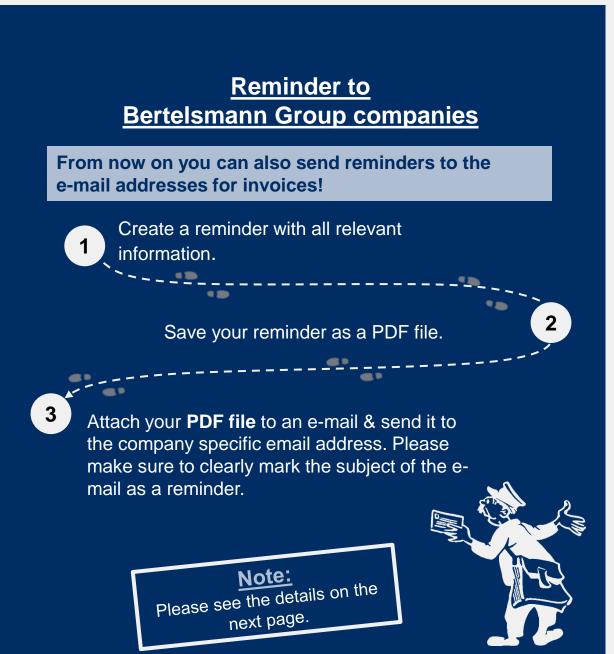
# Incoming Channel Reminders

✓ PDF Reminder via e-mail

Details can be found on the next page.

## ✓ Registration

Existing registrations can be updated via the contact form.





## **Registration portal**

Invoice.bertelsmann.com/Registration

#### **Contact form**

invoice.bertelsmann.com/Contact

Information on minimum requirements & list of participating companies including addresses

invoice.bertelsmann.com

Please also note our general legal information. You can also find this on our registration portal.



## **Requirements + Tips**

for a faster processing of your reminder!

- One-time registration via the registration portal (existing registration for sending invoices is sufficient!)
- ✓ Use of company-specific e-mail addresses
- ✓ Clearly mark reminder in the subject of the e-mail
- Exactly one reminder per e-mail as a PDF file.
  Attachments to the reminder must be sent as part of the same PDF file or in another file format (Office formats preferred)
- ✓ Reminder only in PDF format
- ✓ No special characters in the file name of the PDF file (e.g. ,"#% & \*:>? / |)
- ✓ Max. 20 MB per e-Mail
- ✓ The number of pages in a PDF file must not exceed 2000 pages
- ✓ No encryption of the email or the PDF file \*
- √ No additional dispatch in paper form

## Requirements for a reminder

#### We always need these information:

- ✓ Reminder level
- ✓ Invoice number of the reminded invoice
- ✓ Gross amount of the reminded invoice
- ✓ Invoice address only with the specified invoice address (see Downloads "Participating companies")
- ✓ The four-digit RU (reporting unit) is mandatory as an address suffix in the invoice address.
- ✓ Reference to only one customer number per reminder

## Here is how you can support to avoid further delays:

- ✓ Provide a specific contact address on the reminder for requests
  (Name, contact person, e-mail and/or telephone number)
- ✓ Always clearly mark the subject of the e-mail as a reminder
  (Bank statement, open items list etc. will not be considered as a reminder & will not be processed)

## The following would help us, but is not a must::

Enter a consecutive reminder number for the purpose of clear assignment

<sup>\*</sup> If emails can only be transmitted in encrypted form, please contact us to clarify alternative encryption methods or transmission options.