

# Pallet delivery tracking

## To help you plan your downstream processes reliably

As a sender of sorted large print runs of letters, mailings or catalogues (CAT), you can now access the processing status of palletized consignments free of charge via My Post Business. This additional information will enable you to query the status of orders and plan downstream processes accurately.

### With pallet delivery tracking, you're always in the picture

Bulk mailings generally result in downstream processing such as follow-up campaigns by call centres or fulfilment services. Pallet delivery tracking will help you to provide the necessary resources for these activities, at the right time and in line with needs. Pallet delivery tracking is available for all bulk mailings of the following types: Letters (locality and district bundles), including A mail, individual items of B mail, bulk B mail, OnTime Mail, DirectSelfmailer and Info-Card; and also catalogues (CAT) and telephone directories (DIR).

### A reliable system for trouble-free processing

Deliveries are tracked by means of a simple, functionally designed pallet label that is attached to the top of the palletized consignment. This label contains a

barcode that has been specially developed for pallets and includes all the information relating to the consignment. At specific key points along the processing chain, a scanner reads the information and transmits it to the My Post Business customer platform. You or your authorized employees can then log in, access the delivery status information for your consignments and plan your downstream processing accordingly.

Palletized consignments with delivery tracking are processed via sorting centres. The status of palletized letter consignments is tracked twice – once at the mailing point and once at the sorting centre. The status of palletized catalogue and phone book consignments is tracked three times – firstly at the mailing point, then at the sorting centre and finally prior to delivery.

### A specially structured barcode for reliable identification

The structure of the barcode used for pallet delivery tracking is the same for both letter and catalogue consignments. However, the content and formatting differ from that of letter and parcel codes, with individual segments of the code being separated by full stops.

General features:

Type	Code 128
Character set	C (numeric characters only)
Standard	ISO/IEC 15417

### Overview of barcode structure

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18
9	1	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x
Fixed pallet scanning code	Product identifier <sup>1</sup>	New franking licence (to be allocated by Swiss Post)		Order number <sup>2</sup> (for your use)			Routing area for pallet <sup>2</sup>	Sequential pallet number <sup>2</sup> 0001–9999									

<sup>1</sup> E. g. A mail = 01, individual items of B mail = 02, bulk B mail = 03, OnTime Mail = 04, catalogues (CAT) = 10, DIR = 11

<sup>2</sup> Specifying the pallet in more detail (e. g. by including the routing area) means we can provide more information for you.

Some of the barcode details, such as the order number and the routing area, are optional. If these details are not supplied, you must enter zeroes in the relevant boxes instead.



## My Post Business – your window on the delivery process

Using the My Post Business customer platform, you can quickly and easily access information on the status of your palletized consignments. A variety of practical search functions are available to help you. To view consignment information, you need authorization to access a separate franking licence number reserved exclusively for palletized deliveries.

## The franking licence number – needed to access the system

As a customer, you will need a four-digit franking licence number, which is used to generate the barcode and optimize the processing of mail and catalogues with delivery tracking.

If you or your logistics partner have not yet been allocated one of these numbers, please contact your customer advisor directly, or alternatively contact our customer service department on 0848 888 888.

## Where to send pallets with delivery tracking

Letters:

- Any Swiss Post letter centre

Catalogues (CAT):

- Basel, St. Gallen or Ostermündigen mailing points
- Dailens, Härkingen or Frauenfeld sorting centres

## Labelling of pallets and outer containers

Pallets and outer containers must be processed in accordance with Swiss Post's current numbering system. They are first consolidated by pallets/ outer containers for each routing area (e. g. 85) and only when no further consolidation is possible by centre (e. g. 8).

The following options indicated in yellow are possible as a B Mail bulk mailing (addresses for A Mail would be white, blue for a B Mail single item and neon-green for OnTime Mail).

**Pallet/outer container address** **SWISS POST**

Abender: Muster  
Musterstrasse  
8888 Absenderort

Aufgeber: Musterdruckerei  
Musterstrasse  
9999 Musterort

Postaufgabedatum: tt.mm.jjjj

Aufgabestelle: Muster

Rechnungs-Referenz-Nr.

Kundenreferenz: Muster

AVZ-Nummer: Muster

Zustelldatum: tt.mm.jjjj

Anzahl Pakete/Sammelpost/Küngen: 23

Bemerkungen: 123

Delivery tracking

91.40.235861.5806

Verarbeitungsprodukt

**B Mail bulk mailing**

Inhalt (PLZ / PLZ-Bereich)

8

B Mail bulk item to a centre with magnifying glass view of barcode example.

**SWISS POST** DE | FR | IT | EN

**My Post Business** → Group

→What is My Post Business?  
→Guided tour  
→New registration

**Consignment tracking** Start

**My Post Business**  
we move you online.

Welcome!

My Post Business, Swiss Post's logistics platform.

You now have access to a whole host of services relating to ordering, receiving, calculating, sending, forwarding and tracking.

**Login My Post Business**

User name:

Password:  **log in**

→Forgotten user name  
→Forgotten password  
→Login with Certificate

**News**

07.05.2010 → Order barcodes and shipping labels with a single mouse click

22.03.2010 → DocuCenter: order your documents without logging in

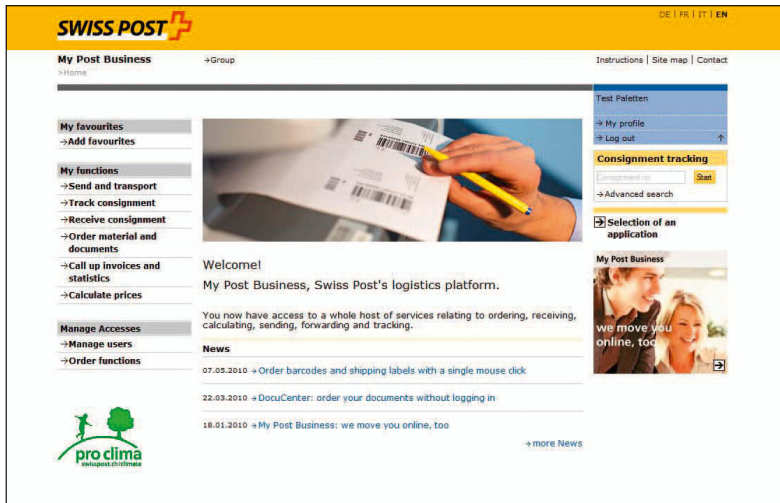
18.01.2010 → My Post Business: we move you online, too

## Pallet delivery tracking – quick, easy and well organized

Palletized consignments can be tracked via the My Post Business customer platform: [www.post.ch/mypostbusiness](http://www.post.ch/mypostbusiness).

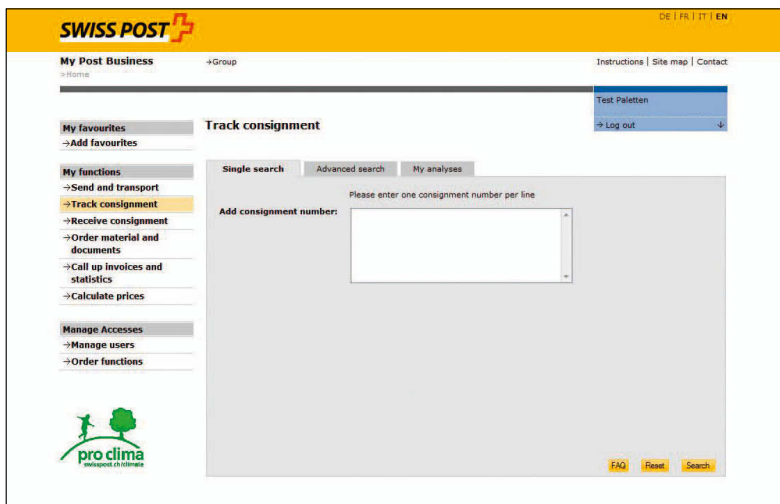
## Getting started

As a new customer, you can register by clicking on "New registration" on the My Post Business home page. If you have already registered, enter your user name and password in the login fields.



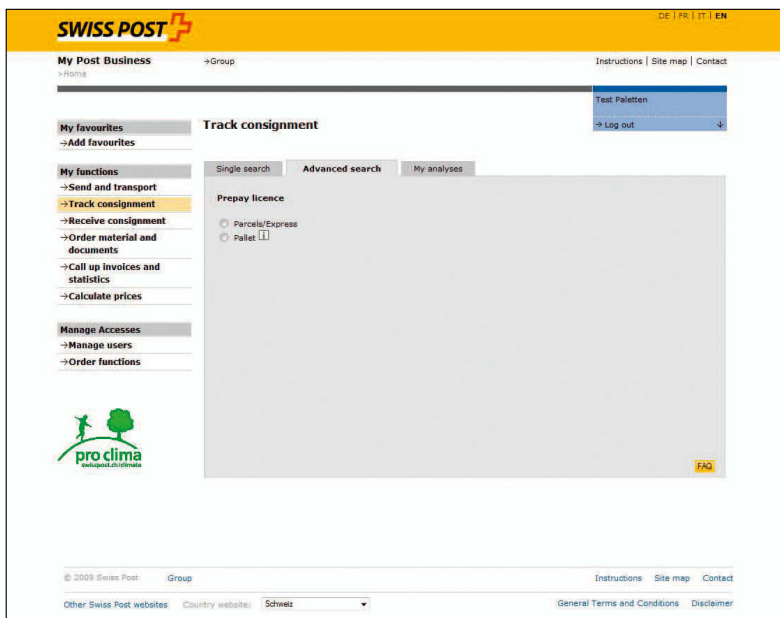
### My Post Business home page

This takes you to the protected area of My Post Business. Click on the "Track consignment" menu option.



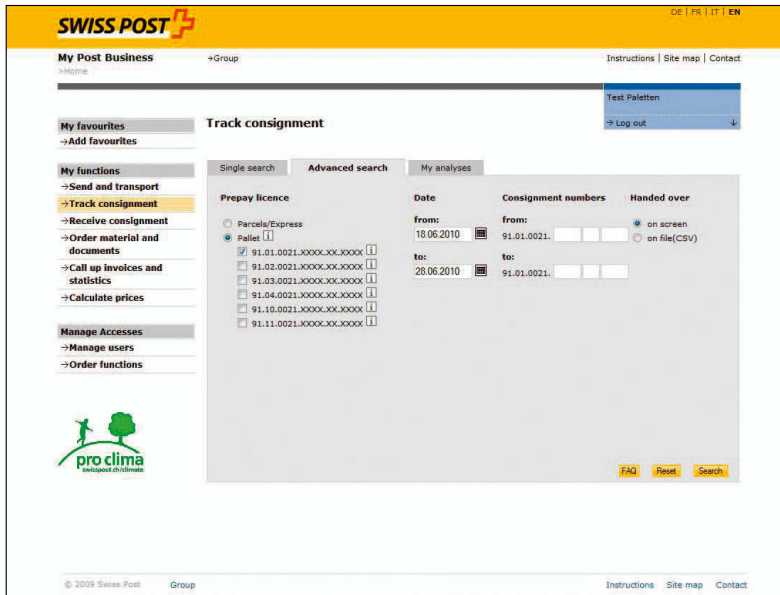
### Individual search

If you want to query an individual pallet, enter the relevant consignment number on the "Single search" tab.



### More extensive queries

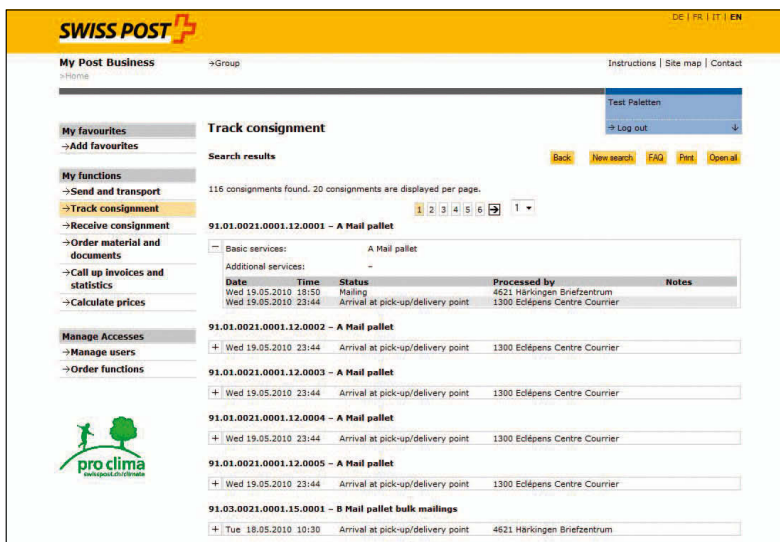
For more extensive queries, click on the "Advanced search" tab, then click on the "Pallet" button.



## Extended search options

- Selecting products and franking licences: The system displays all active consignments including their franking licences. The format of the number blocks displayed corresponds to the barcode structure.
- Selecting the query period: You can select a query period of up to 31 days.
- Criteria for restricting searches: You can restrict searches using the following criteria: order number, routing area and pallet number. To search by routing area you first need to enter the order number. To search by pallet number, you first need to enter the order number and the code for the routing area.
- Selecting an output type: You can request that the results be displayed on screen or in a CSV file.

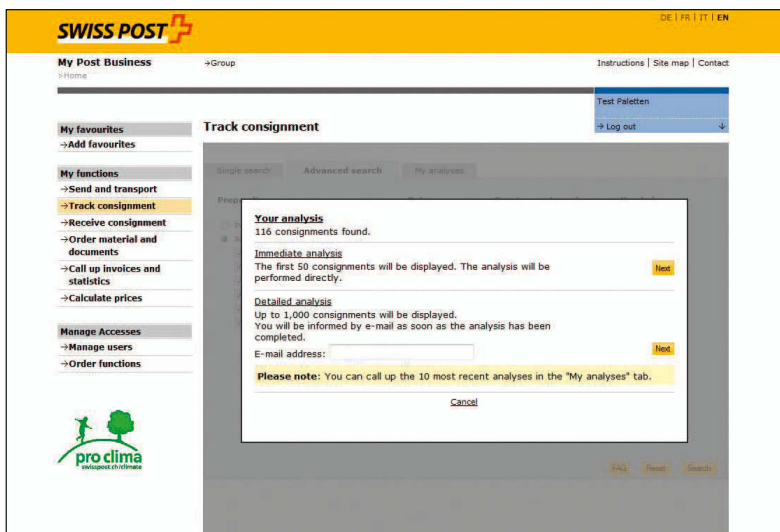
You start the search process by clicking on the "Search" button.



## On-screen display

The search results are displayed in a separate window. Clicking on [+ ] will display more detailed information.

Clicking on [→ ] switches from one results page to the next.



## File output (CSV)

If there are more than 50 search results, this query window is displayed.

- If you click on "Next" next to the real-time report option, you will see an Excel overview of up to 50 consignments.
- If you would like to see a detailed report, enter your e-mail address and click on "Next". The system will send you an e-mail containing a link to the results file as soon as the detailed report is complete. This can display a maximum of 1,000 consignments.