

## 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.

## Reminder to Bertelsmann Group companies

From now on you can also send reminders to the e-mail addresses for invoices!

- 1 Create a reminder with all relevant information.
- 2 Save your reminder as a PDF file.
- 3 Attach your **PDF file** to an e-mail & send it to the company specific email address. Please make sure to clearly mark the subject of the e-mail as a reminder.

**Note:**  
Please see the details on the next page.



### Registration portal

[Invoice.bertelsmann.com/Registration](http://invoice.bertelsmann.com/Registration)

### Contact form

[invoice.bertelsmann.com/Contact](http://invoice.bertelsmann.com/Contact)

### Information on minimum requirements & list of participating companies including addresses

[invoice.bertelsmann.com](http://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