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1. What do I need to take note of during delivery?

Normally, the packages are delivered to the agreed storage locations, by 13.00 at the latest on the distribution day (Wednesday or Saturday). Using the package cover sheets, check whether

- a) the right packages have arrived, e.g. is the recipient address correct?
- b) the quantity is correct
- c) important notifications are printed on it, e.g. complaints (poss. 2nd package cover sheet present!)

2. When do I distribute?

It must be on the contractually agreed distribution day (changes are on the package cover sheet), see point two of the employment contract.

3. Where do I actually distribute?

See map or road layout, for larger places with several distribution areas, the middle of the street acts as the border, for streets where distribution areas overlap, unless otherwise indicated. The distribution area must be adhered to, so that there are no placement errors or double placements!

4. How much do I distribute?

In principle, one delivery product must be placed in each letter box. If there are houses with only one letter box for several families, then one copy must be delivered to each family. In the case of a lack of or surplus of copies, you must call the area supervisor!

5. How do I distribute?

The delivery products should be placed in letter boxes or newspaper boxes as fully as possible. If the letter boxes are in the house, then ring the bell and politely ask them to open the door. The goods must never be placed in a pile in front of the house entrance, on garden fences or similar!!!

6. Who do I deliver to?

Warning! Please note the precise difference between a weekly newspaper (e.g. Paar-Anzeiger, Kreisanzeiger, extra, etc.) and brochures and/or distribution sets (= already pre-sorted delivery products per household, that are e.g. in a paper envelope, and therefore can be sent as a uniform set):

- a) Brochures/distribution sets – each private household in the distribution area should be delivered to (exception: advertising ban)
- b) Weekly newspapers – each private household and also industrial estates, business and office buildings, shopping centres, old people's homes, hospitals etc. (Exception: ban on weekly newspapers) will be delivered to.
- c) Community leaflets, waste disposal calendar from districts, police information etc. – delivered to every household in the distribution area without exception!

Please always adhere to the message on the cover sheet.

7. Do I need to take notice of stickers?

Advertising bans must absolutely be adhered to! Yet, here too there is a difference between weekly newspapers and brochures/distribution sets. This means, if e.g. "no adverts please" is stuck on the letterbox, then no brochures/distribution sets can be sent, but the weekly newspaper (with possible inserts) can be. If there is a sticker saying e.g. "No adverts or free newspapers please", then brochures/distribution sets and the weekly must not be posted through the letterbox under any circumstances!



To this end, please note the information on the package cover sheet – examples:

- “Send to all private households/do NOT deliver to “no advertising” households and businesses! Do not insert delivery product into other objects!” = only deliver to private households and the advertising bans must be adhered to! Furthermore: the delivery product to be distributed (e.g. community newsletter) must NOT be sorted into another delivery product!
- “Deliver to ALL private households, businesses and “no advertising” households! Do NOT insert delivery product into other objects” = the delivery product (e.g. community newsletter) to be distributed, must NOT be inserted into another delivery product, and must be posted through the letter box separately, in spite of the advertising ban sticker.
- “Brochure/other delivery product MUST be inserted into advertising paper/distribution set before distribution!” = delivery product will be sorted into the advertising paper/distribution set by the distributor before posting.

8. How should the brochures be sorted and/or sent?

If several/various brochures are meant to be delivered on the same day, these must be separated, and placed in the letter box, laid on top of each other. Under no circumstances must the brochures be placed inside each other, e.g. a smaller brochure in a larger brochure.



In the case of several/various brochures, They should always be placed on top of each other.



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Exceptions for delivery agents who deliver weekly magazines and distribution sets:

If it says „brochure/other delivery product MUST be inserted in the advertising paper/distribution set” on the package cover sheet, then the brochure must be inserted in the weekly paper/distribution set before posting through the letterbox!



9. What should I do with residual quantities?

If there are residual brochures, distribution sets or weekly magazines after distribution, these must not be placed in the paper recycling. On the next delivery day, the driver will take these delivery products back to DWB. Please carefully bundle the delivery products into one package, and label it with your address and district number! See picture.



10. Where can I find more detailed information?

See employment contract – attachment “work guideline”

11. When should I call the area supervisor?

If you have any further queries about individual points, or would like to report differences in quantities, you should call your area supervisor.

An important point to conclude... Our customers expect high delivery quality!



Please help to avoid complaints, by adhering precisely to the aforementioned points. Each package delivered is provided with a code per distributor, and every week we carry out checks in the areas, in person or by telephone. In addition, especially weekly newspapers and food brochures (e.g. Netto, E-Center, Aldi, Lidl) are expected by the households and/or advertising customers each week. As a rule, non-delivered/overlooked households complain to us immediately!

Stand: 01.04.19 / Roland Herdin, Managing Director DWBZ