

# Issue with Recipient Address

For documents to be accepted for sending by Pingen, the recipient address must be correctly structured and placed in the designated Address Area. In addition, the Postage Area must not contain any content. The Address Area may only contain the address - additional elements are not permitted.

For documents with the message “**Issue with Recipient Address**”, there is a problem with the address, the Address Area and/or content in the Postage Area. It is possible that no correctly structured address was found, the address is not located fully inside the Address Area or there is content in the Postage Area. [Here are the dimensions of the address area](#)

If a document has an Issue with the Recipient Address and/or the Postage Area, it receives the status “**Action required**”. The corresponding problems can usually be corrected manually in the Pingen WebApp or automatically via Presets.

## Identify the problem

You can easily see why the recipient address is incorrect by opening the document in the Pingen WebApp:

**Option 1:** If the address extends beyond the Address Area, the Postage Area is highlighted in red.

### We use cookies

This website uses both necessary cookies to ensure proper operation and tracking cookies to understand how you interact with it. The latter are set only after approval.

Accept

Settings

Fabian Müller  
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Hamburg, 07.12.2023

**Option 2:** If the address or other elements reach into the Postage Area, the Postage Area is highlighted in red.

Paper Type: Normal

Restricted Border Area (L/R/T/B) 5/5/5/5mm

**ACME GmbH** Bahnhofstr. 10  
20095 Hamburg

Postage Area (X/Y/W/H) 20/40/89.5/47.5mm

ACME GmbH, Bahnhofstr. 1, 20095 Hamburg

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Address Area (X/Y/W/H) 22/60/85.5/25.5mm

Hamburg, 07.12.2023

**Option 3:** If any problems with the address were discovered or no address was found, the Address Area is highlighted in red.

Paper Type: Normal

Restricted Border Area (L/R/T/B) 5/5/5/5mm

**ACME GmbH** Bahnhofstr. 10  
20095 Hamburg

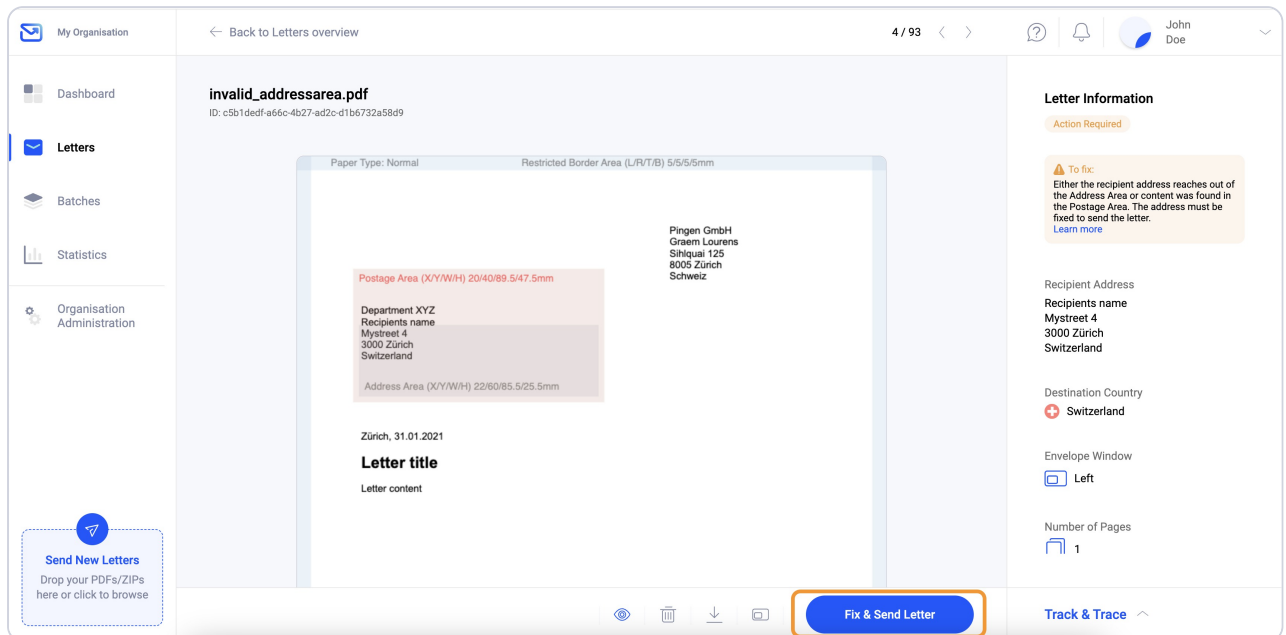
Postage Area (X/Y/W/H) 20/40/89.5/47.5mm

Herr

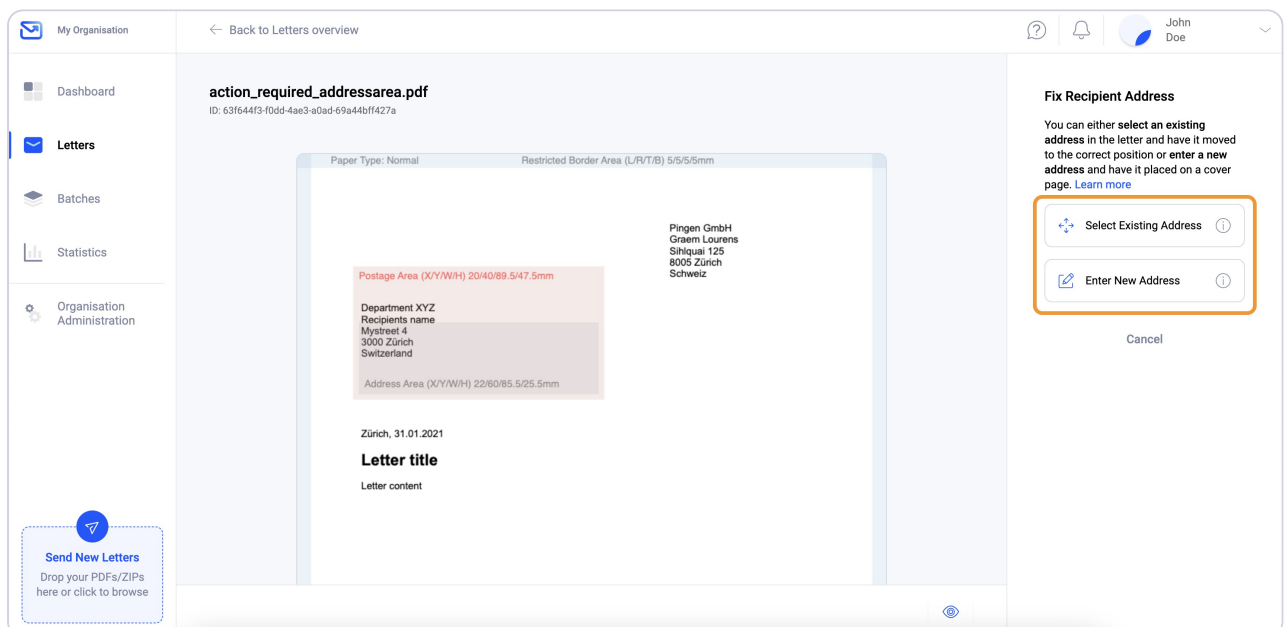
Address Area (X/Y/W/H) 22/60/85.5/25.5mm

Hamburg, 07.12.2023

# Fix recipient address - For a single document



For a document to be accepted for sending, the recipient address must be fully inside the Address Area. You can access the Letter Details by clicking on the desired letter in the "Letters" list. Click on the **"Fix & Send Letter"** button in the Letter Details to fix the letter.



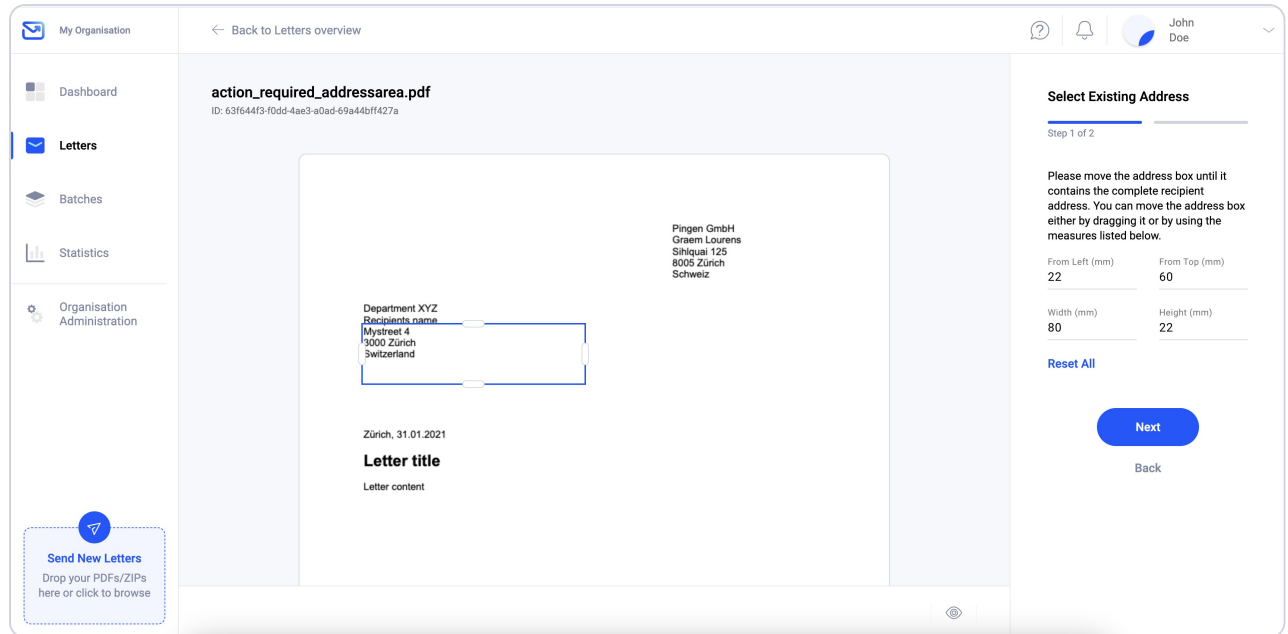
Pingen offers two different options for fixing the recipient address via the Letter Details:

## Select existing address

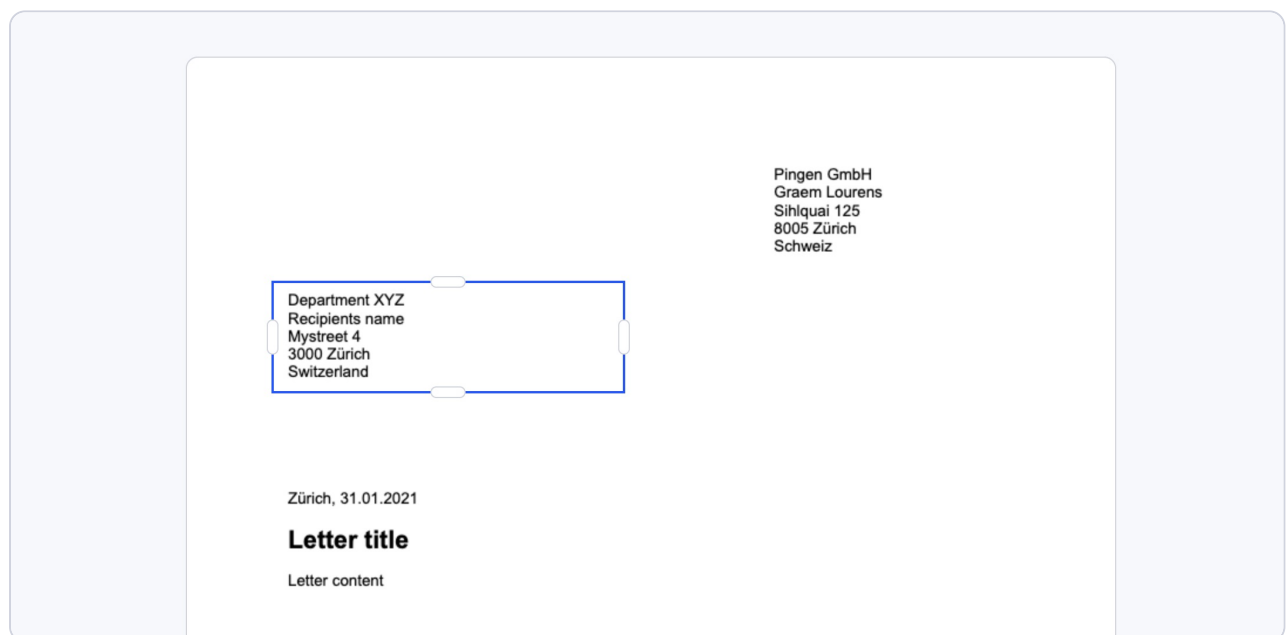
In case there is already a valid address on the first page of the document, but it is not completely placed inside the Address Area, you can use the **"Select Existing Address"**

feature to select the address and have it moved to the correct place.

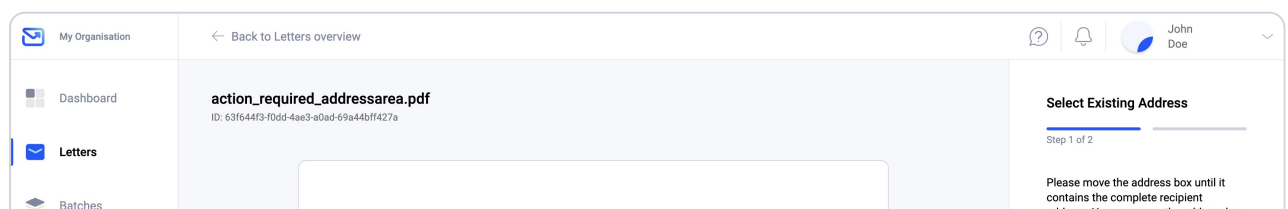
## Step 1: Select existing address



First, the existing address must be selected in the document. To do this, move the address box to the position of the existing address either by dragging and dropping or using the dimensions shown on the right. Then adjust the size of the address box until the recipient address is fully included.



Please note that the **address box has a safety margin of 3 mm**, which is coloured light blue. No content may be located in this area. Move the address box so that neither the recipient address nor any other content reaches into this area.



Once you have selected the correct address, click on the **"Next"** button. Pingen then checks if an address is available in the address box and whether the safety margin has been maintained.

The size of the address box can only be adjusted to a limited extent, as it may not be larger than the Address Area. If the address does not fit into the address box, please return to the previous step to enter the recipient address manually and shorten it if necessary.

## Step 2: Check recipient address and select fix

In the second step, you can check the recipient address retrieved by Pingen. In case you find an issue, you can return to the previous step and adjust the address box accordingly.

Once the recipient address has been successfully read, you have the following two options.

### Move Address:



Department XYZ  
Recipients name  
Mystreet 4  
3000 Zürich  
Switzerland

Zürich, 31.01.2021

**Letter title**

Letter content

Pingen GmbH  
Graem Lourens  
Sihlquai 125  
8005 Zürich  
Schweiz

With this option, the address box with the recipient address is copied and automatically placed at the correct position on a cover page. The cover page is then added to the document and the appearance of the document remains unchanged.

## Enter new address

My Organisation

Dashboard

**Letters**

Batches

Statistics

Organisation Administration

Send New Letters

Drop your PDFs/ZIPs

← Back to Letters overview

action\_required\_empty.pdf

ID: 93b3d6e7-1303-4ed9-9044-aa9fed8d8aa3

Paper Type: Normal

Restricted Border Area (L/R/T/B) 5/5/5/5mm

ACME GmbH

Exemplstreet 10

8000 Zurich

Postage Area (X/Y/W/H) 20/40/89.5/47.5mm

Address Area (X/Y/W/H) 22/60/85.5/25.5mm

Zürich, 17.07.20204

Create Cover Page

The recipient address provided below will be added on a blank page used as a cover page.

Recipient Address\*

Destination Country\*

Switzerland

Create Cover Page

Back

here or click to browse



In case there is no valid address on the first page, you can use the **"Enter new address"** feature to manually enter the recipient address. It automatically creates a new page in front of the document and adds the recipient address on this cover page.

Enter the recipient address (without the destination country) in the text field of the sidebar on the right. Then select the recipient country from the drop-down menu. Lastly click on the **"Create Cover Page"** button to add the cover page with the address as the first page of the document.

## Fix recipient address – For multiple documents at once

The screenshot shows the 'Send Preparation' interface. On the left is a sidebar with 'My Organisation', 'Dashboard', 'Letters' (selected), 'Batches', 'Statistics', and 'Organisation Administration'. The main area is titled 'Send Preparation' and shows a status bar: 'Ready for Sending 0', 'Action Required 5', and 'Not available for Sending 0'. Below this is a section 'Issue with Recipient Address 5' with a 'Create Cover Page' button. A list of documents follows:

Document Name	Address	Action
action_required_unplausible.pdf	Too small	[Create Cover Page] [X]
action_required_zip_invalid.pdf	Max Muster, Teststrasse 2, 3000, Bern	[Edit] [X]
action_required_zip_missing.pdf	Max Muster, Teststrasse 3, 300 Bern	[Edit] [X]
action_required_street_invalid.pdf	Max Muster, Pankstrasse6, 13127 Berlin, Deutschland	[Edit] [X]
action_required_street_number_invalid.pdf	Andreas Heinz, Platz des 4. Juli 5 // Hausflur 2, links, 13089 Berlin, Deutschland	[Edit] [X]

At the bottom left is a 'Send New Letters' button with the text 'Drop your PDFs/ZIPs here or click to browse'. At the bottom right is a 'Cancel' button and a status bar: 'No letters available for sending' with a 'Learn more' link and a warning icon.

Via Send Preparation, you only have the option of entering a new address and creating a cover page. You can access the Send Preparation by uploading multiple documents or selecting documents in the Letters list and then clicking on **"Send"**. In the **"Action Required"** tab you will find the documents with the remark **"Issue with Recipient Address"**. Click on the **"Create Cover Page"** icon on the right-hand side.

The screenshot shows the 'Create Cover Page' dialog. On the left is a preview of the document 'action\_required\_unplausible.pdf' (ID: 4c3dd8d7-c94d-4ef0-b228-f43f504d8b82). The preview shows a document with a 'Restricted Border Area (L/R/T/B) 5/5/5/5mm' and a 'Postage Area (X/Y/W/H) 20/40/89.5/47.5mm'. The document content is 'ACME GmbH, Exemplestreet 10, 8000 Zurich'. A red box at the bottom of the preview says 'Too small'. On the right is the 'Create Cover Page' form with the text: 'The recipient address provided below will be added on a blank page used as a cover page.' Below this are two fields: 'Recipient Address\*' and 'Destination Country\*' (set to 'Switzerland').





Enter the recipient address (without the destination country) in the text field of the sidebar on the right. Then select the recipient country from the drop-down menu. Lastly click on the **"Create Cover Page"** button to add the cover page with the address as the first page of the document.

## Fix recipient address - Automatically via Presets

With presets, most issues with the recipient address can be resolved automatically by Pingen. Especially when sending letters via integrations, Presets offer an ideal opportunity to fully automate problem resolution. [Learn more about Presets](#)

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Other Topics in This Category:

**Fix & Enhance Letters**

Content in Restricted Areas

Issue with Recipient Address

Invalid Paper Type

Add attachments to letters

PDF Contains Interactive Elements

Pages in Invalid Paper Format

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**Language**    English

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