



**Business Mail International**  
Reliability first

**SWISS POST** 

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# Business Mail International

## Specializing in mailing important documents!

### The reliable way to send important documents

**Do you depend on a reliable and fast delivery service for your international correspondence? With Business Mail International, you hold all the trump cards.**

### First-rate service for your daily mail

#### Simple: Business Mail PRIORITY and ECONOMY

Our basic offer provides you with a first-rate service. There are two options: the fast PRIORITY service or the cost-effective ECONOMY service. Either way, our priority is to provide a reliable delivery service (page 6).

#### Local appearance: Business Mail Professional

Do you want to convey the impression of a national company to your international customers? Then Business Mail Professional is for you. Choose the local postmark of the destination country and use the option of a national return address (page 7).

### Intelligent value-added services

With practical value-added services you can tailor the mailing of your daily international mail precisely to your specific requirements. Custom solutions enable you to handle your mail efficiently and securely.

#### Generous: Business Mail Bag

Do you often have large quantities of books or printed matter for the same recipient? Then you need the Business Mail Bag, which can be used to mail up to 30 kg (20 kg for certain countries) of books or printed matter, very easily, to a single recipient (page 8).

#### Secure: Registered

The Business Mail PRIORITY and ECONOMY service, in conjunction with the value-added service "Registered", makes it even easier for you to check that your item has been delivered. The electronic "Track & Trace" service is available for some countries (page 9).

#### Individual: Personal delivery

If your registered letter is to be delivered only to a specific person, you need the reliable value-added service "Personal delivery" (page 10).

#### Reassuring: Recorded delivery

If you are sending a registered letter to a country for which the "Track & Trace" service is not available, but would still like confirmation of receipt, you need the value-added service "Recorded delivery". The advice of receipt will be returned to you as confirmation by PRIORITY mail (page 11).

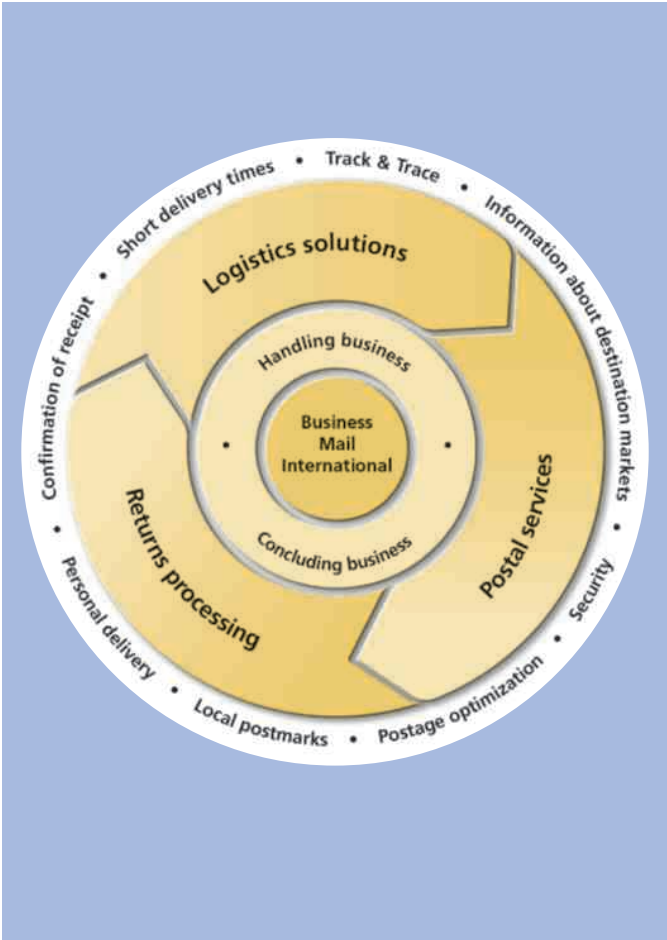
#### Fast: PRIORITY Plus

PRIORITY Plus is faster than the standard PRIORITY service, and also offers a "Track & Trace" solution for most European countries as well as the main overseas destinations, making PRIORITY Plus not only fast, but secure as well (page 12).

#### Reliable: Logistics solutions

Specialists will handle all your mail-related tasks: printing, packaging, franking and dispatch. There is a lot of added value to be gained from external professionals handling your international mail for you (page 13).





**All-round service for the success of your business**

If you would like to send more than just daily mail, then you've come to the right people. We offer a wide variety of standard solutions which, thanks to our intelligent value-added services, can be easily tailored to your needs.

Swiss Post International – Your professional partner for the reliable mailing of your business correspondence with **Business Mail International**.



# Business Mail PRIORITY and ECONOMY

The easiest way to send your daily mail anywhere in the world

## Your objective

You want a completely hassle-free way to send your important international correspondence. In order to respond flexibly to the needs of your international customers, you would also like a range of practical delivery options.

## Our solution

We offer you a simple mailing solution for your international correspondence.

### Business Mail PRIORITY and ECONOMY

- Two services: fast (PRIORITY) or cost-effective (ECONOMY)
- Various formats, weights and contents possible
- Simple preparation
- Various value-added services

## How you benefit

### Short delivery times

The latest, independent study found that Swiss Post International offers the shortest delivery times in Europe. To ensure that your daily mail continues to arrive in double-quick time, we strive to continuously improve the quality of our services.

### Combined service options

The basic PRIORITY or ECONOMY service can be combined with various value-added services, enabling us to better meet your needs.

## No minimum volume

Business Mail International is available even for small volumes, depending on the destination country, giving you crucial extra scope on international markets.

## Please note:

### Mail volume

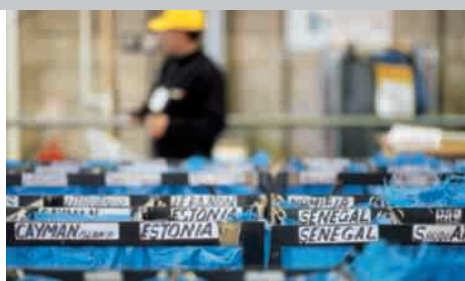
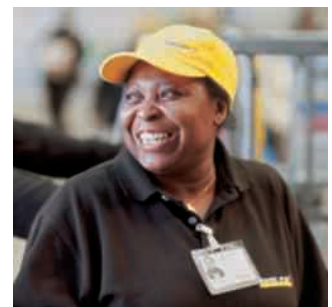
For customers in Switzerland, a minimum annual volume of 10,000 items applies. Information about the conditions in the individual countries is available direct from your Swiss Post International branch (contact information on the back page).

### Dispatch

Customers in Switzerland can hand in mail items at the post offices. For customers abroad, mail items are collected.

## Further information

Your customer advisor will be pleased to provide you with any information you may require about prices, formats and the special conditions that apply to your destination country.



# Business Mail Professional

## The efficient way to send your correspondence

### Your objective

**You want your customers to perceive you as a local company, in order to strengthen customer loyalty.**

### Our solution

We offer you the option of sending larger volumes of daily mail to key European markets. As well as keeping you close to your customers, a postmark local to the destination country has cost benefits for certain countries and formats.

#### Business Mail Professional

- Usually items up to 2 kg
- Choice of a local PP impression (Local Look) or a Swiss postmark (Swiss Look)
- Perfectly customized individual solutions
- Returns processed via a local Swiss Post International PO box
- Fast delivery times after arrival in the destination country

### How you benefit

#### Local appearance

A local appearance enables you to take full advantage of the conditions on your target market, and gives your customers the impression that they are communicating with a local company.

#### Optimizing returns

Optimum returns management keeps your costs and expenditure low. Returns and undeliverable items can be sent to an address in the destination country (with the Local Look service) or returned, on cost-effective terms, to Switzerland (with the Swiss Look service).

#### Save money

In a few countries, compliance with local requirements enables further savings which work to your advantage.

#### Please note:

#### Service availability

This service is available to Austria, Belgium, Finland, France, Germany, Great Britain, Italy, the Netherlands, Norway, Poland, Sweden, Slovakia and Spain. More countries are regularly added to this list, in line with customer demand.

#### Further information

Your customer advisor will be pleased to provide you with any information you may require about prices, formats and the special conditions that apply to your destination country.



# Business Mail Bag

## The best way to send large volumes of printed matter

### Your objective

You have larger volumes of printed matter or books for the same recipient, and want to send these items at the lowest possible cost.

### Our solution

The Business Mail Bag is the ideal solution for sending your books and printed matter weighing up to 30 kg. We supply you with the bag as well as write-on address labels.

#### Business Mail Bag

- Up to 30 kg (except Great Britain: 20 kg)
- Free packaging material
- Available worldwide
- Two services: fast (PRIORITY) or cost-effective (ECONOMY)
- Can be combined with value-added services

### How you benefit

#### Simple preparation

Up to a value of 400 euros, customs declaration CN 22 is all that is needed. For intra-EU mail, no customs declaration form is required.

#### Worldwide mailing

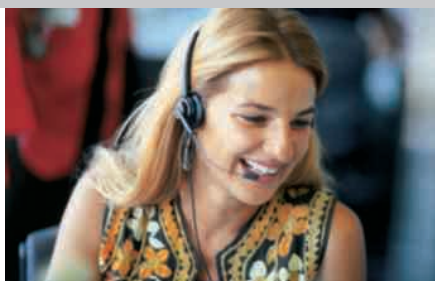
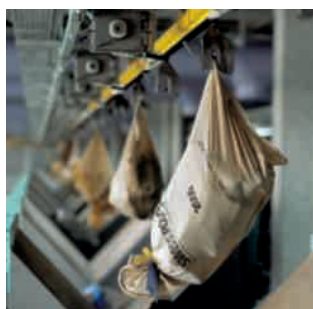
Business Mail Bags can be sent anywhere in the world.

#### Low-cost packaging material

The packaging material for your items is supplied free of charge by Swiss Post International.

### Further information

Your customer advisor will be pleased to provide you with any information you may require about prices, formats and the special conditions that apply to your destination country.



# Registered

## The safest way to mail your correspondence

### Your objective

You want the recipient to sign for receipt of your important items. You would also like to use the "Track & Trace" service available in certain countries.

### Our solution

We offer you a simple mailing solution for your important documents. Using a barcode, you can clearly identify each item. The items are registered in our computer system and, in the destination country, the letter is only delivered against the recipient's signature.

#### Registered

- Can be combined with Business Mail PRIORITY or ECONOMY
- Track & Trace for individual countries
- Delivery against signature
- Other value-added services (personal delivery / recorded delivery) available

### How you benefit

#### Safe delivery

The item will only be delivered in the destination country against signature. The identification number of the letter makes subsequent investigations easier.

#### Track & Trace

For some countries, Swiss Post International can offer the electronic "Track & Trace" service, and more countries are regularly being added.

#### Insurance

If it is proved that the item was not delivered, Swiss Post International will be liable up to the contractually agreed amount.

### Further information

Your customer advisor will be pleased to provide you with any information you may require about prices, Track & Trace, liability terms and other details of the "Registered" service.



# Personal delivery

The most practical way to hand over your item personally

## Your objective

You want your registered item to be handed to a specific person.

## Our solution

We offer you an easy way to have your items delivered to a clearly specified recipient.

### Personal delivery

- Item will only be handed over to the person named in the address
- If the recipient is not available, a mail collection notice will be left
- Delivery only against signature
- Can be combined with other value-added services (recorded delivery)
- Track & Trace for individual countries

## How you benefit

### Personal remittance

The item will only be handed over to the person named in the address. At the same time, you will enjoy all the benefits of the "Registered" service (see p. 9).

## Further information

Your customer advisor will be pleased to provide you with any information you may require about prices and other details of the "Personal delivery" service.



# Recorded delivery

The most efficient way to receive confirmation of delivery

## Your objective

**You want proof of delivery for your registered item. You would also like to know who took receipt of the item.**

## Our solution

We offer you a simple way of receiving confirmation of receipt for your registered letters.

### Recorded delivery

- Recipient signs the advice of receipt
- Advice of receipt is returned to you by PRIORITY service
- Delivery against signature
- Other value-added services (personal delivery) available
- Track & Trace for certain countries

## How you benefit

### Confirmation of delivery

You can see immediately to whom the item was delivered. You also enjoy all the benefits of the "Registered" service (see p. 9).

## Further information

Your customer advisor will be pleased to provide you with any information you may require about prices, Track & Trace, liability terms and other details of the "Advice of receipt" service.



# PRIORITY Plus

## The fastest way to send your daily mail

### Your objective

You want a premium service for your PRIORITY items and also want to be able to track your items, anywhere in the world.

### Our solution

We offer you an easy way to further reduce the delivery times for your PRIORITY items.

#### PRIORITY Plus

- Forwarded to the destination country through the PRIORITY channel
- Faster delivery
- "Track & Trace" service for certain countries

### How you benefit

#### Faster delivery

The delivery times for your PRIORITY items are further optimized. Important documents reach your customer even faster.

#### Track & Trace

The "Track & Trace" system is available to you for most European countries and the main overseas destinations and the network of participating countries is constantly expanding.

### Further information

Your customer advisor will be pleased to provide you with any information you may require about prices, Track & Trace (participating countries), delivery times and other details of the "PRIORITY Plus" service.



# Logistics solutions

## The most reliable way to outsource all your logistics

### Your objective

You would like to concentrate on your core business and no longer have to deal with postal processes. You want to save time and money, permanently.

### Our solution

We offer you a wide variety of logistics solutions, from franking to storing your brochures or business letters. We will prepare your data on request and process them to the usual high Swiss Post International standard.

#### Available services

- Storage of brochures
- Printing business letters
- Franking service
- Returns processing
- Addressing and sending

### How you benefit

#### You are free to concentrate on your core business

The postal component of your value chain is handled by a professional partner, freeing up time for you to concentrate on your core business.

#### Reduced cost

You don't have any infrastructure costs and pay only for the service provided. This lowers your costs, and frees up your time.

#### Please note:

The logistics solutions available vary depending on the country. Further information is available direct from our branch in your country (contact information on the back page).

#### Further information

For more detailed information about the services available in individual countries, contact your customer advisor.



# Other mail offerings from Swiss Post International

We have a solution for every challenge

## Your objective

You would like to send promotional mailings around the world. Or you are looking for a way of sending merchandise abroad on a regular basis. Maybe you want to deliver newspapers and magazines abroad and are looking for an efficient, single-source solution.

## Our solution

As well as Business Mail International, we offer other tried-and-tested, uncomplicated international mail solutions:

### Business to Consumer International

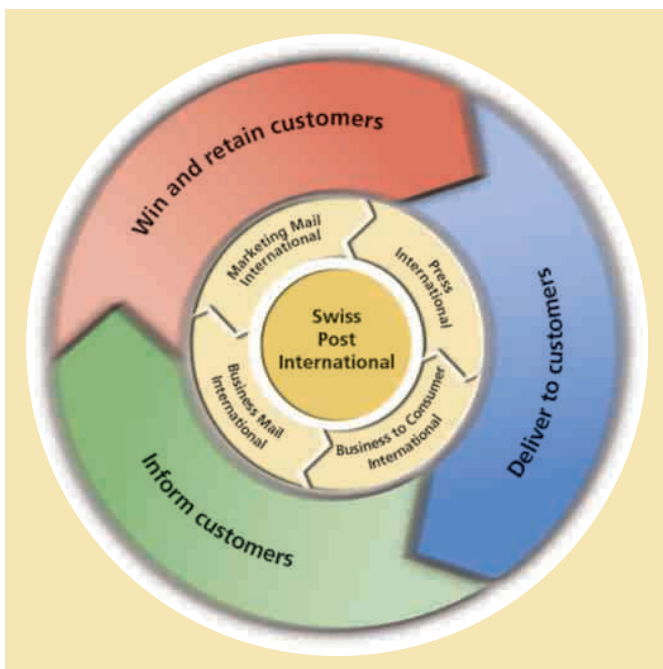
Ideal for efficiently supplying private and business customers with merchandise. You benefit from optimum mailing solutions and our know-how in the areas of customs clearance, returns management and fulfilment. We can also offer you tailor-made solutions and attractive value-added services.

### Marketing Mail International

For the precise and efficient dispatch of your addressed and unaddressed promotional mailings: you benefit from excellent delivery rates, the best delivery channel for each region and useful information about address sourcing and successful direct marketing.

### Press International

Your publications reach your readers punctually and reliably. We offer everything from a single source for the international distribution of your publications, e.g.: worldwide delivery of the subscription copies, international newsstand distribution, fulfilment, subscription management, readers acquisition, warehousing, logistics, marketing, consulting.



## The right address anywhere in the world – our international branches

### Switzerland

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\* **Freephone number:** The telephone number is only valid within the country

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