

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.

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AcceptSettings

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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

The screenshot shows the Pingen software interface. On the left, there's a sidebar with 'Letters' selected. The main area displays a PDF titled 'invalid_addressarea.pdf' with the ID 'c5b1dedf-a66c-4b27-ed2c-d1b6732a58d9'. The PDF content includes a header 'Paper Type: Normal' and 'Restricted Border Area (L/R/T/B) 5/5/5/5mm', followed by a red box labeled 'Postage Area (X/Y/W/H) 20/40/89.5/47.5mm'. Below it is a grey box labeled 'Department XYZ Recipients name MyStreet 4 3000 Zurich Switzerland'. To the right, the recipient address is listed: 'Pingen GmbH Graem Lourens Sihlquai 125 8005 Zurich Schweiz'. Below the PDF, the date 'Zürich, 31.01.2021' and 'Letter title' are visible. On the right side, under 'Letter Information', there's an orange box with a warning icon and the text: '⚠ To fix: Either the recipient address reaches out of the Address Area or content was found in the Postage Area. The address must be fixed to send the letter.' A 'Learn more' link is also present. Further down, 'Recipient Address' details are shown: 'Recipients name MyStreet 4 3000 Zurich Switzerland', 'Destination Country Switzerland', 'Envelope Window Left', and 'Number of Pages 1'. At the bottom right, a blue button labeled 'Fix & Send Letter' is highlighted with an orange border.

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.

This screenshot shows the same Pingen interface as above, but with a modal dialog open on the right. The dialog is titled 'Fix Recipient Address' and contains instructions: 'You can either select an existing address in the letter and have it moved to the correct position or enter a new address and have it placed on a cover page.' It includes two buttons: 'Select Existing Address' and 'Enter New Address', both of which are highlighted with an orange border. A 'Cancel' button is at the bottom right of the dialog.

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

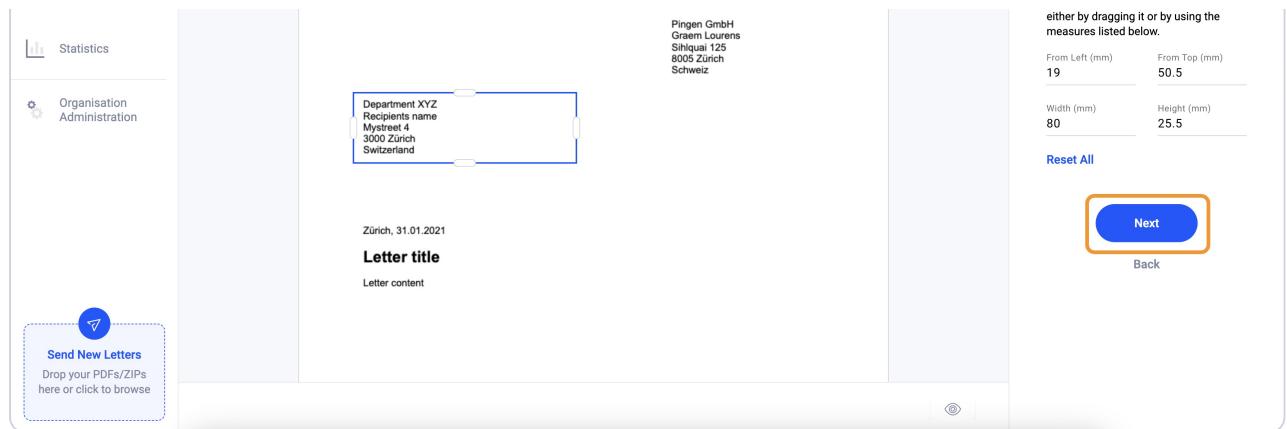
The screenshot shows a software interface for managing letters. On the left, a sidebar menu includes 'Dashboard', 'Letters' (which is selected), 'Batches', 'Statistics', and 'Organisation Administration'. A 'Send New Letters' button is at the bottom. The main area shows a PDF document titled 'action_required_addressarea.pdf' with ID '63f644f3-f0dd-4ae3-a0ad-69a44bf427a'. The document contains a recipient address: 'Pingen GmbH Graem Lourens Sihlquai 125 8005 Zürich Schweiz'. Below this is a blue-outlined address box containing 'Department XYZ Recipients name Mystreet 4 3000 Zürich Switzerland'. To the right, a 'Select Existing Address' panel is open, showing 'Step 1 of 2'. It includes instructions: 'Please move the address box until it contains the complete recipient address. You can move the address box either by dragging it or by using the measures listed below.' It also shows dimensions: 'From Left (mm) 22', 'From Top (mm) 60', 'Width (mm) 80', and 'Height (mm) 22'. Buttons for 'Reset All', 'Next', and 'Back' are at the bottom.

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.

This screenshot shows the same software interface after the address box has been moved. The blue-outlined box now perfectly encloses the recipient address 'Pingen GmbH Graem Lourens Sihlquai 125 8005 Zürich Schweiz'. The rest of the document content ('Zürich, 31.01.2021', 'Letter title', 'Letter content') is positioned below the address box.

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.

This screenshot shows the final result. The address box is now correctly positioned and sized, enclosing the recipient address. The rest of the letter content is positioned below it. The 'Select Existing Address' panel is still visible on the right.



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.

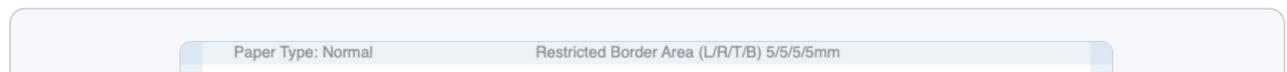
The size of the address box can only be adjusted to a limited extent, as it may not be larger than the Address Area. If the address does not fit into the address box, please return to the previous step to enter the recipient address manually and shorten it if necessary.

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:

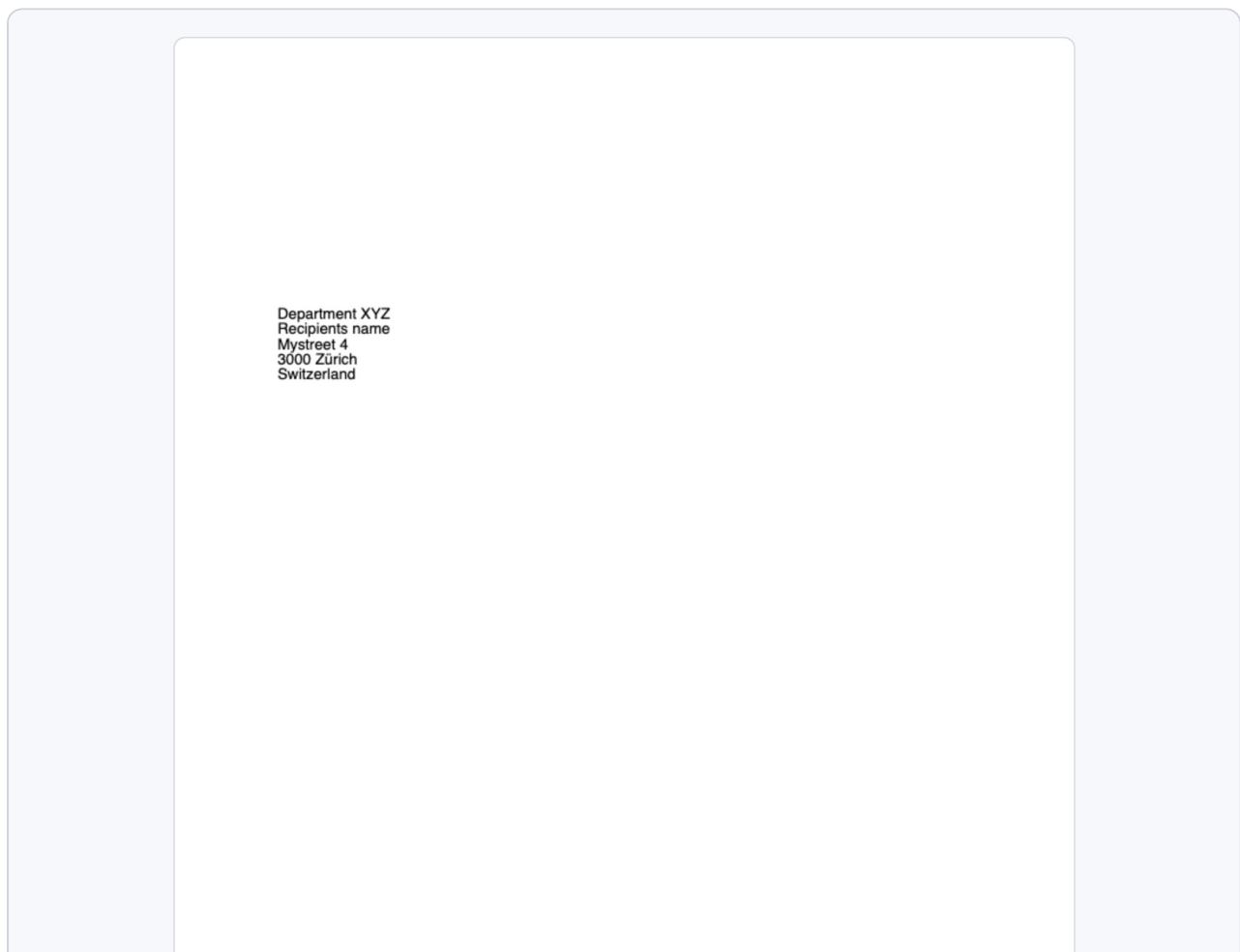


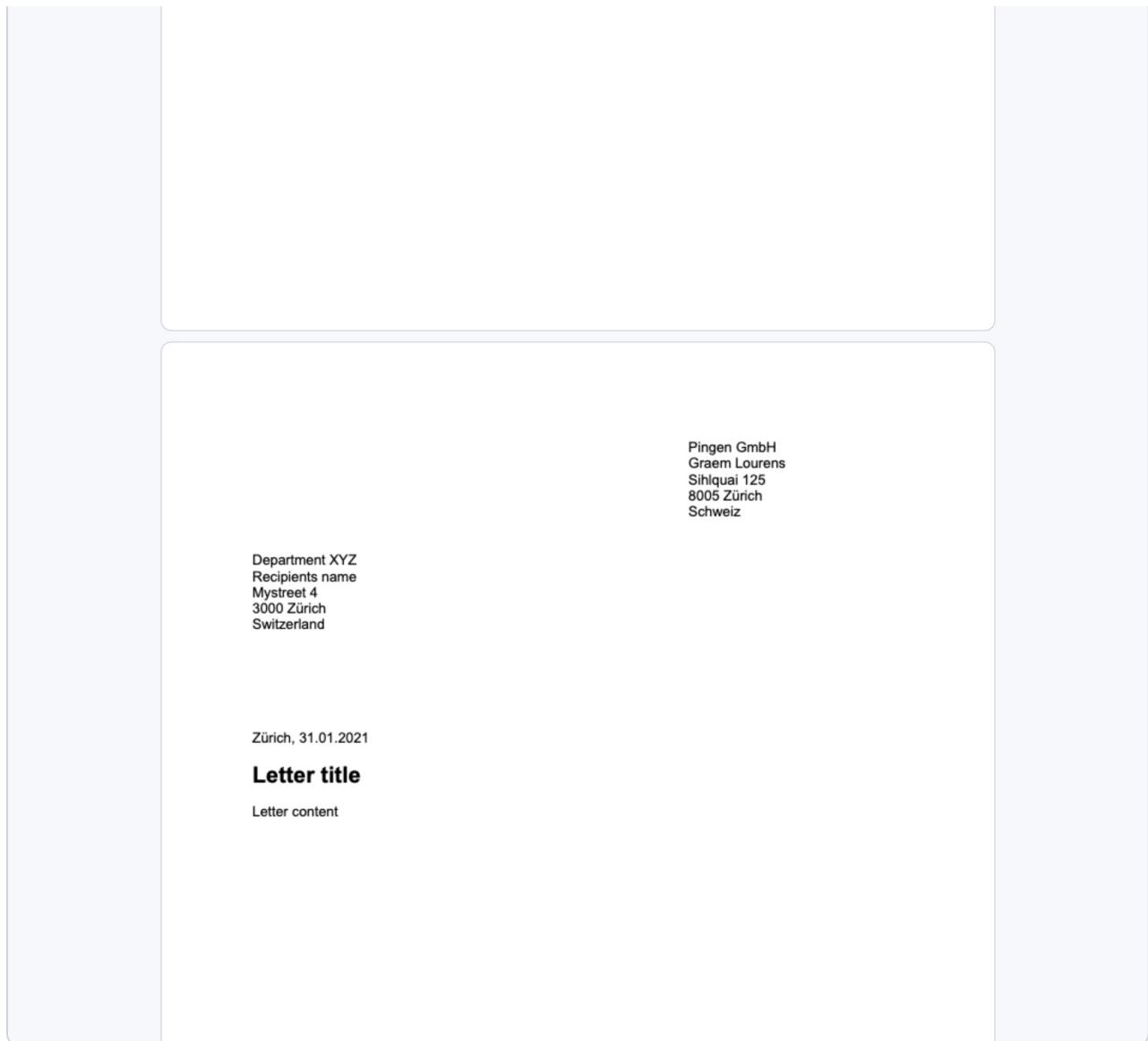


With this option, the address box with the recipient address is cut out and moved to the Address Area.

Attention: Next to moving the recipient address also any content in the Address Area as well as the Postage Area is removed using this option.

Create Cover Page:





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

← Back to Letters overview

Dashboard

Letters

Batches

Statistics

Organisation Administration

action_required_empty.pdf
ID: 93b3d6e7-1303-4ed9-9044-aa9fed8d8aa3

Paper Type: Normal Restricted Border Area (L/R/T/B) 5/5/5/5mm

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

ACME GmbH Examplestreet 10
8000 Zurich

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

Send New Letters
Drop your PDFs/ZIPs



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" screen. On the left, there's a sidebar with "My Organisation" at the top, followed by "Dashboard", "Letters" (which is selected), "Batches", "Statistics", and "Organisation Administration". Below the sidebar is a "Send New Letters" section with a "Drop your PDFs/ZIPs here or click to browse" input field. The main area is titled "Send Preparation" and shows a list of documents:

- Issue with Recipient Address 5** ⓘ
 - action_required_unplausible.pdf**
Too small
 - action_required_zip_invalid.pdf**
Max Muster, Teststrasse 2, 3000 Bern
 - action_required_zip_missing.pdf**
Max Muster, Teststrasse 3, 300 Bern
 - action_required_street_invalid.pdf**
Max Muster, Pankstrasse8, 13127 Berlin, Deutschland
 - action_required_street_number_invalid.pdf**
Andreas Heinz, Platz des 4. Juli 5 // Hausfuer 2, links, 13089 Berlin, Deutschland

On the right side of the list, there's a blue button labeled "Create Cover Page" with a pencil icon. At the bottom right of the main area, it says "No letters available for sending" and "Learn more" with a warning icon. The top right corner shows a user profile for "John Doe".

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, there's a preview of the document "action_required_unplausible.pdf" with the ID: 4c3dd8d7-c94d-4ef0-b228-f43f504d8b82. The preview shows a red box highlighting the text "Too small". Above the preview, it says "Paper Type: Normal" and "Restricted Border Area (U/R/T/B) 5/5/5/5mm". To the right of the preview, it says "ACME GmbH Examplestreet 10 8000 Zurich". On the far right, there's a form for entering the recipient address:

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



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](#)

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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