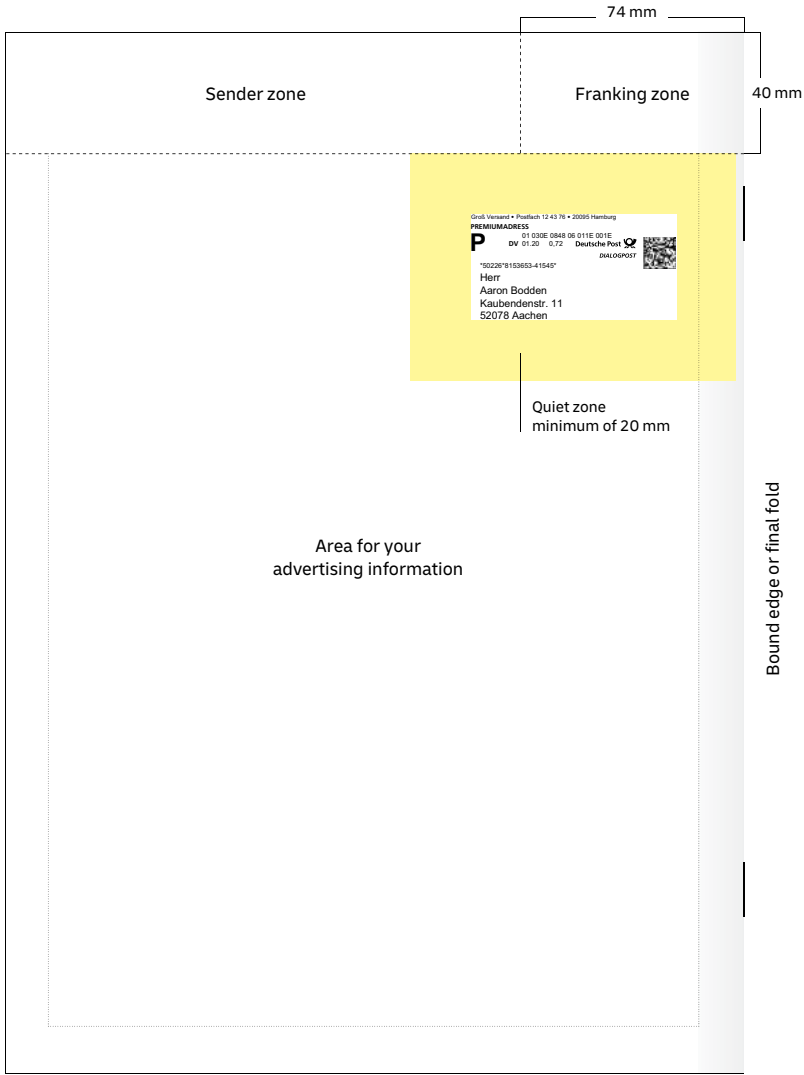
9   Important information for large quantities of mail

For large quantities, please use our Deutsche Post mail trays to post your items properly by format. Our mail trays are used universally in all of our processing and transport modalities to hold and convey your items. By posting in the standardised yellow mail trays, you can be certain that your items will be processed smoothly and promptly to the extent operationally possible.

Please note the following information:

- Mail trays for items in all formats can be borrowed temporarily for posting purposes from the acceptance office. If you will need a fairly large number of trays, please notify us in advance. Return unneeded mail trays as quickly as possible.

- This is how you stack your Standard basic format items correctly in the mail trays (Size 1): to be processed automatically without delay, the mail items must be placed upside down and with the address facing the slot where the container routing label/information label is inserted (see Fig. 22a).

- This is how you place your items in the Groß (large) basic format correctly in the mail trays (Size 2): make one stack lengthwise to the mail tray, with the address field facing up and positioned closest to the side of the container with the routing label/information label (see Fig. 22b). Please fill only up to the handles. The total weight may not exceed 10kg.

- Please ensure that your items do not adhere to one another in the mail tray (e.g., due to damp glue or overfilled containers).

Fig. 22a

Fig. 22b

Deutsche Post