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# INSTRUCTIONS "LETTERS DISPATCH LIST" ONLINE SERVICE

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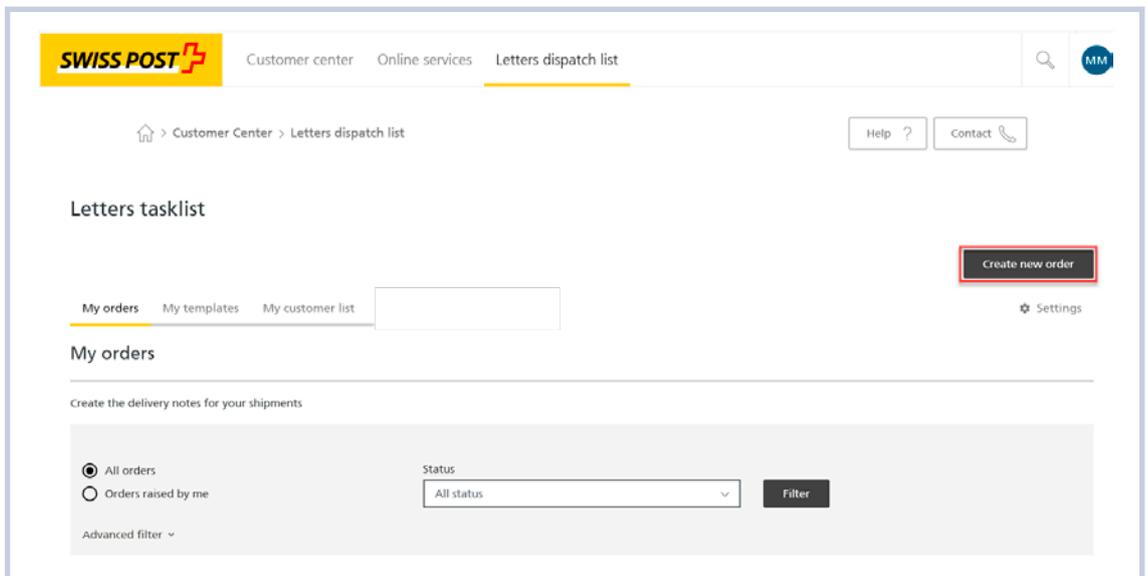
# 1. Introduction

## 1.1 Purpose of the document

The following document is a guide to the "Letters dispatch list" online service ([www.swisspost.ch/online-services](http://www.swisspost.ch/online-services)).

## 2. Create new order

To create a dispatch list or delivery note, click on the "Create new order" action button, or you can also copy a corresponding order under actions using the "Create new order" function (cf. section 3.2 Selecting actions).



## 2.1 Sender screen

In the first sender process step, the sender and dispatcher details are entered. The sender is the purchaser and invoice recipient of the dispatch list/delivery note. The dispatcher executes the order and gives the delivery note to a designated acceptance point.

### 2.1.1 Sender address

#### I am the sender

The invoice reference number and franking licence are automatically applied in accordance with the settings in the user account. If the user account settings include several invoice references and franking licences, you can select one from the relevant list fields.

The screenshot shows the 'Sender' screen in a five-step process. Step 1, 'Sender', is active. The user has selected 'I am the sender'. Below this, there are two dropdown menus for 'My invoice reference number' and 'My franking licence'. A grey box displays the 'Sender address' (Musterhans, Musterhans Kurt, Altenbergstrasse 28, 3013 Bern) and the 'Invoice reference'. At the bottom, there is a checked checkbox for 'I am handing the shipment over', a 'Cancel' button, and a 'Next' button.

#### I am not the sender

If you want to enter a different invoice reference number, select the "I am not the sender" option field. Here, you can either select the sender via the "Customer list" or enter the 8- or 9-digit invoice reference number and confirm it using the "Verification" button.

The sender data are completed automatically after "Verification" of the invoice reference number.

The screenshot shows the 'Sender' screen with 'I am not the sender' selected. It features a dropdown menu for 'Select the sender from my customer list' with the text 'Please select a customer' and a link 'Open my customer list >'. Below this is a text input field for 'Sender's invoice reference number' and a 'Check' button.

## 2.1.2 Dispatcher's address

The dispatcher is automatically applied based on the login and the "I am handing the shipment over" checkbox is pre-filled. In this case, the address is only displayed on screen 5 "Complete".

If you want to enter a different dispatcher, de-select the "I am handing the shipment over" checkbox. You can then select the dispatcher from your customer list. Instead of using the customer list, you can enter the 8- or 9-digit invoice reference number or the AMP key and add the dispatcher using the "Verification" button.

**Sender**

Please select a sender: i

I am the sender  
 I am not the sender

My invoice reference number: i

My franking licence: i

Sender address: Invoice reference:

I am handing the shipment over i

Select dispatcher from my customer list (optional)

Please select a customer  [Open my customer list >](#)

or

Dispatcher's invoice reference number (optional) i

Bitte 8-stellige oder 9-stellige Rechnungsreferenznummer eingeben

or

Dispatcher's address ID number (optional)

Please enter AMP key

## 2.1.3 Skip screen

If you enter the same data for every order, you have the option of skipping this page. To do this, select the checkbox "Skip this stage in the future and apply the data entered above for every further order. This skipping of the stage can be reversed in the settings".

This option can be edited in the settings. For more information about the settings, see section 4 Settings.

Note: if you have created a customer list, you cannot skip the first screen.

Skip this stage in the future and apply the data entered above for every further order. This skipping of the stage can be reversed in the settings.

## 2.2 Product selection

Sender **2** Product selection **3** Shopping basket **4** More data **5** Complete

### Product selection

When do you wish to hand over the shipment? ⓘ  
The selected date may affect product availability

24.10.2019

Product fast selection ⓘ  
Select or enter search term to filter product list

or

Where would you like to send your shipment?

Domestic  Abroad

Preview

Domestic / Abroad Shipment method

Unit price

Number

Total

Your basket is empty

### 2.2.1 When would you like to mail the consignments?

In the “When do you wish to hand over the shipment?” field, “today’s date” is automatically pre-filled. Click on the calendar symbol in order to change the date of posting. The date of posting cannot be in the past and must not be more than 60 days in the future.

### 2.2.2 Product selection

In the production selection process step, you can enter our products and value-added services either via the quick selection or via the domestic and abroad boxes.

#### 2.2.2.1 Quick selection

Your favourites are displayed in the quick selection. These are either the products you most frequently declare or those you have saved as favourites in your settings.

You can enter a search term directly in the field to filter the product list. Or you can use the drop-down menu.

Product fast selection ⓘ

Select or enter search term to filter product list

A-Post single

A-Mail Standard letter, Letter standard

B-Post single

B-Post Standard single, Letter standard

### 2.2.2.2 Manual product selection

First select either "Domestic" or "Abroad" as the destination, then select the shipping option. Confirm this information using the "Accept" button.

Where would you like to send your shipment?

Domestic

Abroad

Please select a shipment method

- A-Post single**  
Delivery the next working day, including Saturdays.
- B-Post single**  
Delivery within a maximum of three working days, from Monday to Friday
- B2 Bulk Mail (from 350 Unit)**  
Delivery within a maximum of 6 working days, from Monday to Friday

Show all shipping methods ▾

Accept

Select the product under "Size and weight" and then enter the necessary information such as weight, number of consignments and any value-added service.

Size and weight

- A-Mail Standard letter, Letter standard - CHF 1.00**  
Format: up to B5 (25 x 17.6 cm; up to 2 cm thickness)  
Weight: 1 - 100 g
- A-Mail Midi letter, Letter Midi - CHF 1.30**  
Format: up to B5 (25 x 17.6 cm; up to 2 cm thickness)  
Weight: 101 - 250 g
- A-Mail Large letter, Letter large 1 - 500g - CHF 2.00**  
Format: up to B4 (34.3 x 25 cm; up to 2 cm thickness)  
Weight: 1 - 500 g
- A-Mail Large letter, Letter large 501 - 1000g - CHF 4.00**  
Format: up to B4 (34.3 x 25 cm; up to 2 cm thickness)  
Weight: 501 - 1000 g
- A-Priority Plus, Letter up to B5, 1-250g - CHF 2.40**
- A-Priority Plus, Letter up to B4, 1-1000g - CHF 4.20**

Product details

- Weight

Weight (g)

Number of consignments

Additional services ⓘ

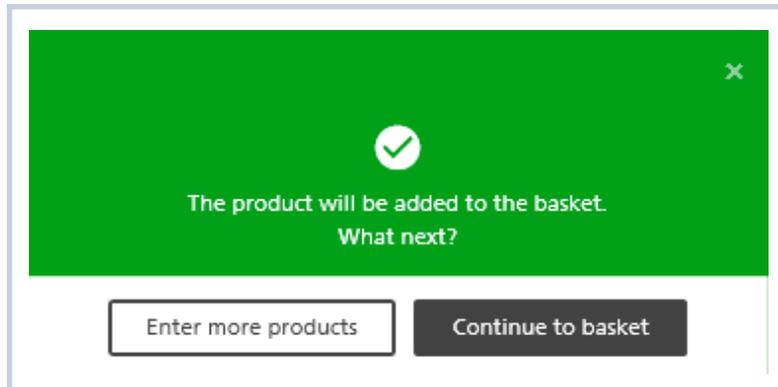
Additional service 1 (optional)

Add to basket

Preview

Domestic / Abroad	Domestic
Shipment method	A-Post single
Format	Letter standard, max. size B5 (250 x 176 mm)
Weight	
Additional services	
Unit price	
Number	
Total	

Confirm this information using the "Add to basket" button. You can then choose between "Continue to basket" or "Enter more products":



### 2.3 Shopping basket

All products and value-added services created are listed in the shopping basket.

The screenshot shows a progress bar at the top with five steps: 1. Sender (checked), 2. Product selection (checked), 3. Shopping basket (active), 4. More data, and 5. Complete. Below the progress bar, the "Shopping basket" section contains a table with the following data:

Product	Weight (grams)	Number	Unit price	Total amount	Actions
A-Mail Standard letter, Letter standard	1 - 100	10	1.000	10.00	Please select
Letter PRIORITY, Standard letter Europe	1 - 20	400	1.500	600.00	Please select
<b>Total</b>		<b>410</b>		<b>610.00</b>	

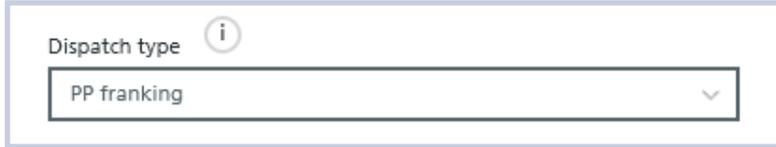
Below the table, there is an "Enter more products" button with a magnifying glass icon. At the bottom left, there are "Back" and "Save" buttons. At the bottom right, there is a "Next" button.

### 2.4 More data

The screenshot shows a progress bar at the top with five steps: 1. Sender (checked), 2. Product selection (checked), 3. Shopping basket (checked), 4. More data (active), and 5. Complete. Below the progress bar, the "More data" section contains the text "Information for the order".

## 2.4.1 Dispatch type

Check the dispatch type. The system automatically selects “PP franking”.



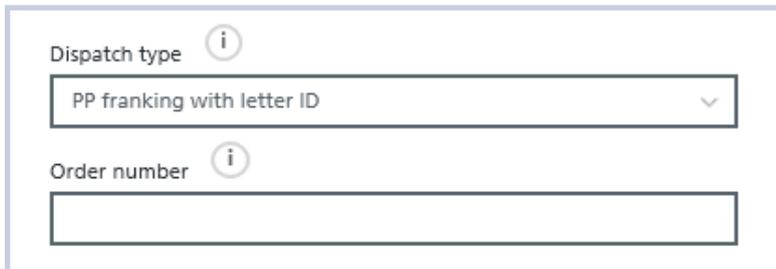
A screenshot of a web form showing a dropdown menu for 'Dispatch type'. The dropdown is currently set to 'PP franking'. There is an information icon (i) to the right of the label.

You can change this as follows to:

- PP franking
- PP franking with letter ID
- Dispatch confirmation of franked consignments (IFS or traditional or digital stamps)
- IFS franking, invoice to third party

### 2.4.1.1 Postage paid impression with Letter ID

If your consignments contain a dynamic data matrix code, select “PP franking with letter ID” then enter the 6-digit order number contained in the data matrix code.

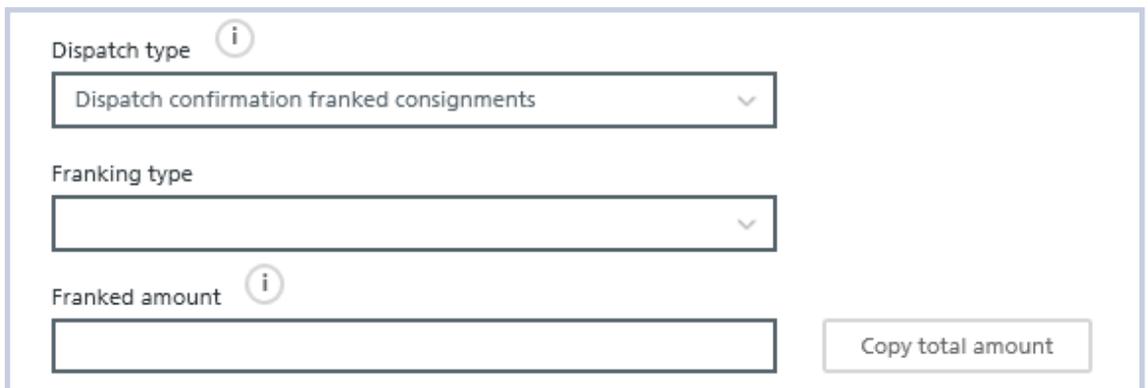


A screenshot of a web form showing a dropdown menu for 'Dispatch type' set to 'PP franking with letter ID' and an empty text input field for 'Order number'. Both fields have information icons (i) next to their labels.

### 2.4.1.2 Dispatch confirmation of franked consignments

If your consignments are franked with IFS or stamps, enter the “Dispatch confirmation of franked consignments” dispatch type. Then select the “IFS” or traditional or digital stamps” franking type and in the “franked amount” field enter the total amount of all franked consignments (not the product amount but the total amount of all consignments franked with IFS or stamps).

The total amount of all products entered (postal charge) is applied by pressing the “Copy total amount” button.



A screenshot of a web form showing a dropdown menu for 'Dispatch type' set to 'Dispatch confirmation franked consignments', an empty dropdown menu for 'Franking type', and an empty text input field for 'Franked amount'. There is a 'Copy total amount' button to the right of the 'Franked amount' field. Information icons (i) are present next to the labels for 'Dispatch type' and 'Franked amount'.

### 2.4.1.3 IFS franking, invoice to third party

If you have an IFS machine and deliver for third parties, you can select this dispatch option. The consignments are charged to the sender and the amount you have already paid for IFS franking is credited on your next monthly invoice.

In the "IFS number" field, select your machine and enter the total amount of all IFS franked consignments in the "Franked amount" field.

Dispatch type 

IFS franking invoice to third party 

Franking type

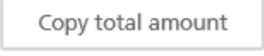
IFS 

IFS number



Franked amount 



 Copy total amount

### 2.4.2 Customer reference

You can enter an individual designation for the order (max. 40 characters). If you have stored designations in the settings, you can select these in the "Use text component" field.

### Customer reference

---

Customer reference for the order (optional) 

Provide a custom description for the order 

Use text component 

### 2.4.3 Customer receipt delivery

Once a consignment has been mailed, a customer receipt is automatically created by the system. This can be found in the order overview using the status "Completed". If you enter one or more e-mail addresses, the customer receipt is also sent by e-mail.

If you wish to receive the customer receipt by physical mail, activate the "I would like to receive the customer document by post" box and select the sender or dispatcher.

#### Send customer document i

---

e-mail address (optional) i

Selected configured email address i

I would like to receive the customer document by post

### 2.4.4 Skip screen

If you enter the same data for every order, you have the option of skipping this page. To do this, select the corresponding "checkbox":

Skip this stage in the future and apply the data entered above for every further order. This skipping of the stage can be reversed in the settings.

This function can be reset in the settings.

For more information about the settings, see section 4.

## 2.5 Screen 5: Complete

On the last screen, "Complete", all data entered are displayed. Check this information then confirm the "mailing conditions" and press the "Place and print order with costs" button.

### Mailing conditions

I confirm that I have read the [Mailing conditions](#) and understand that the order cannot be modified after printing.

---

[Back](#) [Save](#) [Delete order](#) [Place and print order with costs](#)

Open the document and print it. You can now take the consignments together with the delivery note to the nearest post office or have them collected by Swiss Post.

### Order confirmation

Thank you for your order.

Once the item has been handed over to the postal system this order will be marked with the status "Completed". The customer duplicate is now available in the order overview.

In addition, the order will be billed in the next monthly invoice issued by Post CH Ltd.

[Back to overview](#) [Open document](#)

## 3. Order overview

### 3.1 My orders

All orders created during the last six months can be found under "My orders". You can use the filter functions to search for orders according to certain terms.

#### Letters tasklist

[My orders](#) [My templates](#) [My customer list](#)

[Create new order](#) [Settings](#)

#### My orders

Create the delivery notes for your shipments

All orders  Orders raised by me

Status:  [Filter](#)

Advanced filter

[Browse AVZ overview](#)

216 orders

<a href="#">24.10.19 - Barcode no. 981650071361057110</a> Printed				
Sender	Amount	Customer reference	Sender RRN	Actions <input type="text" value=""/>
Musterhans	CHF 610.00			
<a href="#">23.10.19 - Barcode no. 981650071361057100</a> Closed				
Sender	Amount	Customer reference	Sender RRN	Actions <input type="text" value=""/>
Musterhans	CHF 15.00			

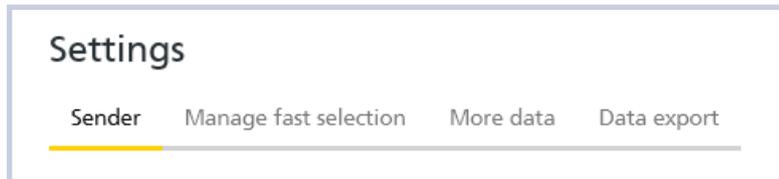
## 3.2 Actions

You can perform several actions for the selected order via the order overview:

Action	Description
View	Orders that have been printed can no longer be edited Select the "View" action to obtain detailed information about the order.
Create new order	The application switches to the creation process in which the copied order can be edited. When copying, "today's date of dispatch" is applied. Some information, such as the order number for a Letter ID order, is not copied and must be entered again.
Delete	The order is deleted from the system. This is not possible for orders which have already been dispatched to and checked by the acceptance point ("Dispatched", "Acceptance confirmed" and "Completed" statuses).
Save as a template	Use this option to prevent your template from being removed from the overview during archiving and from being copied. Orders not marked as a template are no longer displayed in the overview after a period of 60 days.
Print delivery note	The delivery note for the selected order is printed. Orders with "Pending", "Dispatched" and "Acceptance confirmed" statuses cannot be printed.
Print customer receipt	The customer receipt for the selected order is printed. This action is only possible for orders which have already been dispatched to and checked by the acceptance point ("Dispatched", "Acceptance confirmed" and "Completed" statuses).
"+"	You can use the "+" symbol to open the order and view more information.

## 4. Settings

Users who are registered as administrators of their company can define default values, record customer references and assign authorisations in the settings. Some functions are also available to employees with the role of "user".



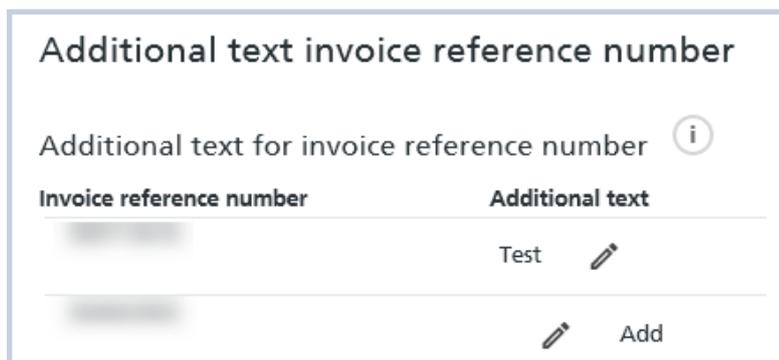
### 4.1 Sender – Speed capture

If you have activated skip page when registering screen 1 Sender, you can deactivate it again here.



### 4.2 Sender – Additional text invoice reference number

Here, you can enter a comment of up to 25 characters for every invoice reference number. This designation is then displayed when registering the order.



### 4.3 Sender – Customer list

Service providers can create their own individual customer list.

- To do so, activate the “My customers” box. The “My customer list” heading can then be seen on the homepage.
- You can authorise your employees to add more customers to the list.

#### Customer list

My customers i

Create authorisation and manage customers in customer list

Only people with administrator rights can create and manage customers.

Every employee in company can create and manage customers.

### 4.4 Sender – Authorisations

Enter the e-mail address (username) for the desired employee in your company and click on the “Search” button. A precondition for this is that the person already has a login for the Customer Center on [www.swisspost.ch](http://www.swisspost.ch). Select the “Administration” checkbox to define the user as an administrator. Under authorised franking licences, you can withdraw the employee’s authorisation to use the individual franking licence by deselecting the corresponding checkbox.

#### Authorisations

People search i

email

Authorised functions

Administration

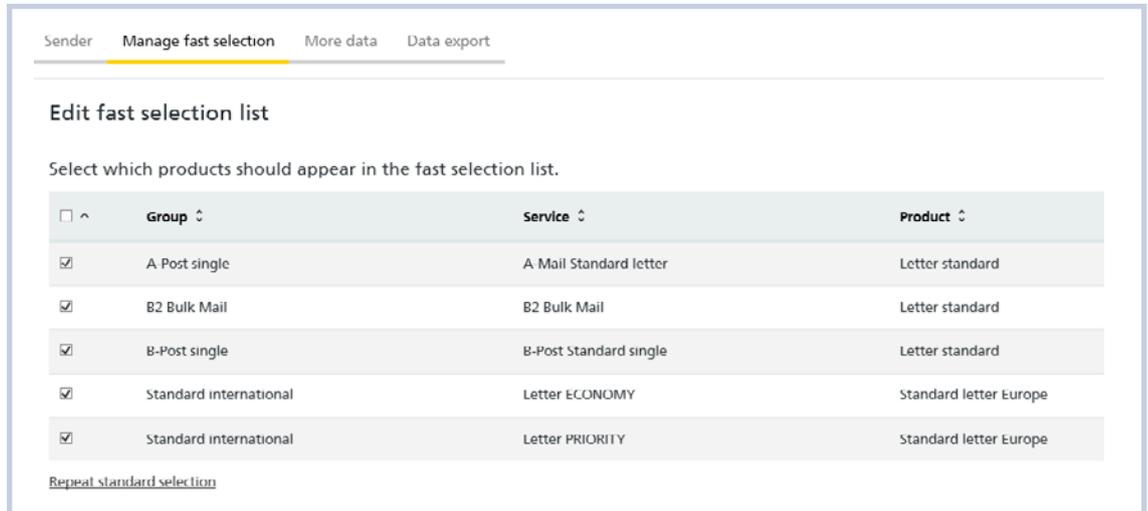
Authorised franking licences

Authorisation	Area	Franking licence no.	RRN	Debtor
<input checked="" type="checkbox"/>	Aufgabenverzeichnis	76000125	500713610	Musterhans Kurt
<input checked="" type="checkbox"/>	Aufgabenverzeichnis / Warenversand international	70006065	500713610	Musterhans Kurt

## 4.5 Manage fast selection

Select your favourite products that, on product entry, you wish to have displayed in the fast selection.

The “Restore default selection” function enables you to adjust the product selection to a default selection predefined by the system.



Sender **Manage fast selection** More data Data export

### Edit fast selection list

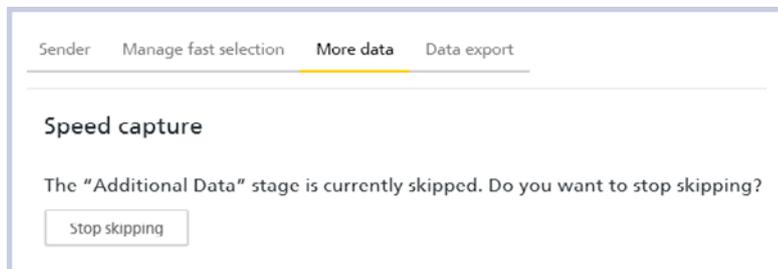
Select which products should appear in the fast selection list.

<input type="checkbox"/>	Group	Service	Product
<input checked="" type="checkbox"/>	A Post single	A Mail Standard letter	Letter standard
<input checked="" type="checkbox"/>	B2 Bulk Mail	B2 Bulk Mail	Letter standard
<input checked="" type="checkbox"/>	B-Post single	B-Post Standard single	Letter standard
<input checked="" type="checkbox"/>	Standard international	Letter ECONOMY	Standard letter Europe
<input checked="" type="checkbox"/>	Standard international	Letter PRIORITY	Standard letter Europe

[Repeal standard selection](#)

## 4.6 Additional data – Speed capture

If you have activated skip page when capturing screen 4 Additional data, you can deactivate it again here.



Sender Manage fast selection **More data** Data export

### Speed capture

The “Additional Data” stage is currently skipped. Do you want to stop skipping?

#### 4.7 Additional data – Entering the cost center

If you have stored cost centers in your user account settings, you can select them in screen 4 “Additional data”. Here, you can define the entry of a cost center as a “mandatory field”.

### Enter cost centre

Configure mandatory inputs

Yes, cost centre entry is mandatory.

No, cost centre entry is not mandatory.

#### 4.8 Additional data – Customer reference for the order

Under text block, you can pre-enter frequently used customer references.

Select the checkbox “Yes, the customer reference for an order is a mandatory field” to ensure that a customer reference is always indicated when creating a dispatch list.

You can pre-enter up to 50 frequently used customer references.

### Customer references for the order i

Text component

Versand 1 🗑

Versand 2 🗑

Create new text component, 40 characters maximum Add

Configure mandatory inputs i

Yes, order customer reference is mandatory.

No, order customer reference is not mandatory.

#### 4.9 Additional data – Customer receipt delivery

Company-wide e-mail addresses

- Here you can enter up to 10 e-mail addresses to which the customer receipt should always be sent automatically, regardless of which option is selected for sending the customer receipt in the order creation.

Stored e-mail addresses

- Here you can enter up to 50 e-mail addresses which are available in screen 4 “Additional data” when creating an order. The customer receipt will then be sent to the e-mail address selected in screen 4.

### Send customer document

Company-wide email addresses i

Email addresses configured i

#### 4.10 Additional data – labelling for outer containers

For every order, you have the option of printing an address for the outer container for every product entered. Activate this function here for screen 4 “Additional data” .

### Label for bulk container

Display the “Label for bulk container” under “Additional Data” i

Yes, display the option

No, do not display the option

#### 4.11 Additional data – Letters with proof of delivery

For consignments with proof of delivery, a barcode list is required when posting. Here, you can indicate which list should be used as the default list.

### Letters with proof of delivery

Show this list by default i

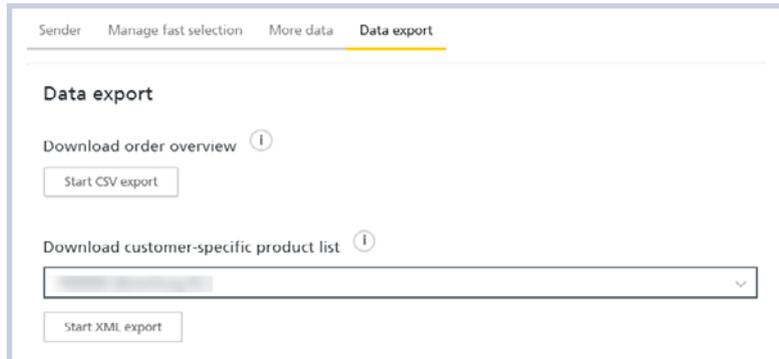
 

### Court certificates

Show this list by default i

## 4.12 Data export – Order overview

Here, all orders which are displayed in the order overview can be exported. (Product information is not included).



The screenshot shows a web interface with a navigation bar at the top containing the following items: "Sender", "Manage fast selection", "More data", and "Data export" (which is highlighted with a yellow underline). Below the navigation bar, the section is titled "Data export". There are two main options:

- Download order overview** (with an information icon 'i')
  - Start CSV export
- Download customer-specific product list** (with an information icon 'i')
  - A dropdown menu with a downward arrow.
  - Start XML export

## 4.13 Data export – Product list

The product list is required by customers who use the order data via the electronic DataTransfer interface. The product list is exported as an XML file and can be imported by IT specialists into their own production system. Select the desired franking licence and click on the "Start XML export" action button.



This is a close-up of the "Download customer-specific product list" section from the previous screenshot. It features:

- The text "Download customer-specific product list" followed by an information icon 'i'.
- A dropdown menu with a downward arrow.
- A button labeled "Start XML export".

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