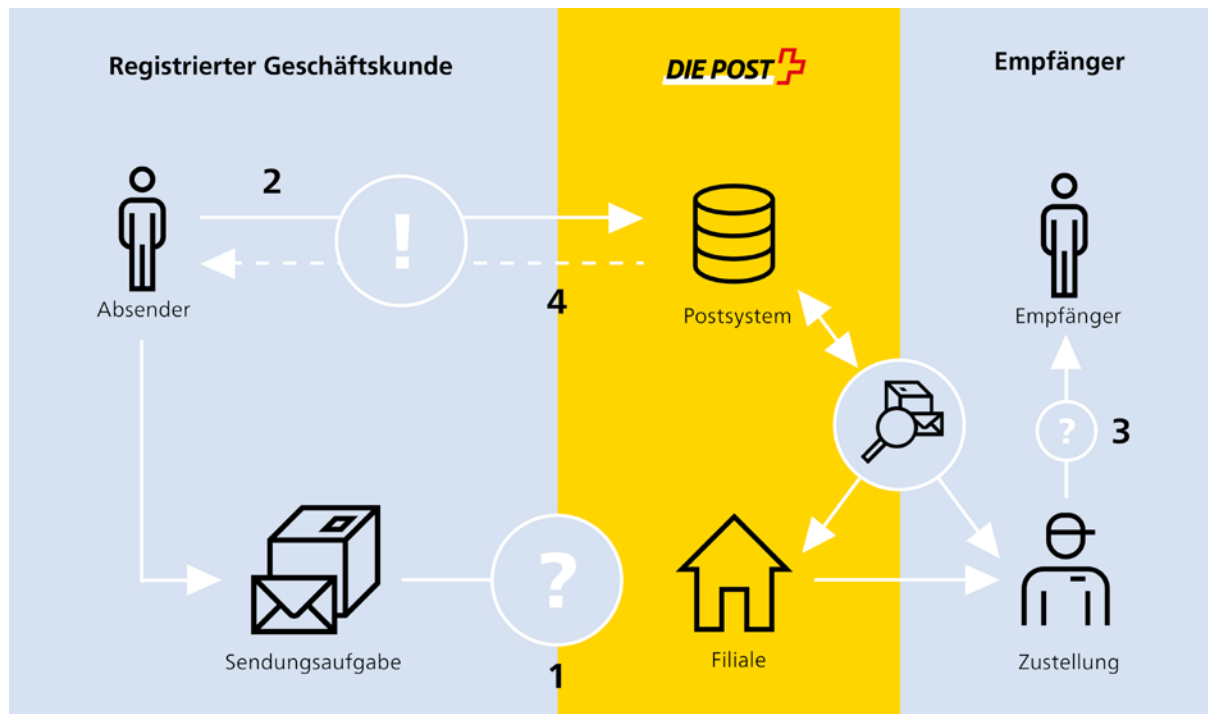


# Enquiries and reactions via DataTransfer

## Instructions for installation and operation

Enquiry and reaction process for letters and parcels with DataTransfer



### Explanation of the new process

1. The consignment's delivery status is unclear
2. Sender sends the enquiry order to Swiss Post
3. Swiss Post carries out the enquiry
4. The result of the enquiry is sent back to the sender (if required)

### Registration

Data exchange between Swiss Post and its administration software is carried out via the electronic interface DataTransfer. You provide the data in XML format via the sedex or SFTP ports. Once you have decided on the type of data transfer, your customer advisor carries out the registration for DataTransfer. If you don't have a personal customer advisor, please send an e-mail to [datatransfer@swisspost.ch](mailto:datatransfer@swisspost.ch) or call us on freephone 0848 789 789.

### Triggering enquiry orders

A separate data file in XML is required for the enquiry order via DataTransfer. In the order, you must also select whether or not you want a response to the enquiry.

### General conditions for enquiries:

- The consignment, part of the consignment or the confirmation of receipt or documentation of the attempt to deliver the consignment is missing
- The content of the consignment must be indicated (code)
- Report data via DataTransfer required (yes/no)
- A physical declaration of receipt is obtained in the event of failure to deliver

### Triggering order reactions

A separate data file in XML is required for reaction via DataTransfer. With the reaction, you have the option of reporting errors to Swiss Post without receiving a response.

- During the process, an error occurred that needs to be reported to the unit that caused it (e.g. notification or return shipment not scanned)
- No declaration of receipt is obtained

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## Report data

The event data on the orders is sent via the existing letter and parcel DataTransfer reports. The related event notifications can be found in the "Sorting and delivery events" table

Sub-event code	Event	Products	Text
0	91	All	Enquiry/reaction received

Rule change to existing report data: for **enquiry started via DataTransfer with response = true, the following events are sent:**

Sub-event code	Event	Products	Text
5	91	All	Enquiry triggered
6	91	All	Enquiry complete, consignment delivered
7	91	All	Enquiry complete, consignment not delivered

For enquiries, response = false means that **no** other report data is sent.  
For reactions too, **no** other report data is sent.

## Data file for enquiry or reaction order

One XML file is delivered per enquiry or reaction.

### Filename for enquiries and reactions:

(SenderID)\_INQUIRY\_Input\_(YYYYMMDD)\_(HHMMSS)\_(FileID).xml

**Example:** 1000\_INQUIRY\_Input\_20211211\_153022\_12345.xml

### Filename for receipt message:

(SenderID)\_INQUIRY\_RcptMsg\_(YYYYMMDD)\_(HHMMSS)\_(FileID).xml

**Example:** 1000\_INQUIRY\_RcptMsg\_20211211\_153022\_12345.xml

### Filename for confirmation message:

(SenderID)\_INQUIRY\_ConfMsg\_(YYYYMMDD)\_(HHMMSS)\_(FileID[Input]).xml

**Example:** 1000\_INQUIRY\_ConfMsg\_20211211\_153022\_12345.xml

## Publications/data catalogue

Manuals and XSD schemas for DataTransfer: [www.swisspost.ch/datatransfer](http://www.swisspost.ch/datatransfer) > Technical support

The exact file specifications can be found in the following XSD schemas:

- Submission file: [Enquiry schema](#)
- Receipt message: [Receipt message for enquiry schema](#)
- Confirmation message: [Confirmation message for enquiry schema](#)