



TECHNISCHE
UNIVERSITÄT
DARMSTADT

Postal Services Guide
for *Campus Lichtwiese*
of Technical University of Darmstadt

Version: April 2024



1. Responsibility

Dezernat IV – Immobilienmanagement (real estate management) (hereinafter referred to as "Dezernat IV")

Referat IV C - Infrastrukturelles Gebäudemanagement (infrastructural facility management) (hereinafter referred to as "Referat IV C")

is responsible for postal services at TU Darmstadt.

2. Organisation

a) *Delivery of incoming letter post and parcels*

All items sent by letter (external and internal post) and all parcels for Campus Lichtwiese addressed to Technische Universität Darmstadt are sent to Campus Lichtwiese's *Zentrale Poststelle* (centralized mailroom) (hereinafter referred to as "Zentrale Poststelle Lichtwiese") at Peter-Grünberg-Str. 4 (bldg. L2|02) and prepared for distribution.

The address to be used for letter post with Deutsche Post is as follows:

Technische Universität Darmstadt
Name of faculty and/or institute, research group respectively,
Physical address [i.e. street and house number]
Postfach 10 06 36
64206 Darmstadt

Even though delivery to the university's Postfach (post office box) address is possible, using the Postfach address only causes internal sorting issues as the intended recipient cannot be identified. An incoming letter addressed to:

Technische Universität Darmstadt
Postfach 10 06 36
64206 Darmstadt

may reach us quickly, but the intended recipient remains unclear. Thus, to facilitate and speed up internal sorting, it is necessary to state the street name and house number as well as the name of the recipient/faculty/institute/organisational unit along with the Postfach (post office box) address. This way, Zentrale Poststelle Lichtwiese can distinctively identify and sort all mailings by recipient within the university.

Building L4|02 – HMZ (*Hörsaal- und Medienzentrum* – lecture hall and media centre) located at Franziska-Braun-Straße 10 is the only exception to this rule. Deutsche Post will continue direct delivery of any postal items to this address from Monday through Saturday.



If items sent by letter post for your department/institute/organisational unit are delivered to the university's Zentrale Poststelle Stadtmitte, Karolinenplatz 5, they will be taken to Zentrale Poststelle Lichtwiese by the university's transport service along with any other in-house mail and distributed there, as usual.

Instead of the new postal address, the following address should be used for parcel shipments, if possible:

Technische Universität Darmstadt
Name of faculty/institute, or research group
Name of the recipient
Zentrale Poststelle Lichtwiese
Peter-Grünberg-Straße 4
64287 Darmstadt

Exception:

If deliveries shall continue to be made to certain addresses (workshops, halls, etc.) directly, the ordering person will have to indicate the intended shipping address.

Zentrale Poststelle Lichtwiese is only responsible for receiving, distributing and transporting official mail. Private deliveries are not permitted.

b) Mail distribution

In addition to Zentrale Poststelle Lichtwiese (Bldg. L2|02), the following buildings are equipped with mail distribution points:

- bldg. L1|01, room 52
- bldg. L2|01, room 1
- bldg. L2|06, room 2a (parcel storage) and 3 (post office box facility)
- bldg. L3|01, room 6
- bldg. L5|01, room 45
- bldg. L5|06, entrance hall (post office box facility and basement (parcel storage))
- bldg. L6|01, room 19

The university's transport service brings and takes mail to and from all mail distribution points at Campus Lichtwiese twice a day.

For this purpose, a route plan is available. However, all times stated therein are for reference only and can vary depending on the volume of letters to be transported and sorted into the post office boxes. Furthermore, the route plan informs about the time at which outgoing mail needs to be at a respective mail distribution point to be sent off on the same day.

[The route plan is available for downloading from our website in the "Downloads" section of Referat IV C.](#)



c) *Post office boxes at the mail distribution points*

At all mail distribution points listed under b), there are post office box facilities with post office boxes for all organisational units assigned to these particular distribution points. The organisational units are identified by the faculty.

The list below indicates the mail distribution point and the buildings it is responsible for:

Mail distribution point L1|01:

Buildings L1|01 through L1|13

Mail distribution point L2|01:

Buildings L2|01 through L2|07

Zentrale Poststelle (centralized mailroom) L2|02:

Buildings L2|02 through L2|04, L2|66 and L3|60

Mail distribution point L2|06:

Buildings L2|05 through L2|06

Mail distribution point L3|01:

Buildings L3|01 and L3|02

Mail distribution point L5|01:

Buildings L5|01 through L5|60

Mail distribution point L5|06:

Building L5|06

Mail distribution point L6|01:

Building L6|01

These mail distribution points are not staffed. In case of questions, please contact our staff of Zentrale Poststelle Lichtwiese under:

Phone: 16-25088 or

Email: zentrale-poststelle-lw@pvw.tu-darmstadt.de



Referat IV C manages a list of post office boxes. This list states all employees who are assigned a specific post office box. How current this data is, depends on the information Referat IV C receives from each organisational unit. In case of changes, please inform us by email to the email address stated above.

d) Outgoing mail

Outgoing mail or parcels that are already stamped can be deposited at the mail distribution points for collection by our staff. (Put letter post in the out-box of the post office box facility and deposit outgoing parcels clearly visible nearby for collection.)

As post is returned to sender as undeliverable at times by Deutsche Post, please make sure to put your sender details (essentially necessary is your name, faculty/institute/organisational unit) on your outgoing post, as our staff will have to manually identify the sender if this information is missing. This causes unnecessary inconvenience in terms of time-intensive research work.

Example:

Technische Universität Darmstadt | Karolinenplatz 5 | 64289 Darmstadt
Dezernat IV | Referat IV C

Deutsche Post AG
Service- und Versandzentrum
Musterstraße 12
12345 Musterstadt

3. Services rendered by TU Darmstadt's mailing services

- a) Delivery of letter post and parcels within 2 working days;
- b) direct delivery of in-house mail at Campus Lichtwiese;
- c) no acceptance of goods delivered on pallets (**exception:** special chemical deliveries for faculties 7 and 11);
- d) notification of recipient of urgent parcel deliveries by phone or email;
- e) notification of recipient of parcel deliveries via pick-up slip in/on the post office box;
- f) central registration of all parcel deliveries for tracking the transport route;
- g) acceptance of refrigerated parcels and hazardous materials, including notification of recipient (for collection/pick up only);
- h) advice on how best to send off letters and parcels;
- i) fee-based franking of parcels (see detailed information on our website);
- j) maintaining regularly updated post office box lists;
- k) collecting, delivering, and distributing internal mail for the entire area of TU Darmstadt;
- l) already stamped outgoing letter mail or parcels can be deposited at the mail distribution points for collection by our staff. (Letter post and internal mail, respectively, go into the out-box of the post office box facility);



- m) for larger parcels, means of transport are available at the mail distribution points. However, if these means of transportation are not returned, Dezernat IV will not replace them;
- n) provision and programming of access rights.

4. Assistance from organisational units

- a) When ordering goods that are delivered as parcels, use delivery addresses as indicated in this Guide.
- b) Post office box lists should be regularly updated by the person responsible for the post office box in question.
- c) Update business addresses [*via the IDM system*] when necessary.
- d) Independently collect your mail which is deposited in the post office boxes.
- e) Independently collect all parcels deposited in the parcel rooms in a timely manner.
- f) Confirm receipt of your parcel(s) by signature on the parcel list put up in the parcel room when collecting such parcel(s).
- g) Use access authorisation for post office boxes and post office rooms (transponder) responsibly.
- h) The persons responsible of the organisational units must make sure within the scope of their abilities that no private parcels are delivered to the recipient's respective workplace address at TU Darmstadt.