Barcode for Business Customers
Creating Addresses
for Express Items and Parcels

December 2023

Contents

1 Introduction

1.1 For whom is this manual intended?

These instructions are aimed at business customers of Post CH Ltd who wish to create addresses for express items and parcels with an integrated barcode for shipping within Switzerland and at providers of mail processing systems and providers of customer software for mail dispatch.

1.2 What do these instructions contain?

These instructions provide the basis for customers who wish to design their own address layout.

Important
Please note that the illustrations are not shown in the original size.

1.3 Validity

These instructions are valid from December 2023. They replace all previous versions. Changes are possible in the event of extension or adaptation of Swiss Post's service offering.

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

Post CH Ltd ensures that approved barcodes created in accordance with the instructions dated October 2022 will still be processed.

1.4 Contact

If you have any questions concerning the services or systems, e.g. relating to the transfer of consignment data, please contact your customer advisor.

If you have any technical questions, please contact digitalintegration@post.ch.

1.5 Customer Service

Post CH Ltd
Customer Service Post
Wankdorfallee 4
3030 Berne

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

1.6 Procedure for implementation

If you create the address with integrated barcode and any corresponding basic/value-added service barcodes and/or delivery instruction barcodes using this manual yourself, we recommend proceeding as follows:
– Create five sample addresses with integrated barcode on the original address carrier.
– Send the sample parcel addresses with the intended packaging (e. g. window envelope or shrink-wrap) to your customer advisor at Swiss Post.
– Swiss Post will check the layout.
– If these requirements are met, this is confirmed by the Centre of Excellence for Packaging and Address Quality. The information will be passed on by your customer advisor.
– If not all these requirements are met, Swiss Post will contact you and discuss the necessary steps.
– You will be asked to create five sample addresses with integrated barcode and send them directly to the Centre of Excellence for Packaging and Address Quality for checking.

German
Post CH AG
Logistik-Services
Kompetenzzentrum Verpackungs- und Adressqualität
Altgraben 5
4620 Härkingen

qualitaet-verpackung-adresse@post.ch

French / Italian
Poste CH SA
Services logistiques
CC Qualité de l'emballage et de l'adressage
Z.I. Les Graveys
1310 Daillens

qualite-emballage-adressage@poste.ch
centroqualita@posta.ch

1.7   Interactive address label

Address label layout
You can click on individual fields to go directly to the relevant sections.

Area for names of delivery instructions	
+P pro clima	**Area for names of basic and value-added services**
99.34.123456.12345678	
Area for sender's and customer's in-house information	**Recipient's address**

2 The barcode

The barcode is the basis for combining the flow of goods and information. It identifies each express item or parcel and serves as a means of verifying mailing, sorting and delivery and checking the service offering. All express items and parcels must have a unique barcode. The barcode is the requirement for correctly processing and tracking items, and for entering the shipment data that are relevant for invoicing.

Customers select one of the possible alternatives for creating barcodes in line with their requirements and operating needs:
– WebService Post CH Ltd. (e. g. Digital Commerce API)
– Developed in-house (e. g. ERP)
– Mail processing systems
– Online service "Domestic parcel labels"
– Third-party service provider

These instructions outline only the requirements for solutions developed in-house.

In order to integrate the creation of addresses with barcodes into your system in optimum fashion, you can also develop a solution yourself.

Additional links to other systems are listed in section "Online services and additional links".

2.1   Barcode type

In addition to the 18 usable numeric digits, the barcode includes a start and stop character and a barcode check digit. The code used for the barcode type is a code 128 from Computer Identics. This code is standard and not licensed. Swiss Post uses character set C. Only numeric characters are used. The technical description of the barcode can be found in the section "Technical description of barcode".

Customer barcodes – whether integrated in the sender address or affixed separately on the surface of the parcel – may not have the same code contents as the Logistics Services barcode labels for the consignment and basic services, value-added services, solutions or delivery instructions (see sections 8.1 to 8.5). If you would like to use barcodes with separate values on the surface of the consignment, no 4- or 18-digit codes may be integrated.

2.2   The barcode

The Post barcode is used to uniquely identify a shipment and is printed as both a barcode and visible text.

General requirements for the barcode
The height and blank space to the left and right of the barcode depend on the module size used. There is a rule of thumb as follows:
– The barcode should be 23 mm high (min. 20 mm).
– The blank space to the left and right of the barcode should be at least 8 mm.
– The space between the barcode and the visible text of the barcode is at least 2 mm.
– The space between the barcode and the name of the sender's domicile post office is also at least 2 mm.
– The left edge of the barcode must protrude beyond the left edge of the recipient's address by at least 15 mm.
– The lower edge of the barcode may not be more than 20 mm below the top edge of the recipient's address.

2.2.1 Content of a barcode

Barcodes have 18 numeric usable digits:

A Swiss Post	B Franking licence number								C Item number							
9	9	3	4	1	2	3	4	5	6	1	2	3	4	5	6	7	8
Swiss Post reference	Franking licence number								Item number							

A   Swiss Post reference
The reference allocates the barcode to the Logistics Services Group unit. It is determined by Swiss Post and consists of 2 digits: 99.

B   Franking licence number
The 8-digit franking licence number is assigned by Swiss Post. Swiss Post uses the franking licence number to identify its customers. A customer may request several franking licence numbers for each debtor (via the customer advisor). The invoice data of the mailing items for each franking licence number are stated separately on the detailed statement included with the customer invoice. The invoice is sent to the debtor with the total of all defined franking licence numbers.

C   Item number
The item number is a consecutive number and consists of 8 digits. It must be entered flush right and the spaces filled in with zeros (00000001–99999999).

The same item number must not be repeated within 60 days.

The barcode in visible text
The visible text states the content of the 18 usable digits of the barcode in readable form. To ensure greater readability and understanding, the number must include full stops. The separation is made between the Swiss Post reference (99), the 8-digit franking licence number (2 + 6 digits) and the item number.
Example: 99.34.123456.12345678

The visible text of the barcode is entered flush left below the barcode with a simple, non-ornamental font (preferably Arial bold 14 point, min. Arial bold 12 point) so that the full width of the barcode is used.

2.2.2 Barcodes for basic, value-added services and solutions
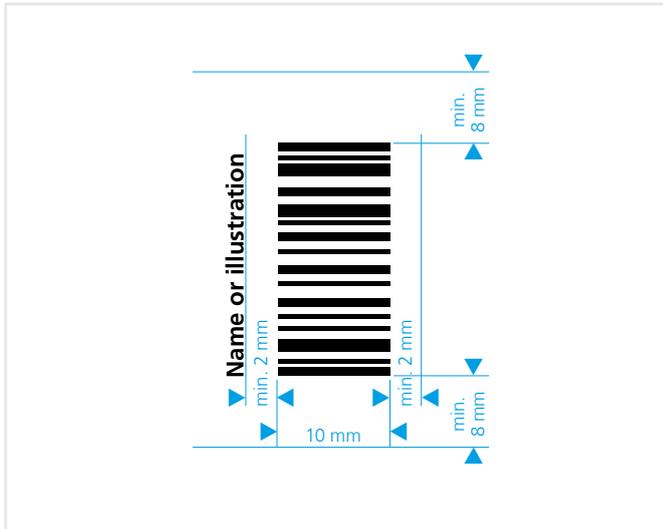
The standard layout consists of:
– vertically printed text (in up to three languages [German, French and Italian], font size 8, **bold**); also applies to the second line, where relevant
– vertically printed barcode of the basic or value-added service (four numeric digits)

The barcode labels must be affixed in one of the "areas for designating basic services, solutions, value-added services and delivery instructions". Several barcode labels can be placed next to each other at a distance of 2 mm each.

2.2.3 Barcodes for delivery instructions

The standard layout consists of:
– horizontally printed text (in [German, French and Italian], font size 8)
– horizontally printed barcode for delivery instructions (four numeric digits)

The delivery instructions should be affixed at the upper edge of the address label above the barcode. Layout options are shown in the section "Layout options".

3 Technical description of barcode

Code 128 from Computer Identics is used for all barcodes (item barcode and labelling of basic and value-added services, delivery instructions). This code is standard and not licensed. It can display the entire alphanumeric character set in a compact way without taking up more space. Swiss Post uses character set C. This character set consists of 100 digit pairs with values from 00 to 99. This ensures a numeric display in double density.
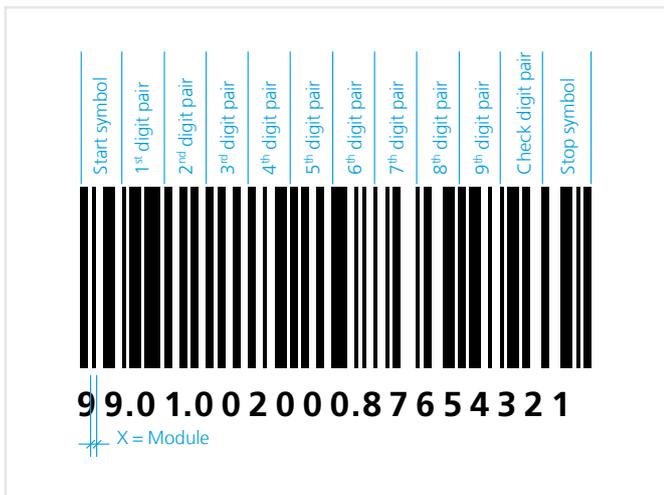
Presentation of the barcode
The barcode is displayed with the C character set and includes the start symbol (ref. value 105), the nine digit pairs of the barcode, the check digit and the stop symbol. The characters and digit pairs consist of 11 modules, divided into 3 bars and 3 gaps. The stop symbol is an exception and has 13 modules.
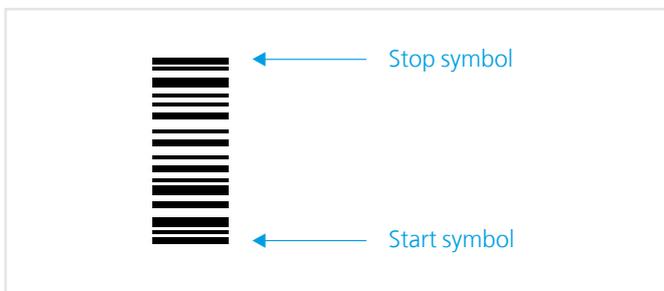
Presentation of the basic and value-added services and delivery instructions as a barcode
The barcode is displayed with the C character set and includes the start symbol (ref. value 105), the two digit pairs of the value-added service, the check digit and the stop symbol. The characters and digit pairs consist of 11 modules, divided into 3 bars and 3 gaps. The stop symbol is an exception and has 13 modules.

3.2   Barcode specification

Type	Code 128
Character set	Character set C, only numeric characters are used
Check digit	Modulo 103, usual standard
Standard	SNV and DIN EN 799 correspond to CEN TC 225 AIM and ANSI

3.3 Dimensions

3.3.1 Information valid for all barcodes

Module ratio	v = 4:1 (xb/xs)

Tolerance	

e.g. initial character
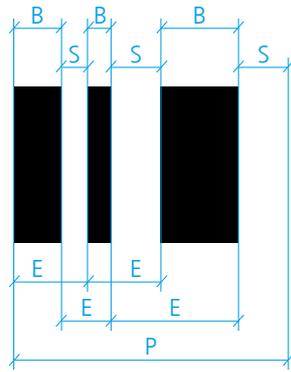
Element	Tolerance
B Bar	+/− 0.40X – 0.012 mm
S Gap	+/− 0.40X – 0.012 mm
E Distance between lines	+/− 0.20X
P Distance between characters	+/− 0.20X

Module width	x = min. 0.4 to max. 0.51 mm, low density (see section "Possible module widths with different printers")

Duplicate/customer duplicate on dispatch list (from/to area, unused barcodes)

Barcode height	10 mm
Min. blank areas	8 mm

3.3.2 Item barcode

Barcode height	Min. 20 mm for module widths 0.400 – 0.450 mm Min. 23 mm for module widths 0.451 – 0.510 mm
Min. blank areas	8 mm

3.3.3 Barcode for basic/value-added services and delivery instructions

Barcode height	10 mm
Min. blank areas	8 mm
Blank area between visible text and barcode	2 mm

3.4 Barcode lengths

Barcode length	Start symbol + 18 characters (9 pairs) + check digit + stop symbol		
	1 start symbol character set C	=	11 modules
	9 digit pairs of 11 modules each	=	99 modules
	1 check digit pair	=	11 modules
	1 stop symbol	=	13 modules
	Total	=	134 modules
	Length 134 modules of 0.4 – 0.51 mm each	=	**53.60 – 68.34 mm (excl. blank area)**
Barcode length for basic/value-added services and delivery instructions	Start symbol + 4 characters (2 pairs) + check digit + stop symbol		
	1 start symbol character set C	=	11 modules
	2 digit pairs of 11 modules each	=	22 modules
	1 check digit pair	=	11 modules
	1 stop symbol	=	13 modules
	Total	=	57 modules
	Length 57 modules of 0.4 – 0.51 mm each	=	**22.80 – 29.07 mm (excl. blank area)**

3.5 Printing requirements / paper quality of address labels

Printing	The lines must be printed evenly in matt black ink and have well-defined edges.
Address fields/stickers	The code must be printed on a bright, matt surface. The white gaps between the black bars must be clearly visible. The colour tones of the surface can be white, light blue, light yellow or light green.
Contrast factor (PCS)	Greater than 0.7 for a wave range of 620 to 900 nm (PCS print contrast signal, dimensionless size according to DIN 66 236). Light, matt paper (the cumulative colour content may not exceed 20%) produces the necessary contrast at the very least with a faultless black code printout.
Opacity	The minimum opacity for the address label with integrated barcode and the covered part of the document pockets must be 90% (DIN 53 146, ISO 1831). Less opacity is permissible if the surface of the parcel is white with no pattern or structure.
Paper weight	Min. 80 g/m^2

The barcodes must correspond at least to quality grade C of the ANSI standard.
Daisywheel printers do not produce the required quality.

3.6 Possible module widths with different printers

Print resolution at least 200 DPI
(details valid for all barcodes)

Printer resolution				
DPI	**200**	**(250)**	**300**	**600**
DPM	**(8)**	**(10)**	**(12)**	**(24)**
Dot 1	0.127	0.101	0.084	0.042
Dot 2	0.254	0.203	0.169	0.084
Dot 3	0.381	0.305	0.254	0.127
Dot 4	**0.508**	**0.406**	0.338	0.169
Dot 5	0.635	**0.508**	**0.423**	0.211
Dot 6		0.610	**0.508**	0.254
Dot 7			0.592	0.296
Dot 8				0.338
Dot 9				0.381
Dot 10				**0.423**
Dot 11				**0.465**
Dot 12				**0.508**
Dot 13				0.550

Examples of module widths

Module width	Barcode with blank spaces	Length with blank space
0.423		56.68 + (2 × 8.00) = 72.68 mm
0.465		62.31 + (2 × 8.00) = 78.31 mm
0.508		68.34 + (2 × 8.00) = 84.34 mm
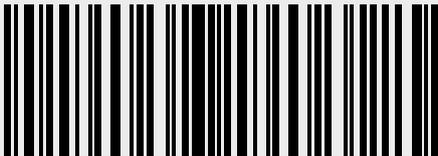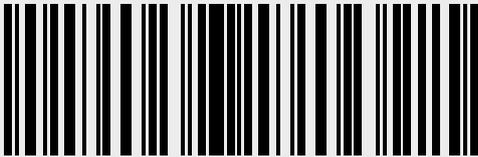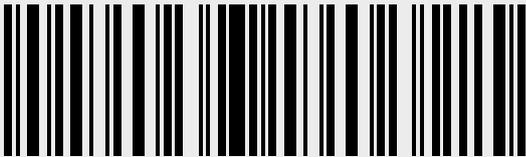
4 The shipping label

Creating the address label

At the parcel centres, parcels and Swiss-Express "Moon" items are processed with an automatic address-reading and coding system. In order to ensure that items can be processed smoothly and without interruption at the parcel centres, the following guidelines for arranging the individual details must be borne in mind when creating address labels with an integrated barcode. Please note that the illustrations are not shown in the original size.

Basic layout

The barcode is the point of reference for arranging the other elements of the address label. These are positioned clockwise, beginning with the barcode.

This system first localizes the barcode on the address label and then searches the item's surface below the barcode from right to left. The first block of text it finds is interpreted as the recipient's address.

Important

Care should be taken to ensure that the recipient address is positioned at least 10 mm, max. 40 mm below the consignment barcode. No further information may be placed between the consignment barcode and the recipient address, in particular no sender information. The left edge of the consignment barcode must be at least 15 mm further to the left than the left edge of the recipient address.
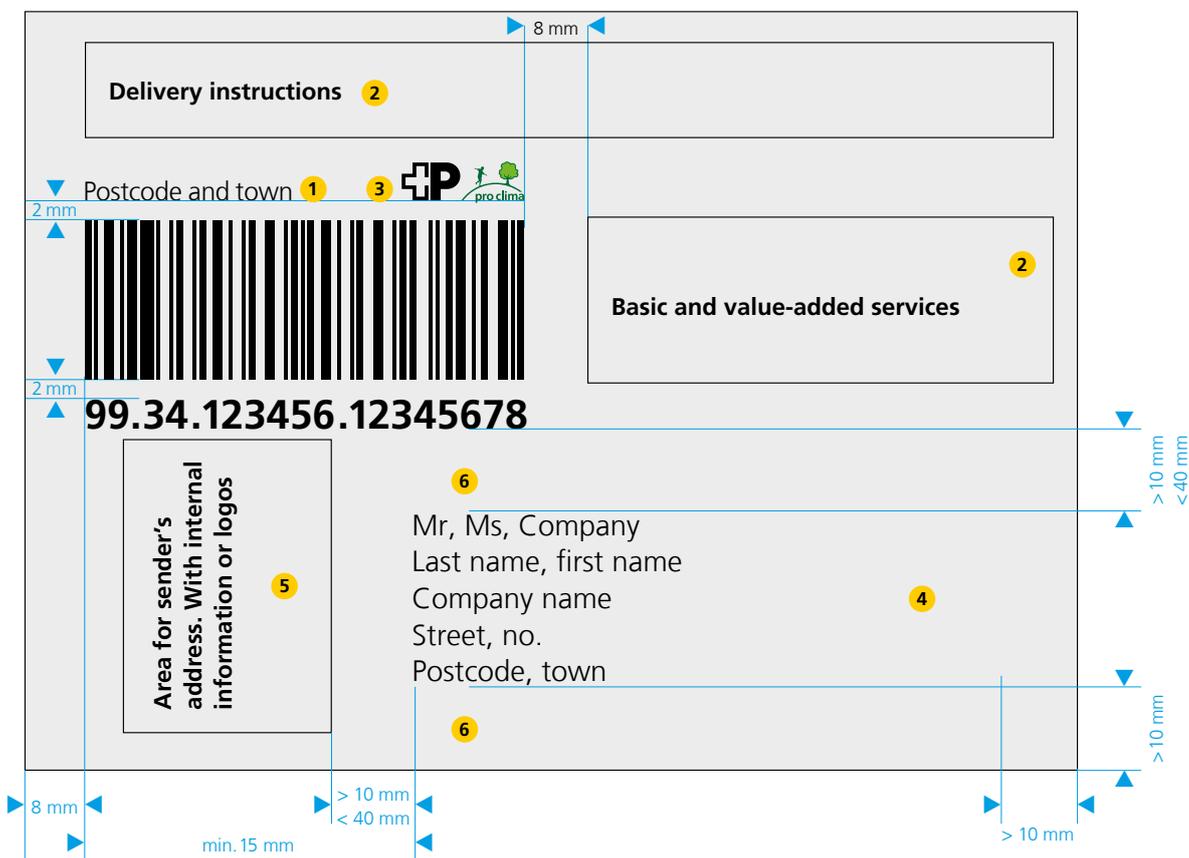
① Optional: Postcode and town of the office of origin: above the barcode, flush left

② Areas for labelling basic and value-added services plus delivery instructions (only if needed)

③ Logistics service provider details: Obligation in accordance with article 9 of the new Postal Services Act, "Obligation to provide information"

④ Recipient's address

⑤ Area for sender and internal customer information

⑥ No additional information must appear in the blank spaces; this applies in particular to the area between the barcodes and the address block. No customer-specific/internal details may be provided underneath the address or 1 cm outside the "quiet zone".

A detailed description of the listed points can be found in the various sections of these instructions.

Article 9 of the new Postal Services Act, "Obligation to provide information", obliges postal services providers to be identifiable as such to their customers.

This identification should be displayed in the form of the Swiss Post logo (e.g. "Swiss Post" in EN). If there is not enough space for this on the address label, text can be used as an alternative (e.g. "Post CH Ltd" in EN).

Identification with the "Swiss Post" logo
The "Swiss Post" logo can be obtained from your customer advisor.

The logo must meet the following requirement:
The Swiss Post logo should have a minimum width of 8 mm.

Text as an alternative to the Swiss Post logo
– DE: Post CH AG
– FR: Poste CH SA
– IT: Posta CH SA
– EN: Post CH Ltd

The text must meet the following requirements:
– Minimum font size: 6
– Font: Arial
– Only one language should be used for the text

The information the shipping label with integrated barcode should contain also depends on your needs.

The simplest option

It contains only
– the barcode (incl. visible text)
– additional postal information
– recipient's address

The most common option (label size A6)

Also has room for
– other basic and value-added service barcodes
– the sender's address

The most comprehensive option

Also has room for
– other basic and value-added service barcodes
– permitted delivery instructions

The individual elements that may be included in an address with integrated barcode are described in the following sections.
– Item barcode (incl. visible text)
– Barcode for basic and value-added services and delivery instructions
– Recipient's address
– Sender's address

5 Layout options

5.1 Blank spaces

Zones	Top	Bottom	Left	Right
Consignment barcode	2 mm	2 mm	8 mm	8 mm
Basic service / value-added service	2 mm	2 mm	8 mm	8 mm
Delivery instruction	8 mm	8 mm	2 mm	2 mm
Recipient address	10 mm	10 mm	10 mm	10 mm
Return address	3 mm	10 mm	8 mm	10 mm

5.2 Illustrations of layout options

Note: The illustrations are not to scale.

Simple option – horizontal

Simple option – vertical

The left edge of the barcode must protrude beyond the left edge of the recipient's address by at least 15 mm.

Common option with 1 value-added service code

Common option with 2 value-added service codes

Comprehensive option with 1 delivery instruction and 2 value-added service codes

Nicht in den Ablagekasten legen, zustellen oder avisieren!
Pas dans la boîte auxiliaire; distribution ou avis de retrait!
Non lasciare nella cassetta di deposito; distribuire o avvisare!
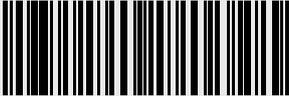
99.34.123456.12345678

FRA PRI

Versandhaus AG
Hard- und Software
Fellerstrasse 777
3063 Ittigen

Frau
Petra Berger
Bahnhofstrasse 123
5600 Lenzburg

Comprehensive option with 1 delivery instruction and 3 value-added service codes

Lieferung telefonisch avisieren. Tel. Nr.
Livraison à aviser par téléphone. N° tél.
Distribuzione avvisare telefonicamente. N° Tel. _____

99.34.123456.12345678

BLN 300.00 CHF FRA PRI

Versandhaus AG
Hard- und Software
Fellerstrasse 777
3063 Ittigen

Frau
Petra Berger
Bahnhofstrasse 123
5600 Lenzburg

Comprehensive option with 3 value-added service codes

BLN 300.00 CHF FRA PRI

99.34.123456.12345678

Frau
Petra Berger
Bahnhofstrasse 123
5600 Lenzburg

Comprehensive option with 2 delivery instructions and 2 value-added service codes

Nicht in den Ablagekasten legen; zustellen oder avisieren!
Pas dans la boîte auxiliaire; distribution ou avis de retrait!
Non lasciare nella cassetta di deposito; distribuire o avvisare!

Lieferung telefonisch avisieren. Tel. Nr.
Livraison à aviser par téléphone. N° tél.
Distribuzione avvisare telefonicamente N° Tel. _____

99.34.123456.12345678

FRA PRI

Versandhaus AG
Hard- und Software
Fellerstrasse 777
3063 Ittigen

Frau
Petra Berger
Bahnhofstrasse 123
5600 Lenzburg

5.3　Layout options for express items

The basic service barcodes for SameDay and Swiss-Express "Moon" services are printed in colour.
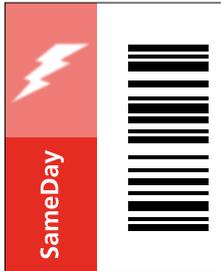
White lightning on light-red background, white text "SameDay" on dark-red background
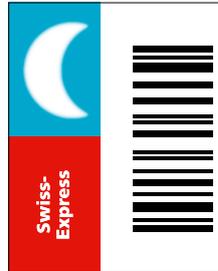
White moon on light-blue background, white text "Swiss-Express" on dark-red background

Point of contact for technical queries see <u>sections 1.4 / 1.6</u>

If there is no possibility to print the corresponding basic service barcode in colour on the address label, it can be printed in black and white. However, an additional, coloured basic service barcode must then be affixed to the item.

The coloured service barcodes can be obtained in large quantities using the "Order forms and brochures" online service (sheets of 25 stickers or rolls of 3,000 stickers).

Individual coloured basic service barcodes can also be obtained directly from PostalNetwork branches.

Your customer advisor is available to answer any questions you may have.

6 The recipient's address

Note

Parcels and bulky goods consignments are not delivered to P.O. Boxes. The domicile address must be used instead of a P.O. Box address.

6.1 Layout requirements

The following points must be observed to ensure that the recipient's address can be read automatically at the parcel centre:
– Font size for capital letters at least 3 mm, at most 4 mm.
– Non-ornamental, simple font, e.g. Arial, OCR-B, printed evenly in matte black printing ink with good edge definition, vertical spacing (no underlining, no italics or spaced letters). Vertical spacing between descenders of the top and ascenders of the bottom line, line spacing at least 1 mm.
– No boldface.
– Characters may not touch each other. Minimum spacing between characters 0.25 mm.
– Uniform leading (also between street name and the postcode/town line).
– Line spacing between the descender lengths of the upper lines and the ascenders of the lower lines: at least 1 mm, at most 1.5 mm.
– No blank line.
– Distance to sender's address in the range of 10–40 mm.
– No additional information must appear in the blank spaces; this applies in particular to the area between the barcodes and the address block. No internal information may be entered below the address either – outside the 1 cm blank space.
– A blank space of 10 mm must be available around the recipient's address to separate it from any text or margin.

6.2 Content requirements (address)

A correct postal address is the requirement for reliable and prompt delivery. Please note:
– The first address line should contain either the name of the company or the name of the recipient. Consignments sent to the company's headquarters should always bear the company name in the first address line.
– Correct, non-contradictory postcode, locality name (branch name) and street name, house number. You can obtain a street and postcode file from Swiss Post which contains the official list of postcodes and street numbers as well as allocations of postcodes to the locality, street number to street and house numbers on a street. House numbers with an additional letter must have a space between the house number and the letter, e.g. 3 A.

– Download on the Internet: www.swisspost.ch/match.
– Special requirements apply to addresses for building sites. Please contact your customer advisor.

6.3 Alternative delivery address requirements

The official name (with or without street name) for each point can be found under "Show location details" at the link www.swisspost.ch/locations.
– For poste restante, please note "poste restante" in the second-to-last line of the recipient's address.
– Address PickPost items with note "PickPost" and the customer's user ID above the line with the street or building name.*
– My Post 24 addressing with the remark "MyPost24" and the customer's user ID above the line with the street or building name.*

* Please contact your customer advisor for more information or advice on the "Login Post Connector" online service or on integrating the "PickPost and My Post 24" web service including "location search" map application in the version "Barcode web service" with DataTransfer. These services will provide you with additional benefits and security.

6.4 Internal customer remarks

Internal customer remarks which are not related to the addressing, such as customer number, telephone number, parcel counters (e.g. 3 of 6 parcels), should not be entered in the recipient address zone. Information of this kind should be noted in the sender zone.

6.5 International delivery address requirements

It is not necessary to indicate the ISO country code for domestic parcels. If you do use it, it must be separated by a blank space from the postcode: CH 5000 Aarau. Writing the postcode with hyphens or without a space is not permitted. You can find a list of the ISO country codes on the Internet at www.swisspost.ch/codes-ISO.

6.6 Address label requirements

Address labels must have a paper weight of at least 80 g/m^2 and have a maximum transparency of 10% (opacity higher than 90%).

They must not be reflective, and the entire surface must be adhesive.

The colour of the label must be lighter than the printed infor-
mation and offer optimal contrast, with a contrast factor
of at least 0.7. The label surface can be white, light blue, light
yellow or light green. We recommend black text on a white
label. The lightness difference between the address label and
the text must be over 70.

Your customer advisor will be pleased to give you information
on other ways of keeping your customers' recipient addresses
up to date (testing and updating your address data).

6.7 Examples of recipient addresses

Address types		Remarks
Business addresses Deliver to domicile	Meier-Müller AG Herr A. Ott Bahnhofstrasse 1234 8833 Samstagern	
Private addresses	Familie A. Bernasconi Werdtweg 117 3012 Bern	
c/o addresses	Frau Karin Müller c/o K. Bernegger Rabbentaltreppe 23 3013 Bern	
Poste restante	Frau Burgunder Marie Postlagernd 5102 Rupperswil	**Important** For poste restante addresses it is mandatory to use a street in some cases. Please note the tips in section 6.3.
PickPost	Herr Hans Muster PickPost MU123456 Bahnhofstrasse 67 5000 Aarau	**Important** Please note the tips in section 6.3.
My Post 24	Herr Hans Muster MyPost24 MU123456 MP Shoppyland 3322 Urtenen-Schönbühl	**Important** Please note the tips in section 6.3.
Building site	Baustelle Suurstoffi 8–14 Implenia Suurstoffi 8 6343 Rotkreuz	**Important** Construction management must contact the customer advisor before the building site is established.

7 The sender's address

It is not mandatory to provide a sender's address. For example, a sender's address need not be given for items with valuable contents. The sender's details may be obligatory if an alternative arrangement exists.

Please affix your sender's address to the address label as follows:
– To the left of the recipient's address.
– The sender's address should be positioned at a 90 degree anti-clockwise angle.
– Horizontally positioned sender addresses with internal information and logos must not be positioned lower than the recipient's address.
– Distance to sender's address and recipient's address in the range of >10 to <40 mm.
– The lower edge of the sender's address may not be below that of the recipient's address (if the sender's address is positioned horizontally).
– The font size is optional but must be smaller than that of the recipient's address.
– The OCR B font is permitted.
– If an international sender address is used by business customers with a franking licence, returns are sent back to the Swiss address registered for the franking licence.

Important to know: Undeliverable items
Items are classed as undeliverable if the recipient cannot be determined, delivery is refused, the item is not collected within the time limit or the requisite price or cash-on-delivery charge are not paid. Returns are handled according to the following principle:
1. Generally, undeliverable items are returned to the printed sender address.
2. In the case of business customers, if there is no printed sender address, the billing address registered for the customer in Swiss Post's systems is used.
3. If a special address that differs from the printed sender address should be used for returns, a customer advisor can enter it for each franking licence in our master data. Such an entry overrides all other options and is then valid for all items that are sent via this franking licence. International customers who send their items via Swiss Post in Switzerland must provide a special return address in Switzerland.

Items that cannot be delivered to the recipient or returned to a sender are sent to a central location. Your customer advisor is available to answer any questions you may have.

Depending on the sender's details, and in consideration of the previously mentioned principles, undeliverable items are returned to the sender as follows (listed in order of priority).

Note: The illustrations are not to scale.

7.1 The address includes the sender's details with the postcode and town

In this case, any returns (undeliverable items) are
1. delivered to the return address specifically saved for the franking licence,
2. delivered to the domicile address of Versandhaus AG in 3063 Ittigen.

Nicht in den Ablagekasten legen, zustellen oder avisieren!
Pas dans la boîte auxiliaire; distribution ou avis de retrait!
Non lasciare nella cassetta di deposito; distribuire o avvisare!

99.34.123456.12345678

FRA   PRI

Versandhaus AG
Hard- und Software
Fellerstrasse 777
3063 Ittigen

Frau
Petra Berger
Bahnhofstrasse 123
5600 Lenzburg

7.2 The address includes the sender's details without the postcode and town

In this case, any returns are
1. delivered to a specially saved return address,
2. delivered to the customer's address according to the customer base (franking licence).

Nicht in den Ablagekasten legen, zustellen oder avisieren!
Pas dans la boîte auxiliaire; distribution ou avis de retrait!
Non lasciare nella cassetta di deposito; distribuire o avvisare!

99.34.123456.12345678

FRA   PRI

Versandhaus AG

Frau
Petra Berger
Bahnhofstrasse 123
5600 Lenzburg

7.3 The address does not include any further information on the sender

In this case, any returns are
1. delivered to a specially saved return address,
2. delivered to the customer's address according to the customer base (franking licence).

Nicht in den Ablagekasten legen, zustellen oder avisieren!
Pas dans la boîte auxiliaire; distribution ou avis de retrait!
Non lasciare nella cassetta di deposito; distribuire o avvisare!

99.34.123456.12345678

FRA   PRI

Frau
Petra Berger
Bahnhofstrasse 123
5600 Lenzburg

8 Basic services, value-added services, solutions and delivery instructions

To label basic and value-added services and delivery instructions you can either obtain pre-printed barcodes from Swiss Post or create them yourself and integrate them into the address label with the barcode. If you wish to create the labelling for basic and value-added services and delivery instructions yourself, please observe the specifications in the following sections.

8.1 Time slot delivery

Service offered throughout Switzerland and the Principality of Liechtenstein

- 09:00–12:00
- 11:00–14:00
- 12:00–17:00

Service offered for the defined delivery areas

- 16:30–21:00
- 16:30–18:00
- 17:30–19:00
- 18:30–20:00
- 19:30–21:00
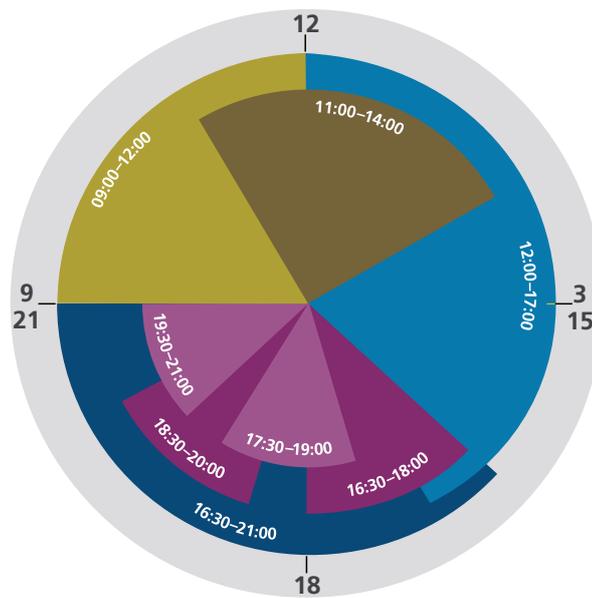
8.1.1 Availability

The time slot delivery value-added service is available for the basic services PostPac Priority, PostPac Economy, Bulky goods Priority, Bulky goods Economy, SameDay evening, Direct parcel posting* and VinoLog.

The time slots 09:00–12:00, 11:00–14:00 and 12:00–17:00 are available nationwide. The respective delivery regions apply for all other time slots. To check availability with time slot delivery, we recommend that you use the Digital Commerce API. This enables you to identify whether delivery to a desired place on a desired day is possible and whether delivery is impossible due to a public holiday.

With time slot delivery, a total of 90 percent of households within Switzerland and the Principality of Liechtenstein can benefit from the service.

8.1.2 Preconditions

To be able to make use of the time slot delivery value-added service, the following preconditions must be met:
- Business customer status with a valid franking licence (franking licence number) for parcel post
- Availability of the time slot at the destination
- Deliverability check for all time slots in the afternoon (beginning from 16:30) for each recipient address
- Transfer of consignment data by means of DataTransfer V2.3 (own programming). When using the "Barcode" API or the "Domestic parcel labels" online service, data transfer is automatic.

* Use and programming only in consultation with a Swiss Post customer advisor; service is available only in a limited number of postcode areas.

8.2 Basic service barcodes

You can integrate the following basic services into the address labels with barcode using standard printing:

Basic service	Code	Name	Remarks
Business reply item*	0203	GAS	
Economy bulky goods	0309	SP	
Economy bulky goods GAS*	0309 + 0203	SP + GAS	
PostPac Priority	0509	PRI	
PostPac Priority GAS*	0509 + 0203	PRI + GAS	
Priority bulky goods	0509 + 0309	PRI + SP	
Priority bulky goods GAS*	0509 + 0309 + 0203	PRI + SP + GAS	
PostPac Promo	0531	PPR	
Swiss-Express "Moon"	0664	Swiss-Express	Prints in colour
Swiss-Express "Moon" GAS	0664 + 0203	Swiss-Express + GAS	Prints in colour
"Moon" bulky goods	0664 + 0309	Swiss-Express + SP	Prints in colour
SameDay Swiss afternoon	0673	SD N	Prints in colour
SameDay Swiss afternoon GAS	0673 + 0203	SD N + GAS	Prints in colour
Bulky goods SameDay Swiss afternoon	0673 + 9002 + 0309	SP SD N	Prints in colour
SameDay Swiss evening	0673 + 9002**	SD A	Prints in colour
SameDay Swiss evening GAS	0673 + 9002** + 0203	SD A + GAS	Prints in colour
Bulky goods SameDay Swiss evening	0673 + 0309	SP SD A	Prints in colour
SmallPac Economy***	0933	SMP	
SmallPac Priority***	0934	SMP + PRI	
Direct parcel posting***	9015	DCT + ZFZ	

   * Only for return address labels (see section "Returns")
  ** PRZL ZFZ 9002 or 0490–0493
*** Use and programming only in consultation with a Swiss Post customer advisor.

0203*
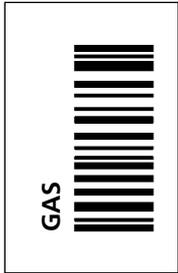
GAS

0309

SP

0509

PRI

0531

PPR

0664

Swiss-
Express

0673

SameDay

0933

SMP

0934

SMP+PRI

9002

16:30–21:00

9015**

DCT
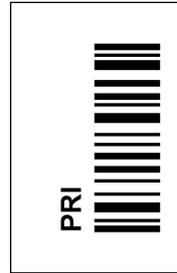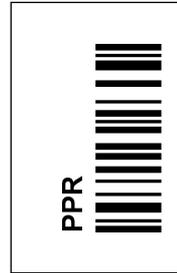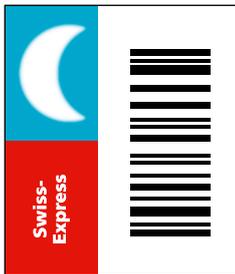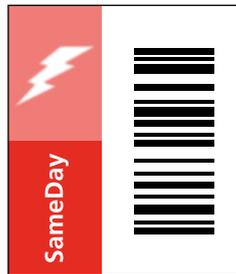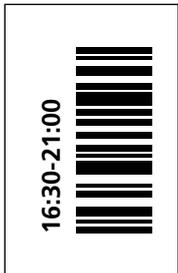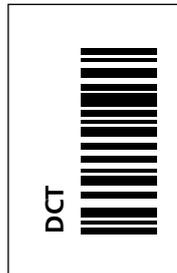
 * Only for return address labels (see section "Returns")

** Use and programming only in consultation with a Swiss Post customer advisor.

8.3 Combined "Basic service / value-added service" barcodes

You can integrate the following basic/value-added service combined barcodes into the parcel address with barcode using standard printing:

Basic service / value-added service	Code	Name	Remarks
PostPac Priority / Delivery 09:00–12:00	4805	PRI+09:00-12:00	
PostPac Priority / Delivery 11:00–14:00	4806	PRI+11:00-14:00	
PostPac Priority / Signature / Delivery 09:00–12:00	4809	PRI+SI+09-12:00	
PostPac Priority / Signature / Delivery 11:00–14:00	4810	PRI+SI+11-14:00	
PostPac Priority / Signature	2307	PRI+SI	

Continued on next page

Basic service / value-added service	Code	Name	Remarks
Direct parcel posting / Delivery 09:00–12:00*	9016	DCT+09:00-12:00	
Direct parcel posting / Delivery 11:00–14:00*	9017	DCT+11:00-14:00	
Direct parcel posting / Delivery 12:00–17:00*	9018	DCT+12:00-17:00	
Direct parcel posting / Delivery 16:30–21:00*	9019	DCT+16:30-21:00	
Direct parcel posting / Delivery 16:30–18:00*	9020	DCT+16:30-18:00	
Direct parcel posting / Delivery 17:30–19:00*	9021	DCT+17:30-19:00	
Direct parcel posting / Delivery 18:30–20:00*	9022	DCT+18:30-20:00	
Direct parcel posting / Delivery 19:30–21:00*	9023	DCT+19:30-21:00	

9016* 9017* 9018* 9019*

DCT+09:00-12:00 DCT+11:00-14:00 DCT+12:00-17:00 DCT+16:30-21:00

9020* 9021* 9022* 9023*

DCT+16:30-18:00 DCT+17:30-19:00 DCT+18:30-20:00 DCT+19:30-21:00

* Use and programming only in consultation with a Swiss Post
  customer advisor; service is available only in a limited number
  of postcode areas.

8.3.1 Combined barcodes for the PostPac Priority basic service with the time slot delivery value-added service

Basic service / value-added service	Code	Name	Remarks
PostPac Priority / Delivery 09:00–12:00	4805	PRI+09:00-12:00	
PostPac Priority / Delivery 11:00–14:00	4806	PRI+11:00-14:00	
PostPac Priority / Delivery 12:00–17:00	9003	PRI+12:00-17:00	
PostPac Priority / Delivery 16:30–21:00	9004	PRI+16:30-21:00	
PostPac Priority / Delivery 16:30–18:00	9005	PRI+16:30-18:00	
PostPac Priority / Delivery 17:30–19:00	9006	PRI+17:30-19:00	
PostPac Priority / Delivery 18:30–20:00	9007	PRI+18:30-20:00	
PostPac Priority / Delivery 19:30–21:00	9008	PRI+19:30-21:00	

4805 — PRI+09:00-12:00
4806 — PRI+11:00-14:00
9003 — PRI+12:00-17:00
9004 — PRI+16:30-21:00

9005 — PRI+16:30-18:00
9006 — PRI+17:30-19:00
9007 — PRI+18:30-20:00
9008 — PRI+19:30-21:00

8.3.2 Combined barcodes for the PostPac Priority basic service with the Signature and time slot delivery value-added services

Basic service / value-added services	Code	Name	Remarks
PostPac Priority / Signature / Delivery 09:00–12:00	4809	PRI+SI+09:00-12:00	
PostPac Priority / Signature / Delivery 11:00–14:00	4810	PRI+SI+11:00-14:00	
PostPac Priority / Signature / Delivery 12:00–17:00	9009	PRI+SI+12:00-17:00	
PostPac Priority / Signature / Delivery 16:30–21:00	9010	PRI+SI+16:30-21:00	
PostPac Priority / Signature / Delivery 16:30–18:00	9011	PRI+SI+16:30-18:00	
PostPac Priority / Signature / Delivery 17:30–19:00	9012	PRI+SI+17:30-19:00	
PostPac Priority / Signature / Delivery 18:30–20:00	9013	PRI+SI+18:30-20:00	
PostPac Priority / Signature / Delivery 19:30–21:00	9014	PRI+SI+19:30-21:00	

4809 — PRI+SI+09:00-12:00
4810 — PRI+SI+11:00-14:00
9009 — PRI+SI+12:00-17:00
9010 — PRI+SI+16:30-21:00

9011 — PRI+SI+16:30-18:00
9012 — PRI+SI+17:30-19:00
9013 — PRI+SI+18:30-20:00
9014 — PRI+SI+19:30-21:00

8.3.3 Combined barcodes for Direct parcel posting with the Signature and time slot delivery value-added services

Basic service / value-added services	Code	Name	Remarks
Direct parcel posting / SI / Delivery 07:00–ca.17:00	9024	DCT+SI	
Direct parcel posting / SI / Delivery 09:00–12:00	9025	DCT+SI+09:00-12	
Direct parcel posting / SI / Delivery 11:00–14:00	9026	DCT+SI+11:00-14	
Direct parcel posting / SI / Delivery 12:00–17:00	9027	DCT+SI+12:00-17	
Direct parcel posting / SI / Delivery 16:30–21:00	9028	DCT+SI+16:30-21	
Direct parcel posting / SI / Delivery 16:30–18:00	9029	DCT+SI+16:30-18	
Direct parcel posting / SI / Delivery 17:30–19:00	9030	DCT+SI+17:30-19	
Direct parcel posting / SI / Delivery 18:30–20:00	9031	DCT+SI+18:30-20	
Direct parcel posting / SI / Delivery 19:30–21:00	9032	DCT+SI+19:30-21	

9024 — DCT+SI

9025 — DCT+SI+09:00-12

9026 — DCT+SI+11:00-14

9027 — DCT+SI+12:00-17

9028 — DCT+SI+16:30-21

9029 — DCT+SI+16:30-18

9030 — DCT+SI+17:30-19

9031 — DCT+SI+18:30-20

9032 — DCT+SI+19:30-21
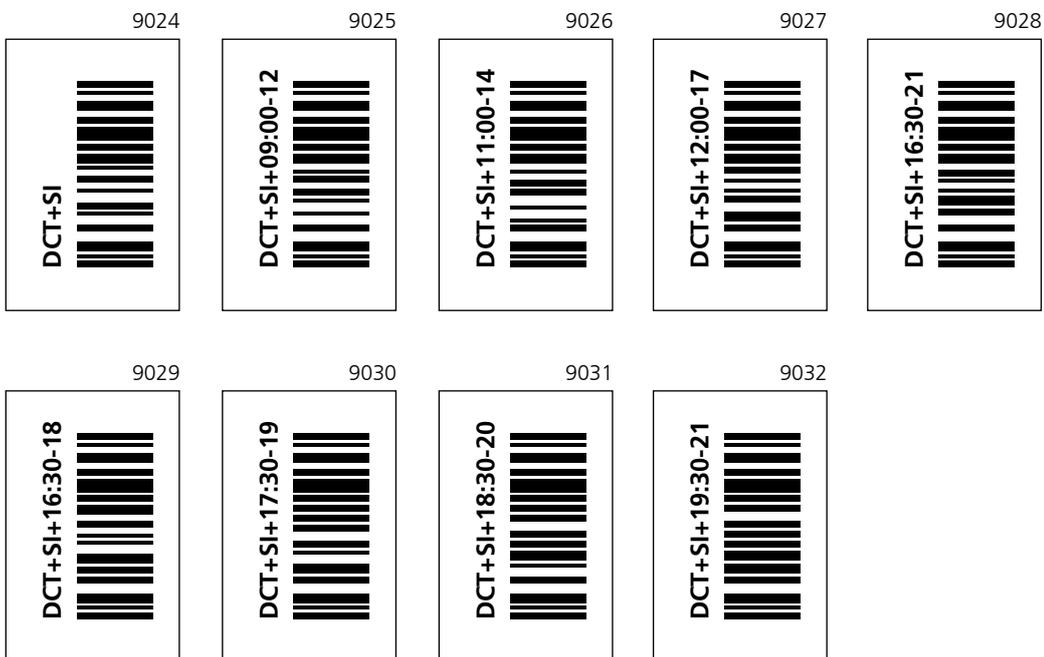
8.4　Labelling solutions

To label the Swiss Post solutions listed below you can either obtain preprinted solution barcodes from Swiss Post or create them yourself and integrate them into the address label with the barcode.

Solutions	Code	Name	Remarks
Direct parcel posting / Sonntagszustellung*	0486	DIRECT+SUN	
VinoLog	0520	VIN	
VinoLog / Signature	3901	VIN+SI	
VinoLog / Priority	0520 + 0509	VIN+PRI	Transport with letter crate (BB)
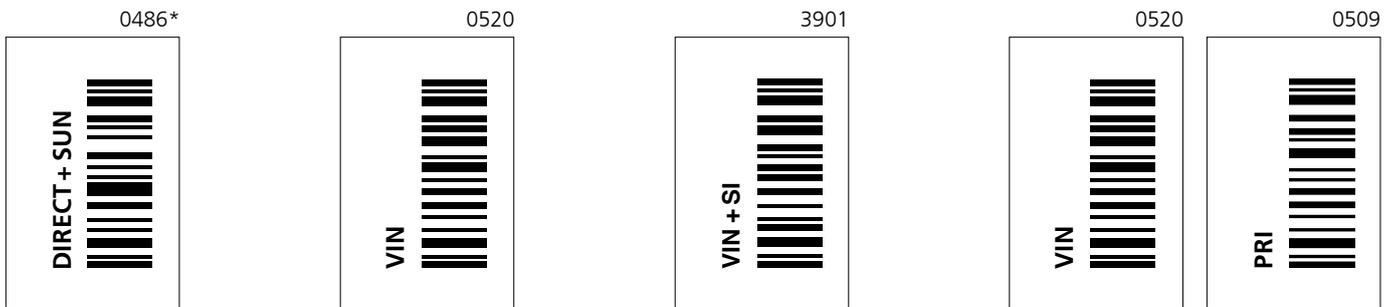
* Use and programming only in consultation with a Swiss Post customer advisor; service is available only in a limited number of postcode areas.

8.5　Labelling of value-added service barcodes

You can combine the following value-added services in an address label with the barcode and any basic-service barcodes using standard printing.

Value-added service	Code	Name	Remarks
Signature	0307	SI	
Assurance*	0308	SI	
Fragile	0310	FRA	
Personal delivery	0322	RMP	
COD	0341	BLN	
Manual processing	0421	MAN	
ThermoCare Ambient	0525	AMB	
Saturday delivery	0543	SA	
Dangerous goods	0549	LQ	
Item for the blind	0610	CEC	
Thermocare Cold	3780	COLD	
Delivery 09:00–12:00	4801	09:00-12:00	
Delivery 11:00–14:00	4802	11:00-14:00	
Delivery 12:00–17:00	9001	12:00-17:00	
Delivery 16:30–21:00	9002	16:30-21:00	
Delivery 16:30–18:00	0490	16:30-18:00	
Delivery 17:30–19:00	0491	17:30-19:00	
Delivery 18:30–20:00	0492	18:30-20:00	
Delivery 19:30–21:00	0493	19:30-21:00	

* The number 0308 indicates Insurance.
  The sole difference between Insurance and Signature is the number
  in the value-added service barcode (0308).

0307	0308*	0310	0322	0341**	0421

SI | SI | FRA | RMP | BLN CHF 200.00 | MAN

0525**	0543**	0549**	0549	0610	3780**

AMB | SA | LQ UN 1169;1170; 1171;1173; 15.2 kg | LQ | CEC | COLD

4801**	4802**	9001**	9002**	0490**	0491**

09:00-12:00 | 11:00-14:00 | 12:00-17:00 | 16:30-21:00 | 16:30-18:00 | 17:30-19:00

0492**	0493**

18:30-20:00 | 19:30-21:00

* The number 0308 indicates Insurance.
The sole difference between Insurance and Signature is the
number in the value-added service barcode (0308).

** Only possible with electronic data transmission.

Please observe the Swiss Post guidelines concerning the possible
combinations between the basic and value-added services,
delivery instructions and solutions. You can order Annex 1 of
these instructions by e-mailing pm-produkt-support@post.ch.

8.6 Labelling of delivery instructions

Delivery instructions can be used if special requirements exist for the delivery of express items and parcels. To label them you may either obtain preprinted delivery instructions from Swiss Post or create them yourself and integrate them into the address label above the barcode. If you wish to create your own delivery instruction labels, please see the following section.

The delivery instructions must be included in three languages on the address label or in the language of the destination (German, French, Italian).

Delivery instructions that are not included in the following table or that have not been agreed will not be observed by the delivery staff.

It is not possible to combine all delivery instructions with all of our services. Please observe the Swiss Post guidelines concerning the possible combinations between the basic and value-added services, delivery instructions and solutions. You can order Annex 1 of these instructions by e-mailing pm-produkt-support@post.ch.

Important!
Delivery instructions are not permitted for the following addressings:
– P.O. Box
– Poste restante
– PickPost
– My Post 24

If consignments with delivery instructions are sent in combination with one of the addressings listed above, Swiss Post will not take account of these delivery instructions (there will also be no refund for any prices charged for delivery instructions).

You can integrate the following delivery instructions into the
address label using standard printing. The code no. (visible text)
is not visible on the address label.

Code no.	Delivery instructions	Code
3211	Sendung dem Empfänger direkt auf der Etage zustellen Distribuer l'envoi au destinataire directement à l'étage Recapitare l'invio al destinatario direttamente al suo piano	
3212	Nicht in den Ablagekasten legen; zustellen, avisieren! Pas dans la boîte auxiliaire; distribution ou avis de retrait! Non lasciare nella cassetta di deposito; distribuire o avvisare!	
3213	Lieferung telefonisch avisieren. Tel. Nr. [1] Livraison à aviser par téléphone. N° tél. Distribuzione avvisare telefonicamente. N. tel. _____	
3214	Im Ablagekasten oder beim Hauseingang deponieren Déposer dans la boîte auxiliaire ou devant la porte d'entrée de l'immeuble Depositare nella cassetta di deposito o davanti alla porta all'ingresso dell'edificio	
3215	Inhalt zustellen; Box mitnehmen Distribuer le contenu; reprendre le box Recapitare il contenuto; riprendere il box	
3216	Erfolglose Zustellung; Sendung gleichtags als Priority zurücksenden [2] Présentation infructueuse; renvoi le jour même en mode Priority Distribuzione infruttuosa; rinviare al mittente il giorno stesso come Priority	
3217	Terminlieferung; zustellen am [3] Date de livraison; distribuer le Data della consegna; recapitare il _____	
3218	Zustellen wenn alle Sendungen vor Ort sind [4]: Distribuer si tous les envois sont disponibles: Recapitare quando tutti i pacchi sono disponibili: _____ von/de/da _____	
3219	Sendung deponieren [5] Envoi à déposer Depositare l'invio _____	
3234	Keine Zustellung ins Ablagefach oder an Nachbar; keine Deponierung Pas de distr. dans la boîte auxiliaire ou chez le voisin, ni de dépôt à un endroit convenu Nessun recapito nello scomparto di deposito o al vicino; nessun deposito	

[1] The telephone number must be noted and communicated to Swiss Post
in the electronic data set.

[2] Condition: shipping consignments as PostPac Priority or Swiss-Express
"Moon".

[3] The required delivery date must be indicated.
If delivery is to take place on a Saturday, mark the parcel as PostPac
Priority with the additional service Saturday delivery (SA) in addition to
the delivery instruction.

[4] For services that define a delivery time (such as ZFZ), all consignments
must be labelled in the same way by the sender.

[5] The deposit location can be indicated and communicated to Swiss Post
in the electronic data set.

Delivery instructions only for authorized customers
You can integrate the following delivery instructions into the address label using standard printing. The code no. (visible text) is not visible on the address label.

Code no.	Delivery instructions	Code
3220	Zustellinformationen in der Dokumententasche beachten! [1] Observer les instructions de distribution dans la pochette! Osservare le informazioni nella busta per documenti!	
3222	Sendung vorweisen; im Keller deponieren [2] Présenter l'envoi; déposer à la cave Presentare l'invio; deporre in cantina	
3232	Leer- und Recyclinggut zurücknehmen [1, 3] Reprendre la marchandise vide et à recycler Riprendere i vuoti e il materiale da riciclare Return empty items and items for recycling	
3233	Austausch / Rücknahme [3, 4] Echange / Reprise Sostituzione / Ripresa Change / Taking back	
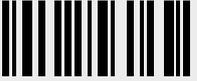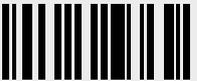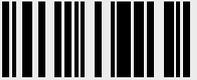
[1] The exact service to be provided in this delivery instruction must be discussed with Swiss Post and contractually agreed.

[2] Only for VinoLog.

[3] The DataTransfer e-logistics service is a precondition for the use of this delivery instruction.

[4] Condition: shipping consignments as PostPac Priority or Swiss-Express "Moon".

9 Returns

For returned items, only the alternative services described below may be applied. Contact your customer advisor for more information.

The return address labels must be large enough to fully cover the outbound route barcode/address information.

In addition, the recipient of a return address label must be instructed by the sender to fully cover or remove all old address labels and barcodes. Please note our guidelines in "Instructions for Mailing Swiss Express and Parcel Consignments", available in German, French and Italian (for the link see chapter "Online services and additional links").

9.1 Business reply item (GAS)

If you enclose a pre-printed return label to save your customer the cost of the return, please note the following points:
– The layout rules basically apply to return labels too.
– Only addresses with integrated barcodes and an integrated basic service barcode business reply item may be used for the return.
– Swiss Post approves the return labels too.
– The same shipment number (last eight digits of the barcode) must not be repeated within 60 days.
– Exception: The same barcode may be used for returning a business reply item as for the outbound route.

Address for outbound route

99.34.123456.12345678

Versandhaus AG
Hard- und Software
Fellerstrasse 777
3063 Ittigen

Frau
Petra Berger
Bahnhofstrasse 123
5600 Lenzburg

Address for return route (with sender's details)

99.34.123456.12345678

GAS

Frau
Petra Berger
Bahnhofstrasse 123
5600 Lenzburg

Versandhaus AG
Hard- und Software
Fellerstrasse 777
3063 Ittigen

Address for return route (example: without sender's details)

99.34.123456.12345678

GAS

Versandhaus AG
Hard- und Software
Fellerstrasse 777
3063 Ittigen

Labels are not shown in their original size.

9.2   Returns for distance sellers

Barcode for returning distance sellers
– Special franking licences have been issued by Swiss Post
  for returns for distance sellers. They differ from outbound
  franking licences at least in the 3rd and 4th digits of the
  barcode.
– For all "return parcels" the 3rd and 4th digits in the barcode
  are always "01" (unique mail-order identifier).
– Positions 5–10 of the barcode are assigned by Swiss Post.
– The last eight positions of the consignment barcode may be
  identical for the outbound and return route.
  Example:
  Outbound 99.34.266009.00000199
  Return 99.01.000567.00000199
– The "return franking licences" are not allocated to the cus-
  tomer's "regular" accounts receivable number but to a
  different special accounts receivable number that must be
  used for all the customer's returned items, regardless of
  the outbound franking licence.
– Mailers of returns for distance sellers pay a reduced list price
  for parcels for the selected service in the corresponding weight
  category at the post office counter.

Address label layout for distance sellers
The distance selling address label must be at least as large if not
larger than the original address label.

Reason: the person affixing the returns label must ensure that
all information from the original shipment (such as barcodes and
addresses) is completely covered.

The illustration below shows the address label (standard) which
must be provided by the mail-order company for any return ship-
ment or made available to the mail-order company's customer
in a suitable format.

Deviations from the standard are possible in consultation with
the customer advisor and Packaging & Address Quality Centre of
Excellence.

Returns for distance sellers must always bear the same recipient
address for each franking licence.

When handing over a consignment at the counter in a branch
or via the home delivery service, the shipping label must include
the following text in three languages above the consignment
barcode for recognition by Swiss Post staff:
Kostenpflichtiger Retourenversand
Envoi en retour payant
Invio di ritorno a pagamento

When using the "Barcode" API, this text must be added above
the space for delivery instructions 9999.

Important: For the label to be displayed correctly, the required
basic service must also be selected (usually ECO).

1 Visible text: Font size 8 in three languages

   Kostenpflichtiger Retourenversand
   Envoi en retour payant
   Invio di ritorno a pagamento

10 pro clima

In its commitment to the climate, Swiss Post puts CO$_2$ reduction, the promotion of renewable energies and energy efficiency first. Unavoidable CO$_2$ emissions are offset by climate protection projects of the highest quality at home and abroad.

All private and business customers will automatically benefit from the new features of "pro clima" shipping as Swiss Post is applying carbon offsetting to all shipments sent within Switzerland and internationally from 1 January 2021. The surcharges resulting from carbon offsetting will be borne entirely by Swiss Post.

Business customers with an existing "pro clima" user contract will no longer be subject to a surcharge from 1 January 2021 and the existing contracts will be terminated as of 31 December 2020.

The "pro clima" label can be used by all customers in compliance with the terms of use.

Important
The "pro clima" label is a registered trademark of Swiss Post. It may be affixed only to consignments that are handed over to Swiss Post for transport (dispatch/delivery).

10.1 Specifications

The "pro clima" label consists of an illustrative component (person and tree), a wordmark (pro clima) and an Internet address (www.swisspost.ch/climate). These components are to be understood as one unit and may not be modified. For particularly small applications (less than 15 mm wide), the Internet address can be left off for reasons of legibility (see Application size).

10.2 Colour definitions

The "pro clima" label can be printed in one of two colour variants. Colour or black, depending on the manufacturing specifications and areas of application. **Where possible, the colour variant should be used.** The colour label can be printed in full colour or in 2-tone.

CMYK (full colour)
Dark green: 100 C / 0 M / 90 Y / 40 K
Light green: 60 C / 0 M / 100 Y / 0 K

Pantone (2-tone)
Dark green: Pantone 349 C
Light green: Pantone 369 C

Single colour (100% black)

10.3 Application size

The original labels are 60 mm wide and can be scaled as required without loss of quality. If a label is less than 15 mm in width, the Internet address is no longer legible and may therefore be omitted. Depending on the application, the Internet address may be placed in a different position and in a larger font.


Width 60 mm
(original size)

Width 15 mm
(minimum size with
Internet address)

Width <15 mm
(without Internet
address)

10.4 Label placement

The "pro clima" label is placed on the address label in such a way that the automatic reading of the barcode and address is not hindered.

It can be placed in the areas located in the delivery instruction or in small format in the service provider area.

Delivery instructions

Postcode and town

Basic and value-added services

99.34.123456.12345678

Area for sender's address. With internal information or logos

Mr, Ms, Company
Last name, first name
Company name
Street, no.
Postcode, town

Possible areas
to place the label
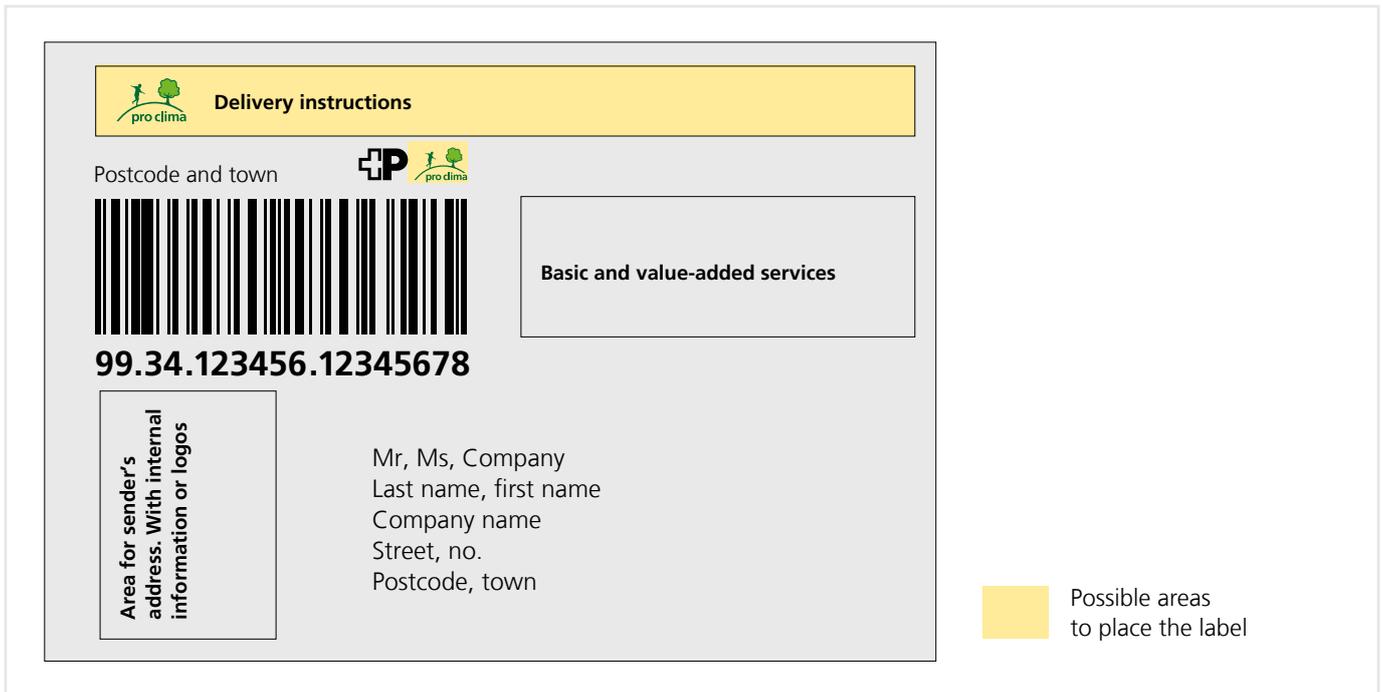
Example 1
Parcel with value-added services and delivery instructions

Sendung dem Empfänger direkt auf der Etage zustellen
Distribuer l'envoi au destinataire directement à l'étage
Recapitare l'invio al destinatario direttamente al suo piano

WSBC 2.2 / 21.11.2013 / TU_516850_20

99.60.001750.00005262

BLN CHF 300.00

MAN

Frau
Petra Berger
Bahnhofstrasse 123
5600 Lenzburg

Example 2
Express item with value-added services

WSBC 2.2 / 21.11.2013 / TU_516850_20

99.60.001750.00005264

COLD

SI

Swiss-Express

Frau
Petra Berger
Bahnhofstrasse 123
5600 Lenzburg
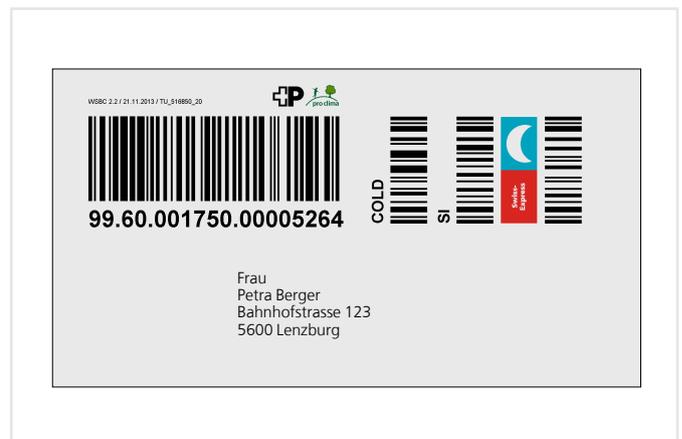
Labels are not shown in their original size.

11 Online services and additional links

Overview of Swiss Post's online services

www.swisspost.ch/online-services

Packaging and addressing

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

Packaging

Dispobox
www.swisspost.ch/dispobox

Online service "Order Dispoboxes",
www.swisspost.ch/order-dispoboxes

PostPac
www.swisspost.ch/postpac

PostPac Promo
www.swisspost.ch/postpacpromo

Addressing

Instructions for sending Swiss-Express and postal parcels
www.swisspost.ch/sending-instructions

Barcode for business customers, Appendix 1
E-Mail for ordering: pm-produkt-support@post.ch

Create shipping labels online
Online service "Domestic parcel labels",
www.swisspost.ch/domestic-parcel-labels

Order barcodes and shipping labels
Online service "Order barcodes & shipping labels",
www.swisspost.ch/order-barcodes-shipping-labels-info

Order forms and brochures
www.swisspost.ch/docucenter

Data exchange

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

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

DataTransfer
www.swisspost.ch/datatransfer

Services

Logistics solution with YellowCube
www.swisspost.ch/yellowcube

Collections
www.swisspost.ch/collection

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

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

Dangerous goods
www.swisspost.ch/dangerousgoods

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

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

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

Location search
www.swisspost.ch/locations

Time slot delivery and Direct parcel posting

Time slot delivery and Direct parcel posting services
www.swisspost.ch/time-slot-delivery