

# Account conversion for Member Services and Shop customers

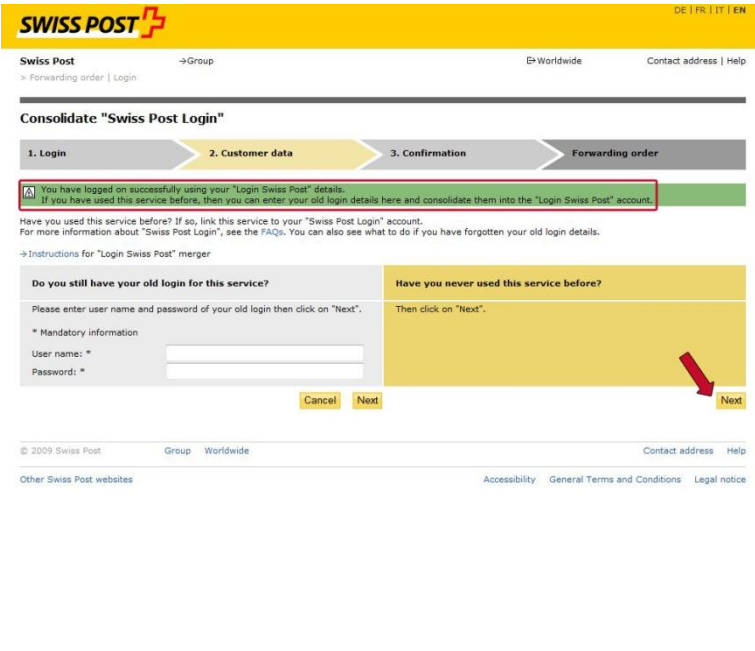
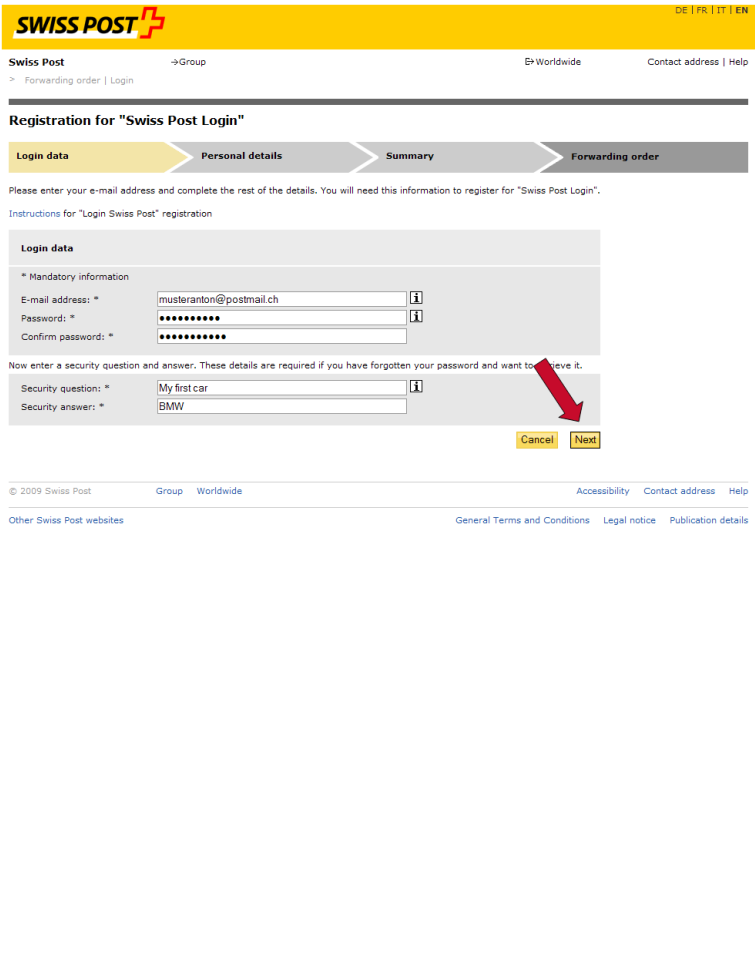
Step-by-step instructions for converting a Member Services or Shop account to a «Login Swiss Post» account

Please follow these instructions step-by-step to ensure that you continue to have access to your data and your credit balance in Member Services. At the same time you can review your address data and make any changes necessary. This is a one-off process which will normally take between five and ten minutes.

- Part A: Convert Member Services account      Page 1
- Part B: Conversion of a Shop account          Page 6
- Part C: Login after conversion                 Page 9

Part A : Convert Member Services account	
Print Screen	Description
<p>The screenshot shows the Swiss Post website interface. At the top right, there is a search bar and a button labeled «Login Swiss Post». A red arrow points to this button. The page content includes a navigation menu, a main banner with a chef, and various service categories for private and business customers.</p>	<p><b>Step 1</b> Go to <a href="http://www.swisspost.ch">www.swisspost.ch</a> and click at the top right on «Login Swiss Post».</p>

Print Screen	Description
	<p><b>Step 2</b> Then click on <b>Forwarding order</b>. This will ensure that all the services to which you are subscribed to are transferred. (this page does not exist in English)</p>
	<p><b>Step 3</b> Click at the top right on <b>Login</b>. (this page does not exist in English)</p>
	<p><b>Step 4</b> In the <b>E-mail</b> field, enter your old <b>Member Services username (all in lower case letters)</b>. In the <b>Password</b> field, enter your Member Services password.  If you have forgotten your Member Services password, please contact Customer Service on +41 (0)842 88 00 88.  Then click on <b>Login</b>.</p>

Print Screen	Description
	<p><b>Step 5</b></p> <p>A message will now appear, informing you that you have been recognized as a former Member Services customer.</p> <p>Please click at the bottom on the right side on <b>Next</b>. Your previous Member Services account will now be transferred to the new "Login Swiss Post" platform.</p>
	<p><b>Step 6</b></p> <p>Check your e-mail address and make any changes necessary, then choose a password (at least 8 characters long). <b>IMPORTANT:</b> You will use this e-mail address to log on in the future.</p> <p>You must also enter a security question and an answer which goes with that question. This is required so that, if necessary, you can recover your password independently.</p> <p>Please click on <b>Next</b>.</p>

## Print Screen

## Description

### Registration for "Swiss Post Login"



Please complete the following form with your personal details.  
For some Swiss Post services you must provide your postal address.

[Instructions for "Login Swiss Post" registration](#)

**Personal details**

**Only use a company address if you want to open an account for your company.**

\* Mandatory information

Language: \*

Other language: \*

E-mail address: \*

Company:

Additional company information:

Salutation: \*

Last name: \*

First name: \*

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Street: \* / Number:

Additional address information:

Postcode: \*

Town: \*

Country: \*

Date of birth:

Telephone (home): (\*)

Telephone (work): (\*)

Mobile phone: (\*)

P.O. box address:  Yes, I have a P.O. box address.

### Step 7

Please check the address information, which has been taken from your Member Services account, and make any necessary changes.

Having done that, click on **Next** to proceed.

DE | FR | IT | EN

Swiss Post → Group      B Worldwide      Contact address | Help

> WebStamp | Registration

### Registration for "Swiss Post Login"

Please check your entries.

[Instructions for "Login Swiss Post" registration](#)

**Summary**

Language: English

Other language: German

E-mail address: musteranton@postmail.ch

Salutation: Mister

First name: Anton

Last name: Muster

Street: / Number: Burgweg 4

Postcode: 4058

Town: Basel

Country: Switzerland

Telephone (home): 061 123 45 67

Mobile phone: 079 123 45 67

P.O. box address: None

I have read and accept the [General Terms and Conditions](#).

Click on "Complete" to receive a "Swiss Post Login" account. Please always log on using these details in future.

© 2009 Swiss Post      Group      Worldwide      Accessibility      Contact address      Help

### Step 8

Accept the General Terms and Conditions (GTC) and click on **Finish**.

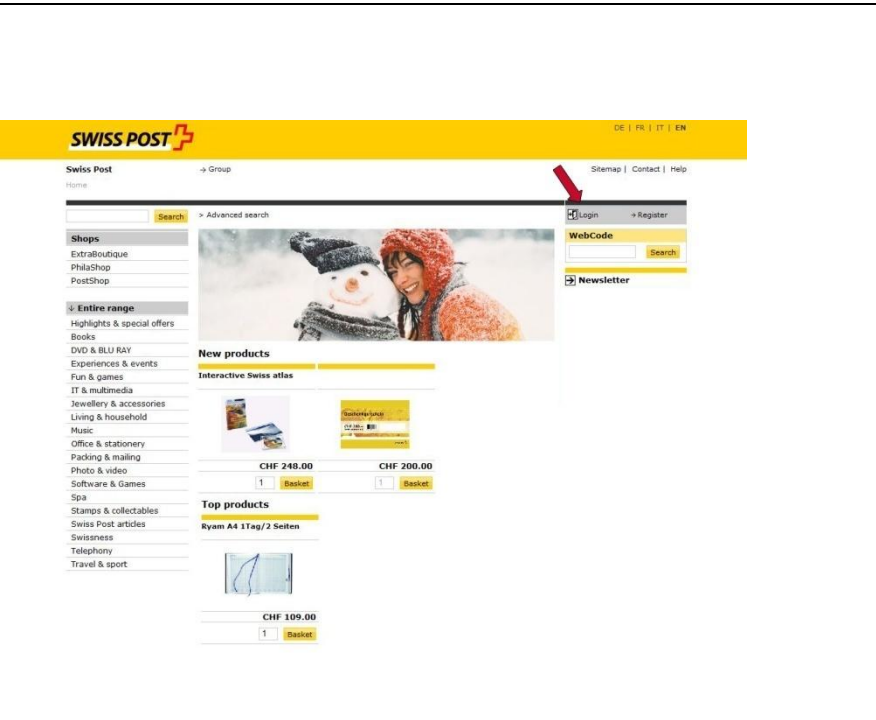
**If you have not made any changes, proceed to Step 10.**

Print Screen	Description
	<p><b>Step 9</b></p> <p>If you have made some changes an e-mail activation code will be sent to you. Enter this code here and click on <b>Activate</b>.</p> <p>You can access the online services for a period of five days without needing an activation code by clicking on <b>Skip</b>.</p>
	<p><b>Step 10</b></p> <p>It may take some time for your data to be transferred, so we would ask you to be patient.</p> <p>If you see a blue field at the top right with your name in it, then you have successfully registered for the new «Login Swiss Post».</p> <p><b>IMPORTANT:</b> Please note that after the data have been merged, only the <b>e-mail address</b> entered and the <b>password</b> you just chose can be used for logging on purposes. You will no longer need your Member Services username in the future.</p> <p>(This page does not exist in English)</p>
	<p><b>Step 11: Logout</b></p> <p>If you would like to quit the service, click on <b>Logout</b> in the blue box at the top right.</p>

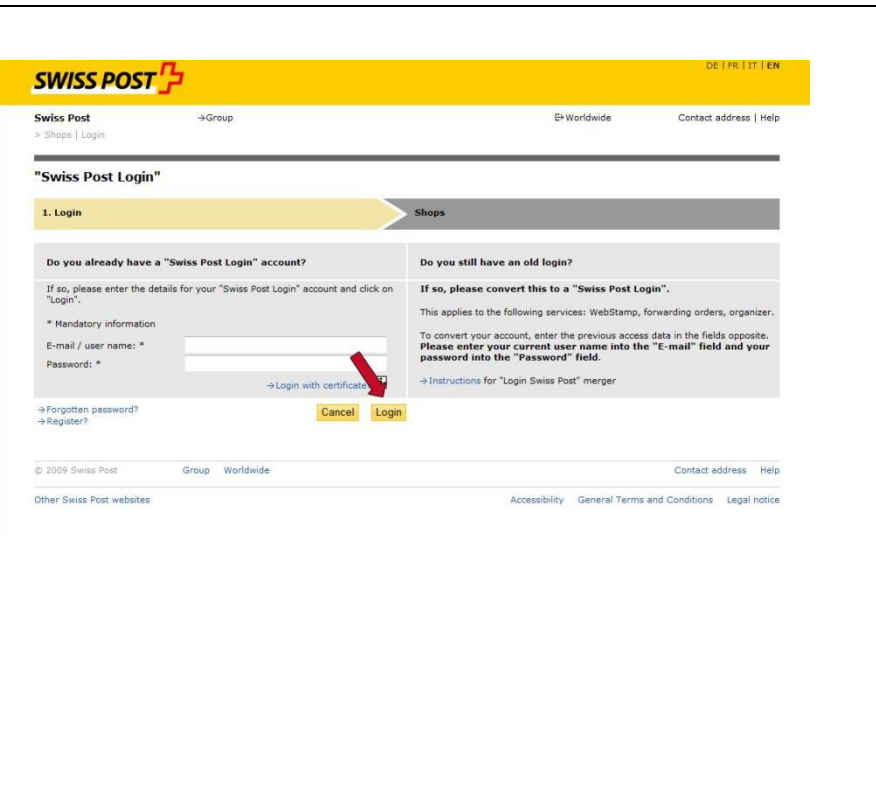
## Part B: Conversion of a Shop account

You already have a PostShop, PhilaShop or extra boutique account. If you wish to access your previous orders and entered delivery addresses you need to convert the account into a Login Swiss Post account. To do this, please proceed as follows:

Print Screen	Description
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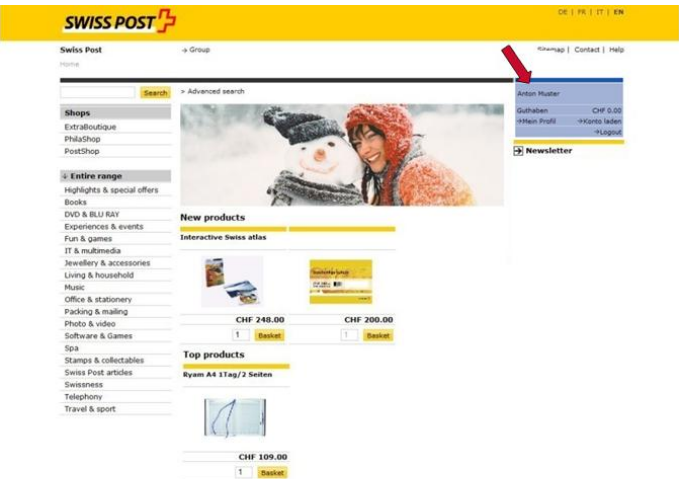
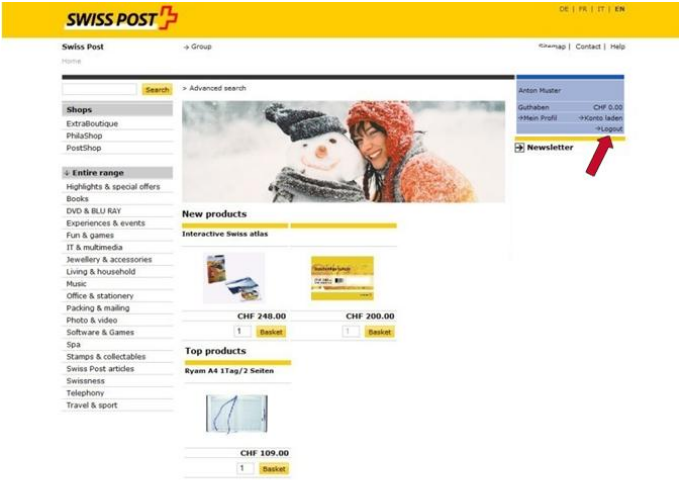
**Step B1**  
Go to [www.swisspost.ch/shops](http://www.swisspost.ch/shops) and click at the top right on «Login».



**Step B2**  
In the **E-mail** field, enter your old **Shop username (all in lower case letters)**. In the **Password** field, enter your Member Services password.  
  
If you have forgotten your Shop password, please contact Customer Service on +41 (0)842 88 00 88.  
  
Then click on **Login**.

Print Screen	Description
	<p><b>Step B3</b></p> <p>A message will now appear, informing you that you have been recognized as a former Shop customer.</p> <p>If you already have a «Login Swiss Post» account, please enter your Login Swiss Post e-mail and password and click on <b>Next</b>.</p> <p>If you do not have a «Login Swiss Post» account, click on <b>Next</b> at the bottom right and go to step B5.</p>
	<p><b>Step B4</b></p> <p>Please check the address information, and make any necessary changes.</p> <p>Having done that, click on <b>Next</b> and proceed directly to step B7.</p>
	<p><b>Step B5</b></p> <p>Check your e-mail address and make any changes necessary, then choose a password (at least 8 characters long). <b>IMPORTANT:</b> You will use this e-mail address to log on in the future. You must also enter a security question and an answer which goes with that question. This is required so that, if necessary, you can recover your password independently. Please click on <b>Next</b>.</p>

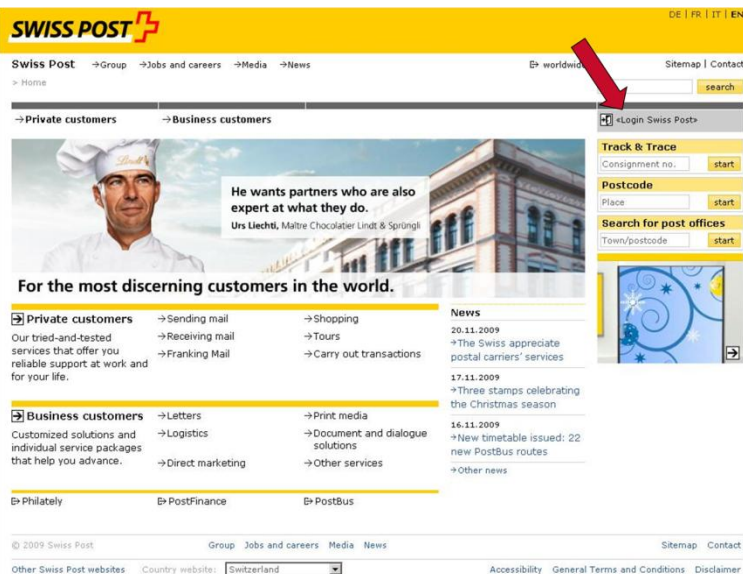
Print Screen	Description
<p><b>Registration for "Swiss Post Login"</b></p> <p>Language: * English          Other language: * German          E-mail address: * musteranton@postmail.ch          Company: *          Additional company information:          Salutation: * Mister          Last name: * Muster          First name: * Anton          Street: * / Number: Burgweg 4          Additional address information:          Postcode: * 4058          Town: * Basel          Country: * Switzerland          Date of birth: *          Telephone (home): (*) 061 123 45 67          Telephone (work): (*)          Mobile phone: (*) 079 123 45 67          P.O. box address: <input type="checkbox"/> Yes, I have a P.O. box address.</p> <p>Buttons: Cancel, Next</p>	<p><b>Step B6</b></p> <p>Please check the address information, which has been taken from your Shop account or make any necessary changes.</p> <p>Having done that, click on <b>Next</b> to proceed.</p>
<p><b>Registration for "Swiss Post Login"</b></p> <p>Summary</p> <p>Language: English          Other language: German          E-mail address: musteranton@postmail.ch          Salutation: Mister          First name: Anton          Last name: Muster          Street: / Number: Burgweg 4          Postcode: 4058          Town: Basel          Country: Switzerland          Telephone (home): 061 123 45 67          Mobile phone: 079 123 45 67          P.O. box address: None</p> <p><input checked="" type="checkbox"/> I have read and accept the General Terms and Conditions.          Click on "Complete" to receive a "Swiss Post Login" account. Please always log on using these details in future.</p> <p>Buttons: Back, Cancel, Complete</p>	<p><b>Step B7</b></p> <p>Accept the General Terms and Conditions (GTC) and click on <b>Finish</b>.</p> <p><b>If you have not made any changes, proceed to Step 10.</b></p>
<p><b>"Swiss Post Login" activation</b></p> <p>E-mail activation code: <input type="text"/></p> <p>Buttons: Skip, Activate</p>	<p><b>Step B8</b></p> <p>If you have made some changes an e-mail activation code will be sent to you. Enter this code here and click on <b>Activate</b>.</p> <p>You can access the online services for a period of five days without needing an activation code by clicking on <b>Skip</b>.</p>

Print Screen	Description
 <p>The screenshot shows the Swiss Post website interface. At the top right, a user menu is visible with the following options: 'Anmelden', 'Guthaben', 'CHF 0.00', 'Mein Profil', 'Körbe laden', and 'Logout'. A red arrow points to the 'Anmelden' button. The main content area displays various product categories like 'Shops', 'New products', and 'Top products'.</p>	<p><b>Step B9</b></p> <p>It may take some time for your data to be transferred, so we would ask you to be patient.</p> <p>If you see a blue field at the top right with your name in it, then you have successfully registered for the new «Login Swiss Post».</p> <p><b>IMPORTANT:</b> Please note that after the data have been merged, only the <b>e-mail address</b> entered and the <b>password</b> you just chose can be used for logging on purposes. You will no longer need your old Shop username in the future.</p>
 <p>This screenshot is identical to the previous one, but the red arrow now points to the 'Logout' button in the user menu at the top right.</p>	<p><b>Step B10</b></p> <p>If you would like to quit the service, click on <b>Logout</b> in the blue box at the top right.</p>

## Part C: Login after conversion

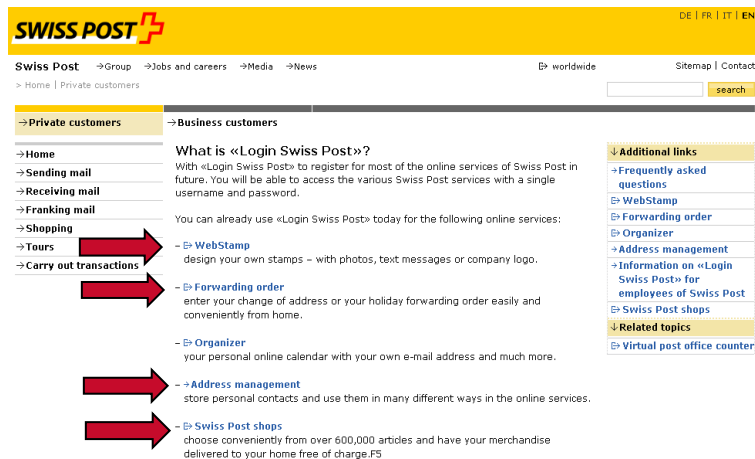
### Print Screen

### Description



#### Step C1: Login

If you would like to log in again, go to **www.swisspost.ch** and click on **«Login Swiss Post»** at the top right.


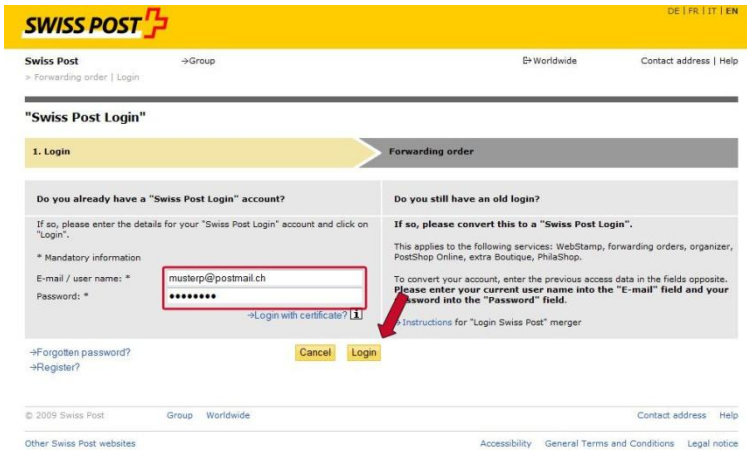


#### Step C2

Select the service you would like to use. The following services are currently available to you:

- **Swiss Post shops**  
Choose conveniently from over 600,000 articles and have your merchandise delivered to your home free of charge.
- **WebStamp**  
Design and print your own stamps
- **Forwarding Order**  
Enter a forwarding order or change of address.
- **Organizer\***
- **Address management**  
Save and manage personal contact addresses.

\*Attention: A migration for the Organizer is no longer possible.

Print Screen	Description
	<p><b>Step C3</b> Click on <b>Login</b> at the top right for the relevant application.</p> <p>You can also create a bookmark (favourite) for this page so that you can return directly to this login page at a later date.</p>
	<p><b>Step C4</b> Enter your <b>e-mail address</b> and <b>password</b> and click on <b>Login</b>.</p> <p>You will then be forwarded to the requested service.</p>

**Publisher and information point:**

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