



Dear delivery agents,

We are writing to you because some of your goods have not been returned correctly. All of your returned goods are checked carefully and then further processed, reprocessed or returned to the sender by us.

For this, your support matters!

We therefore ask you to diligently read through the following information once more. Your distribution manager will be pleased to answer any questions you might have.

Here is a recap of the most important points:

1 Recipient unknown: This recipient is unknown / letterbox or doorbell not labelled or labelled differently.

2 Recipient has moved: The recipient has moved. If their new address is known, please add a note in the section "Other" at the bottom right.

3 Address incomplete / unclear: For example, there is no house number, the address is incomplete (e.g. instead of "Am Bäckersgraben" only "Bäckersgraben"), the postal code is incorrect.

- These additional reasons for return can be ticked on the right.

4 Delivery refused: The recipient refuses to accept the delivery.

5 Delivery not possible: Reasons may be that the letterbox is full or that there is no letterbox at all.

- These additional reasons for return can be ticked on the right.

6 Returned by Deutsche Post AG (DPAG): Can be ignored.

Sections 7 and 8: Company defunct / Recipient deceased / Delivery not possible on Saturdays. These reasons need to be added in the empty sections.

➤ **WHAT IS A MISDIRECTED ITEM?**

A misdirected item has been missorted by machine and is not meant for your district. It will be redirected and sent again UNCHECKED.

- **Always** add the **date** and respective **district** on the top right.
- **Every** letter has its own return slip, even if the recipient and the reason for return are the same.

The more information (e.g. single family house, apartment house, consignment damaged, wrong house number etc.) you provide, the less we will have to ask you about later (for instance in the case of a complaint).

You will find additional important information for your work on your **delivery list** ("Rollkarte"). All orders for forwarded consignments concerning you and your district will be on your delivery list.

REDRESSCODE	1	<input type="checkbox"/> Empfänger unbekannt	_____ // _____ Bezirk Datum / Namenskürzel
	2	<input type="checkbox"/> Empfänger verzogen	<input type="checkbox"/> Str. / HNr. falsch (1) <input type="checkbox"/> PLZ falsch (2)
	3	<input type="checkbox"/> Anschrift nicht schlüssig	<input type="checkbox"/> Str. / HNr. unv. (3) <input type="checkbox"/> PLZ unv. (4)
	4	<input type="checkbox"/> Annahme verweigert	<input type="checkbox"/> BK unbeschr. (1) <input type="checkbox"/> BK fehlt (2)
	5	<input type="checkbox"/> Zustellung nicht möglich	<input type="checkbox"/> BK unzug. (3) <input type="checkbox"/> BK voll (4) <input type="checkbox"/> BK zu kl. (5)
	6	<input type="checkbox"/> Von DPAG zurückerhalten	<input type="checkbox"/> Irrl./ Fehlsort. <input type="checkbox"/> Sdg. beschädigt/offen
	7	_____ / _____	<input type="checkbox"/> EFH <input type="checkbox"/> MFH <input type="checkbox"/> Empf. benachrichtigt
	8	_____ / _____	Sonstiges:

There is also a section on your delivery list where you can add remarks or reports concerning your current tasks.

Thank you for your cooperation!

The team of MedienLogistik Hessen GmbH & Co. KG