

URGENT Business

Extra fast international shipping

Are you looking for a reliable courier service to deliver your consignments in as little time as possible to practically any destination in the world? With URGENT Business, the courier service from FedEx Express Swiss Post GmbH, you can benefit from extra fast transport times and attractive prices.

The country-specific delivery times for URGENT Business can be found in the "Delivery times and country zones" factsheet or at www.swisspost.ch/info-int.

Around the globe

Have your urgent consignments sent via URGENT Business to recipients in over 200 countries on all five continents.

The advantages for you

- All-inclusive prices without surcharges
- No surcharges for fuel, security or delivery to remote areas
- No volumetric weight
- Free collection included (excluding zones C/D)
- URGENT Business consignments accepted nationwide at all Swiss Post acceptance points
- Can be shipped as a Multiple Parcel Shipment (MPS)
- Transport and delivery are performed worldwide within the TNT/FedEx network
- Worldwide track and trace
- Invoicing with the usual monthly Swiss Post invoice with a 30-day payment deadline

Delivery guarantee

You can set the latest possible delivery time at a range of destinations for an extra charge.

- Delivery by 9 a.m. in major European cities
- Delivery by 12 noon in major world cities

We offer a money-back guarantee as part of the extra charge for the delivery guarantee.

Track and trace

URGENT Business offers worldwide track and trace. You can check the processing status of your consignment at any time at www.swisspost.ch/trackandtrace or at www.tnt.com (enter consignment number without TT and CH).

Prices

The prices for transport are based on the category (documents or goods) and the destination countries which are further divided into zones. A price calculator and more information can be found at www.swisspost.ch/info-int or in the "Delivery times and country zones" factsheet.

Liability

URGENT Business is a service provided by FedEx Express Swiss Post GmbH. Swiss Post is an exclusive distribution partner. The GTCs of FedEx Express Swiss Post GmbH apply in conjunction with the service descriptions published at www.swisspost.ch. Liability of up to CHF 150 applies to documents and up to max. CHF 500 for goods. You can pay extra to extend liability for goods to CHF 3,000.

Incoterms

Incoterm DDP is also available at an extra charge for payment of customs duty, value added tax and administrative costs as an alternative to invoicing the recipient.

- The recipient normally pays the customs duty, VAT and the administrative costs.
- With DDP (delivered duty paid), you pay the customs duty, VAT and the administrative costs. The invoicing is done by FedEx Express Swiss Post GmbH.

Order placement



You can create the waybill and commercial invoices at www.swisspost.ch using the "Create waybill" (on account) online service. We charge an additional CHF 5 for URGENT Business consignments you send using a manually prepared waybill. Arrange for collections on request or regularly recurring collections with the URGENT customer service team by calling +41 800 45 45 45. Please ensure you have the Swiss Post invoice reference number on hand, which is identical to the URGENT customer number.

Collection from your domicile address

Collection is performed free of charge by FedEx Express Swiss Post GmbH from Monday to Friday (with restrictions in peripheral and mountainous regions).

At present, URGENT Business Import is available for consignments from up to 170 countries. If in doubt, please contact the URGENT customer service team.

This is considered a document

- Anything that is depicted in any form on paper (printed, copied, typed or written by hand)
- No valuable goods
- Maximum weight 5 kg

These are considered goods

- Items that do not meet the definition of a document (e.g. plane tickets, or data media such as CD-ROMs, USB sticks etc.)
- Goods consignments up to 30 kg (posting at the Swiss Post counter)
- Goods consignments up to 500 kg (collection by FedEx Express Swiss Post GmbH) as freight or as a Multiple Parcel Shipment (MPS)

The URGENT customer service department will be pleased to help if you are unsure whether your consignment is a document or contains goods.

Maximum dimensions

- At posting: length 100 cm, width 60 cm, height 70 cm
- Upon collection by FedEx Express Swiss Post GmbH: see table

Please note

Excluded consignments: securities (valuables A), banknotes and precious metals (valuables B), numismatic coins, watches and jewellery (possible in some cases), antiques, works of art, munitions, weapons and animals. Import restrictions in the destination countries apply.

Goods consignments with collection

(no posting at the post office counter)

Maximum weight 500 kg per consignment	Europe*	Other countries
As a Multiple Parcel Shipment (MPS)	Max. 70 kg per parcel	Max. 30 kg per parcel
As a freight consignment	Max. 500 kg per pallet/consignment	As a Multiple Parcel Shipment (MPS) up to max. 30 kg per parcel

Maximum dimensions	Length	Width	Height	Volume
Europe*	240 cm	120 cm	150 cm	3 m ³
Other countries	100 cm	60 cm	70 cm	

Goods consignments must be packaged and stackable.

* This information refers to standard dimensions. Please contact URGENT customer service for information on the current maximum sizes and weights for your destination.

URGENT Business Import

If you use URGENT Business on a contractual basis, you can also use this fast shipping method in the reverse direction. Most countries allow the recipients of imports into Switzerland to assume the transport costs. This practical solution specifically meets the needs of companies in Switzerland with branches and business partners abroad.

Terms and Conditions

- The same prices apply as for exports. Exception: imported consignments that have a higher volumetric weight than the effective weight are invoiced on the basis of the volumetric weight.
- Transport costs of imported consignments are invoiced via the monthly Swiss Post invoice.
- Collections abroad are included in the price.
- Customs duty and VAT are invoiced by FedEx Express Swiss Post GmbH. The same applies for the disbursement fee, import tax customs clearance and the postage charges/papers, if customers do not have an account with the Swiss Federal Customs Administration.

Requirements for URGENT Business Import

- Customers in Switzerland provide the mailer of the consignment abroad with their TNT customer number.
- The sender enters this TNT customer number in the "Invoice to receiver" field on the waybill.
- The TNT customer number matches the invoice reference number (RRN) of Post CH Ltd and has been activated for import by Post CH Ltd.

Order placement

Collections of URGENT Business Import consignments can be requested from abroad using the phone number of the local TNT/FedEx center or in Switzerland by contacting customer service.

Customer service

+41 800 45 45 45 (freephone number) or
urgent.business@swisspost.ch

Requests for quotations and prices

+41 848 454 454 or

A service provided by:

FedEx
Express

SWISS POST 

Post CH Ltd
Logistics Services
Wankdorfallee 4
3030 Berne
Switzerland

www.swisspost.ch/logistics-international
Tel. +41 848 454 454
business.international@swisspost.ch

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