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

SWISS POST ✚

Yellow in motion.

Contents

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.
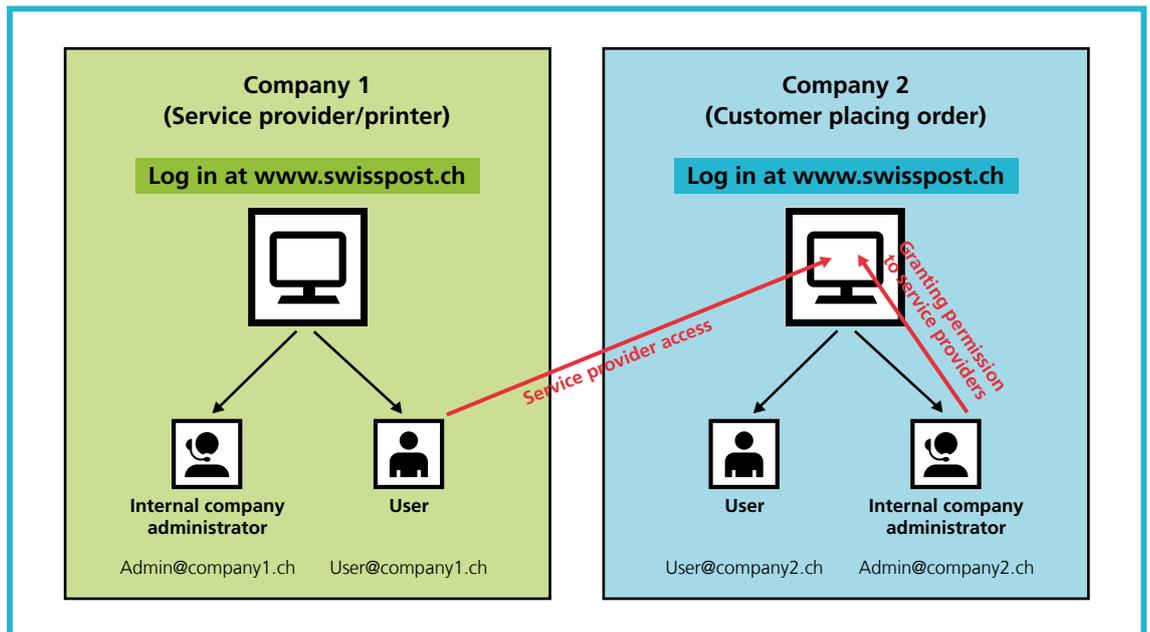

Figure 1:   Presentation of service provider access

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":
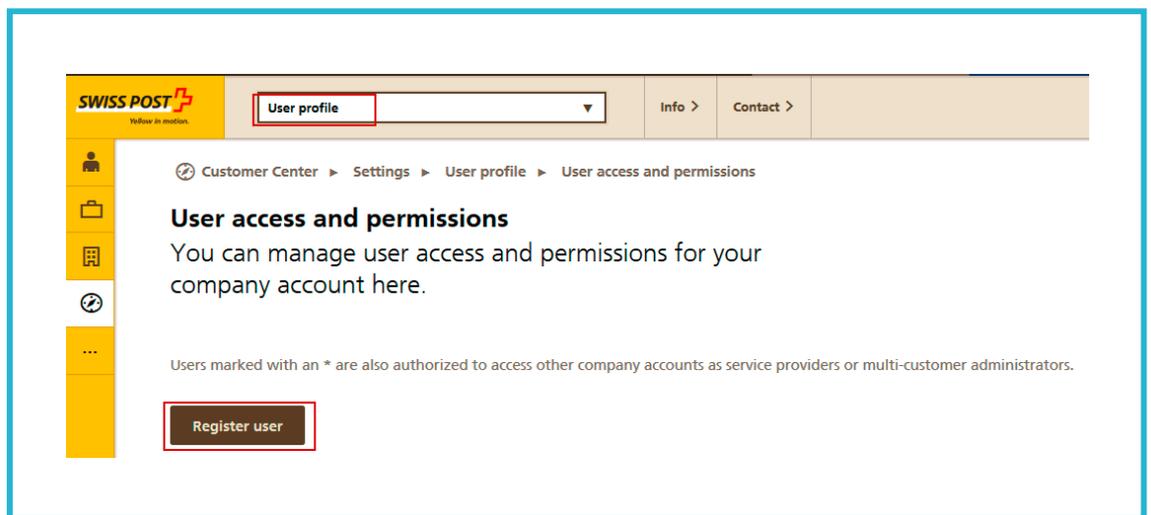

Figure 2: User profile menu item

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.

Figure 3: Register user
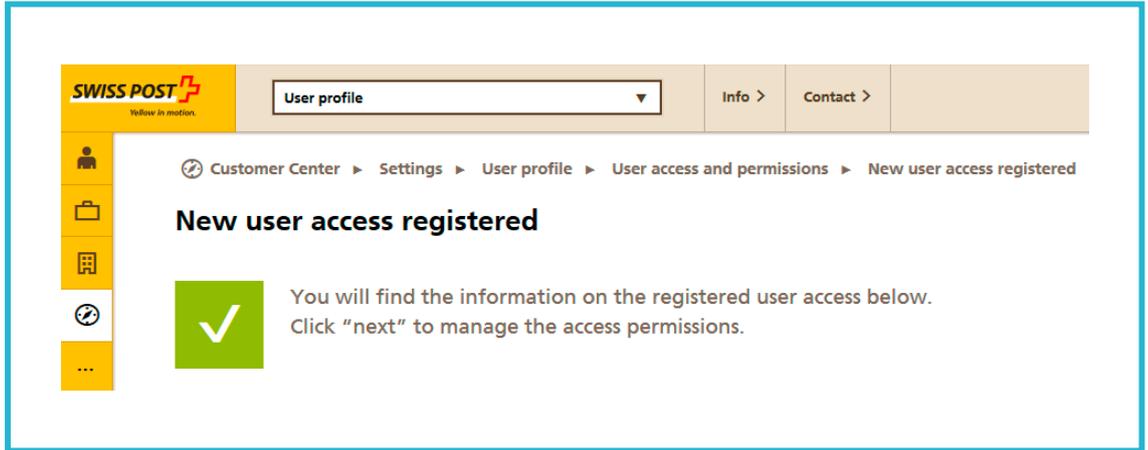
Registration is confirmed as follows:

Figure 4: Registration confirmation of user access

Access to online services can then be authorized:

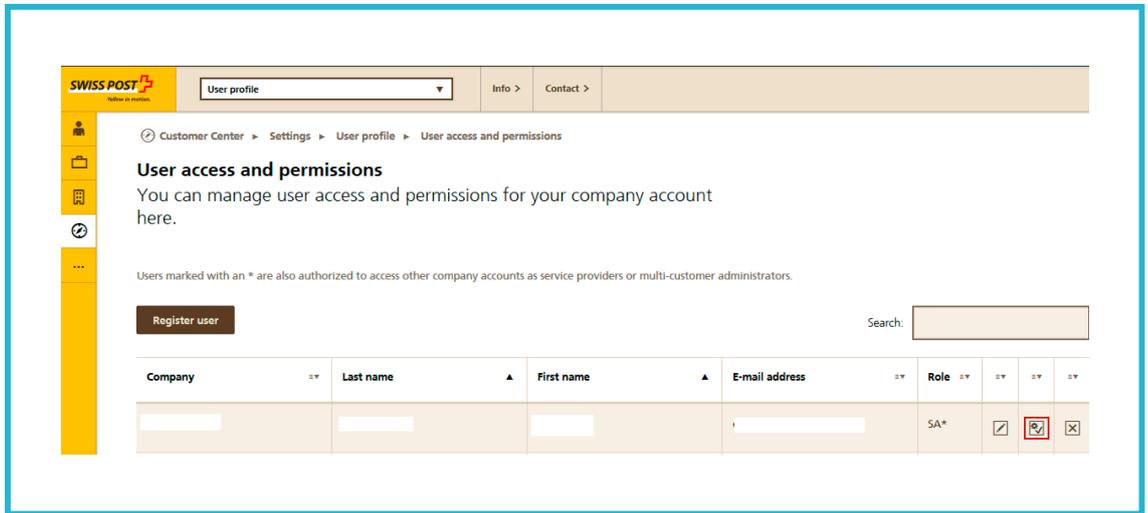Click on the "Grant service permissions" icon in the "User profile" menu

Figure 5: User access and permissions menu

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

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:
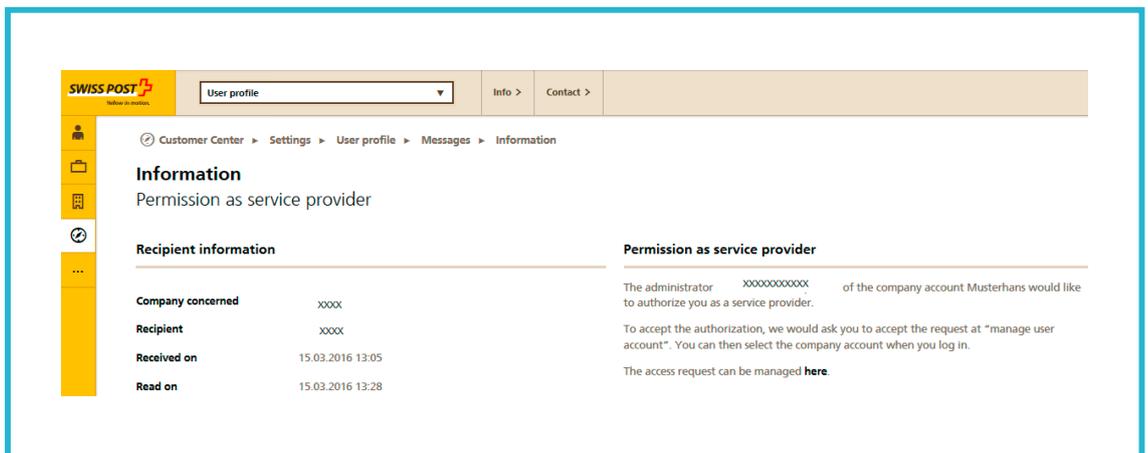

Figure 7: Message confirming permission

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.
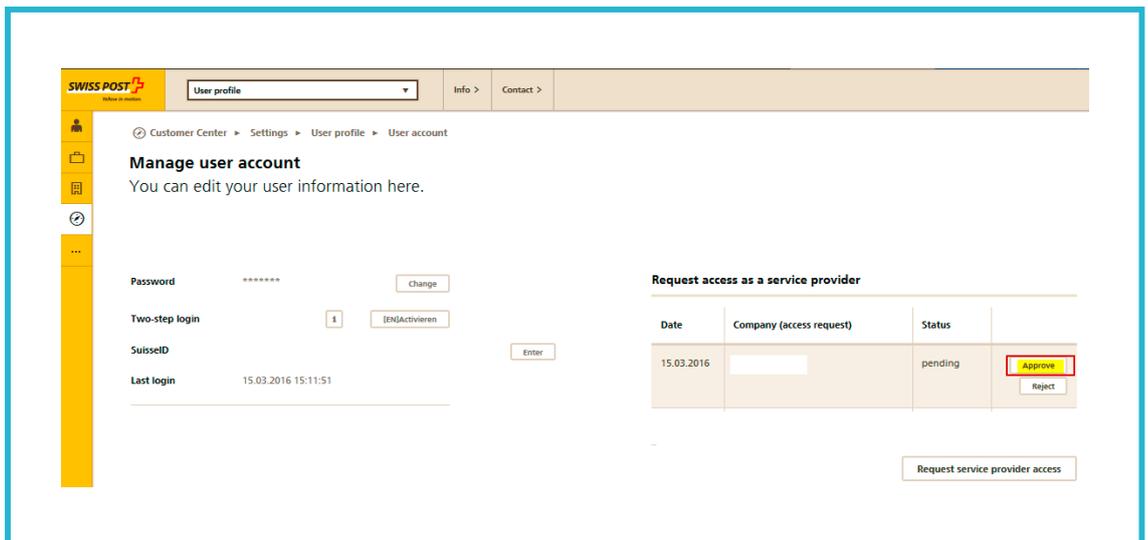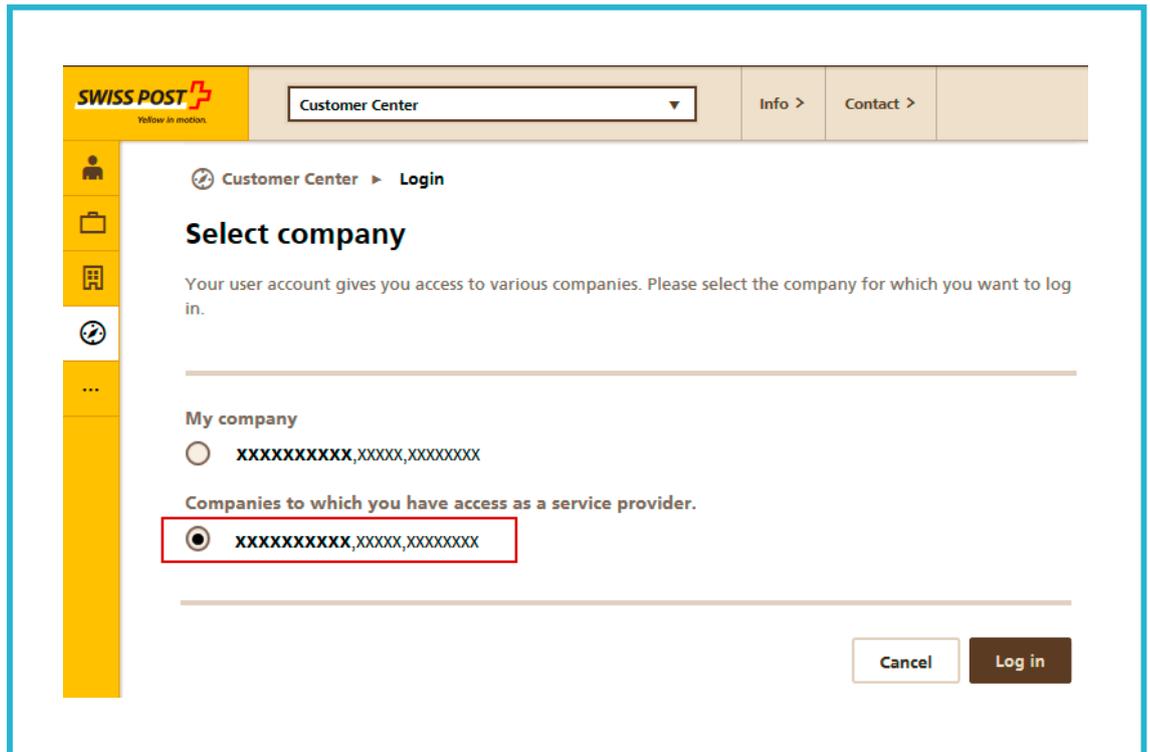

Figure 8: Confirm access as service provider

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":

Figure 9: Log in as service provider

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

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