



OBJECTIVES

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High-volume mass direct mail that is sent to millions of recipients is bound to have very low response rates - it lacks personalization and the ability to respond to the recipients' interests.

DeutschlandCard GmbH, one of Germany's largest multi-partner loyalty programs with 20 million members, and its retail partner, EDEKA AG & Co. KG, wanted to improve response by creating a personalized mailer that would be designed to have eye-catching high impact and individual relevancy.

The campaign was high volume and required cost efficient production that could be fulfilled on a high-speed color inkjet presses. Also, for the implementation of the campaign, the data requirements had to be kept at a minimum.

Example NAVImap "Braunschweig"



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Guilig von 25.06.2012 bis 07.07.2012 Einzelheiten siehe Rückseite



CAMPAIGN

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DeutschlandCard and EDEKA worked with their production partners, Arvato Mail & Document Solutions. The creative team at Arvato used the format that DeutschlandCard EDEKA normally uses for their mailers, a two-sided folded A4 sheet in an envelope. By including a full page personalized map they exploited the size of the mailer to the maximum effect.

Arvato engaged the support of locr GmbH, a specialist geomarketing service provider to personalize a selection of the regular mass mailing whilst still using their existing high-volume mailing infrastructure.



For each address in the mailing list locr created a personalized map that highlighted the nearest EDEKA store with a route from the recipient's home address to the store location marked with the EDEKA logo on the map. The headline message is "Here is your nearest EDEKA".

The only data locr needed from Arvato were the addresses of all the recipients and the EDEKA stores. locr's geodata technology generated the nearest EDEKA store for each recipient together with the distance and driving time to it. This information was added to the recipient data file. Each mailer could now be personalized with the message, "Your <local store name and address> is only <X> km or <Y> minutes away by car".

As an incentive, each mailer also included two DeutschlandCard coupons that offered 5 and 10 times more loyalty points for purchases in store. dige

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The campaign targeted 100,000 addresses of households within the vicinity of selected EDEKA stores.

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RESULTS

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The campaign was the first time that DeutschlandCard had used personalized maps in their direct marketing. After discovering the attention the mailer attracted, DeutschlandCard and Arvato went on to commission locr to provide personalized maps for further projects.

"Recipients usually only remember information that is closely aligned with their interests. At the same time, mailings must be unique in order to stand out from the sea of advertising messages",

said DeutschlandCard CEO Markus Lessing about the successful fulfillment of marketing objectives.

BEST PRACTICE

The campaign's success can be attributed to its simplicity. All that was needed to create a campaign that is personalized with relevant information and visual compelling design was the recipient address data. To maximize the impact of the visuals they filled a whole A4 page with the personalized map.

Jörg Schneppenheim, Executive Board Member of Arvato Mail & Document Solutions explains why the campaign succeeded with personalized maps from locr:

"A map containing personalized directions immediately catches the eye and awakens the curiosity of the recipient; it is therefore the perfect addition to an individual customer approach".

Beispiel NAVImap "Berlin"



Guiltig von 25.06.2012 bis 07.07.2012 oo DeutschlandCard Punkte. arz erhalten Sie mit diesem Einzelheiten siehe Rückseite

Punkte

LOCR CASE STUDY

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locr[®] is the world's leading provider of geomarketing services that let marketers use location to their advantage. locr takes data from leading geodata suppliers and converts it into geo-information services and personalized maps that can be used by marketers to enhance their mailing lists, create higher engagement, and achieve better response rates.

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Vorteils-Coupon

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Gleich Coupons abtrennen und einlösen! 5-fach Punkte für Ihren gesamten Einkauf Mit diesem Vorteils-Coupon sammeln Sie 5-fach DeutschlandCard Punkte für einen Einkauf in einem der teilnehmenden EDEKA-Märkte. Beispiel: Für 40 € rabattfähigen Umsatz erhalten Sie mit diesem Coupon insgesamt 100 DeutschlandCard Punkte. Gültig bis 23.06.2012 Einzelh eiten siehe Rückseite

10-fach Punkte für Ihren gesamten Einkauf

Mit diesem Vorteils-Coupon sammeln Sie 10-fach DeutschlandCard Punkte für einen Einkauf in einem der teilnehmenden EDEKA-Märkte Beispiel: Für 40 € rabattfähigen Umsatz erhalten Sie mit diesem Coupon insgesamt 200 DeutschlandCard Punkte. Gültig von 25.06.2012 bis 07.07.2012 Einzelheiten siehe Rückseite