

PRODUCTS AND SOLUTIONS

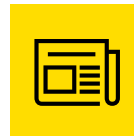
For business customers



Abridged version



as from
01/01/2021



**Austrian
Post's
efficient
BUSINESS
SOLUTIONS**

DELIVERING EFFICIENCY FOR YOUR BUSINESS

2020 was a year that confronted us with many challenges that would have been unimaginable back in 2019. Today we can say that Austrian Post has demonstrated that it is still a strong and reliable partner for businesses in Austria even under difficult circumstances.

This **Rates Brochure 2021** provides you with a list of our services. What once started out with the classic postal items of letters and parcels now continues with various forms of advertising with a broad reach. It goes without saying that we have the right solution for you when it comes to parcel logistics too. At the start of the year, changes were made to the rates for posting media and advertising mail. As a result of the overall rise in prices, slight increases have been made in the prices for Info.Post (the classic flyer) and a series of media post products: specifically by 1.1%, the same as the increase in the consumer price index.

So you can remain assured that your mail will arrive reliably at your recipients all over Austria. We are constantly endeavouring to develop new options, services and products that will help boost your business in all areas relating to logistics and communication. Have a browse and discover the whole range of our services.

We look forward to helping you to achieve your targets, both major and minor.

Your team at
Österreichische Post AG



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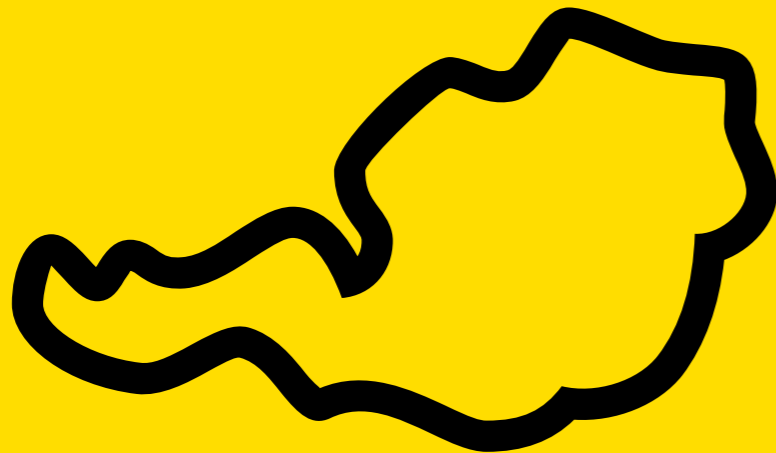
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PHOTO CREDITS

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Charges: effective from July 2021, all prices quoted in euros. You can find comprehensive descriptions of products in our Terms and Conditions of Business. The Postage Rates Brochure applies only to businesses in Austria. Prices are quoted per item of mail unless otherwise stated. Value-added tax and gross amounts are always calculated on the basis of the total net amount. You can obtain more detailed information at the post office or online at post.at

1. MAIL – AUSTRIA



1.1 LETTERS – AUSTRIA

1.1.1 Product Description Letters & Parcels

Letters are the most individual and varied method of communicating with your recipient. You can choose between three different letter products:

- **PRIO:** for fast shipping and delivery in E+1 (delivery on the next working day after posting)
- **ECO:** best value for money for less urgent mail (delivery 2 or 3 working days after posting)
- **ECO Business:** the most affordable rate for larger consignments (possible from a minimum of 1.000 items; delivery 4 or 5 working days after posting)

The following factors apply when **calculating the charge:**

- format
- weight
- machineability
- delivery time (PRIO / ECO / ECO Business)



1.1.2 Letters – Austria

Product	Max. format	weight	PRIO ¹⁾	ECO ²⁾	ECO Business ³⁾	
			net ⁴⁾	net ⁴⁾	net	gross
S	L 235 × W 162 × H 5 mm	up to 20 g	0.85	0.74	0.70	0.84
M	L 235 × W 162 × H 5 mm	>20 g up to 75 g	1.35	1.30	1.15	1.38

1.1.3 Parcel Austria

Product	Max. format	weight	PRIO ¹⁾	ECO ²⁾	ECO Business ³⁾	
			net ⁴⁾	net ⁴⁾	net	gross
S	L 353 × W 250 × H 30 mm	up to 2 kg	2.75 *	2.55	2.30	2.76
M	L+W+H (in the case of rolls/tubes L+2x diameter) 900 mm max., largest dimension 500 mm 5)	up to 2 kg	4.30 *	4.10	-	-

* tracking optional (free of charge) and liability up to EUR 50.00

PRIO parcel S + M additional tracking service can be requested when posting, without additional charges, i.e. you are given a confirmation of posting and can use the tracking function at post.at. Items posted as rolls or tubes can only be sent as parcel M, either without confirmation or with the additional service as registered mail. The additional service for tracking is not available for items posted in roll/tube form. Undelivered letters are returned without extra charge. Items that are not machineable are charged at the next highest rate. Your customer advisor or a member of the business hotline team at 0800 / 212 212 will gladly give you more information about machineability.

- PRIO (E+1) delivery time: E = day despatched, +1 means delivery on the following working day (except Saturdays) for at least 95% of mail.
- ECO (E+2/3) delivery time: E = date despatched, +2/3 means delivery in the next 2 or 3 working days (except Saturday) after despatch. Conditions for ECO: postage paid as ECO letter, i.e. no additional services possible (e.g. registered letter or tracking).
- ECO Business (E+4/5) delivery time: E = date despatched, delivery: 4–5 working days (except Saturday) after despatch. Conditions for ECO Business: postage paid as ECO Business Letter, minimum posting quantity of 1,000 items, machineability, posting only at a distribution centre. Not part of universal service, i.e. liable for VAT, no additional services possible (e.g. registered letter).
- When despatched in the branch network, in postboxes or with rural delivery staff, the service is part of universal service on the basis of the Terms and Conditions of Business and therefore exempt from value-added tax.
- Parcels M rectangular can be posted up to a maximum size of L 1,000 × W 600 × H 600 mm with tracking (only possible for PRIO parcels).

Postage for letters & parcels

PRIO

P ÖSTERREICHISCHE POST AG
Prio Brief



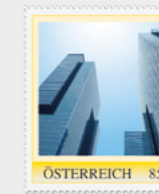
a) PRIO postage paid



b) Franking with PRIO franking machine



c) Stamps



d) My stamp – your personal stamp

ECO

E ÖSTERREICHISCHE POST AG
Eco Brief



e) ECO postage paid



b) Franking with ECO franking machine

ECO Business

B ÖSTERREICHISCHE POST AG
Eco Business Brief

g) ECO Business postage paid mark

1.1.4 Signature Release Authorisation for Your Mail

Do you want to receive your registered letters and packages as quickly and simply as possible, even if you aren't there in person to take delivery? Signature release authorisation saves you having to collect them from the post office:

- **Smaller items** are simply put into your letterbox if they are the right size.
- In the case of **larger items** you can choose where the delivery person should put them in future (e.g. garage, patio, Post Flexibox etc.).

You can give instructions for this service to your delivery person, your nearest post office or conveniently online at [post.at/abstellgenehmigung](https://www.post.at/abstellgenehmigung)

Apply now!

1.1.5 Discounts

There are basically two options available to obtain a discount:

- 1. For products that come under universal service**, an immediate discount is granted on your consignments in specific post offices, depending on the quantity and providing that certain requirements are met. The **discount for prior processing** is available as soon as you meet **just one single** condition. The minimum consignment quantity for discounts is 2500 items. You can find the current version of the discounts scale at <https://www.post.at/en/co/c/gtc> or in our Terms and Conditions of Business.
- 2.** You will need to conclude an individual agreement in order to be eligible for annual bonuses for services/products that **do not come under universal service**. Your customer advisor will be happy to answer any queries you may have.

1.1.6 Additional services for letters and parcels with priority delivery (Prio)

excl. delivery charge

Additional services for letters and parcels	EUR net ¹⁾
Tracking (only possible for S + M parcels)	0.00
Registered letter	2.30
Deliver to addressee in person ²⁾	2.20
No delivery to authorised agents ³⁾	1.50
Sender information via text message or email ²⁾	0.10
Signed-for delivery ²⁾	2.20

1.1.7 Reply coupons

Reply coupons	EUR net ⁴⁾	EUR gross
Collection charge for reply coupon (VAT is also due on the postage in the case of reply coupons)	0.10	0.12

1.1.8 Miscellaneous services for letters and parcels with Prio delivery

excl. delivery charge

Miscellaneous services – letters	EUR net	EUR gross
Collection from sender	by arrangement	
Poste restante (is charged per item of mail when collected)	1.00⁵⁾	-
Search - per item of mail	4.00⁵⁾	-

1) Dependent ancillary services are subject to the same conditions regarding value-added tax as the principal service.

2) Only possible in combination with "Registered letter" option.

3) Only possible in combination with "Registered letter" and "Deliver to addressee in person".

4) The service does not come under universal service and is therefore subject to value-added tax.

5) The service comes under universal service and is therefore exempt from value-added tax.

INFO.MAIL

Make sure you reach your target customer group.



post.at/infomail



1.2 ADVERTISING MAIL – INFO.MAIL (ADDRESSED)

An Info.Mail is an individually addressed direct mailing (e.g. catalogue, self-mailer, invitation, sample of goods, survey, ...) and is promotional in nature in that it encourages the recipient to purchase or serves as dialogue with the customer. If you use designs with different images, text and layout, you can create individual approaches for your customers and increase the success rates of your advertising. The format, weight and sender must be identical for all versions.

The following factors apply when **calculating the charge**:

- format
- weight
- Machineability and prior processing
- Return requested yes/no

The following (even if just one part of the item being sent meets the following criteria) **cannot be sent as Info.Mail**:

- invoices, payment reminders
- bills for membership fees and subscription charges
- notifications of credit, bonus cheques with varying Euro amounts (without corresponding purchase offers)
- bank statements, notifications of balance and bank account login details as well as PINs, TANs, passwords and/or activation and access codes to (online) customer accounts
- payment slips (unless these concern a non-binding offer)
- constituent parts of contracts and/or amendments
- credit cards, cash cards and chip cards that save personal information
- proofs of identity with individual pictures

Postage paid impression

- on two lines on the outside of the mail item:

Österreichische Post AG
Info.Mail Entgelt bezahlt

- **single line** above and clearly separate from the address (only with window envelopes, address labels or with direct printing of the address on the item:

Österreichische Post AG Info.Mail Entgelt bezahlt

Mrs/Miss/Ms
Michaela Sommer
Grünwaldweg 16
2283 Obersiebenbrunn

Österreichische Post AG Info.Mail Entgelt bezahlt
Retouren an Postfach 555, 1008 Wien

Mrs/Miss/Ms
Michaela Sommer
Grünwaldweg 16
2283 Obersiebenbrunn

- **Round stamp:** Design your own stamp indicia for even greater appeal.



Features of Info.Mail

	Info.Mail Classic	Info.Mail Plus
Minimum dimensions	L 140 × W 90 mm	L 140 × W 90 mm
Maximum dimensions	L 235 × W 162 × H 5 mm	L 324 × W 229 × H 24 mm
Maximum weight	50 g	2,000 g
Processing	machineable, no bundles	bundling required
Minimum thickness	grammage of items being posted 160 g/m ² at least	
format	square or rectangular (other formats subject to approval)	
Minimum quantity	400 items (surcharge possible)	
Delivery time	E+5 (5 working days – except Saturdays – after posting)	
Value-added tax	exempt from value-added tax as part of universal service if despatched in the branch network subject to value-added tax if despatched from distribution centres	
Shipping documents	List of items sent & bundle label in accordance with the Austrian Post Shipping Manager (Versandmanager)	

Items up to 50 g, which are not machineable, come under the category of Info.Mail.Plus.

Charges for Info.Mail Classic

Delivery charges per 100 items (net in EUR) ¹⁾

Weight in grams up to	EUR
20	34.00
30	34.50
40	35.00
50	35.50

¹⁾ The service is part of universal service when despatched in the branch network on the basis of the Terms and Conditions of Business and therefore exempt from value-added tax.

Charges for Info.Mail Plus

Mail should be in bundles and are charged according to the specific bundle category from the weight class “up to 60 g”.
Delivery charges per 100 items (net in EUR) ¹⁾

Weight in grams up to	Locality bundles	Distribution area bundles except for mail for Vienna (1...)	Remaining quantities	Weight in grams up to	Locality bundles	Distribution area bundles except for mail for Vienna (1...)	Remaining quantities
60	40.58	47.57	59.12	220	57.17	63.47	76.22
70	41.61	48.44	59.98	230	58.30	64.60	77.46
80	42.78	49.49	61.08	240	59.44	65.74	78.71
90	43.49	50.02	61.60	250	60.45	65.86	78.97
100	44.38	50.79	62.40	260	61.03	66.48	79.43
110	44.70	51.00	62.60	270	61.90	67.34	80.46
120	45.84	52.13	63.84	280	62.89	68.21	81.40
130	46.97	53.26	65.07	290	64.61	70.06	83.42
140	48.11	54.41	66.32	300	65.61	70.92	84.37
150	49.24	55.54	67.56	310	67.34	72.77	86.39
160	50.37	56.67	68.79	320	68.21	73.64	87.34
170	51.50	57.80	70.03	330	69.19	75.37	89.23
180	52.63	58.93	71.27	340	70.92	76.35	90.31
190	53.78	60.07	72.51	350	71.79	78.09	92.19
200	54.91	61.20	73.75	360	73.64	79.07	94.22
210	56.04	62.33	74.99	370	74.50	80.80	95.17

¹⁾The service is part of universal service when despatched in the branch network on the basis of the Terms and Conditions of Business and therefore exempt from value-added tax.

Weight in grams up to	Locality bundles	Distribution area bundles except for mail for Vienna (1...)	Remaining quantities
380	76.35	81.67	97.19
390	77.22	83.52	98.14
400	78.09	84.38	100.03
410	79.94	86.23	101.11
420	80.80	87.10	102.99
430	82.65	88.96	103.94
440	83.52	89.83	105.97
450	85.25	91.55	107.86
460	86.23	92.54	108.94
470	87.10	94.27	110.83
480	88.96	95.14	111.91
490	89.83	96.99	113.79
500	91.55	97.86	114.74
520	94.27	100.57	117.72
540	96.12	103.29	121.63
560	98.72	106.00	124.59

Weight in grams up to	Locality bundles	Distribution area bundles except for mail for Vienna (1...)	Remaining quantities
580	101.44	108.60	127.57
600	104.15	111.32	130.54
700	116.76	124.79	145.25
800	129.36	138.25	160.92
900	142.83	151.72	175.63
1,000	155.31	165.19	191.29
1,100	179.64	188.54	215.85
1,200	188.54	197.56	225.71
1,300	197.56	206.58	235.42
1,400	206.58	215.47	245.29
1,500	215.47	224.50	255.13
1,600	224.50	233.51	264.86
1,700	233.51	242.41	274.71
1,800	242.41	251.43	284.56
1,900	251.43	260.44	294.28
2,000	260.44	269.34	304.13

Undelivered Info.Mail items

You have a choice between two options:

1. If you don't require your undelivered direct mailings to be returned, just add one of the following remarks in bold above the recipient's address in the address block on all the items being sent:

"Retouren an Postfach 555, 1008 Wien"
"Nicht retournieren"

There is no charge for this.

Important: If you do not put a remark on the items being sent, they will be returned to you and you will have to pay the cost for returning all items when you first post them.

2. If you do want your undelivered direct mailings returned to you, a charge for the returns has to be paid when the items are first posted, in addition to the amount for postage.

Charge in EUR
per item (0.01 net) **0.012 gross**

This is charged on each item posted. The service does not come under universal service and is therefore subject to value-added tax.

If you want to record your returns digitally, you will find all further details at adressmanagement.post.at.

Targeted advertising with 2-day delivery window

The 2-day delivery window allows you even more exact control over when Info.Mail items are sent. After confirmation of the reservation request, delivery is made exactly on the 4th and 5th working day after despatch.

You can reserve your 2-day delivery window here: versandmanager.at

Discounts for Info.Mail

There are basically two options available to obtain a discount:

1. For products that come under universal service, an immediate discount is granted on your consignments in specific post offices, depending on the quantity and providing that certain requirements are met. You can find the current version of the discounts scale on our website at post.at/agb or in our Terms and Conditions of Business.
2. You will need to conclude an individual agreement to be eligible for annual bonuses for products that **do not come under universal service**. Your customer advisor will be happy to answer any queries you may have.



You can find further details about Info.Mail at post.at/infomail

INFO.POST

What Austria likes reading most.



post.at/infopost



Attention-grabbing



Maximum reach



High response rate



1.3 ADVERTISING MAIL – INFO.POST (UNADDRESSED)

You can send your unaddressed advertising mail such as brochures, flyers, invitations, vouchers, samples, catalogues etc. provided that the items are completely identical in terms of content and appearance.

1.3.1 Info.Post Classic

Info.Post Classic is especially suitable for sending smaller quantities from 400 items and for non-machineable special formats and samples of goods.

Postage paid impression

“Zugestellt durch Österreichische Post” [Delivered by Austrian Post] can be clearly marked on every Info.Post Classic item being posted, on the front or back of the item or on the packaging.

Zugestellt durch Österreichische Post

Features of Info.Post Classic

	Info.Post Classic
Minimum dimensions	L 140 × W 90 mm
Maximum dimensions	L 324 × W 229 × H 24 mm
Minimum weight	–
Maximum weight	250 g
Minimum quantity	400 items (surcharge possible)
Delivery time	E+5 (5 working days - except Saturdays - after posting)
Posting	in 6 distribution centres, in post office branches and at Austrian Post partners
Delivered to	3 million households
Distribution unit	postcode, district (delivery district), municipality
Value-added tax	subject to value-added tax
Shipping documents	List of items sent & bundle label in accordance with the Austrian Post Shipping Manager (Versandmanager)

Charges for Info.Post Classic

Delivery charges per 100 items (net in EUR) ¹⁾

Weight in grams up to	Rate A ²⁾	Rate B ²⁾	Rate C ²⁾
10	7.60	8.65	11.35
20	8.65	9.79	12.55
30	9.79	10.90	13.75
40	10.90	11.95	14.93
50	11.95	13.05	16.13
60	12.98	14.10	17.33
70	14.10	15.26	18.51
80	15.26	16.28	19.69
90	16.28	17.33	20.91
100	17.40	18.44	22.09
110	18.44	19.54	23.29
120	19.54	20.60	24.49
130	20.60	21.74	25.70
140	21.67	22.78	26.88
150	22.78	23.89	28.08
160	23.89	24.92	29.28
170	24.92	26.05	30.46

Weight in grams up to	Rate A ²⁾	Rate B ²⁾	Rate C ²⁾
180	26.05	27.19	31.64
190	27.19	28.23	32.84
200	27.91	28.97	33.59
210	28.67	29.72	34.32
220	29.41	30.46	35.10
230	30.16	31.21	35.84
240	30.90	31.96	36.59
250	31.64	32.71	37.33

- 1) The service does not come under universal service. All prices quoted are exclusive of all statutory levies and taxes, in particular advertising tax and value-added tax.
 2) Distribution areas are allocated to rate zones on the basis of density of the population in the specific distribution area.

You will need a list of items being sent in addition to the bundle labels for shipping. You can complete the bundle labels and lists of items using the Post Versandmanager [shipping manager]. When distributed in the 'municipal area' distribution area, there is a surcharge of EUR 2.01 net per 100 items in addition to the amount for postage.

1.3.2 Info.Post Collect

You can send your machineable brochures together using the eye-catching "KUVERT" advertising medium at especially affordable rates using Info.Post Collect.

Features of Info.Post Collect

	Info.Post Collect
Minimum dimensions	L 148 × W 210 mm
Maximum dimensions	L 300 × W 229 × H 3 mm
Minimum weight	5 g
Maximum weight	100 g
Minimum quantity	30,000 items
Delivery	2x weekly MON/TUES and WED/THURS
Posting	in 3 collator distribution centres (in Vienna, Oberwand and Graz)
Delivered to	3 million households
Distribution unit	postcode, district (delivery district)
Value-added tax	subject to value-added tax
Shipping documents	List of items sent according to Post Shipping Manager



You can find further details about Info.Post at post.at/infopost

Info.Post Collect Plus – Flyers with enhanced value

Customers who add tangible value to their flyers (e.g. with individual discount vouchers) can take advantage of Info.Post Collect Plus. This costs 4% less than sending with Info.Post Collect. Find details at post.at/infopostcollectplus

Affordable price for flyers with added value

Preparing for despatch with the Post Shipping Manager

You can easily complete your shipping documents, such as bundle labels or lists of items, online at versandmanager.at and present at the time of shipment.

Manual at post.at/versandmanager

Take advantage of geomarketing!

Use geomarketing to maximise your distribution plan and ensure even greater accuracy for your message to reach your target group. Define your target group using socio-demographic characteristics or geographical criteria. Geomarketing selects the delivery areas for you that best meet the criteria for your target group. What is more, geomarketing also allows you to distribute to delivery districts within a certain radius of your branch offices as defined by you. Please contact your customer advisor or your post office for further details on developing a distribution schedule.

postgeo.at
Create your distribution plans yourself

Charges for Info.Post Collect

Delivery charges per 100 items (net in EUR) ¹⁾

Weight in grams up to	Rate A ²⁾	Rate B ²⁾	Rate C ²⁾
10	6.85	7.80	10.23
20	7.80	8.82	11.30
30	8.82	9.82	12.38
40	9.82	10.76	13.46
50	10.76	11.77	14.53
60	11.70	12.71	15.60
70	12.71	13.73	16.67
80	13.73	14.67	17.75
90	14.67	15.60	18.83
100	15.67	16.62	19.91
110	16.62	17.62	21.00
120	17.62	18.56	22.05
130	18.56	19.57	23.14
140	19.51	20.52	24.22
150	20.52	21.52	25.28
160	21.52	22.46	26.37
170	22.46	23.48	27.45

Weight in grams up to	Rate A ²⁾	Rate B ²⁾	Rate C ²⁾
180	23.48	24.49	28.52
190	24.49	25.43	29.59
200	25.14	26.10	30.26
210	25.83	26.77	30.94
220	26.49	27.45	31.61
230	27.17	28.12	32.29
240	27.84	28.78	32.96
250	28.52	29.47	33.62

1) The service does not come under universal service. All prices quoted are exclusive of all statutory levies and taxes, in particular advertising tax and value-added tax.

2) Distribution areas are allocated to rate zones on the basis of density of the population in the specific distribution area.

You don't need bundle labels for sending mail with Info.Post Collect. You can easily complete the list of items being sent using the Post Shipping Manager.

1.4 ADVERTISING MAIL – INFO.POST SELECT (PARTIALLY ADDRESSED)

With Info.Post Select, you'll reach exactly the right target group – and without even having to enter the actual addresses yourself. We select the appropriate target group for you based on your preferred criteria. So you reach households according to target, where the people who are interested in what you offer live. This means you can address new customers directly.

Postage paid impression

– on two lines on the outside of the mail item:

Österreichische Post AG
Info.Post SELECT Entgelt bezahlt

– on a single line above and clearly spaced from the address (only with window envelopes, address labels or for direct printing of the address on the item being posted):

Österreichische Post AG Info.Post SELECT Entgelt bezahlt
Retouren an Postfach 555, 1008 Wien
To the residents
Sillerstraße 72
1190 Wien

Features of Info.Post Select

	Info.Post Select
Minimum dimensions	L 140 × W 90 mm
Maximum dimensions	L 324 × W 229 × H 24 mm
Maximum weight	250 g
Minimum thickness	grammage of items being posted 160 g/m ² at least
Minimum quantity	400 items
Delivery time	E+5 (5 working days - except Saturdays – after posting)
Posting	in 6 distribution centres
Value-added tax	subject to value-added tax
Shipping documents	List of items being sent & bundle label in accordance with Post Versandmanager Pro (Pro Shipping Manager)

Charges for Info.Post Select

Delivery charges per 100 items (net in EUR) ¹⁾ excl. Lettershop (addressing and preparation for posting of the advertising are charged on a time and material basis).

Weight in grams up to	EUR	Weight in grams up to	EUR
20	16.70	140	30.31
30	17.56	150	31.20
40	18.89	160	32.08
50	20.20	170	32.95
60	21.52	180	33.84
70	22.85	190	34.72
80	24.17	200	35.58
90	25.50	210	36.47
100	26.81	220	37.35
110	27.68	230	38.23
120	28.56	240	39.11
130	29.44	250	39.99

1) The service does not come under universal service. All charges are exclusive of all statutory levies and taxes, in particular advertising tax and value-added tax.



You can find further details about
Info.Post Select at post.at/infopostselect

SPONSORING.POST makes sending items easy!



post.at/sponsoringpost



Inexpensive



Informative



Efficient



Non-Profit

1.5 SPONSORING.POST

Charitable and religious organisations, clubs/associations and other non-profit organisations are supported with this product.

You can use Sponsoring.Post to send identical, personally addressed, rectangular mail, which is intended for fundraising or reporting about the affairs of the association/club, politics or the election campaign.

Sponsoring.Post is broken down into the following interest groups with separate price lists:

1. Sponsoring.Post for non-profit organisations with charitable status (rate N)
2. Sponsoring.Post for non-profit organisations, clubs/associations, election advertising & political parties (rate S)

The following factors apply when **calculating the charge**:

- Contractual authorisation to ship
- weight
- Return requested yes/no

By varying the design of the image, text and layout, you can create mailings to appeal to specific target groups. Only the format, weight, sender and the fundraising project must be identical for all versions.

Preparing mail properly for target groups

Features of Sponsoring.Post

	Sponsoring.Post
Frequency of publication	No minimum frequency
Minimum dimensions	L 140 × W 90 mm
Maximum dimensions	L 324 × W 229 × H 24 mm
Maximum weight	2,000 g
Minimum quantity	1,000 items (except for re-deliveries)
Minimum size	1 page
Delivery time	E+5 (5 working days - except Saturdays - after posting)
Contents	<ul style="list-style-type: none"> - editorial section of at least 51%, concerning matters relating to the club/association, politics, the election campaign or - reference is made in the item being sent to the purpose of fundraising
Value-added tax	<ul style="list-style-type: none"> - exempt from value-added tax under universal service when despatched from post offices - subject to value-added tax when despatched from distribution centres
Shipping documents	as-shipped sample, list of items & bundle label in accordance with Post Shipping Manager

Sponsoring.Post charges for non-profit organisations with charitable status

Delivery charges per 1,000 items (net in EUR) ^{1) 2)}

Weight in grams up to	Locality bundles ³⁾	Distribution area bundle, distribution zone bundle
10	183.50	208.00
20	183.50	208.00
30	195.90	220.20
40	195.90	220.20
50	195.90	220.20
60	208.00	232.60
70	208.00	232.60
80	220.20	244.70
90	220.20	244.70
100	244.70	269.30
110	257.10	281.40
120	257.10	281.40
130	281.40	306.00
140	306.00	330.40
150	306.00	330.40
160	306.00	330.40
170	318.10	342.60
180	342.60	367.30

1), 2), 3): See overleaf

Weight in grams up to	Locality bundles ³⁾	Distribution area bundle, distribution zone bundle
190	342.60	367.30
200	367.30	391.60
210	379.60	403.80
220	379.60	403.80
230	391.60	416.10
240	416.10	440.60
250	416.10	440.60
260	428.60	452.90
270	452.90	477.20
280	452.90	477.20
290	465.20	489.60
300	477.20	501.70
310	489.60	514.00
320	501.70	526.20
330	501.70	526.20
340	514.00	538.50
350	526.20	550.80
360	538.50	563.10
370	550.80	575.30
380	550.80	575.30
390	563.10	587.60

Weight in grams up to	Locality bundles ³⁾	Distribution area bundle, distribution zone bundle
400	575.30	599.80
410	575.30	599.80
420	587.60	612.10
430	587.60	612.10
440	599.80	624.20
450	612.10	636.40
460	624.20	648.70
470	624.20	648.70
480	624.20	648.70
490	636.40	660.90
500	636.40	660.90
600	758.90	783.30
700	832.30	856.70
800	905.80	930.20
900	966.90	991.40
1,000	1,028.00	1,052.50
1,500	1,387.80	1,412.40
2,000	1,624.30	1,648.60

- 1) Postal services concerning postal shipments up to 2 kg come under universal service when despatched from a post office on the basis of the Terms and Conditions of Business and in accordance with the Austrian Postal Market Law (Postmarktgesetz) as amended. This service is exempt from value-added tax.
- 2) Charges for 1,000 items. The charges quoted are net, exclusive of all statutory levies, in particular value-added tax.
- 3) With Sponsoring.Post mail up to 50 g, the locality bundle rate is only applied if Sponsoring.Post mail meets Austrian Post requirements regarding machineability in accordance with the special conditions and requirements for machineability (at post.at/richtigadressieren) and if mail is posted in accordance with item 2.3.12 of the Terms and Conditions of Business for Sponsoring.Post.
- 4) This service does not come under universal service and is therefore subject to value-added tax.

Charge for returns⁴⁾
 EUR 12 gross (EUR 10 net) per 1,000 posted items; the basis for calculating the charge is the total number of items in each consignment despatched. The use of different options for returns is not permitted within one consignment.

Processing fee¹⁾
 Processing fee per request (completion, alteration): EUR 91.80 net.

Annual charge¹⁾
 Annual charge per authorised title in acc. with Item 1.2.6 of the Terms and Conditions of Business for Sponsoring Post: EUR 183.60 net.

Postage paid impression

Österreichische Post AG
 The relevant abbreviation for the product:
 "SP" for Sponsoring Post + the contract number given in the contract + the product letter N
 Sender's address

Österreichische Post AG
 SP 042034567 N
 Example Firm Ltd, Example St. 10, 1010 Wien

SAMPLE



You can find further details about sending
Sponsoring.Post at
post.at/sponsoringpost

Charges for Sponsoring.Post for non-profit organisations, clubs/associations, election advertising & political parties

Delivery charges per 1,000 items (net in EUR)^{1) 2)}

Weight in grams up to	Locality bundles ³⁾	Distribution area bundle, distribution zone bundle
10	197.30	223.60
20	197.30	223.60
30	210.60	236.80
40	210.60	236.80
50	210.60	236.80
60	223.60	250.10
70	223.60	250.10
80	236.80	263.10
90	236.80	263.10
100	263.10	289.60
110	276.40	302.50
120	276.40	302.50
130	302.50	329.00
140	329.00	355.20
150	329.00	355.20
160	329.00	355.20
170	342.00	368.40
180	368.40	394.90

1), 2), 3): See overleaf

Weight in grams up to	Locality bundles ³⁾	Distribution area bundle, distribution zone bundle
190	368.40	394.90
200	394.90	421.10
210	408.10	434.20
220	408.10	434.20
230	421.10	447.40
240	447.40	473.70
250	447.40	473.70
260	460.80	487.00
270	487.00	513.10
280	487.00	513.10
290	500.20	526.40
300	513.10	539.50
310	526.40	552.60
320	539.50	565.80
330	539.50	565.80
340	552.60	579.00
350	565.80	592.20
360	579.00	605.40
370	592.20	618.60
380	592.20	618.60
390	605.40	631.70
400	618.60	644.90

Weight in grams up to	Locality bundles ³⁾	Distribution area bundle, distribution zone bundle
410	618.60	644.90
420	631.70	658.10
430	631.70	658.10
440	644.90	671.10
450	658.10	684.30
460	671.10	697.50
470	671.10	697.50
480	671.10	697.50
490	684.30	710.60
500	684.30	710.60
600	816.00	842.20
700	894.90	921.10
800	973.90	1,000.10
900	1,039.60	1,066.00
1,000	1,105.40	1,131.70
1,500	1,492.20	1,518.60
2,000	1,746.50	1,772.60

Charge for returns⁴⁾
 EUR 12 gross (EUR 10 net) per 1,000 posted items; the basis for calculating the charge is the total number of items in each consignment despatched. The use of different options for returns is not permitted within one consignment.


Processing fee¹⁾
 Processing fee per request (completion, alteration): EUR 91.80 net.

Annual charge¹⁾
 Annual charge per authorised title in acc. with Item 1.2.6 of the Terms and Conditions of Business for Sponsoring Post: EUR 183.60 net.

Postage paid impression

Österreichische Post AG
 The relevant abbreviation for the product:
 "SP" for Sponsoring Post + the contract number given in the contract + the product letter S
 Sender's address


Österreichische Post AG SAMPLE
 SP 04Z034567 S
 Example Firm Ltd, Example St. 10, 1010 Wien

 You can find further details about sending Sponsoring.Post at post.at/sponsoringpost

- Postal services concerning postal shipments up to 2 kg come under universal service when despatched from a post office on the basis of the Terms and Conditions of Business and in accordance with the Austrian Postal Market Law (Postmarktgesetz) as amended. This service is exempt from value-added tax.
- Charges for 1,000 items. The charges quoted are net, exclusive of all statutory levies, in particular value-added tax.
- With Sponsoring.Post mail up to 50 g, the locality bundle rate is only applied if Sponsoring.Post mail meets Austrian Post requirements regarding machineability in accordance with the special conditions and requirements for machineability (at post.at/richtigadressieren) and if mail is posted in accordance with item 2.3.12 of the Terms and Conditions of Business for Sponsoring.Post.
- This service does not come under universal service and is therefore subject to value-added tax.

DAILY, WEEKLY, MONTHLY – ALWAYS ON TIME! Sending media by Austrian Post

 post.at/medienpost



Supplements



Plus.Zeitung



Inexpensive


 Daily newspapers



1.6 MEDIA POST

1.6.1 Sending newspapers

Every publisher's priority is to make sure that their newspapers, magazines and periodicals are delivered to readers all over Austria fast and by hand. Austrian Post provides a reliable and professional service for transporting print media. Publishers send addressed mailings with daily, weekly and monthly newspapers with the same content, which appear under the same title with consecutive numbering and differing content.

Reliable
delivery
nationwide

Postage paid impression

Österreichische Post AG

The relevant abbreviation for the product:

"TZ" for daily newspapers, "WZ" for weekly newspapers or

"MZ" for monthly newspapers + the contract number given in

the contract + the product letter (T, W, M)

Sender's address

Österreichische Post AG
TZ 03Z012345 T
Example Firm Ltd, Example St. 10, 1010 Wien

SAMPLE

The following factors apply when calculating the charge:

- Contractual authorisation to ship
- weight
- 3rd-party supplements yes/no (extra-heavy supplements possible)
- Return requested yes/no

Features of newspaper mailing

Frequency of publication	<ul style="list-style-type: none"> - daily paper (at least 5 x a week) - weekly newspaper (at least 6 x per calendar quarter) - monthly newspaper (at least 4 x per calendar year)
Minimum dimensions	L 140 × W 90 mm
Maximum dimensions	L 420 × W 300 mm
Maximum weight	2,000 g
Minimum quantity	1,000 items (except for re-deliveries, for which documentation is necessary)
Minimum volume	4 pages
Delivery time	TZ: E+1 ¹⁾ ; WZ: E+3 ¹⁾ ; MZ: E+5 ¹⁾
Editorial section	min. 51%
Value-added tax	exempt from value-added tax under universal service
Shipping documents	as-shipped sample, list of items & bundle label in accordance with Post Versandmanager (Shipping Manager)

1) 1 or 3 or 5 working days - except Saturdays - after posting

Charges for sending newspapers

Delivery charges per 1,000 items (net in EUR) ^{1) 2)}

Weight in grams up to	Daily newspapers	Weekly newspapers	Monthly newspapers
10	224.00	207.40	194.90
20	224.00	207.40	194.90
30	238.20	219.80	206.00
40	247.00	227.40	212.30
50	263.60	242.30	227.40
60	281.10	258.60	241.10
70	307.80	283.20	264.70
80	307.80	283.20	264.70
90	307.80	284.50	267.20
100	319.20	295.70	278.30
110	358.50	333.00	314.50
120	383.70	356.50	337.90
130	383.70	356.50	337.90
140	407.90	381.30	361.50
150	433.20	403.70	383.80
160	433.20	403.70	383.80
170	452.00	423.50	403.70
180	452.00	423.50	403.70
190	463.40	434.80	414.90

1), 2): See overleaf

Weight in grams up to	Daily newspapers	Weekly newspapers	Monthly newspapers
200	478.60	449.60	428.50
210	478.60	449.60	431.20
220	492.60	464.70	444.80
230	510.50	480.60	460.90
240	510.50	480.60	460.90
250	519.20	490.70	472.10
260	533.20	504.20	487.00
270	537.00	508.00	489.30
280	537.00	508.00	490.70
290	545.70	517.90	500.70
300	553.40	526.70	509.20
310	553.40	526.70	509.20
320	553.40	526.70	510.60
330	559.80	533.00	517.90
340	559.80	533.00	517.90
350	568.70	543.00	527.90
360	568.70	543.00	527.90
370	568.70	543.00	527.90
380	568.70	544.20	531.90

Weight in grams up to	Daily newspapers	Weekly newspapers	Monthly newspapers
390	568.70	544.20	531.90
400	572.30	550.30	539.10
410	578.70	557.70	546.40
420	578.70	557.70	546.40
430	578.70	559.10	551.50
440	582.70	563.80	556.60
450	582.70	563.80	556.60
460	586.30	567.50	561.30
470	595.40	577.60	570.30
480	595.40	577.60	570.30
490	604.00	586.10	579.90
500	615.50	596.20	590.10
600	718.00	698.00	691.90
700	789.00	770.20	766.40
800	838.50	817.40	813.60
900	900.40	879.40	875.70
1,000	932.30	912.90	910.60
1,500	1,259.00	1,232.10	1,229.70
2,000	1,473.10	1,441.90	1,438.60

The basis for calculating the charge is the total number of items in each consignment. The use of different options for returns is not permitted within one consignment.

Processing fee ¹⁾

Processing fee per request (completion, alteration): EUR 93.20 net.

Annual charge ¹⁾

Annual charge per authorised title in acc. with Item 1.2.4 of the Terms and Conditions of Business for Newspapers: EUR 186.30 net.

List price ¹⁾

List price for unaddressed newspapers in addition to the amount for postage: EUR 62.20 net per 1,000 items.

1) Postal services for sending newspapers (up to 2 kg) are part of universal service in accordance with the Austrian Postal Market Law (Postmarktgesetz) as amended. This service is exempt from value-added tax.

2) All charges quoted are net, exclusive of all statutory levies, in particular value-added tax.

3) This service does not come under universal service and is therefore subject to value-added tax.

Surcharge for Saturday delivery ¹⁾

Surcharge in addition to postage per 1,000 daily papers EUR 581.20 net.

Charge for 3rd-party advertising supplements ¹⁾

EUR 24.70 net per 1,000 items.

Charge for returns ³⁾

EUR 12.00 gross (EUR 10.00 net) per 1,000 items in each postal consignment

Charges for extra-heavy 3rd-party advertising supplements

Delivery charges per 1,000 items (net in EUR) ^{1) 2) 3)}

Weight in grams up to	EUR	Weight in grams up to	EUR	Weight in grams up to	EUR	Weight in grams up to	EUR
30	319.10	220	590.90	410	828.20	560	1,022.70
40	338.50	230	602.70	420	837.10	580	1,051.00
50	357.80	240	614.50	430	856.30	600	1,079.20
60	377.50	250	624.70	440	865.30	700	1,209.60
70	397.00	260	643.00	450	883.10	800	1,340.20
80	415.20	270	652.20	460	893.30	900	1,479.80
90	433.40	280	662.60	470	902.40	1,000	1,609.20
100	450.40	290	680.60	480	921.70	1,100	1,861.10
110	462.00	300	691.20	490	930.80	1,200	1,953.20
120	473.90	310	709.60	500	948.50	1,300	2,046.90
130	485.50	320	718.70	520	976.80	1,400	2,140.20
140	497.20	330	729.20	540	995.90	1,500	2,232.40
150	508.90	340	734.90				
160	520.80	350	743.70				
170	532.60	360	762.90				
180	544.30	370	771.90				
190	556.00	380	791.10				
200	567.50	390	800.00				
210	579.30	400	809.00				

- 1) The service comes under universal service and is therefore exempt from value-added tax.
2) Despatch with extra-heavy, 3rd-party supplements can only be made from distribution centres as agreed in the contract.
3) The charges quoted are net, exclusive of all statutory levies, in particular value-added tax.



You can find further details about sending daily, weekly or monthly newspapers at post.at/zeitungsversand

1.6.2 Plus.Zeitung

The Plus.Newspaper is ideal for media titles, which first need to establish themselves on the market, and for magazines with lower circulation and faster standard delivery times. The items must be identical in terms of content, personally addressed and appear under the same title with consecutive numbers and varying content.

Features of Plus.Zeitung

Frequency of publication	at least 4 times p.a.
Minimum dimensions	L 140 × W 90 mm
Maximum dimensions	L 420 × W 300 mm
Maximum weight	2,000 g
Minimum quantity	500 items (surcharge possible)
Minimum volume	8 pages
Delivery time	E+2 (2 working days - except Saturdays - after posting)
Editorial section	min. 51%
Value-added tax	subject to value-added tax
Shipping documents	as-shipped sample, list of items & bundle label in accordance with Post Shipping Manager

The following factors apply when **calculating the charge**:

- Contractual authorisation to ship
- weight
- 3rd-party supplements yes/no (extra-heavy, 3rd-party supplements possible)
- Return requested yes/no

Ideal when you want to reach subscribers faster

Postage paid impression

Österreichische Post AG

The relevant abbreviation for the product:

"PZ" for Plus.Newspapers + the contract number given in the contract + the product letter P

Sender's address

Österreichische Post AG
PZ 05Z06781 P
Example Firm Ltd, Example St. 10, 1010 Wien

SAMPLE



You can find further details about sending Plus.Newspapers at post.at/pluszeitung

Charges for Plus.Zeitung

Delivery charges per 100 items (net in EUR) ^{1) 2)}

Weight in grams up to	EUR	Weight in grams up to	EUR	Weight in grams up to	EUR	Weight in grams up to	EUR
10	23.10	200	51.00	390	63.00	490	68.70
20	23.10	210	51.20	400	63.90	500	69.90
30	24.40	220	52.60	410	64.80	600	82.00
40	25.00	230	54.50	420	64.80	700	90.60
50	27.00	240	54.50	430	65.30	800	96.10
60	28.40	250	55.90	440	66.00	900	103.70
70	31.40	260	57.60	450	66.00	1,000	107.90
80	31.40	270	57.80	460	66.40	1,500	145.50
90	31.70	280	57.90	470	67.30	2,000	170.50
100	33.00	290	59.10	480	67.30		
110	37.30	300	60.40				
120	40.00	310	60.40				
130	40.00	320	60.50				
140	42.80	330	61.30				
150	45.60	340	61.30				
160	45.60	350	62.50				
170	47.50	360	62.50				
180	47.50	370	62.50				
190	49.10	380	63.00				

1), 2): See overleaf

Processing fee ¹⁾

Processing fee per request (completion, alteration): EUR 94.20 net.

Annual charge ¹⁾

Annual charge per authorised title acc. to item 1.2.4 of the Terms and Conditions of Business: Plus.Zeitung EUR 188.30 net.

Charge for 3rd-party advertising supplements ¹⁾

In the case of 3rd-party advertising supplements, an item surcharge based on weight is made for each 3rd-party advertising supplement.

Charge for returns ¹⁾

EUR 1.20 gross (EUR 1.00 net) per 100 items in each postal consignment.

Charges for 3rd-party advertising supplements – Plus.Zeitung

Delivery charges per 100 items (net in EUR) ^{1) 2) 3)}

Weight in grams up to	EUR	Weight in grams up to	EUR	Weight in grams up to	EUR	Weight in grams up to	EUR
10	5.20	200	32.90	390	45.20	480	49.60
20	5.20	210	33.10	400	45.90	490	51.00
30	6.40	220	34.60	410	46.70	500	51.90
40	7.10	230	36.70	420	46.70	600	64.00
50	9.10	240	36.70	430	47.10	700	72.70
60	10.70	250	38.00	440	47.60	800	78.40
70	13.30	260	39.70	450	47.60	900	85.50
80	13.30	270	40.00	460	48.30	1,000	89.80
90	13.50	280	40.10	470	49.60		
100	15.00	290	41.10				
110	19.20	300	42.40				
120	21.90	310	42.40				
130	21.90	320	42.50				
140	24.70	330	43.40				
150	27.60	340	43.40				
160	27.60	350	44.60				
170	29.80	360	44.60				
180	29.80	370	44.60				
190	31.20	380	45.20				

- 1) The service does not come under universal service and is therefore subject to value-added tax.
 2) All charges quoted are net, exclusive of all statutory levies, in particular value-added tax.
 3) In the case of 3rd-party advertising supplements, an item surcharge based on weight is made for each 3rd-party advertising supplement.

Charges for extra-heavy, 3rd-party advertising supplements – Plus.Zeitung

Delivery charges per 1,000 items (net in EUR) ^{1) 2) 3)}

Weight in grams up to	EUR	Weight in grams up to	EUR	Weight in grams up to	EUR	Weight in grams up to	EUR
30	322.60	220	597.40	410	837.30	560	1,033.90
40	342.20	230	609.30	420	846.30	580	1,062.60
50	361.70	240	621.30	430	865.70	600	1,091.10
60	381.70	250	631.60	440	874.80	700	1,222.90
70	401.40	260	650.10	450	892.80	800	1,354.60
80	419.80	270	659.40	460	903.10	900	1,496.10
90	438.20	280	669.90	470	912.30	1,000	1,626.90
100	455.40	290	688.10	480	931.80	1,100	1,881.60
110	467.10	300	698.80	490	941.00	1,200	1,974.70
120	479.10	310	717.40	500	958.90	1,300	2,069.40
130	490.80	320	726.60	520	987.50	1,400	2,163.70
140	502.70	330	737.20	540	1,006.90	1,500	2,257.00
150	514.50	340	743.00				
160	526.50	350	751.90				
170	538.50	360	771.30				
180	550.30	370	780.40				
190	562.10	380	799.80				
200	573.70	390	808.80				
210	585.70	400	817.90				

- 1) The service does not come under universal service and is therefore subject to value-added tax.
 2) All charges quoted are net, exclusive of all statutory levies, in particular value-added tax.
 3) Despatch with extra-heavy, 3rd-party supplements can only be made from distribution centres as agreed in the contract.

1.6.3 Firmenzeitung (company newspaper)

Firmenzeitungen (company newspapers) are newspapers addressed personally to customers and/or staff and appear under the same title, with consecutive numbering and varying content. Take advantage of this to boost customer loyalty and your image as an employer.

Features of Firmenzeitung

Frequency of publication	at least 4 times p.a.
Minimum dimensions	L 140 × W 90 mm
Maximum dimensions	L 324 × W 229 × H 24 mm
Maximum weight	2,000 g
Minimum quantity	1,000 items (surcharge possible)
Minimum volume	16 pages
Delivery time	E+5 (5 working days - except Saturdays - after posting)
Editorial section	min. 30%
Value-added tax	subject to value-added tax
Shipping documents	as-shipped sample, list of items & bundle label in accordance with Post Shipping Manager

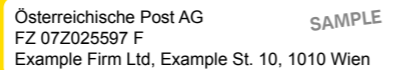
The following factors apply when calculating the charge:


- Contractual authorisation to ship
- Return requested yes/no
- weight



Postage paid impression

Österreichische Post AG
The relevant abbreviation for the product:
"FZ" for Firmenzeitung + the contract number given in the contract + the product letter F
Sender's address



 You can find further details about sending Firmenzeitungen at post.at/firmenzeitung

Charges for Firmenzeitung

Delivery charges per 1,000 items (net in EUR) ^{1) 2) 3)}

Weight in grams up to	Firmenzeitung	Firmenzeitung reduced charge for carriage ³⁾
30	263.90	258.50
40	280.00	274.20
50	296.30	290.30
60	312.30	305.90
70	328.30	321.80
80	343.60	336.70
90	358.60	351.40
100	372.50	365.30
110	382.40	374.70
120	391.90	384.00
130	401.60	393.70
140	411.50	403.20
150	421.10	412.70
160	430.80	422.30
170	440.50	431.60
180	450.20	441.30
190	459.90	450.60
200	469.50	460.20
210	479.20	469.60
220	488.80	479.10

Weight in grams up to	Firmenzeitung	Firmenzeitung reduced charge for carriage ³⁾
230	498.60	488.50
240	508.10	498.20
250	517.00	506.60
260	532.10	521.40
270	539.50	528.60
280	548.30	537.30
290	563.20	551.80
300	571.90	560.40
310	586.70	575.10
320	594.40	582.60
330	603.10	590.90
340	618.00	605.80
350	625.50	613.20
360	641.90	628.90
370	649.40	636.30
380	665.40	652.30
390	673.00	659.60
400	680.60	667.00
410	696.80	682.50
420	704.30	690.30

1), 2), 3): See overleaf

Weight in grams up to	Firmenzeitung	Firmenzeitung reduced charge for carriage ³⁾
430	720.30	706.00
440	728.00	713.50
450	743.30	728.10
460	751.60	736.50
470	759.00	744.10
480	775.20	759.80
490	782.90	767.30
500	798.00	781.80
520	821.70	805.10
540	837.70	821.10
560	860.30	843.20
580	883.90	866.30
600	907.80	889.60
700	1,017.50	997.30
800	1,127.70	1,105.00
900	1,244.90	1,219.80
1,000	1,353.70	1,326.30
1,100	1,565.70	1,534.30
1,200	1,643.30	1,610.40
1,300	1,721.70	1,687.40

Weight in grams up to	Firmenzeitung	Firmenzeitung reduced charge for carriage ³⁾
1,400	1,800.40	1,764.50
1,500	1,877.90	1,840.50
1,600	1,956.40	1,917.40
1,700	2,035.30	1,994.50
1,800	2,112.80	2,070.30
1,900	2,191.20	2,147.70
2,000	2,270.00	2,224.60

Charge for returns¹⁾
 EUR 12.00 gross
 (EUR 10.00 net)
 per 1,000 items in each postal
 consignment.


Processing fee¹⁾
 Processing fee per request
 (completion, alteration):
 EUR 94.20 net.

Annual charge¹⁾
 Annual charge per authorised
 title acc. to item 1.2.4 of the
 Terms and Conditions of
 Business for Firmenzeitungen:
 EUR 188.30 net.

- 1) The service does not come under universal service and is therefore subject to value-added tax.
 2) Charges for 1,000 items. The charges quoted are net, exclusive of all statutory levies, in particular value-added tax.
 3) Reduced charge for postage in accordance with item 1.5.4 of the Terms and Conditions of Business for Firmenzeitungen

1.7 PARCEL AUSTRIA

Parcels are the right solution when sending goods up to 31.5 kg in weight – combined with many useful additional services such as Fragile, Cash-on-delivery and much more.

 When you post a parcel, you will get a confirmation of posting with the tracking number. Delivery is generally upon signature or electronic confirmation by the recipient. Austrian Post assumes liability of up to EUR 510.00.

The following factors apply when **calculating the charge**:

- weight
- Shape and dimensions/machineability
- Contents

Minimum dimensions: 9 × 14 cm, max. length: 200 cm
 Maximum weight: 31.5 kg, max. girth: 360 cm
 (girth size = 1 × length + 2 × width + 2 × height)

1.7.1 Rates – Parcels Austria

Delivery charge

Weight	Max. format	EUR ³⁾
up to 2 kg	Rectangular, smaller than or equal to L 100 x W 60 x H 60 cm	4.82¹⁾
up to 4 kg	Rectangular, smaller than or equal to L 100 x W 60 x H 60 cm	6.02¹⁾
up to 10 kg	Rectangular, smaller than or equal to L 100 x W 60 x H 60 cm	8.82¹⁾
up to 20 kg	Rectangular, smaller than or equal to L 100 x W 60 x H 60 cm	13.92²⁾
up to 31.5 kg	Rectangular, smaller than or equal to L 100 x W 60 x H 60 cm	15.92²⁾

1) The service comes under universal service and is therefore exempt from value-added tax when posted from a post office or despatched with rural delivery staff on the basis of the Basic Terms and Conditions of Business.

2) Value-added tax applied over 10 kg (price incl. 20% VAT)

3) Prices in EUR, including surcharge for HGV road tolls (EUR 0.20 up to 10 kg incl. and EUR 0.24 over 10 kg).

Hint:
 we supply
 cartons for
 parcels in
 4 sizes

1.7.1.1 Special Carriage – Parcels Austria

Parcels, which are larger than the standard sizes or that cannot be transported using conveyor belts and materials handling equipment on account of their shape and/or nature, need to be sorted manually by Austrian Post and transported separately. These include:

- non-rectangular parcels smaller in size than L 100 x W 60 x H 60 cm
- parcels of all shapes that are larger than L 100 x W 60 x H 60 cm (up to a girth size of 360 cm) and
- parcels with fragile or delicate contents

Special carriage

Surcharge in addition to delivery charge

Surcharge	EUR up to 10 kg (net) ¹⁾	EUR over 10 kg (gross) ²⁾
Special carriage	6.00	7.20

1.7.1.2 Additional services for parcels within Austria

in addition to the delivery charge

Additional service	Parcel up to 10 kg (net) ¹⁾	Parcel over 10 kg (gross) ²⁾
Delivery in person	3.10	3.72
Charge for cash-on-delivery/transfer from bank account	3.50	4.20
Mail of up to EUR 500 in value	5.00	6.00
Mail of over EUR 500 in value	Per EUR 100 or part thereof 1.00	Per EUR 100 or part thereof 1.20
Preferred post office branch/ Preferred automated parcel collection terminal: Send to specific post offices or automated parcel collection terminals ³⁾	without charge	without charge

Service	EUR
Collection from sender	by arrangement
Poste restante	1.00 ¹⁾

- 1) The service comes under universal service and is therefore exempt from value-added tax when posted from a post office or despatched with rural delivery staff on the basis of the Basic Terms and Conditions of Business.
- 2) Value-added tax applied over 10 kg (price incl. 20% VAT)
- 3) When you post your parcel, your mobile number or email address will be recorded. After the parcel arrives, the recipient will automatically be sent confirmation by text message or email.

1.7.2 Miscellaneous services – Parcels Austria

Service	EUR up to 10 kg (net) ¹⁾	EUR over 10 kg (gross)
Parcel, unfranked (recipient pays the delivery charge; rectangular, up to L 100 x W 60 x H 60 cm)	9.81 ¹⁾	Not permitted

1.7.3 Parcel Returns – Austria

Service	EUR up to 10 kg (net) ¹⁾	EUR over 10 kg (gross) ²⁾
Parcel return	4.81 ¹⁾	5.77 ^{**)}

- ¹⁾ plus EUR 0.20 surcharge for Austrian HGV road toll
^{**)} plus EUR 0.24 surcharge for Austrian HGV road toll

1.7.4 Wine Parcel – prepaid postage and packaging at a fixed price

Everything included: packaging, amount for domestic postage and liability up to EUR 510.00 (additional service for cash-on-delivery and surcharge for international delivery possible!). The wine parcel is available online and from selected post offices that offer wine shipping.

Wine parcels ³⁾	EUR for 3 bottles	EUR for 6 bottles	EUR for 12 bottles
Basic charge for shipping, Austria	7.87	9.07	11.47
plus surcharge for HGV road toll	0.24	0.24	0.24

- 1) These services come under universal service and are therefore exempt from value-added tax when posted in post offices or despatched with rural delivery staff on the basis of the Terms and Conditions of Business.
- 2) Value-added tax applied over 10 kg (price incl. 20% VAT)
- 3) The service does not come under universal service and is therefore subject to value-added tax (price incl. 20% VAT).



1.7.5 Mailing Solutions for Businesses – Austria

For firms that frequently ship parcels, Österreichische Post AG offers comprehensive business solutions from a single supplier. Below you will find a selection from our product portfolio, which is updated and expanded on an ongoing basis. All products listed require a contractual agreement. Please contact your customer service representative if you are interested.

PAKET PREMIUM ÖSTERREICH

Premium Parcel Austria ensures reliable transport of your classic B2B mail from collection through to delivery. Premium Parcel Austria (standard dimensions L 100 x W 60 x H 60 cm max.) is compact, rectangular, stackable and can be sorted. Delivery on next working day (Mon - Fri) after posting

KLEINPAKET ÖSTERREICH

Small Parcel Austria ensures perfect transport of your classic business post, up to the size of a B4 envelope, with a maximum size of L 35.3 x W 25 x H 3 cm.

PAKET PREMIUM SELECT ÖSTERREICH

Premium Parcel Select Austria is intended for transporting goods up to 31.5 kg from mail-order businesses to private customers. Delivery is on the next working day (Mon – Fri) after posting. Premium Parcel Select Austria (standard dimensions L 100 x W 60 x H 60 cm max.) is compact, rectangular, stackable and can be sorted.

NEXT DAY FRESH LIEFERUNGEN

Delivery throughout Austria (Tues – Fri) directly to the customer's front door ideal for delivering groceries, also using the insulated box from Austrian Post.

1.8 POST EXPRESS AUSTRIA

If your mail needs to be transported particularly fast and right on time, then Post Express is just the answer for you.

Standard delivery with Post Express is on the next working day by 13.00 midday at the latest. With a money-back guarantee, if ever the delivery time is not kept to.

You will get a confirmation of posting with the relevant tracking number. Delivery is generally upon signature or electronic confirmation by the recipient. Austrian Post assumes liability of up to EUR 1,500.00.

Conditions for shipping

Minimum dimensions: 9 x 14 cm
Maximum length: 200 cm
Maximum weight: 31.5 kg
Maximum girth: 360 cm
(girth size = 1 x length + 2 x width + 2 x height)



1.8.1 Rates for Post Express Austria

Delivery charge

Weight	EUR per item of mail (incl. road toll surcharge) net ¹⁾	EUR per item of mail (incl. road toll surcharge) gross ²⁾³⁾
up to 1 kg	8.33	10.00
up to 2 kg	9.17	11.00
up to 4 kg	10.00	12.00
up to 10 kg	12.50	15.00
up to 31.5 kg	19.17	23.00

Weight	Max. format
0–31.5 kg	Rectangular, smaller than or equal to L 100 x W 60 x H 60 cm

1) Incl. surcharge for HGV road toll of EUR 0.20.

2) Prices include EUR 0.24 surcharge for HGV road toll and 20% VAT.

3) The service does not come under universal service and is therefore subject to value-added tax.

1.8.1.1 Special Carriage Post Express Austria

Post Express mail, which is larger than the standard sizes or cannot be transported using conveyor belts and materials handling equipment on account of its shape and/or structure, need to be sorted manually by the Austrian post and transported separately. These include:

- Non-rectangular Post Express items smaller than L 100 x W 60 x H 60 cm
- Post Express items of all shapes that are larger than L 100 x W 60 x H 60 cm (up to a girth size of 360 cm) and
- Post Express items with fragile or delicate contents

Special carriage

in addition to the delivery charge

Surcharge	EUR net	EUR gross ¹⁾
Special carriage	6.00	7.20

1.8.2 Returns - Post Express Austria

Rate	EUR net	EUR gross
Post Express Returns	5.01 ^{*)}	6.01 ^{**)}

1) The service does not come under universal service and is therefore subject to value-added tax (price incl. 20% VAT).

2) When you post your parcel, a mobile number or email address will be recorded. After the parcel arrives, the recipient will automatically be sent confirmation by text message or email.

*) incl. EUR 0.20 surcharge for Austrian HGV road toll

***) incl. EUR 0.24 surcharge for Austrian HGV road toll

1.8.2.1 Additional Services Post Express Austria

in addition to the delivery charge

Additional service	EUR net	EUR gross ¹⁾
Delivery in person	3.10	3.72
Charge for cash-on-delivery/ wire transfer	3.50	4.20
Hazardous materials – limited quantity (LQ)	3.10	3.72
Mail of up to EUR 500 in value	5.00	6.00
Mail of over EUR 500 in value	Per EUR 100 or part thereof 1.00	Per EUR 100 or part thereof 1.20
Sender details	without charge	without charge
Recipient details	without charge	without charge
Preferred post office branch/ Preferred automated parcel collection terminal: Send to specific post offices or automated parcel collection terminals ²⁾	without charge	without charge
Delivery by 10.00 in a provincial capital	9.00	10.80
Saturday delivery in a provincial capital	9.00	10.80
Saturday delivery Rest of Austria	18.00	21.60

2. MAIL – INTERNATIONAL



2.1 LETTERS – INTERNATIONAL

2.1.1 Product Description – International Letters

Letters are the most personal way of contacting friends, business partners or customers abroad. We always have the right mailing solutions for you, whether you want to send personal messages, invoices or other products abroad safely and easily.

Priority and economy mail

Priority is the term for transporting letters by airmail or by another rapid method of carriage. Priority mail is given priority handling in the country where it is posted and where it is to be delivered. The average delivery time is 2-4 days within Europe and 3-7 days in other countries. Mark your mail on the address side with the Priority label, which you can obtain free-of-charge from any post office.

Economy is the least expensive method of shipment for posting items abroad where time is not critical. Delivery times may vary, depending on the destination country. You can find further details at post.at/brief_international_tarife



2.1.2 Rates for international letters

The requirement for sending mail in the S, M and P75 formats is that it can be processed mechanically and the addresses are machine readable (please see page 72 et seq. for the basic conditions). If one of these items does not meet the conditions for machineability, the rate for the next higher product will be taken as the basis (for example, M letters that are not machineable will be charged as for L letters).

The following factors apply when **calculating the charge**:

- format, weight and the required delivery service (Priority or Economy)
- Machineability
- Destination

International letters ¹⁾

Product	Max. format	Weight	EU and the rest of Europe ²⁾		World ²⁾	
			Priority	Economy	Priority	Economy
S	L 235 × W 162 × H 5 mm	up to 20 g	1.00	-	1.80	-
M	L 235 × W 162 × H 5 mm	>20 g up to 75 g	2.10	1.75	2.75	2.55
L	L 353 × W 250 × H 30 mm	up to 2 kg	7.00	5.60	12.35	10.25
XL	L + W + H = 900 mm largest dimension 500 mm	up to 2 kg	12.90	9.90	24.20	21.80

¹⁾ Exempt from value-added tax under universal service. All rates exclude statutory levies and taxes, in particular value-added tax.

²⁾ You can find details for the EU, rest of Europe and rest of world zones at post.at/brief_international_tarife

Letter International Plus ¹⁾

Product	Max. format	Weight	EU and rest of Europe ²⁾				World ²⁾			
			Priority		Economy		Priority		Economy	
			Item price	Price per kilo	Item price	Price per kilo	Item price	Price per kilo	Item price	Price per kilo
P75	L 235 × W 162 × H 5 mm	up to 75 g	0.60	10.00	0.57	8.00	0.85	12.50	0.82	11.00
P100	L 235 × W 162 × H 5 mm	>75 g up to 100 g	0.63	10.00	0.60	8.00	0.88	12.50	0.85	11.00
W	L 353 × W 250 × H 30 mm	up to 2 kg	1.70	2.60	1.60	2.20	2.30	5.40	2.20	4.30
N	L + W + H = 900 mm largest dimension 500 mm	up to 2 kg	2.90	4.95	2.60	3.60	3.90	9.00	3.00	8.30

1) Exempt from value-added tax under universal service. All rates exclude statutory levies and taxes, in particular value-added tax.
Total price = (number of items × item price) + (total weight in kg × price per kilo).

2) You can find details for the EU, rest of Europe and rest of world zones at post.at/brief_international_tarife



The minimum consignment quantity for International Plus letters is 20. A supplementary charge of EUR 0.45 net applies to each item short of the minimum quantity. Letters are separated for despatch according to format (P75 / P100 / B / N), delivery class (Priority / Economy) and according to zone (European Union, rest of Europe and world). Mail must bear the Austrian Post postage paid mark. Minimum amount per consignment is EUR 15.00 net. There may be a surcharge in addition to the minimum amount. Use the list of sent items from Austrian Post to despatch International Plus Letters.

M-Bag International

Weight	EU ¹⁾				Rest of Europe ¹⁾²⁾		World ¹⁾²⁾	
	Priority		Economy		Priority	Economy	Priority	Economy
	EUR net	EUR gross	EUR net	EUR gross	EUR net	EUR net	EUR net	EUR net
up to 5 kg	25.00	30.00	15.00	18.00	25.00	15.00	45.00	25.00
each additional kg	5.00	6.00	3.50	4.20	5.00	3.50	7.50	5.00

You can use M-Bags to send newspapers, magazines, books, brochures, sheet music and maps to the same recipient or the same address. Please find more detailed information in the Product and Price List for International Letters.

2.1.3 Additional and miscellaneous services for international letters

Additional services are only possible when combined with the Priority delivery service. Prices do not include delivery charge; value-added tax will be calculated on the basis of the principal service.

Additional services for International Letters and International Plus Letters

Services	EUR
Registered letter	2.85
Deliver to addressee in person ⁴⁾	2.85
Signed-for delivery ^{3) 5)}	2.85

1) You can find details for the EU, rest of Europe and rest of world zones at post.at/brief_international_tarife

2) International mail to non-EU states is exempt from value-added tax.

3) Only possible to some countries in combination with the option "Registered letter".

4) Only possible in combination with "Signed-for delivery" option in some countries.

5) Only possible for certain destinations.

Additional services for M-Bag International

Services	EU ¹⁾		Rest of Europe ^{1/4)}	World ^{1/4)}
	EUR net	EUR gross	EUR net	EUR net
Registered letter	8.50	10.20	8.50	8.50
Signed-for delivery ²⁾	2.85	3.42	2.85	2.85
Deliver to addressee in person ³⁾	2.85	3.42	2.85	2.85

1) You can find details for the EU, rest of Europe and rest of world zones at post.at/brief_international_tarife

2) Limited to specific destinations

3) Only possible in combination with "Signed-for delivery" option in some countries

4) International mail to non-EU states is exempt from value-added tax.

Miscellaneous services for international letters

Services	EUR net	EUR gross
Collection charge for reply coupon (VAT is also due on the delivery charge in the case of reply coupons)	0.10	0.12
Poste restante per item (is charged when collected)	1.00	-
International reply coupon	1.90	-
Customs clearance charge per item of mail	10.00	-
Search - per item of mail	4.00	-
Follow-up charge per item	2.90	3.48

2.2 INTERNATIONAL ADVERTISING MAIL

Marketing across national borders is growing increasingly important at a time of globalisation and internationalisation of markets. Österreichische Post AG offers tailored solutions for international mailing to meet your individual requirements.

Euro.Post

Use the Euro.Post mailing option to reach potential customers all over Europe, without needing to know a single address. Euro.Post is available from 10,000 items per country and batch (depending on the destination country). What is more, we can create specific distribution plans for your target groups in some countries using geomarketing tools. This keeps wasted coverage to a minimum.

Your customer advisor will be happy to advise you and assist in finding a customised solution for your destination country for shipping your unaddressed mailings.

International Direct Mail (IDM)



International Direct Mail (IDM) offers you the right shipping solution so you can reach your existing and potential new customers in Europe with personal communications, while still being affordable. You can take advantage of IDM from a volume of 100 items per country and consignment – providing the content, format and weight are identical.

You can find detailed information about mailing requirements and a current list of all possible IDM destination countries at post.at/idm

Minimum and maximum sizes

format	Length	Width	Height	Weight
P	140–245 mm	90–165 mm	5 mm max.	0–100 g
W	140–353 mm	90–250 mm	30 mm max.	0–2 kg
N¹⁾	140–500 mm	90–500 mm	500 mm max.	0–2 kg

1) Length + Width + Height = 900 mm max.

Euro.Mail

Euro.Mail is ideal for sending your international direct mailings, brochures, catalogues and product samples.

By delivering directly within the destination country, you take advantage of their rates for domestic postage. Correct preparation will ensure you benefit from the best cost-benefit ratio. You can take advantage of this shipping option from 1,000 items per country and batch.

Euro.Mail also gives you the option in many countries – such as in Germany, Italy or Switzerland for example – of adapting your direct mail with the customary postage paid impression for that country, giving it a local look. It goes without saying that you can also use the Austrian postage impression to attract the recipient's attention through the positive image that Austria enjoys in the world.


We offer you as many different shipping options as there are individual destination countries. Choose between the least expensive or the most straightforward option, between the customary postage impression for the destination country or Austrian postage impressions, between just delivery or our full service.

Your customer advisor will be happy to assist you and provide you with the different options for your specific destination countries.



2.3 PARCEL LIGHT INTERNATIONAL

If your items are up to 31.5 kg in weight and you require partial confirmation, then Parcel Light International is the right solution for your shipping.

 Upon despatch, you will get a confirmation of posting with the corresponding tracking number. Delivery to the recipient is recorded. Austrian Post assumes liability of up to EUR 100.

The following factors are relevant when **calculating the price**: rectangular shape, weight, country-specific regulations for the destination. We regret but additional services are unavailable with Parcel Light International.

Conditions for shipping

Minimum dimensions:
9 × 14 cm

Max. girth, non-boxable:
340 cm (= length + circumference)

Maximum dimensions for boxable:
L 35.3 × W 25 × H 3 cm

Maximum dimensions for non-boxable:
L 100 × W 60 × H 60 cm

2.3.1 Rates for International Parcel Light

Delivery charge

Product	Weight	EUR per item (incl. HGV road toll) ¹⁾				
		EU/Zone 1	Zone 2	Zone 3	Zone 4	Zone 5
boxable	up to 2 kg	8.94	9.54	14.94	17.94	19.94
non-boxable	up to 2 kg	13.94	14.94	18.94	21.94	24.94
non-boxable	up to 4 kg	15.29	20.59	25.29	30.44	40.74
non-boxable	up to 10 kg	19.29	29.59	40.74	51.04	81.94
non-boxable	up to 20 kg	29.30	49.59	71.64	102.54	143.74
non-boxable	up to 31.5 kg	39.40	69.59	102.54	154.04	205.54

Product	Max. format
boxable	rectangular, L 35.3 × W 25 × H 3 cm ²⁾
non-boxable	rectangular, smaller than or equal to L 100 x W 60 x H 60 cm

Returns Parcel Parcel International


Service	EUR
Parcel Light International Return, everything included	20.01

1) See overleaf.

2) Delivery in letterbox.

2.4 INTERNATIONAL PARCEL

The parcel is the right solution for sending mail up to 31.5 kg in weight – combined with many useful additional services such as Fragile, Cash-on-delivery and much more.

 When you post a parcel, you will get a confirmation of posting with the tracking number. Delivery is generally upon signature or electronic confirmation by the recipient. Austrian Post assumes liability of up to EUR 510.00.

The following factors are relevant when **calculating the price**: weight, shape and dimensions/machineability, contents, country-specific regulations for the destination.

2.4.1 Rates for International Parcels

Delivery charge

Weight	EUR per item (incl. HGV road toll) ¹⁾				
	EU/Zone 1	Zone 2	Zone 3	Zone 4	Zone 5
up to 1 kg	14.29	16.59	19.14	22.24	26.34
up to 2 kg	16.29	20.59	25.29	31.49	39.74
up to 4 kg	19.29	28.59	37.64	49.99	66.49
up to 10 kg	29.29	49.59	71.64	102.54	143.74
up to 20 kg	49.40	89.59	133.44	195.24	267.34
up to 31.5 kg	69.40	129.59	195.24	298.24	401.24

Conditions for shipping

Minimum dimensions:
 9 × 14 cm
 Max. length:
 200 cm
 Max. girth:
 360 cm (= length + circumference)
 Maximum weight:
 31.5 kg

Max. format

rectangular, smaller or equal to
 L 100 × W 60 × H 60 cm

Details of the zones are on page 62.

1) Prices into zones 1 to 10 and zones 2 to 5 include EUR 0.20 surcharge for HGV road tolls and are exempt from VAT. Prices into zone 1, weighing over 10 kg include EUR 0.24 surcharge for HGV road toll and 20% VAT.

2.4.1.1 Special Carriage Parcels International

Parcels, which are larger than the standard sizes or that cannot be transported using conveyor belts and materials handling equipment on account of their shape and/or structure, and parcels with fragile or delicate contents need to be sorted manually by the Austrian post and transported separately.

Special carriage

in addition to the delivery charge

Surcharge	up to 10 kg in zone 1 (EU) and up to 31.5 kg in zones 2–5 ¹⁾	over 10 kg in zone 1 (EU) ²⁾
Special carriage (depending on specification in the destination country)	12.00	14.40

Details of the zones are on page 62.

1) Prices into zone 1 up to a weight of 10 kg and up to 31.5 kg in zones 2 to 5 are exempt from value-added tax.
 2) Prices into zone 1 weighing over 10 kg include 20% VAT.
 3) These services are exempt from value-added tax.

2.4.2 Additional services for international parcels

Delivery charge

Additional service (depending on specification in the destination country)	up to 10 kg in zone 1 (EU) and up to 31.5 kg in zones 2–5 ¹⁾	over 10 kg in zone 1 (EU) ²⁾
C.O.D. (cash on delivery)	4.50	5.40
Mail of up to EUR 500 in value (incl. handling charge)	7.10	8.52
Mail of over EUR 500 in value handling charge	2.10	2.52
plus EUR 100 or part thereof	1.00	1.20

2.4.3 Miscellaneous services for international parcels

Service	EUR ³⁾
Customs clearance	10.00
Follow-up charge per item	2.90

2.4.4 Returns International Parcel

Service	EUR
Parcel International return, everything included	20.01

2.4.5 International Wine Parcel – prepaid postage and packaging at a set price

Everything included: Packaging, amount for domestic carriage and liability up to EUR 510.00 The wine parcel is available online and from selected post offices that offer wine shipping. Wine parcel prices include 20% VAT.

Rates for wine parcels	3 bottles	6 bottles	12 bottles
Basic charge for shipments in Austria	7.87	9.07	11.47
plus surcharge for HGV road toll	0.24	0.24	0.24
Surcharge for shipment to Germany	9.36	10.68	10.68
Additional charge for shipments to all other EU countries ¹⁾	13.80	18.36	23.28

¹⁾ except for EU overseas territories and all regions that do not belong to the customs territory and tax jurisdictions of the EU.

2.4.6 Shipping Solutions for Businesses – International Parcels

Premium Parcel International

Premium Parcel International guarantees reliable carriage of your classic B2B mail from collection through to delivery in all EU countries. Standard Parcel Premium International (L 100 x W 60 x H 60 cm max.) is compact, rectangular, stackable and can be sorted.

ERS Easy Return Solution

Easy Return Solution includes the straightforward return of goods shipped from abroad. When the ERS returns label is used, parcels can be posted at any drop-off point in a foreign post office.

Standard Parcel Return DE


Standard Parcel Return DE makes it easy to return goods from Germany. When the returns label is used, the parcel can be posted from any Hermes parcel shop in Germany.

If interested, please contact your customer service representative.

2.5 POST EXPRESS INTERNATIONAL

If your mail needs to be transported worldwide to over 200 countries extra-fast and right on time, then Post Express International is just the answer for you. E.g. delivery to almost all economic centres of the EU by the next working day.

You will get confirmation of posting with the relevant tracking number for Post Express.

 Delivery is generally upon signature or electronic confirmation by the recipient. Austrian Post assumes liability of up to EUR 510.00.

Conditions for shipping

Minimum dimensions: 9 × 14 cm
 Max. length: 120 cm
 Maximum weight: 31.5 kg
 Max. girth: 360 cm
 (= 1 × length + 2 × width + 2 × height)



2.5.1 Rates for Post Express International

Delivery charge

Weight up to	EUR per shipment (incl. HGV road tolls) ^{1) 2)}					
	Zone 1a (EU)	Zone 1b (EU)	Zone 2	Zone 3	Zone 4	Zone 5
1 kg	43.78	45.58	40.98	46.98	51.48	59.98
2 kg	47.38	50.98	48.48	60.48	69.48	86.48
3 kg	50.98	56.38	55.98	73.98	87.48	112.98
4 kg	54.58	61.78	63.48	87.48	105.48	139.48
5 kg	58.18	67.18	70.98	100.98	123.48	165.98
6 kg	61.78	72.58	78.48	114.48	141.48	192.48
7 kg	65.38	77.98	85.98	127.98	159.48	218.98
8 kg	68.98	83.38	93.48	141.48	177.48	245.48
9 kg	72.58	88.78	100.98	154.98	195.48	271.98
10 kg	76.18	94.18	108.48	168.48	213.48	298.48

^{1) 2)} see overleaf.

Weight up to	EUR per shipment (incl. HGV road tolls) ^{1) 2)}					
	Zone 1a (EU)	Zone 1b (EU)	Zone 2	Zone 3	Zone 4	Zone 5
11 kg	79.78	99.58	115.98	181.98	231.48	324.98
12 kg	83.38	104.98	123.48	195.48	249.48	351.48
13 kg	86.98	110.38	130.98	208.98	267.48	377.98
14 kg	90.58	115.78	138.48	222.48	285.48	404.48
15 kg	94.18	121.18	145.98	235.98	303.48	430.98
16 kg	97.78	126.58	153.48	249.48	321.48	457.48
17 kg	101.38	131.98	160.98	262.98	339.48	483.98
18 kg	104.98	137.38	168.48	276.48	357.48	510.48
19 kg	108.58	142.78	175.98	289.98	375.48	536.98
20 kg	112.18	148.18	183.48	303.48	393.48	563.48
21 kg	115.78	153.58	190.98	316.98	411.48	589.98
22 kg	119.38	158.98	198.48	330.48	429.48	616.48
23 kg	122.98	164.38	205.98	343.98	447.48	642.98
24 kg	126.58	169.78	213.48	357.48	465.48	669.48
25 kg	130.18	175.18	220.98	370.98	483.48	695.98
26 kg	133.78	180.58	228.48	384.48	501.48	722.48
27 kg	137.38	185.98	235.98	397.98	519.48	748.98
28 kg	140.98	191.38	243.48	411.48	537.48	775.48
29 kg	144.58	196.78	250.98	424.98	555.48	801.98
30 kg	148.18	202.18	258.48	438.48	573.48	828.48
31 kg	151.78	207.58	265.98	451.98	591.48	854.98
31.5 kg	155.38	212.98	273.48	465.48	609.48	881.48

Details of the zones are on page 62.

1) Prices into zones 1a and 1b include EUR 0.24 surcharge for HGV road toll and 20% VAT. Prices into zones 2 to 5 include EUR 0.20 surcharge for HGV road toll and are exempt from VAT.

2) This service does not come under universal service.

2.5.2 Additional Services Post Express International

in addition to the delivery charge

Additional service	EUR net	EUR gross ¹⁾
Saturday Europe (per Post Express shipment, regardless of weight) ²⁾	38.00	45.60
Midday Europe ²⁾		
up to 5 kg	22.00	26.40
up to 25 kg	32.00	38.40
up to 31.5 kg	62.00	74.40

Saturday Europe²⁾:

Delivery on Saturday in all important cities is possible within the EU. You can only send Saturday Europe mail from special Post Express International branches (see list at post.at/schwerpunktfilialen).

Midday Europe²⁾:

Delivery possible on the next working day (Monday to Friday) by 12 midday at the latest in all major towns within the EU if posted in a special Post Express International branch. Please see list at post.at/schwerpunktfilialen

2.5.3 Returns - Post Express International

Service	EUR
Post Express International returns, everything included	20.01

1) Prices into zones 1a and 1b include 20% VAT.

2) You can only send Post Express mail with these additional services from special Post Express International branches (see list at post.at/schwerpunktfilialen).

2.6 ZONES

Zone	Countries
EU Zone 1	<p>a) Neighbouring EU countries Germany, Italy, Slovakia, Slovenia, Czech Republic, Hungary</p> <p>b) Other EU countries and Monaco Belgium, Bulgaria, Denmark, Estonia, Finland, France (excl. overseas departments, regions and territorial authorities) with Corsica, Greece, Republic of Ireland, Croatia, Latvia, Lithuania, Luxembourg, Malta, Monaco, Netherlands (without non-European territories), Poland, Portugal with the Azores and Madeira, Romania, Sweden, Spain with the Balearic Islands, Ceuta, Canary Islands and Melilla, Cyprus</p>
Zone 2	<p>Rest of Europe and non-European Mediterranean countries Egypt, Albania, Algeria, Andorra, Armenia, Azerbaijan, Bosnia and Herzegovina, Faro Islands, Georgia, Gibraltar, Greenland, Great Britain and Northern Ireland with the Isle of Man, Guernsey and Jersey, Iceland, Israel, Liechtenstein, Kosovo, Lebanon, Libya, Morocco, Macedonia, Moldova, Montenegro, Norway, Russian Federation (European and Asian part), San Marino, Serbia, Switzerland, Syria, Tunisia, Turkey (European and Asian part), Ukraine, Vatican City, Belarus</p>
Zone 3	<p>Western Asia, Africa (northern part) without Mediterranean countries, and also Canada, Marshall Islands, Micronesia (Federated States) and the United States of America Ethiopia, Bahrain, Benin, Burkina Faso, Ivory Coast, Djibouti, Eritrea, Gambia, Ghana, Guinea, Guinea-Bissau, Iraq, Iran, Yemen, Jordan, Cameroon, Canada, Cape Verde, Kazakhstan, Qatar, Kyrgyzstan, Kuwait, Liberia, Mali, Marshall Islands, Mauritania, Micronesia (Federated States), Niger, Nigeria, Oman, Palau, Saudi-Arabia, Senegal, Sierra Leone, Somalia, Sudan, Tajikistan, Togo, Chad, Turkmenistan, Uzbekistan, United Arab Emirates, United States of America and associated territories, Central African Republic</p>

Zone	Countries
Zone 4	<p>Afrika (southern part), Central and South America, Southern and Eastern Asia Afghanistan, Angola, Anguilla, Antigua and Barbuda, Equatorial Guinea, Argentina, Aruba, Ascension, Bahamas, Bangladesh, Barbados, Belize, Bermuda, Bhutan, Bolivia, Bonaire, Botswana, Brazil, Brit. Virgin Islands, Brunei, Burundi, Chile, China (People's Republic), Costa Rica, Curaçao, Dominica, Dominican Republic, Ecuador, El Salvador, Falkland Islands, French Guyana, Gabon, Grenada, Guadeloupe, Guatemala, Guyana, Haiti, Honduras, Hong Kong (China), India, Indonesia, Jamaica, Japan, Caiman Islands, Cambodia, Kenya, Columbia, Comoros, Democratic Republic of Congo, Republic of Congo, Democratic People's Republic of Korea, Republic of Korea, Cuba, Laos, Lesotho, Macao (China), Madagascar, Malawi, Malaysia, Maldives, Martinique, Mauritius, Mayotte, Mexico, Mongolia, Montserrat, Mozambique, Myanmar, Namibia, Nepal, Nicaragua, Pakistan, Panama, Paraguay, Peru, Philippines, Réunion, Rwanda, Saba, Zambia, São Tomé and Príncipe, Seychelles, Zimbabwe, Singapore, Sint Eustatius, Sri Lanka, St. Christopher (St. Kitts) and Nevis, St. Helena, St. Lucia, St. Martin, St. Pierre and Miquelon, St. Vincent and Grenadines, South Africa, Suriname, Swaziland, Taiwan (China), Tanzania, Thailand, Timor-Leste, Trinidad and Tobago, Tristan da Cunha, Turks and Caicos, Uganda, Uruguay, Venezuela, Vietnam</p>
Zone 5	<p>Australia, New Zealand and Oceania Australia, Cook Islands, Fidji, French Polynesia, Kiribati, Nauru, New Caledonia, New Zealand, Papua-New Guinea, Pitcairn Islands, Solomon Islands, Samoa, Tonga, Tuvalu, Vanuatu, Wallis and Futuna</p>

Call our business hotline for more details: 0800 / 212 212

THE LOGISTICS PROFESSIONALS

We're on a mission
to support your business



post.at/businessparcel



Technology and experience are what deliver 166 million parcels to their destination every year.

3. SERVICES TO IMPROVE EFFICIENCY



3.1 DIGITAL ADVERTISING SERVICES

3.1.1 Email marketing

Product	Net price/CPM (Cost per thousand)
Full shipping	25.00

Address your customers personally with email letters right on target. Austrian Post offers you a pool of over three million B2C addresses, so you can reach your target group reliably. Whether you want to activate customers or acquire new ones: email marketing is the ideal way to increase the effectiveness of your advertising while not wasting resources.

We offer complete campaign management from a single supplier: starting with selection of the target group to creating templates, mailing and evaluation.

Advantages

- Address customers in person and inexpensively
- Reach recipients who are responsive to advertising
- Detailed reports on campaign success rates
- Branch exclusivity each calendar week
- Option for comprehensive campaign management

3.2 MANAGING DATA AND ADDRESSES

The address and data services provided by Österreichische Post AG assist you at every stage in continuously improving the quality of your data. Making your processes efficient and delivering top results.

Address Shop - your route to new customers

Our TÜV-accredited address shop helps you in approaching new business and private customers, reaching the right target groups and thus improving response rates.



Further details at:
post.at/addressmanagement

3.2.1 Address check: Improving the quality of addresses

Making sure your postal items arrive:

Address check

Save costs by improving the quality of addresses and reducing the number of undeliverable items. Get your customer data cleaned up by finding customers who had relocated, marking undeliverable addresses and deceased customers, and adding missing staircase and door numbers.

Mailing Check

We correct your addresses ahead of the next mailing – Then you can start production right away.

Quick Check

A convenient way to correct individual addresses online, 24 hours a day.

THIS IS HOW EASY IT IS:



Register at
adresscheck.at



Upload your
data to our server



Free report
with analysis
of the quality
of your data
and an offer for
updating it



Fulfilling your order:
cleaning and
purging your data



Link to your
cleaned and purged
databases

3.2.2 Increased efficiency with returns management

Processing undeliverable items gives you valuable information that helps you save time and money in your next mailing. But processing returns is time-consuming and takes up valuable resources. Improve efficiency by using Austrian Post's returns management.

- Update your customer data ahead of the next mailing
- Save costs caused by further delivery attempts
- Reduce staff workload
- Streamline your processes

Each time you fail to process an undeliverable item, you lose important customer information.

Custom solutions for you

We can record these returned items upon request:



Letters



Info.Mail



Sponsoring.Post



Media Post

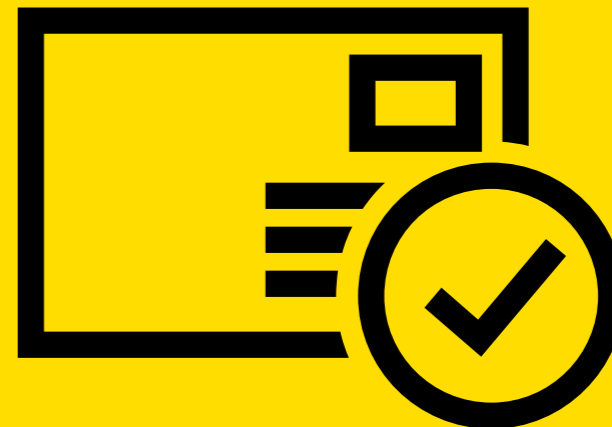
Advantages

- Improved efficiency thanks to up-to-date addresses
- Savings in costs thanks to less undeliverable mail
- Assistance in keeping customer data current and complying with General Data Protection Regulations
- Option: address check and correcting returns with new addresses after moves

How it works

1. **Quotation** calculated on the basis of your consignment
2. **Sample** of your mailing to Austrian Post
3. **Printing and despatch** of your mailing incl. a returns note
4. **Recording of returns** incl. reason for return
5. **Returns file:** choose between daily and weekly updates
6. **Physical returns:** We take care of delivery to a preferred address or destroy the items for you

4. MISCELLANEOUS SERVICES AND ADDRESSING MAIL CORRECTLY



4.1 MAIL CONTAINING HAZARDOUS MATERIALS

Austria

Mail containing hazardous materials (provided postage of these hazardous materials is permitted in accordance with the Terms and Conditions of Business for Hazardous Materials) can be sent within Austria as a hazardous materials letter or as Post Express with the additional service for hazardous materials - limited quantity (LQ).

Exempted medical samples cannot be machine-processed and must be sent as hazardous materials.

Charges for items containing hazardous materials - Austria

Letter containing hazardous materials (flat rate)	EUR net	EUR gross ¹⁾
Weight up to 2 kg max. Maximum format: L+W+H (in the case of rolls/tubes L+2x diameter) 900 mm max., largest dimension 500 mm	9.00	10.80

Post Express delivery charge and additional service
(see pages 45, 46)

1) The service does not come under universal service and is therefore subject to value-added tax.

International

Mail containing hazardous materials (provided postage of these hazardous materials is permitted in accordance with the Terms and Conditions of Business for Hazardous Materials) can be sent abroad as an international hazardous materials letter, provided the destination country has not prohibited posting of these items. You can find further details about posting items containing hazardous materials in the Terms and Conditions of Business for Hazardous Materials and at post.at/gefahrkut or please send an email to the following address post@g-mayer.at

Charges for items containing hazardous materials - international

Letters containing hazardous materials international 2)	EUR net	EUR gross ¹⁾
(see page 49 for charges for priority posting)		
plus charge for registered letter	2.85	3.42
plus charge for hazardous materials	4.17	5.00

1) The service does not come under universal service and is therefore subject to value-added tax.
2) Only possible in combination with the option of "Registered letter"

4.2 LETTERS AND ADVERTISING MAIL: FAST PROCESSING AND ADDRESSING ITEMS CORRECTLY

Did you know that your post is sorted overnight?

Austrian Post accepts your consignments during the day. At night, these are sorted and distributed to the postal delivery centres all over Austria. Your mail will be delivered by our staff to the recipient as early as the next working day. Austrian Post guarantees you this exceptionally fast delivery for more than 95% of all PRIO letters and parcels.

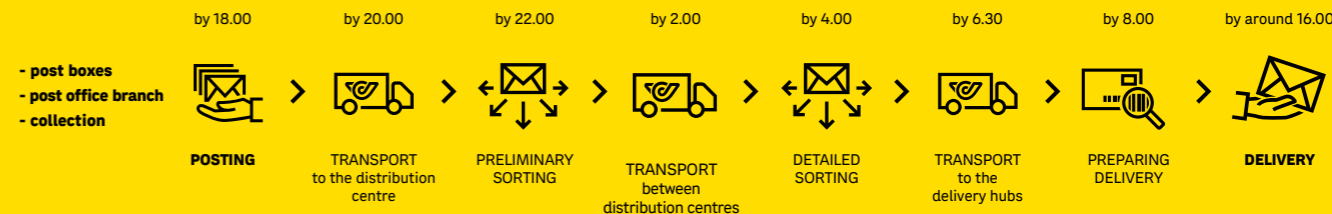
To make this high standard possible in the first place and to ensure it is maintained, Austrian Post invests in improvements to its logistics infrastructure and in modern machinery on an ongoing basis.

2.9 million
letters &
parcels
every day

After all, 2.9 million letters and parcels, day in, day out, can only be distributed with the help of machinery. This is why it is very important that your mail is machineable and addressed correctly. Apart from faster delivery, automated processing makes it possible to offer you the least expensive rate.

Austrian Post regularly offers its customers guided tours of its distribution centres. If you'd like to learn about this fascinating operation in person, please contact Austrian Post's customer service. Don't miss this exciting opportunity to take a look behind the scenes!

Posting – Delivery: the journey of a Prio letter



4.2.1 Machineability

For your mail to be machineable, it must/can...

- be square or rectangular, without perforations or punched holes
- have a smooth or flat upper surface (not domed)
- not contain any protruding or loose objects nor have them attached to the outside
- be packed in a paper envelope/bag (except for items sent as cards and one-piece mailers / self-mailers)
- be closed on all sides – except for self-mailers (more details on page 77 et seq.)
- be sufficiently flexible (for mail up to C 5 format)
- not have any surfaces, used for processing the mail, that are printed with a reflecting or fluorescent colour (concerning the address block, the indicia zone and, in the case of items up to C5 format, the code box)
- not be packed in envelopes made of plastic, transparent material or even in complete window envelopes
- The length and width of contents that serve as the address label must fill at least 90% of the length and width of the envelope.
- Smaller supplements with a paper grammage of up to 200 g/m² are possible.



Your mail must meet the following criteria for machine-reading:

In the field for details of the sender:

The sender details belong at the top left up to 40 mm from the top edge. If space does not allow it, the sender details can be put on the back as an exception.

If this information is affixed in the window or on the address label, then it is essential that it is entered on a single line, clearly set away from and above the recipient's address.

In the indicia zone:

The indicia zone is for affixing the postage paid impression. Do not put any text in this zone.

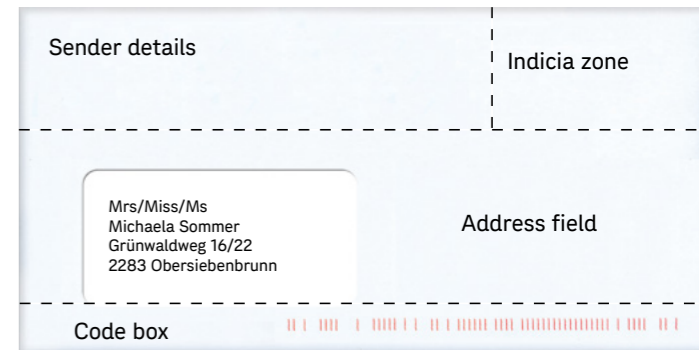
In the field for the address block:

Enter the recipient's address in the address block. The background must be as light as possible or white. Text (print) must be as dark as possible. Apart than the recipient's address, the address block must not contain several lines of left-aligned text. Exceptions are only permitted after first checking with Austrian Post.

In the field for the Austrian Post code box:

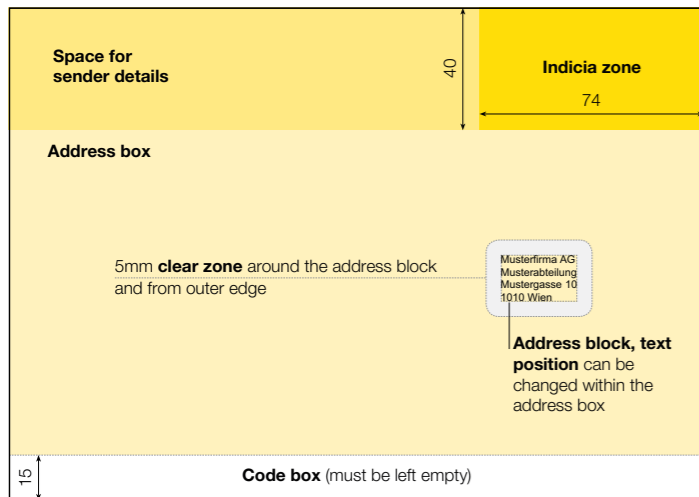
The code box is along the bottom edge of mail in the small letter format (up to the C5 format and 75 g max) (15 mm high) or on the left edge of mail in portrait format (see illustrations on page 74 for C5 landscape and portrait format). No text or printing is allowed in the code box. This area must be left white or light-coloured. There is no need to keep this area blank for all other mail formats.

The following colours are suitable for the background:
Colour: Cyan 0-20 %, Magenta 0-20 %, Yellow 0-20 %, Black 0-10 %.

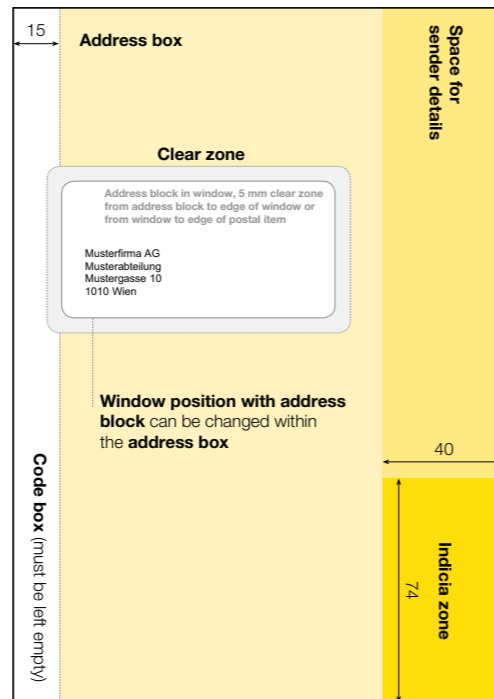


Your mail must meet the following criteria for machine-reading:

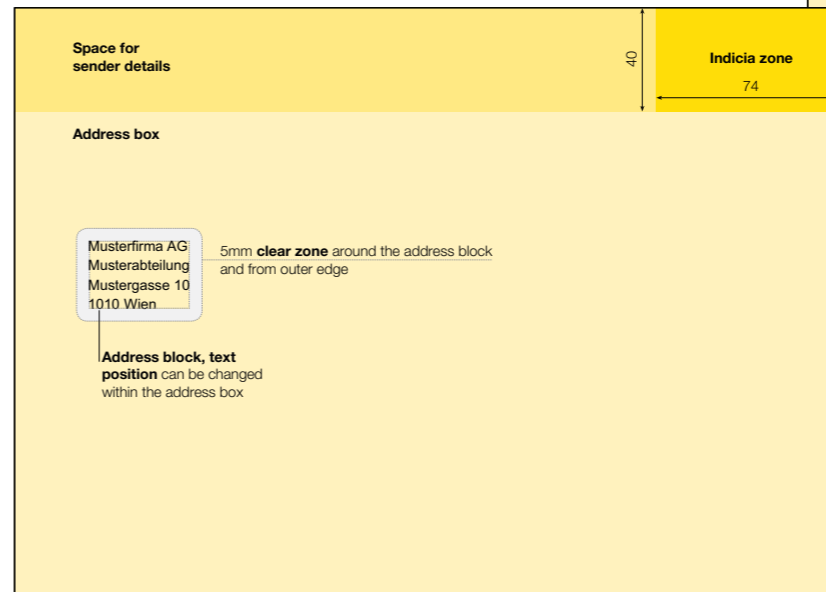
Example in C5 landscape format (without window)



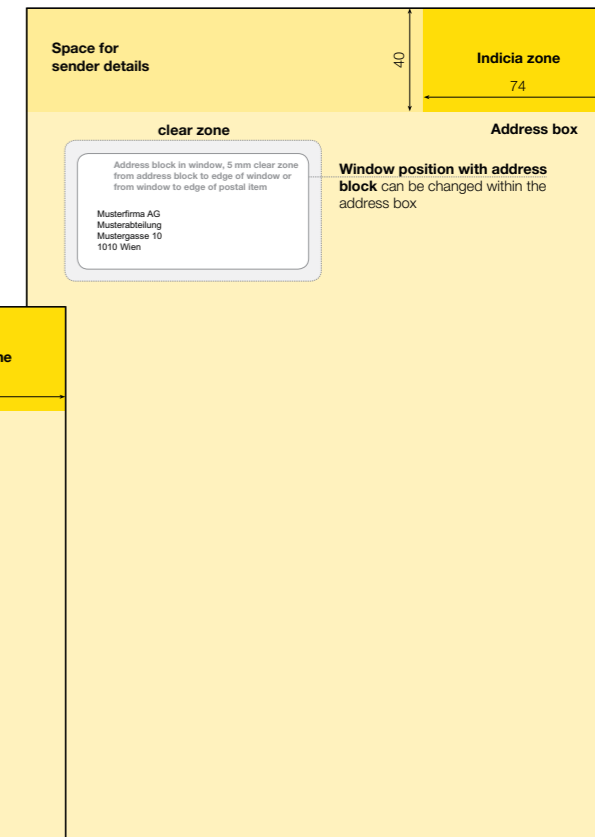
Example in C5 portrait format (with window)



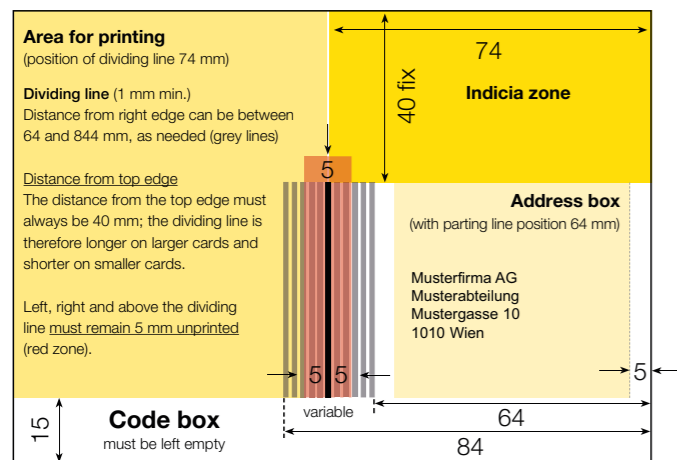
Example in C4 landscape format (without window)



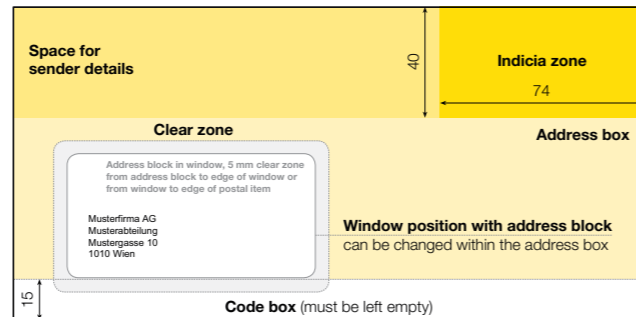
Example in C4 portrait format (with window)



Example of mail in card form up to C5



Example in C5/6 landscape format (with window)



Mail sent in envelopes and bags

- Paper grade: at least 70 g/m²
- Sealing flaps must be glued as far as the outer edge; if posted unsealed, the flap must be tucked in. Exception: If the sealing flap is on the side to the right of the recipient's address, it is essential to glue it down as far as the bottom edge.
- Window: minimum size H 35 x W 90 mm, rectangular. The window must be parallel to one edge of the item. Windows must be in the address block and the foil must be firmly attached to the envelope. Do not use materials with matt or coloured surfaces. The entire address must be clearly legible in the window. The contents of the envelope may not slide around so that some parts of the address are no longer visible. There should be no windows on the front apart from the address window.

edge of the item. The distance between the dividing line and the right side may be between 64 and 84 mm, as needed (grey lines in the illustration on page 76). The distance from the top edge must always be 40 mm; the dividing line is therefore longer on larger cards and shorter on smaller cards. 5 mm should be left blank on the right, left and above the dividing line (red area in the illustration on page 76). Always leave 15 mm from the bottom edge blank.

Self-mailers (one-piece mailers)

General requirements

- Minimum size L 140 × W 90 mm
- Maximum size: L 235 × W 162 mm (includes the common formats A6, C6, C5/6, A5 and C5). There should be either a fold at the bottom edge of the item or this should be continuous and glued as far as the bottom edge over the entire length.
- Closure flap: The closure flap may extend until 15 mm max. from the bottom edge.
- Seal on the closure flap:
 - at least 2 gummed strips or dots or one continuous gummed strip on the inside of the flap
 - two tear-open adhesive labels along the flap
 - Mail larger than the B6 format (175 x 125 mm) with 3 gummed dots or strips or adhesive labels. The maximum spacing between the gummed spots or strips or adhesive labels is 5 mm from the side and bottom edge.

Mail in the form of cards

- Maximum size: L 235 × W 162 mm
- Grade of paper:
 - up to A6, postcard (L 148 × W 105 mm):
grammage: at least 160 g/m², 500 g/m² max.
 - over A6: grammage: 200 g/m² min., 500 g/m² max.

Items of mail with a divided address side

up to C5 format max. (cards, envelopes and self-mailers)

The left section should always be separated from the right section (address block) by a continuous black line at least 1 mm wide. Enter the address to the right of the dividing line, parallel with the long

Do not use clips or staples to seal items.

- Closure with perforations (perforated edges):
 - Adhesive must cover the whole area and be continuous
 - Perforation in the ratio 2 : 1 (2 bars: 1 hole)
 - Example 1: open side must be at the top



- Example 2: perforation must be at least 15 mm from the bottom edge

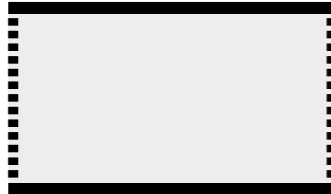


1 Self-mailer with closed sides

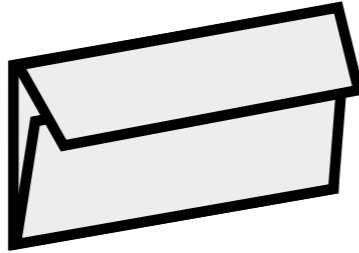
- Paper grade for fully closed items:
 - minimum grammage with just one fold: 100 g/m²
 - minimum grammage with more than one fold: 70g/m²

2 Self-mailer with open edges

- Permissible versions:
 - self-mailer, right and left edge open:



- side view (2 sections + flap):



- self-mailer, top edge open:



- self-mailer, left edge open:



Affix any enclosures of several pages in the centre between the left and right edges and the bottom edge.

- Minimum requirements for the grade of paper for self-mailers with open edges:
 - Self-mailer in formats smaller than A5 (210 x 148 mm):
 - paper grade at least 135 g/m² and at least 2 sections plus flap
 - no perforation on the folded bottom edge
 - Self-mailers in A5 format or larger (210 x 148 mm) up to 235 x 162 mm format:
 - with one fold (2 sections + flap): 200 g/m²
 - more than one fold (at least 3 sections + flap) 150 g/m²

To determine whether mail with other specifications (lower paper grammage) is machineable, it is necessary to check in accordance with instructions on page 81.

4.2.2 Addressing mail correctly

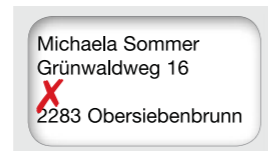
The address is the crucial element in your mail.

Help us to ensure your mail reaches the recipient as quickly as possible – observe the handy hints for addressing mail properly. Your valued assistance will increase machineability in our distribution centres. All these factors help to ensure that your letters arrive at the recipients quickly. The remaining mail needs to be sorted by hand, and that takes time, needless to say.

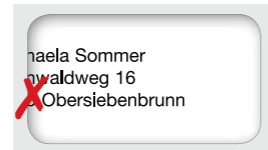
Handy hints:

- Please don't use any abbreviations for countries in front of the postcode (e.g. "A")
- Ideal spacing between characters is 0.2 - 0.4 mm
- No graphical elements such as company logos in the address block
- Only one window on the address side
- Use rectangular, non-opaque windows
- No underlining, please
- Put the TOWN and COUNTRY in capitals for foreign addresses
- Left-align the address block and avoid leaving blank lines
- Avoid using fonts with special effects such as italics, bold, schattiert, 3D, narrow
- It's best to use sans serif typefaces such as Arial, Helvetica or Univers with a font size of 10 to 12 points (at least 2 mm)
- Spacing between words 1.0 - 4.00 mm (one or two spaces)
- Line spacing 1.0 - 2.5 mm

Examples of what not to do



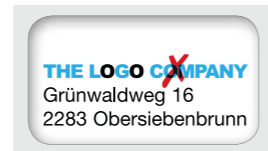
Don't leave blank lines



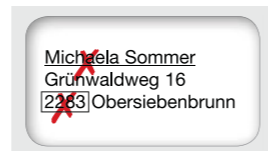
No offset address blocks



No address labels stuck on the window



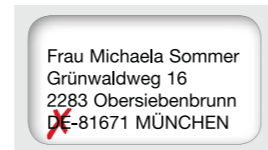
Don't use logos or graphical elements



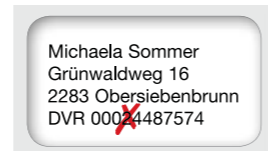
No underlining or borders



No diagonal address blocks



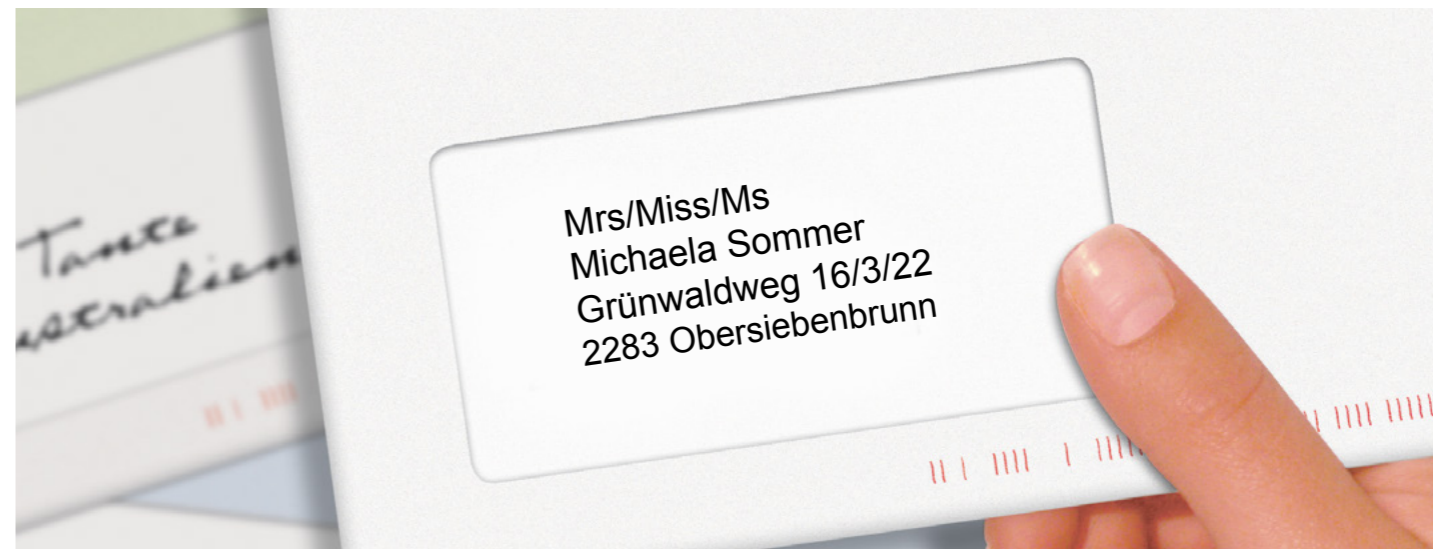
No abbreviations for countries



No reference numbers, DVR numbers or other numerical codes in the bottom two lines

Checking machineability

Austrian Post is glad to help you with any questions regarding the design of mail items. The design (above all if it fails to comply with the guidelines) and machineability (reading and handling) of mail can only be checked using test runs in Austrian Post's distribution centres. 50 sample items of mail are needed to conduct a test run. The items of mail that are actually posted must correspond to the approved test samples. Please contact your customer advisor or Austrian Post customer service for further details.



If you really want to become an expert

All information about the machineability of addressed items in all formats can be found in the brochure "How to address mail correctly". This brochure can be downloaded at post.at/richtigadressieren

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