Instructions for sending parcels

December 2025

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1 Introduction

1.1 For whom is this manual intended?

These instructions are intended for all customers who send parcels and express items with Swiss Post.

Following these instructions will help ensure that barcodes and addresses are automatically read, enabling delays to be avoided.

1.2 What do these instructions contain?

These instructions describe the basis for
– optimal packaging,
– optimal addressing,
– optimal dispatch preparation of your shipments.

1.3 Validity

These instructions are valid from December 2025. They replace all previous versions.

Swiss Post may make changes to reflect additions or adjustments to the services it offers.

We have marked all new sections to content with a line at the margin.

1.4 Guided tours

Would you and your association, company or friends like to discover what happens in a parcel center or post letter center? You're welcome to join us on an exciting tour.

Registration:
www.swisspost.ch/about-us/profile/guided-tours

1.5 Contacts

For dangerous goods
dangerous.goods@swisspost.ch
www.swisspost.ch/dangerousgoods

Customer Service
Post CH Ltd
Swiss Post Contact Center
Wankdorfallee 4
3030 Berne

Phone 0848 888 888
(CHF 0.08/min. from landline phones within Switzerland)
www.swisspost.ch/contact

2 Important information

With the correct addressing, your parcel will arrive at its destination without delays or additional costs. To ensure that your parcel arrives intact, you must package your consignment with sufficient padding and sturdy materials. You must also fasten your parcel properly and affix the address correctly.

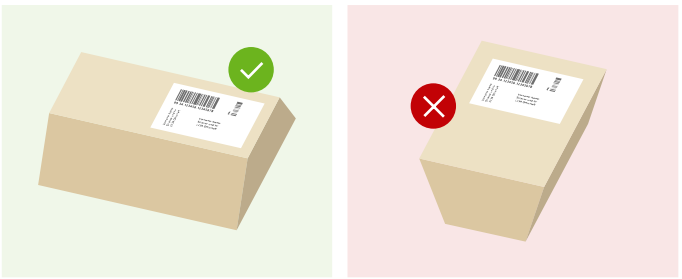
2.1 Addressing parcels correctly

Here's how to ensure your parcels arrive on time
Detailed information on addressing is described in section 4 of these instructions.

The most important features of addressing:
- Correct, valid address
- Optical and technical readability guaranteed
- Technical specifications for barcodes have been fulfilled (see also the instructions for Barcode for Business Customers)
- Adherence to address layout requirements
  - Maximum contrast; black on white
  - Contrast not negative
  - Typeface/type size
  - Address structure
- Information that is not related to the recipient address (e.g. customer no.) belongs in the sender area
- Add coloured stickers to Swiss-Express "Moon" and SameDay labels that are printed in black and white

Place the label on the largest side of the parcel to the bottom right, along the length of the consignment.

For trapezoidal packaging, stick the labels on the side opposite the largest surface.



The label must be affixed so that it is exposed, i.e. it must not be covered by adhesive tape or other elements.

Remove old labels with barcodes from the packaging, if applicable; also applies to the reverse side and other packaging surfaces.

The full address must be affixed to the same horizontal surface. It may not extend over more than one surface.

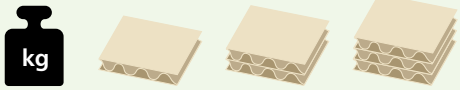
The label must be affixed smoothly.

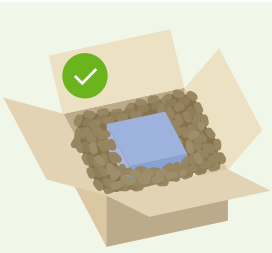
The label must not become detached. Make sure that the adhesion is secure.

2.2 Packaging parcels correctly

Here's how to ensure your parcels arrive undamaged
Detailed information on packaging is described in section 3 of these instructions.

Select packaging that is intact and appropriate for the contents and weight.





It is advisable to use sturdy, box-shaped packaging that is flat and does not overturn easily.

If you reuse packaging, remove all old barcodes and labels; also applies to the reverse side and other packaging surfaces.

Avoid dark packaging, and choose light opaque colours such as brown or natural. Wrap your parcel in wrapping paper if necessary.

Shipping envelopes and bags are permitted as long as they are stable, lie flat and meet all requirements.

Ensure that you pad your goods well, so that they do not move around or get damaged if they fall. It is best to use separate padding for each item. The padding should protect the contents by a width of around 3 cm on all sides.

Check that containers and bottles with liquid contents are closed properly to ensure that they cannot accidentally leak.

Advice for delicate goods

Labels such as “Fragile” or “Caution” have no influence on the processing procedure. Use the “Fragile” value-added service with corresponding labelling for delicate, fragile goods.

Use edge protectors for exposed areas.

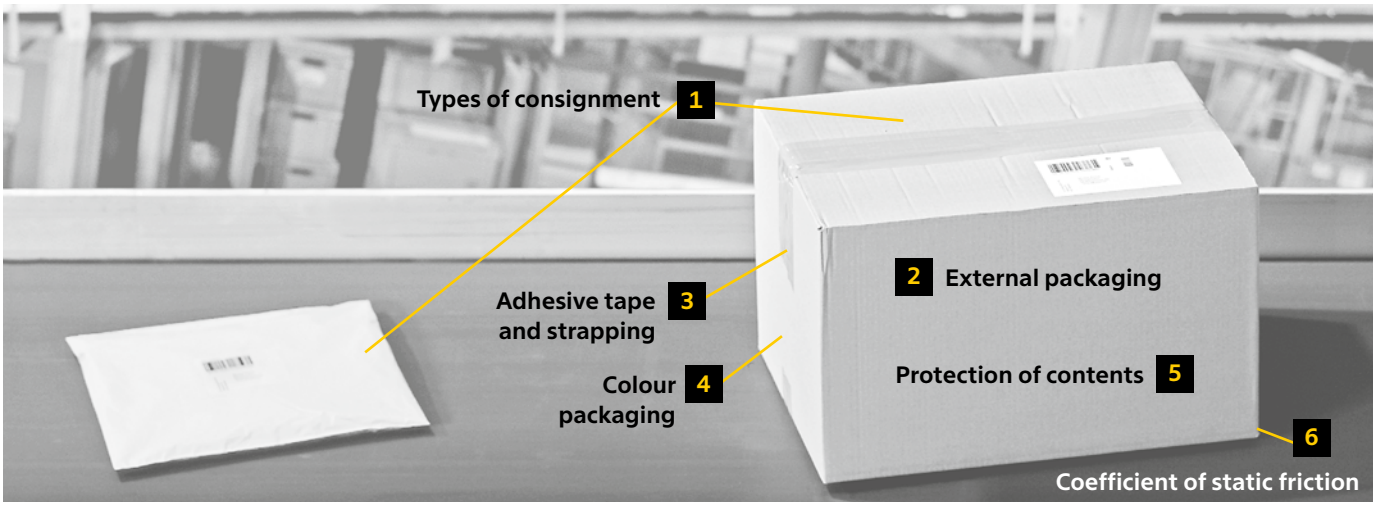
Fasten your parcel using light, transparent and unprinted adhesive tape. Avoid paper adhesive tape, as it can easily become detached.

Avoid sticking adhesive tape over the address or the barcode, even transparent adhesive tape.

Ensure that the parcel is fastened securely and cannot open if it gets knocked.

Do not use string and printed adhesive tape.

3 Packaging
Recommendations and requirements

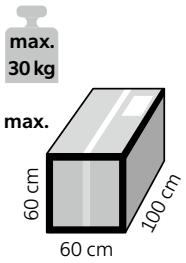


3.1 Types of consignment 1

We differentiate between three different types of consignment:
– standard consignments
– consignments with manual processing (MAN)
– bulky consignments (bulky goods, BG)

3.1.1 Standard consignments

Standard consignments are rectangular. The surface must not be wavy and not sloping (at most 5° for the display surface).



Minimum dimensions (recommended)

Thickness	1 cm
Weight	100 g
Format	10.5 × 14.8 cm (A6)

Maximum dimensions

Weight	30 kg
Format	60 × 60 × 100 cm

Minimum dimensions
Consignments below the minimum dimensions may also be processed. Recommendation: Please take the minimum dimensions into consideration. This allows consignments can be processed at our facilities automatically, carefully and without the use of additional equipment.

Maximum dimensions
Post CH Ltd shall levy a surcharge for parcels with weights or dimensions differing from those of standard parcels and bulky goods. The current surcharges can be found at www.swisspost.ch/surcharges-business-parcels. Post CH Ltd reserves the right to limit the range of services offered for such consignments.

Standard consignments over 30 kg or consignments which exceed the bulky goods dimensions must be sent via the small consignments channel.

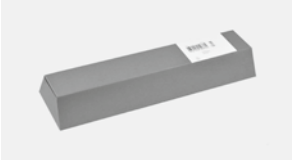
Examples

Standard
Rectangular standard consignment with light packaging colour and without motif prints on the surface.

Reusable container
Example Dispobox: Swiss Post's reusable container from impact-resistant plastic is available in different sizes. Ordering and conditions can be found at www.swisspost.ch/dispobox.

Shipping bags
Clothing and similarly light or non-impact-sensitive items up to 2 kg may be sent in **non-transparent** bags. The contents should be flat. If you intend to use shipping bags, our competence center (CC) and customer advisors will be happy to advise you on packaging and addressing quality.

Padded envelope



Trapezoidal package
Address above

Laundry bag MIL

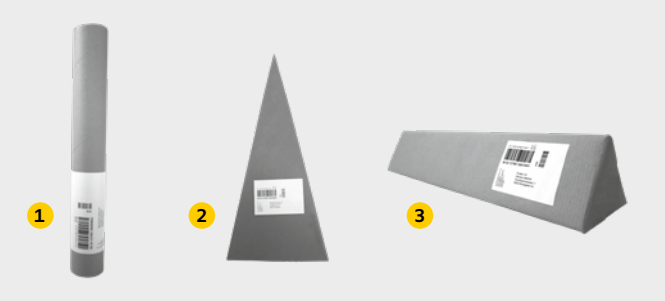
3.1.2 Consignments with manual processing (MAN)

Despite having standard dimensions, certain consignments are unable to be sorted by machine. They require manual processing if they have the following characteristics:
– dark or reflective packaging*
– special packaging*
– certain packaging materials*
– certain placement of the address and consignment barcode (upright addressed items)
– consignments with external decorations, bows, etc.*
– parcels with wavy or sloping surface (more than 5° from the base)

* These types of consignment can impede the sorting process or damage other consignments.

Consignments with manual processing incur supplementary charges. Examples:

Non-rectangular consignments
(e.g. tubes, triangles, rings, pyramids)

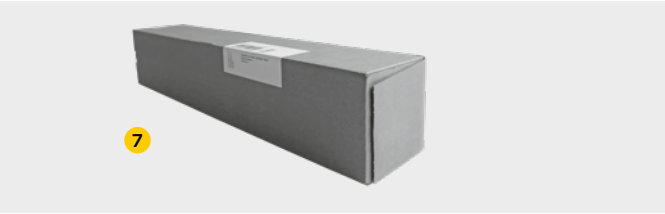


1 Rolls including cans up to 100 cm in 1 dimension
2 Pyramids up to 100 cm in 1 dimension
3 Triangular packages up to 100 cm in 1 dimension and parcels, whose address labels with barcodes can no longer be read automatically by the system because of wavy surfaces or a surface slant of more than 5° on the display surface.

Unsuitable or hazardous shipping case materials

4 Wood
5 Metal
6 Leather

Address placement



7 Consignment barcodes and recipient details not on the same surface.

3.1.3 Bulky consignments (SP)

Consignments which exceed the maximum dimensions for standard items, are unpacked or sent with a special tag are deemed to be bulky goods.

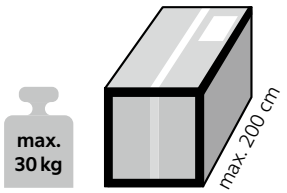
Ineligible unpacked consignments
Certain goods may not under any circumstances be handed to Swiss Post for transport without packaging due to the risk of injury, soiling, damage or loss. Such consignments must be fully packaged, e.g. in cardboard boxes, shipping boxes or suitable bags. These are explicitly:
– Dirty objects (dust, oil, soil, sticky, etc.)
– Bicycles, wheelbarrows
– General sports equipment such as skis, hockey sticks, dumbbells
– Pointed or sharp objects such as cutting devices or wire fencing; it is not sufficient to protect just the blades or points.
– Objects sent without packaging that are not fixed in their form, such as unbundled ladders, loose cables/hoses, individual glass or PET bottles (empty or full), etc.
– Open plants
– Filled harasses and boxes without a lid, even if protected with foil
– Joke consignments: please use common sense. Think about the impact along the entire transport route

But they require packaging when:
– the goods need to be protected (liability can be declined for scratches and dents on unpackaged objects)
– there is a risk of injury.
– The legal conformity of the consignment's design must always be ensured, e.g. by using extra wrapping paper to cover images that are offensive or subject to laws on the protection of young people.

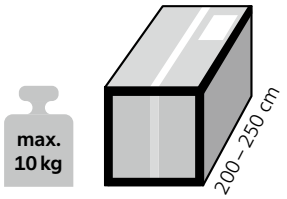
In case of uncertainty, contact the CC packaging & address quality, which decides in conclusion.

Bulky goods include
Consignments over 100 cm in length or with 2 dimensions greater than 60 cm.

Maximum dimensions for bulky goods



Weight	max. 30 kg
Length	max. 200 cm
Girth	max. 400 cm*



Weight	max. 10 kg
Length	200 – 250 cm
Girth	max. 400 cm*

*(2× height + 2× width + longest side)

8 1 dimension over 100 cm
9 2 dimensions over 60 cm
10 Consignments with address label
11 Unpackaged or lightly packaged items (e.g. items wrapped in film) such as tyres, canisters, sports and travel bags, all types of suitcases with or without wheels, handles or other external grips, ring-shaped consignments

3.1.4 Dangerous goods

Dangerous goods include items that have one or more dangers (e.g. flammable, corrosive, infectious, poisonous, pressurized, explosive). The sender is responsible for correctly declaring dangerous goods.

Certain dangerous goods may not be dispatched via the parcel channel because they could harm humans and the environment. These include shipments with radioactive content, explosives or dangerous goods in large quantities.
For example:
– Car batteries that are not leak-proof
– Defective lithium batteries
– E-bike batteries
– Fireworks, table bombs
– Radioactive substances
– Gas cylinders

This list is not exhaustive.

The goods that may be transported via the letter and/or parcel channel are set out in the Dangerous goods manual (find out more at www.swisspost.ch/dangerousgoods). Dangerous goods that may not be transported via the letter or parcel channel can be transported with our small consignment logistics if necessary.

Certain dangerous goods may however be sent via the parcel channel according to law, provided the established quantity limits depending on the respective substance and shipment are observed and the packaging requirements are fulfilled. In accordance with the provisions, such consignments must also be marked on the outside as dangerous goods "LQ" (limited quantities) and must be franked with the LQ value-added service barcode. This labelling allows you to send permitted dangerous goods in the appropriate quantity and correctly packaged as a parcel.

Information on permitted quantities, the correct packaging and declaration can be found online at "Dangerous goods within Switzerland and Liechtenstein" or in the "Dangerous goods manual – Guidelines for shipping with Swiss Post". Here you will find information on the permitted and prohibited dangerous goods, as well as instructions on the packaging and labelling requirements for the various permitted dangerous goods that can be sent via the letter and/or parcel channel.

More information
– In addition to the dangerous goods regulations, we recommend when shipping paint tins that you use absorbent granules or stuffing material between the outer packaging and the tin.
– Also ensure there is sufficient padding (see also section "3.6 Content protection").
– For packaging with a snap fastener – such as Dispobox – an additional fastener is required, such as Strapex bands.

3.1.5 VinoLog

VinoLog is a logistics solution that was specially developed for wine merchants, wine growers/producers, wine importers and wine shops. VinoLog involves the separate, careful processing, including transport and fine distribution of consignments in the original packaging with bottles of 0.5 l, 0.75 l, 1.0 l and 1.5 l with weights up to 30 kg.

Information sheet "Vinolog-Requirements for posting and safe shipment" (German version)

More detailed information is available at
www.swisspost.ch/vinolog

3.1.6 PostPac Promo

The service is intended for business customers looking for a high-volume, cost-effective option for sending non-urgent consignments posted at the same time for promotional/advertising purposes within Switzerland (e.g. heavy catalogues, company gifts, 3-dimensional promotional mailing).

The volume per shipment must consist of at least 500 consignments and the promotional/advertising parcels posted must all be of the same dimensions and the same weight, have the same sender and the same contents, and be suitable for automatic sorting. To be absolutely sure, a packaging sample must be checked by the Competence Center (CC) for Packaging and Address Quality.

Especially for printed matter mailed as PostPac Promo, it is necessary to ensure that the packaging (film, cover, etc.) is suitable for automatic sorting; this means that the address can be recognized by automatic systems without any problems and that the consignment does not come apart during processing. In particular, this means:
– The film must be transparent and stretched on tightly, but without bending the consignment.
– The opacity of the address label with integrated barcode must be at least 0.90 percent (DIN 53 146, ISO 1831).
– The film must be applied in such a way that it does not rip apart, form folds or allow the seams to open.
– The seams may not be placed above the address or barcodes. This will prevent excessive rippling.
– The address sheet under the shrink-wrap must meet the addressing requirements (more detailed information in the "Barcodes for business customers" instructions).
– PostPac Promo printed matter must be at least 1 cm thick and weigh at least 1 kg.

More detailed information is avaliable at
www.swisspost.ch/postpacpromo

3.2 External packaging 2

For external packaging, reusable or disposable packaging, e.g. corrugated cardboard, is appropriate.

Concerning cardboard strength, we recommend:
up to 2 kg: E-Wave (single wave; 1.5 mm)
up to 5 kg: B-Wave (single wave; 3 mm)
up to 10 kg: C-Wave (single wave; 4 mm)
up to 20 kg: EB (double wave; 4.5 mm)
up to 30 kg: CB (double wave; 7 mm)

If the original packaging corresponds to the sales packaging in the store, then this must also be packed in an additional shipping carton for protection. Swiss Post is liable only if it accepts that the packaging was sufficient to protect the contents adequately and effectively against theft or damage.

Hints
- Transparent film is not a substitute for the protection of a secure outer packaging.
- The use of grey board is not recommended because of inadequate protection.
- When used packaging is being used again, remove all old address labels, consignment barcodes, and barcodes for basic/value-added services and delivery instructions.

Tip
The PostPac packaging from Swiss Post is highly suitable for shipping. If something more robust is required, we recommend business customers use our Dispoboxes, the sturdy reusable containers. Additional packaging options are available from various packaging suppliers.

3.3 Reusable container – reusable packaging

A **reusable container** refers to a container that is designed in such a way that it can withstand as many usage cycles as possible, mainly due to cost and environmental considerations, without losing stability and usability.

Reusable packaging is packaging material that is returned by the recipient and can be used again after cleaning by an external partner.

Dispobox – Durable and ecological reusable packaging
As a customer with a franking licence, you can use a Dispobox – packaging made from durable plastic – to ensure ecological and protected shipping of your goods. Thanks to the different sizes, you have the right packaging for any shipping item. www.swisspost.ch/dispobox

ThermoCare Box
With the ThermoCare Ambient or ThermoCare Cold shipping solution, you as a customer with a billing relationship (franking licence) can transport your medicines to your recipients in compliance with GDP. The ThermoCare Box enables goods to be shipped in the temperature ranges 15-25 degrees and 2-8 degrees.
The ThermoCare solution is fully qualified and has been certified by the independent external body DQS.
www.swisspost.ch/thermocare

Custom reusable packaging
Custom reusable packaging has the advantage that it causes less waste than disposable packaging and can be used over and over again. On the other hand, it should be noted that return, storage, cleaning and maintenance entails additional costs. Plastic crates or bags with a snap fastener, which can be sealed if necessary, are suitable as reusable packaging.

When selecting suitable reusable packaging, special attention should be paid to protecting the contents and sealing the packaging. The consignment contents must survive rollovers and falls in freefall of around 1 m without damage and the reusable packaging must not open during transportation. As a rule, all the requirements set out in this section shall be observed mutatis mutandis.

A return label must be provided to the recipient. With the GAS value-added service you save the recipient costs. With the delivery instruction “Deliver contents; take back box”, the mail carrier will directly take the empty packaging back with them.

If you are interested in using multiple packaging, please get in touch with your direct contact person at Swiss Post.

3.4 Adhesive tape and strapping 3

Adhesive tape allows lighter parcels and express items to be sealed quickly and easily. Simply seal the open sides and strengthen the weak spots.

Bright, transparent and blank adhesive tape is permitted. They allow the correct address to be read more easily and help to prevent delays.

Adhesive tape and strapping must not be attached over barcodes or addresses. The same applies for transparent film or adhesive tape, because their reflective properties prevent the address from being read correctly. This excludes document pouches.

3.5 Packaging colour 4

Bright, **non-transparent** packaging colours (in brown or nature) are ideal, without motif prints on the parcel surface. The contrast with the black conveyor belt helps the address reading system to identify the shape of the consignment.

3.6 Content protection 5

– To ensure that your goods are optimally protected, enough space must be left for cushioning material.
– For loose, fragile or sensitive goods, or for multiple goods, we recommend cushioning or internal packaging at least 3 cm thick, which protects the contents, e.g. with air-cushioning and similar.
– We recommend additional protection with sufficient cushioning between individual items.
– Use sufficient cushioning for Dispoboxes or other reusable containers.

Tip to test whether the inner packaging protects the shipment item: shake the parcel after inserting the cushioning. If the contents still move, you need more cushioning.

Tips for secure packaging
– Always adapt the packaging to the contents.
– The packaging should be big enough to completely surround the contents.
– Original packaging may be suitable for Swiss Post packaging, but must be covered with packing paper so the (potentially valuable) contents cannot be identified.
– A repackaging of the original packaging is also advisable because in the event of a return (e.g. undeliverable), additional postal labels will be used on the packaging for the return.
– Reflective, colourful or patterned original packaging may delay the automatic coding, which can lead to delays.
– Protect monitors and screens particularly well, with cardboard or other suitable material.
– With containers (plastic buckets, paint tubs etc.), please ensure they are securely sealed. They must not come loose under the influence of pressure during processing.
– Use edge protection for exposed spots.
– Protect consignments with bottles or other glassware with particularly good cushioning; leaking liquids can damage other parcels too.
– For big wine merchants, wine growers, winemakers and wine importers, shipping with the “VinoLog” option is possible. There are special requirements for packaging wine.
– Make sure you package even defective units or items well.
– Be on the safe side in your packaging. Have your packaging examined by our packaging and address quality competence center (CC). Our customer advisors will be pleased to assist you.

3.7 Static friction coefficient 6

Packages made from uncoated corrugated cardboard (in brown or nature) are generally fine. For synthetic packaging, the static friction coefficient should be between tgμ 0.3 and 0.6. Please have these packages examined by the packaging and address quality competence center (CC). Our customer advisors will be pleased to assist you.

High static friction coefficient: Consignments stay stuck to the slide and may be sorted incorrectly.

Low static friction coefficient: Consignments slide too quickly and can become damaged or damage other consignments.

For consignments that cause additional processing Swiss Post may impose a surcharge (source: general terms and conditions “Postal Services” for business customers).

3.8 Multiple parcels

If multiple items are bundled together by the sender into a single consignment, Swiss Post reserves the right to invoice the sender for additional expenses incurred in processing and transport. Bundled consignments are considered as a single consignment for the purposes of liability. Swiss Post is also not liable for losses or damages if parcels are lost or damaged during processing or transportation or as a result of straps that have come loose.

3.9 Ineligible consignments

In addition to the prohibition on dangerous goods, it is forbidden to mail any goods that could cause disruption to postal operations, injury to persons or damage to other consignments. In particular, this includes consignments with the following features (non-exhaustive list):
– open consignments (e.g. gift basket)
– consignments with a strong, unpleasant odour
– magnetic consignments
– sticky or extremely dirty consignments
– consignments that are wet or leaking fluid
– loaded weapons
– unprotected blades

In case of uncertainty, or if the consignment has distinctive features that are not listed, a final decision will be taken by the Packaging and Address Quality Competence Center.

4 Correct addressing

Private and business customers must drop off their parcel consignments with new addresses and remove old barcode labels that are no longer valid for basic and value-added services and postal prepayment impressions (e.g. intelligent franking system IFS). For example, return consignments that have an arrow pointing at the sender address are not permitted; they must have a new address label.

Swiss Post uses state-of-the-art processing equipment for sending consignments. The automation of the procedures requires a degree of standardization of the address layouts. It runs smoothly when the address format corresponds to the specifications and the address details are correct. That way, addresses can be read automatically and delays or returns can be avoided.

If you produce your address labels in the "My Post" customer portal via the "Domestic parcel labels" online service, the specifications of Swiss Post concerning font and format will be met automatically.

4.1 Properties of address labels

Address labels must have a paper weight of at least 80 g/m^2, they must not be reflective and must also be stuck on across their entire surface. The information printed on them must have an optimal level of contrast (ideally black print on a white label) and must not smudge.

4.2 Formal specifications

- At least three, at most six lines
- Addressing always longitudinal to the consignment
- No spaces between the lines of the address
- The address lines must be flush left
- Neither the postcode nor the location may be underscored or crossed out
- Do not put the country code for domestic consignments
- Empty space of at least 1 cm of text at the edges of the label

4.3 Recipient address

A correct postal recipient address contains:
- Clear recipient details with full company name, last name and first name (avoid risk of having them mixed up)
- Penultimate line: the complete, official street name and the correct house number, **no P.O. Box addressing**
- Bottom line: the correct postcode for the domicile address and the complete town name (for domestic consignments without country code)
- Consignments with delivery instructions may not be sent to poste restante, PickPost and My Post 24 addresses.

4.4 Correct postcode (PLZ)

The correct postcode of the domicile address can be found in the "My Post" customer portal via the "Search for postcode" online service.

4.5 Sender's address

Preferably, provide the sender's address vertically. The sender's address must be provided to the left of the recipient's address (distance between sender and recipient address min. 10 mm). Horizontal sender's addresses should not be placed beneath the recipient's address. For business customers with their own franking licence, sender details are not obligatory.

4.6 Sender logo

If you wish to integrate your company logo into the address label, please ensure that it is positioned on the left-hand side of the label, to the left of the sender. In addition, logos should not contain any block letters or numbers. This will prevent unintentional errors with the coding, which could cause misrouting and delays. As far as relevant, these specifications also apply to logos on packaging.

4.7 Consignment barcode

Each parcel is provided with a consignment barcode. It contains details about the sender as well as the consignment number and helps to identify the consignment. The consignment barcode number may be used within two months only for one consignment. The consignment barcode offers complete service transparency, allows for consignment tracking, and is the basis for invoicing and any investigations. The consignment barcode plays a crucial role in automatic sorting. Consignment and value-added service barcodes, but also the complete address labels with consignment and value-added service barcodes may be generated via the "Domestic parcel labels" online service.

Don't want to generate the barcodes yourself? Then simply order them via the "Order barcodes & shipping labels" online service.

Business customers who want to generate addresses with integrated barcodes themselves can find more detailed information in the "Barcodes for business customers" instructions. Please contact your customer advisor if you have any further questions.

4.8 Intended service combinations

Please take note of the Swiss Post guidelines concerning the intended combinations in Appendix 1 of the "Barcodes for business customers" instructions. If you have further questions, please contact your customer advisor.

4.9 Customer-specific consignment barcode

Customer specific consignment barcodes – whether integrated into the shipping address or placed on the surface of the consignment – must not have the same coding scheme as the labelling barcode of the basic services, value-added services, delivery instructions or Logistics Services solutions. Additionally, the content of a customer-specific labelling barcode must not display a coding scheme that Swiss Post uses for its internal consignment processing.

If you would like to use barcodes with separate values on the surface of the consignment, then 4- or 18-digit codes must be avoided. In case of doubt, please contact your customer advisor.

4.10 Font guidelines

- **No** use of blackletter typefaces, italic fonts, ornate letterings or negative fonts.
- Desirable fonts: Sans serif such as Frutiger, Arial, Helvetica, Univers etc.
- Proportional fonts can only then be processed by machine when the original type fonts are neither undercut nor spaced (pulled apart).
- Use a laser or inkjet printer. Matrix printers (Inkjet) are permitted only if they meet certain requirements (at least 300–600 dpi). Get some advice.
- Write handwritten addresses in capital letters, without the individual letters touching one another (individual adhesive-label addresses for handwritten addresses are available for free from all post offices).

4.11 Font specifications

- Font size for capital letters min. 3 mm, max. 4 mm
- Uniform leading (also between street name and the postcode/town line).

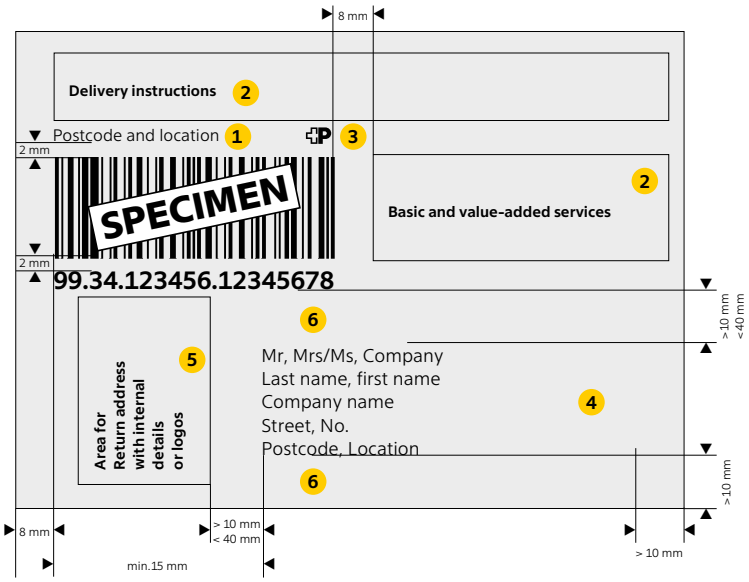
4.12 Format

In case you do not choose the optimal white address or coding/franking zone, you may use the following backgrounds on the basis of the Euro colour scale of four colour printing:

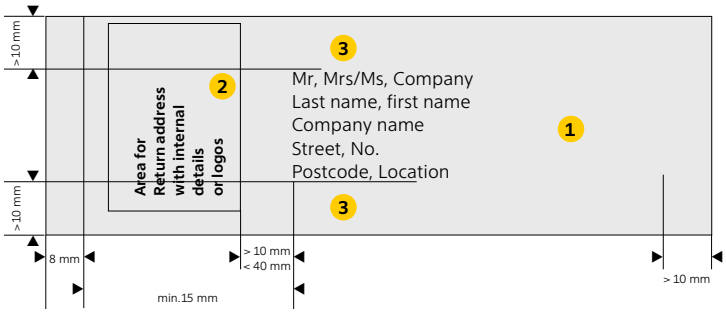
Colour	Proportion
Cyan	0 – 20%
Magenta	0 – 20%
Yellow	0 – 20%
Black	0 –10%

When using different colours, the cumulative colour proportion must not exceed 20%. Franking, addressing and coding zones must not include patterns and colour gradients and must be monochrome.

Details concerning the address label with integrated consignment barcode can be found in the "Barcodes for business customers" instructions.



1. Postcode and location of the acceptance point: above the barcode, flush left
2. Zones for the names of basic and value-added services as well as for delivery instructions (where necessary). If delivery instructions are required, you can find detailed information in the "Barcodes for business customers" instructions.
3. Details of logistics service provider: obligatory in accordance with Postal Services Act, Article 9 "Obligation to provide information"
4. Recipient address
5. Zone for sender and customer details
6. In these "quiet" zones, no additional information may be provided; this applies especially for the zone between the barcodes and the address. Under the address too – and 1 cm outside the "quiet" zone – no internal details may be provided.



1. Recipient address
2. Zone for sender and customer details
3. In these “quiet” zones, no additional information may be provided; this applies especially for the zone between the barcodes and the address. Under the address too – and 1 cm outside the “quiet” zone – no internal details may be provided.

Important
Care should be taken to ensure that the recipient address is at least 10 mm, max. 40 mm below the consignment barcode. No further information may be located between the consignment barcode and the recipient address, particularly no sender information. The left edge of the consignment barcode must be positioned at least 15 mm away from the left edge of the recipient address.

4.13 Address placement

Address labels below and to the right on the biggest surface. Remove old address labels and consignment barcodes. Upright addressed items must be processed manually and therefore incur supplementary charges (see section 3.1.2).

With trapezoidal packages in the form of a truncated pyramid, put address labels and consignment barcodes on the side opposite the biggest surface. Consignment barcode to the left of the address, value-added service barcode to the right of the address. Address and consignment barcode must be placed entirely on the same horizontal surface.

Tips for return labels
If you would like to provide recipients with a return address or a business reply address label, please note that this label must be at least as big or bigger than the original address label. That way, the old, no longer valid consignment information will be completely covered, and misunderstandings and misinterpretations in processing at the parcel channel can be avoided. It is also advisable that the recipients of return labels remove all old address labels and barcodes from the package for the return shipment.

4.14 Film, address envelopes, and document pockets

Consignments and addresses without envelopes and without film are the easiest to process. Please take note of the accepted static friction coefficient in accordance with 3.7.

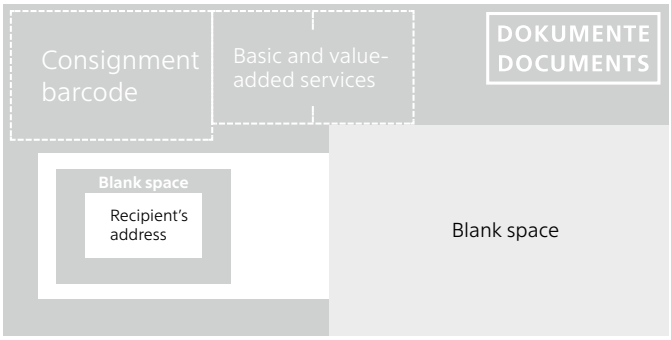
Should envelopes or films be used, slightly matt materials are suitable. Shrivelled, coloured and black materials are not appropriate. Optical legibility must not be impaired by shadows in the background of the address field.

Important: address envelopes and document pockets made of biodegradable materials are not always suitable for shipping. Swiss Post's automatic scanning systems are unable to recognize information (barcodes and addresses) through slightly opaque film. A manual surcharge is therefore charged.

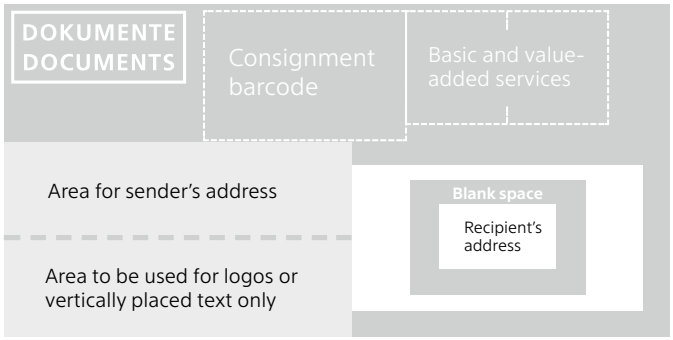
If you have any doubts about using environmentally friendly material, you can contact the Packaging and Address Quality Competence Center beforehand. Our customer advisors will be pleased to assist you.

The address underneath and the consignment barcode must be legible and designed in accordance with the applicable requirements, in particular the quiet zones as described in section 4.12. The print contrast PCS (opacity = relation between bright and dark values) behind the film must be at least 75%.Please ensure that document pouches are smooth and flat and do not contain air.

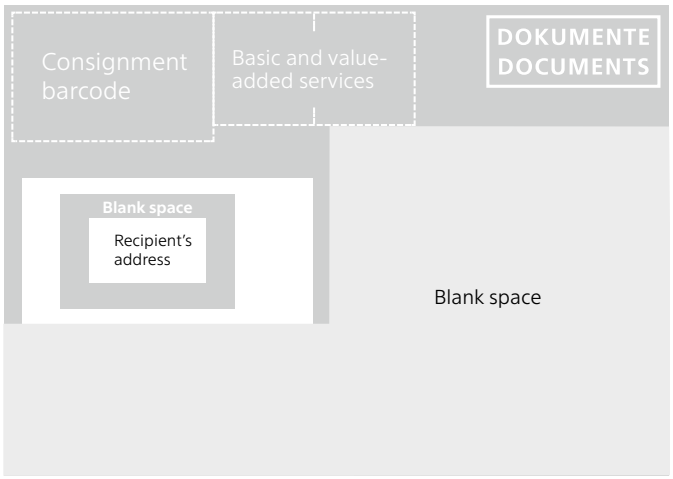
Document pockets are available in the Postshop (www.postshop.ch) or in most stationery shops.



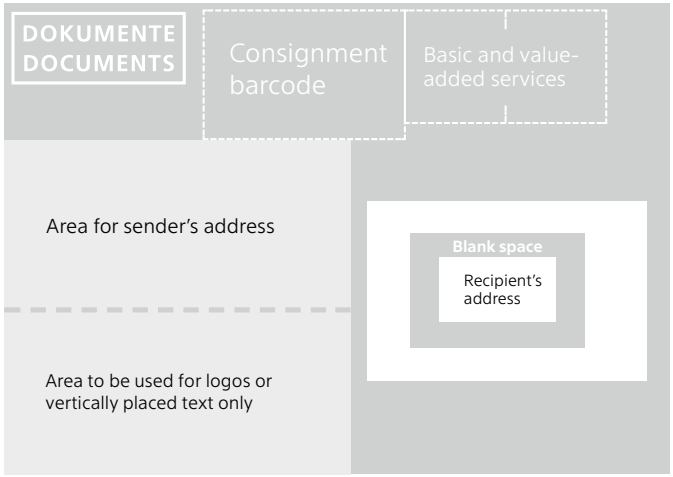
Document pouch C6/5, address field left.



Document pouch C6/5, address field right.



Document pouch C5, address field left.



Document pouch C5, address field right.

5 Collections

5.1 General

Would you like to gain time by saving yourself a trip to the post office? Upon request, Swiss Post collects all your mail items (letters, parcels, express items and international consignments) from you.

More detailed information is available at www.swisspost.ch/collection.

Acceptance of additional volumes
For additional volumes at regular collections or for requesting collections according to need, you can contact us free of charge at 0800 825 800 or via online service “Order collection upon request”, www.swisspost.ch/collection.

Additional expense
Additional expenses for non-compliant loading of the containers may be invoiced.

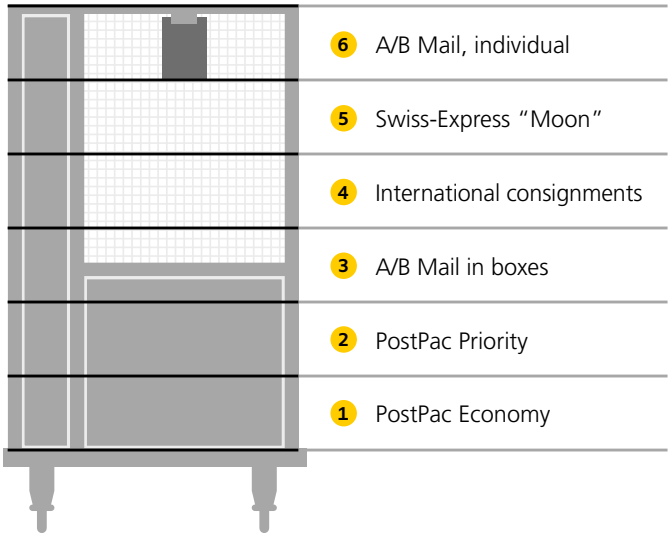
5.2 Loading

- The transport containers must never be loaded above the top edge.
- For ergonomic reasons, the maximum payload is 500 kg, even if more is permitted according to the type plate.
- Euro-pallets and outer cartons may be loaded up to a maximum height of 180 cm, and up to a maximum of 500 kg.

5.3 Loading sequence

PRI and ECO parcels must always be separated into different, unmixed containers. Prepare the consignments in separate Rollboxes and use a maximum of one Rollbox for mixed loading.

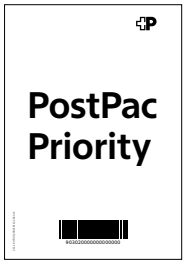
The following loading sequence must be observed for Rollboxes with mixed contents:



5.4 Addresses for Rollboxes

Rollboxes with mixed contents have a red triage address. Rollboxes with PostPac Priority have a white PostPac Priority address. Rollboxes with PostPac Economy have a blue PostPac Economy address. Addresses are available from the online service “Order forms and brochures” (DocuCenter) or via www.swisspost.ch/docucenter.

Red label for a mixed Rollbox.



White label only for PostPac Priority.

Blue label only for PostPac Economy.

6 Delivery

6.1 Private letter box and parcel box

Swiss Post delivers consignments throughout Switzerland to all permanently inhabited areas: letters and small goods consignments or mailbox-compatible parcels in letter boxes/ mailbox storage compartments, and larger consignments to the front door for single-family homes or apartment buildings.

In addition to a private letter box with a storage compartment, a compliant parcel box can also be fitted for depositing parcels when the recipient is not at home.

6.1.1 Private letter box

Certain specifications regarding location and dimensions must be observed when purchasing and installing a private letter box with a storage compartment. The provisions of the Postal Services Act and the Postal Services Ordinance from 29 August 2012 apply. Please contact Swiss Post customer service before installation so we can help you choose the location of the private letter box.

6.1.2 Parcel box

The purpose of a parcel box is to ensure that parcels that are addressed to a home that are too big for the storage compartment can be delivered securely when the recipient is not at home. This saves you having to make the trip to the branch. Parcel boxes are lockable compartments and are suitable for apartment buildings or building complexes. Parcel boxes can be installed in addition to a private letter box with a storage compartment. As when choosing the location for a private letter box, we also recommend contacting Swiss Post in advance regarding the placement and set-up of an associated parcel box. Important information is provided in the “Letter box” factsheet.

More information
“Letter box” factsheet
www.swisspost.ch/parcel-box

6.2 Recipient services for private customers

Private customers who are registered in “My consignments” and have activated the notification have various options for managing receipt.

With the PickPost and My Post 24 services as direct addressing services, private recipients can address their consignments directly to alternative delivery locations in an online shop and collect them at staffed Swiss Post access points (such as branches and My Post Service points) and at self-service Swiss Post access points (My Post 24 terminals).

More information
www.post.ch/pickpost
www.swisspost.ch/mypost24
www.swisspost.ch/my-consignments

Please contact the Swiss Post Contact Center or your customer advisor if you have any further questions.

7 Online services and additional links

Overview of Swiss Post's online services

www.swisspost.ch/online-services

Packaging

Packing and addressing correctly
www.swisspost.ch/sending-parcels/packaging-and-addressing

Dispobox
www.swisspost.ch/dispobox

ThermoCare
www.swisspost.ch/thermocare

Dangerous goods
www.swisspost.ch/dangerousgoods

VinoLog
www.swisspost.ch/vinolog, Information sheet "Vinolog-Requirements for posting and safe shipment" (German version)

PostPac
www.swisspost.ch/postpac

Addressing

Create shipping labels
www.post.ch/franking-parcels

Order forms and brochures (DocuCenter)
www.swisspost.ch/docucenter

Consignment

"pro clima" shipment
www.swisspost.ch/climate

Surcharges for shipments with overweight
www.swisspost.ch/surcharges-business-parcels

Transport of small consignments: national
www.swisspost.ch/business-solutions/small-consignments-and-transport/domestic-transport-logistics

Delivery

Private letter box and parcel box
www.swisspost.ch/paketboxen

Receiving private parcels
www.post.ch/pickpost
www.swisspost.ch/mypost24
www.swisspost.ch/my-consignments

Data exchange

Digital Commerce API
www.swisspost.ch/digital-commerce/api

Track & Trace
www.swisspost.ch/track-consignments

DataTransfer
www.swisspost.ch/datatransfer

Services

Collection
www.swisspost.ch/collection

Retrieval
Online service "Collect domestic parcels for return", www.swisspost.ch/retrieval

Search for postcode
Online service "Search for postcode", www.swisspost.ch/zipsearch

PostPac Promo
www.swisspost.ch/postpacpromo

Postshop
www.postshop.ch

Instructions

Barcodes for business customers
www.swisspost.ch/barcode-business-customers

3087 en 12.2025 LS

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Logistics Services
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