



A partner for all your needs
Our offering for business customers

SWISS POST 

A partner to take you forward

Let our strengths complement yours

A successful market player

Swiss Post is a partner you can put your trust in. We are now well established as a market player, with 80 percent of our revenues being generated on the free market. We have only been able to succeed in this way because of our unwavering focus on our customers and their changing needs.

Everything from a single source

Swiss Post offers a clearly structured, comprehensive range of services so you need look no further. Whether letters, documents, print media, logistics, direct marketing or dialogue solutions, from cost-effective standardized individual services through to specially tailored all-in-one solutions, you will find we are a partner to rely on.

At home in Switzerland and across the globe

We offer access to a unique infrastructure – over 2,400 post offices and a dense distribution network throughout Switzerland plus some 8,000 people working for us across Europe, North America and Asia. We also cooperate with numerous partners so we can offer you access to a logistics network that spans the globe.

Commitment to sustainability

Swiss Post takes its social and environmental responsibilities seriously. Since 2000, we have succeeded in cutting our CO₂ emissions by more than 9 percent. And because we conserve resources, we work more efficiently, allowing you to reap the benefits down the line too.

Our offering at a glance:



- Letters**
 - Urgent items
 - Priority items
 - Non time-critical items
 - Franking solutions
 - Address management
 - Online tools
- Logistics**
 - Courier, Express and Innight
 - Parcels
 - Transport and storage
 - Special logistics and customer solutions
 - E-Logistics
 - International logistics
- Direct marketing**
 - Addressed and unaddressed mailings
 - Individual direct marketing solutions
 - Accompanying services and offerings
 - Know-how transfer
- Print media**
 - Subscription newspapers and free magazines
 - Early and daily delivery
 - Publishers' logistics
 - Winning and serving subscribers
- Document and dialogue solutions**
 - In-house mail and mailroom management
 - Optimized business processes
 - Document and data management
 - Customer dialogue solutions
 - Customer acquisition and retention

PostFinance
SWISS POST

The perfect complement: PostFinance

PostFinance offers SMEs and large companies a wide range of services from business and e-Deposito accounts to international payment transactions as well as tailored financing of liquidity, fixed assets and working capital.

www.postfinance.ch



Letter mail precisely tailored to your needs

Our letter services

When should your letters arrive? Choose the most suitable delivery method from our comprehensive range to save time or money. Whichever method you use, you can rest assured that your mail will arrive safely.

Wide choice of mailing and speed options

Whether you have just one item or a mass mailing, and whether delivery is required within hours, days, or overnight: Swiss Post offers a wide selection of mailing options for Switzerland and abroad. Depending on volume, speed and price, we will provide you with the best possible solution. What's more, we can also develop mailing solutions specially tailored to your company on request.

Customized franking

We have the right franking solution for you. PP franking is ideal for bulk mailings of 50 items or more. Thanks to our intelligent franking solutions (IFS), an online connection ensures that you always know the latest rates for Switzerland and other countries. With our Swiss Post Franking service we can handle all the work for you. And with WebStamp Business you design and print your own eye-catching stamps – including the right amount of postage.

Additional services: more time for your core business

From professional address and response management to efficient online tools, support with dispatch preparation and consignment collection: in addition to its array of basic services, Swiss Post also offers a whole host of solutions to optimize your processes. You can delegate individual tasks or entire process chains to us according to your needs.

The advantages for you

- You benefit from the right offering for your letters.
- You can optimize franking.
- You manage your addresses better – with data that are always up to date.
- You gain added value from tailored solutions and numerous value-added services.
- We will serve you just as professionally abroad as we do in Switzerland – thanks to our international subsidiaries and close collaboration with postal companies worldwide.

www.swisspost.ch/letters



On the right road: your merchandise

Our logistics services

Simple shipping, express consignments or efficient all-round solutions? Whatever your needs, as a leading full-service provider, Swiss Post can meet any logistics challenge – procurement, warehousing, distribution and return of goods.

For parcels, urgent consignments, transport and storage

Whether urgent express, courier or overnight items, featherweight parcels or extra-heavy truckloads, we offer tried and tested standard solutions as well as customized all-in-one packages. Or perhaps you are seeking to outsource your warehousing cost-effectively? Swiss Post has all the space you need in its ideally sited and efficiently managed logistics centres.

Sending to the whole wide world: international dispatch

Looking for a solution to handle your cross-border and international mailing of documents and merchandise? We send everything from small parcels to complete truck loads to over 200 countries – how fast is up to you. You can also choose between a range of additional services at attractive prices, for example collection, preparation and delivery, secure payment collection, customs clearance and tracking.

Do it the easy way with our tailored solutions for dispatch, customs, VAT and returns management. As well as our business-to-business packages, our logistics services for international mail order and online trading are comprehensive, flexible and individually priced.

Valuables logistics sensitively handled

Discretion and quality have always been among our strengths. So it's no surprise that Swiss Post specializes in valuables logistics and other areas that require extra-sensitive handling. We can replenish ATMs or transport cash and valuables securely throughout Switzerland. Your trust will pay dividends by saving you time and money.

E-Logistics: optimize your physical logistics

Want to improve your processes and delivery times while at the same time cutting costs? Optimize your physical logistics with our E-Logistics solutions, innovative tools for dispatch management, electronic order processing or checking. You benefit from better quality data, transparency and reliability – added value for you and your customers.

The advantages for you

- You benefit from customized logistics with individual extras combined with proven standard services.
- Worry-free warehousing – we efficiently manage it all for you.
- Access to solutions for the worldwide dispatch of documents and merchandise.
- You can rely on a discreet and trustworthy partner for your valuables logistics.

www.swisspost.ch/logistics



Target your audience directly

Our direct marketing services

Direct communications attract attention. Let Swiss Post make your direct marketing even more effective with all types of mailings, address and response management or simply more know-how. Use our wide range of services to acquire and retain customers.

Arrival in Switzerland: domestic mailings

From the cost-effective DirectResponse Card through single or multi-part items to heavy catalogues: addressed or unaddressed mailings in Switzerland are available in a variety of formats. Based on our comprehensive range of services, we can provide you with a solution tailored precisely to your needs, your objectives and your budget.

Arrival everywhere: international mailings

Cross frontiers with our wide range of flexible products and services for international mailing. From small trial mailings of just 500 up to complete market coverage with audiences of one million or more, our services include optimum dispatch preparation and efficient returns management.

Custom-built success with individual direct marketing solutions

Want to expend as few of your own resources on direct marketing as possible? Focus on your core business? Then Swiss Post can help you with a customized direct marketing solution from a single source, with everything from mailing production and consulting through to customer dialogue, project management services and multi-channel options.

Added value through added know-how

Have you mastered all aspects of direct marketing? We offer individual consulting and can also put our address management and response management skills at your disposal. Moreover, you can keep your direct marketing skills up to date with the aid of our publications, courses and seminars.

The advantages for you

- The breadth of our offering means you will obtain solutions tailored precisely to meet your objectives and your budget.
- You acquire or retain customers in Switzerland and abroad.
- Assistance with address management, response management, mailing production and much more.
- Increased know-how with our individual consulting, publications, courses and seminars.

www.swisspost.ch/directmarketing



A direct link to your readers

Our print media services

Should your newspaper arrive in your readers' letterboxes in the early morning? Should your magazine arrive on time and reliably – both in remote regions as well as in all the world's major cities? Do you want to acquire new subscribers and offer existing ones the best service? Swiss Post has the right solutions for you.

Subscription newspapers and free magazines

Whether you're looking for a daily newspaper, weekly paper or monthly publication, on subscription or free – we'll deliver throughout Switzerland and will supply newsstands around the world. Reliably and punctually. Subscription newspapers for Switzerland benefit from press subsidies from the Confederation, and we carry free newspapers at market prices.

Early and daily delivery

Can it be a little earlier? Subscription daily newspapers reach readers in a defined distribution area by no later than 6.30 a.m. on the publication date. As an independent delivery partner we have sound concepts for production delays and offer you customized prices. Throughout Switzerland we handle the delivery of subscription newspapers by no later than 12.30 p.m. With preferential terms and on Saturdays too.

Publishers' logistics

We'll handle the entire dispatch preparation for you: from packaging newspapers and magazines in bags, envelopes or boxes, addressing and franking through to inserting supplements and creating dispatch lists. Regardless of whether you're sending individual items, large parcels for newsstands or pallets for big print runs. We supply customers in Switzerland and abroad and offer you the entire range of warehouse logistics.

Winning and serving subscribers

Our Press Shop is a highly frequented online platform where readers can order their subscriptions. With DirectFactory you can design, print and send online, customized promotional material: from postcards to promotional newspapers. We offer your subscribers a service and offer you plenty of contact possibilities – via a call centre, by letter, phone, fax or e-mail. Build up personal relationships with your subscribers via our high-performance customer relationship management system.

The advantages for you

- You benefit from a sophisticated system that ensures early delivery by 6.30 a.m.
- You can reach readers throughout Switzerland with daily delivery by 12.30 p.m.
- You have a single partner for national and international consignments.
- You acquire and serve existing subscribers thanks to customized solutions.

www.swisspost.ch/printmedia



Manage customer relationships, optimize business processes, increase effectiveness

Our document and dialogue solutions

Every customer wants to be met in person. Some you want to win, others you want to retain and a third group is interested in efficient document and information processing, e.g. proposals, invoices, payment slips and complaints. All with comprehensive data security solutions and via a number of channels. A complex topic. We know how you can make business relationships individual and cost-effective and ensure a high level of customer loyalty.

Optimize your physical processes – document input & mailroom management

We'll turn your in-house mail into an efficient mailroom. Optimize incoming and outgoing items and distribution within the company – between all sites, both national and international. In the digital mailroom, physical documents become electronic data that can be processed and archived more efficiently. We provide our services so that they are the most cost-effective for you: at your premises and with your employees (outsourcing) or in our production facilities – and of course with the utmost security and state-of-the-art technology.

Improve your business processes – business transaction processing

When processing documents and information you only save costs if you can standardize your processes and make them more efficient, both internally and with customers and partners. For instance, you can process proposals, invoices, payment slips and complaints in a targeted manner and meet the requirements of flexible customer communication. We round out our offering with professional, high-volume print output. We also guarantee high-quality management of customer cards and value cards – including production, customization and shipping.

Conduct campaigns in all channels – dialogue campaigns

We'll support you not only with personal mailings but also with multi-channel communication (paper/digital/telephone). Improve your effectiveness and efficiency thanks to flexible dialogue campaigns and achieve your goal: a high response in good quality.

Make your customer relationships more professional – win and retain customers

We provide you with state-of-the-art services so that you win from the very first customer contact and can build up a long-term relationship. We support you from A–Z in managing complex customer processes, including customer cards, customer loyalty programmes and e-commerce platforms. Take advantage of our know-how and experience, which we combine effectively with state-of-the-art IT and process competency. Surprise your customers with special brand experiences and preferential, customized treatment.

The advantages for you

- You optimize your staff-intensive in-house mail and obtain modern mailroom management
- You overcome the gap between physical documents and electronic data thanks to effective further processing
- You improve the efficiency, quality and reliability of your business processes – both in-house and with customers and partners
- You activate customers with state-of-the-art and high-quality multi-channel campaigns and generate high response rates
- You improve customer acquisition and make your customer retention more professional so as to achieve lasting customer loyalty and thus competitive advantages
- You guarantee your customers and partners secure and reliable electronic communication

www.swisspost.ch/solutions



Letters

Logistics

Direct marketing

Print media

Document and dialogue solutions

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