

Service provider access in the Customer Center at www.swisspost.ch

User guide



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1 Granting a user service provider access

1.1 What is service provider access?

Registering as a service provider with Swiss Post's Customer Center (www.swisspost.ch/customer-center) grants a user from Company 1 access to the applications of Company 2. In this example, service provider access has to be set up by an internal company administrator at Company 2.

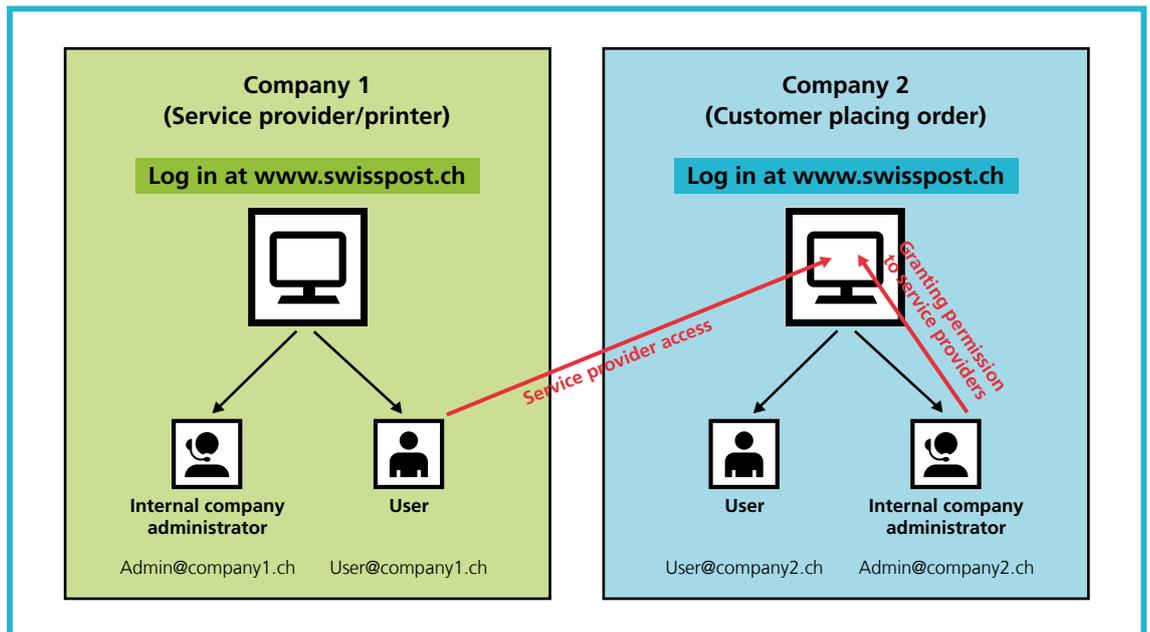


Figure 1: Presentation of service provider access

The access of a service provider can be restricted to certain applications and certain accounts receivable, in the same way as for a normal user.

1.2 Setting up service provider access

1.2.1 Granting service provider authorization

An internal company administrator at Company 2 logs in to the Customer Center at www.swisspost.ch and can register a new user in the "User profile" menu item under "User access and permissions":

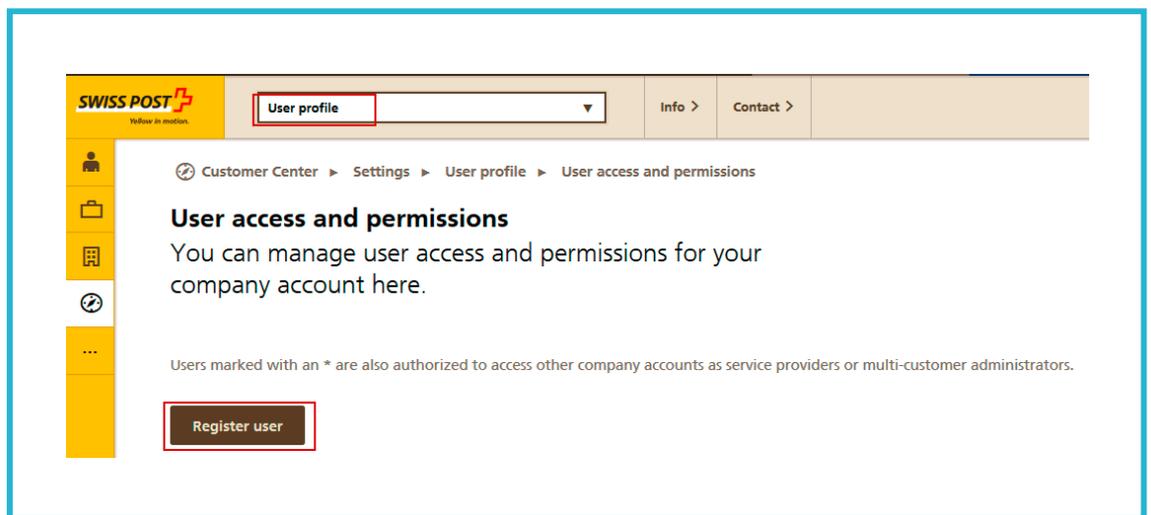


Figure 2: User profile menu item

The role of service provider can be assigned to the new user under "Type of user access". The e-mail address of the new service provider can then be entered. Please note that this e-mail address must already have a login at www.swisspost.ch.

The screenshot shows the 'Register user' form in the Swiss Post system. The form is titled 'Register user' and asks for information required for user access. It includes sections for 'New user', 'Type of user access', 'User access information', and 'Permission assignment'. The 'Service provider' role is selected, and the 'Assign permission manually' option is chosen. The 'E-mail' field is highlighted with a red box, and the 'Service provider' radio button is also highlighted with a red box. The 'Cancel' and 'Register' buttons are at the bottom right.

SWISS POST
Näher in motion.

User profile ▾ Info > Contact >

Customer Center > Settings > User profile > User access and permissions > Register user

Register user

Please enter the information required for user access.

New user

Type of user access ⓘ

Employee at your company

Technical user

Service provider

User access information

E-mail

Remarks (optional)

Permission assignment

Assign permission manually ⓘ

Cancel Register

Figure 3: Register user

Registration is confirmed as follows:

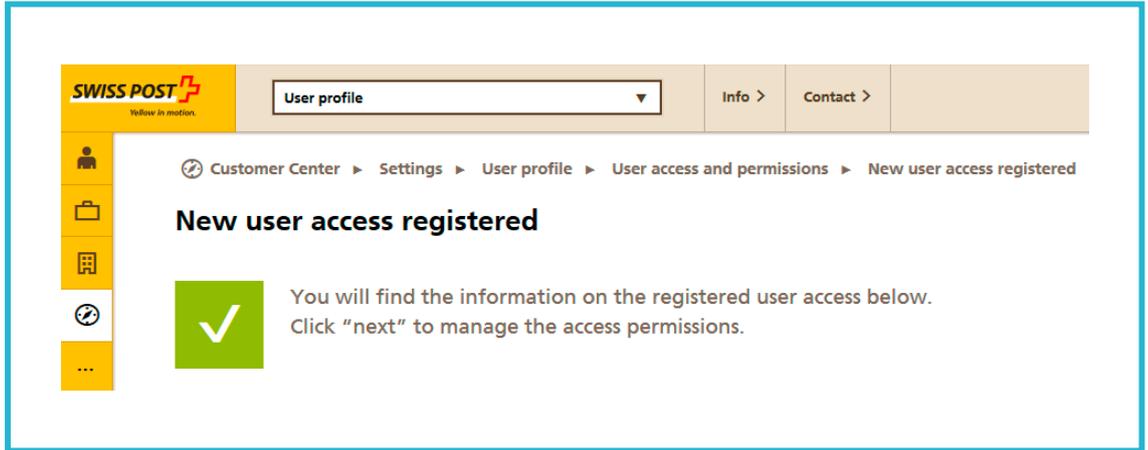


Figure 4: Registration confirmation of user access

Access to online services can then be authorized:

Click on the "Grant service permissions" icon in the "User profile" menu

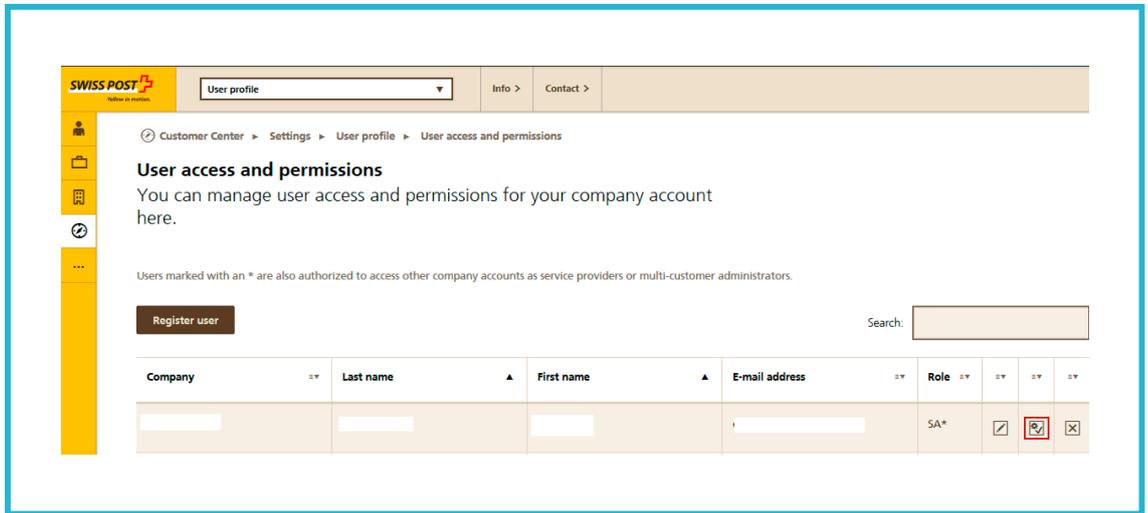


Figure 5: User access and permissions menu

Here you can authorize the user to access the required online services:

The screenshot shows a user interface for authorizing online services. At the top, there is a yellow header bar with the text "Sending & transporting mail" and a minus sign on the right. Below this, there is a list of services, each with a checkbox and a plus sign on the right. The services are:

- pick@home
- Collect domestic parcels for return
- Letters dispatch list
Send advance notice of letter mail
- Create Premium waybill
Accompanying documents for international letters
Shipping documents for GLS parcels

The "Letters dispatch list" service is highlighted with a red rectangular box.

Figure 6: Authorize online services

1.2.2 Accepting service provider access

Service provider access is only active after the authorized service provider has accepted it.

The user from "Company 1" (service provider) logs in to the Customer Center at www.swisspost.ch and accesses his/her profile. There is a "Permission as service provider" message at the top right:

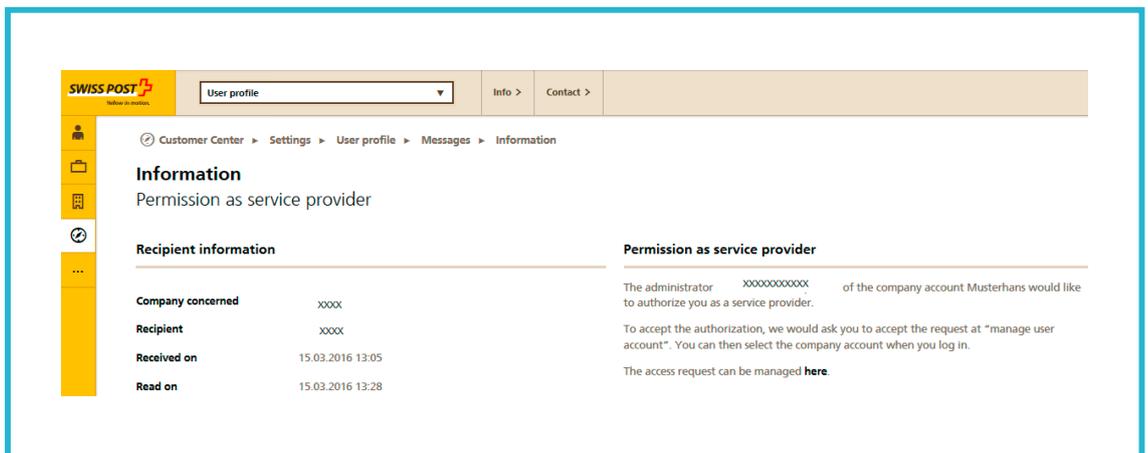


Figure 7: Message confirming permission

The pending request for permission as service provider is found under "User account". Click on "Approve". Permission for access as a service provider to Company 2 is now authorized.

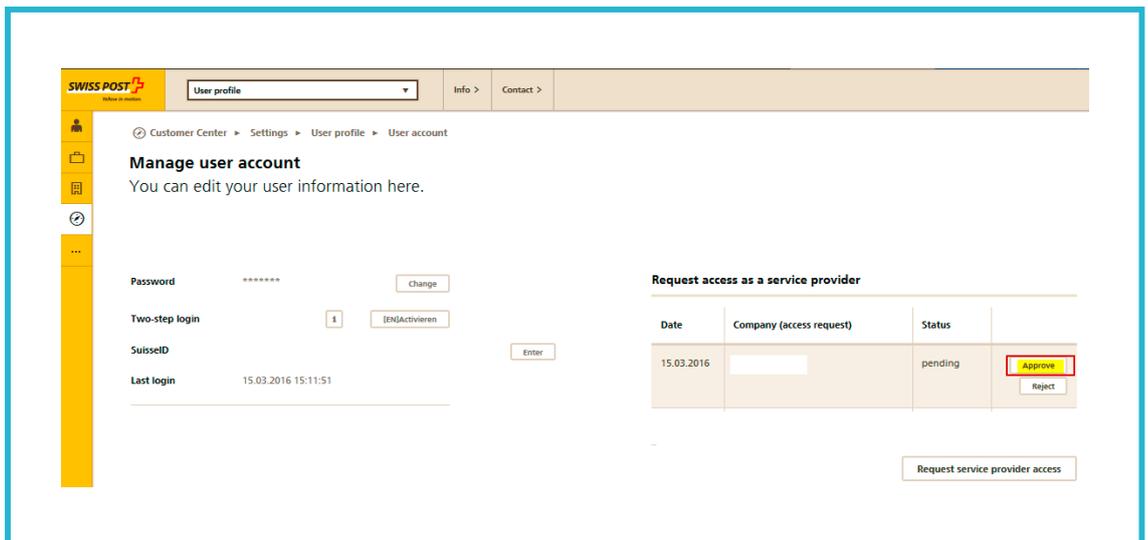
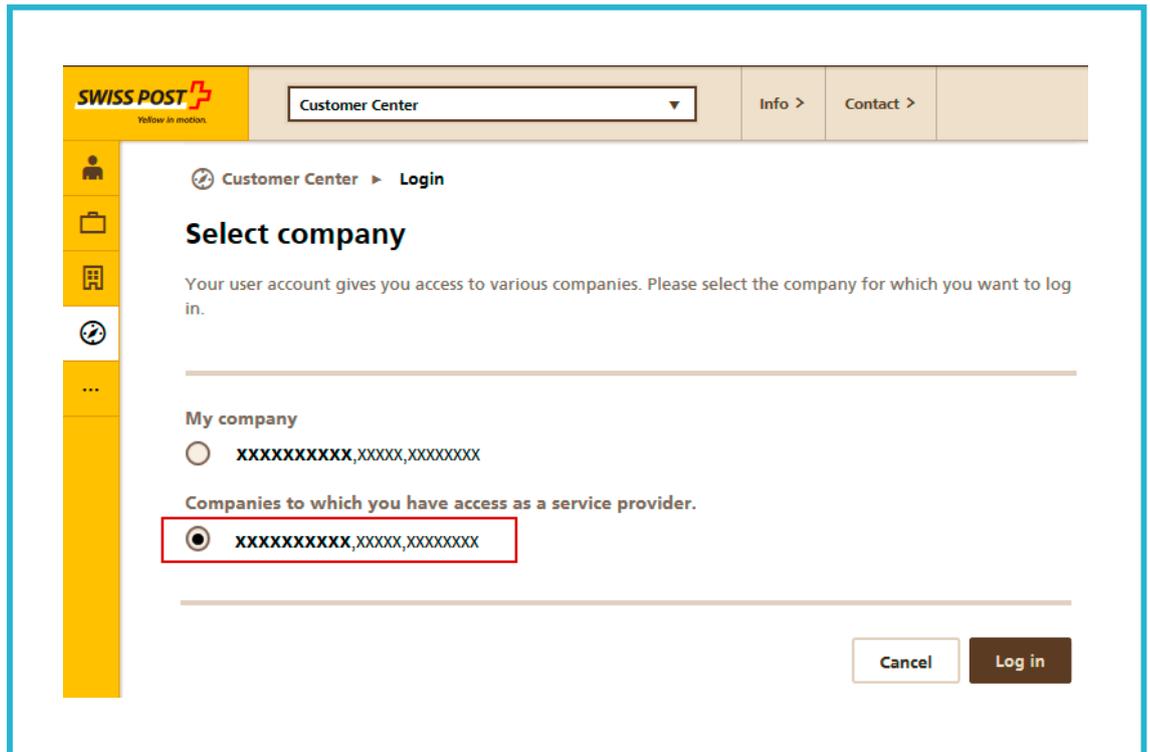


Figure 8: Confirm access as service provider

2 Service provider entry point

After successfully logging in to the Customer Center at www.swisspost.ch, all the companies for which the service provider can create an order are listed in the "Customer Center" under "Third parties":



The screenshot shows the Swiss Post Customer Center interface. At the top left is the Swiss Post logo with the tagline "Yellow in motion". To its right is a dropdown menu currently set to "Customer Center". Further right are "Info >" and "Contact >" links. A vertical yellow sidebar on the left contains icons for user profile, shopping cart, calendar, and a search icon, followed by a "..." menu icon. The main content area is titled "Customer Center > Login" and "Select company". Below the title, a message states: "Your user account gives you access to various companies. Please select the company for which you want to log in." There are two radio button options. The first is labeled "My company" and has a value of "XXXXXXXXXX,XXXXX,XXXXXXXX". The second is labeled "Companies to which you have access as a service provider." and has a value of "XXXXXXXXXX,XXXXX,XXXXXXXX"; this option is selected and highlighted with a red rectangular box. At the bottom right, there are "Cancel" and "Log in" buttons.

Figure 9: Log in as service provider

Orders with contract products can also be entered for these companies.

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