
INSTRUCTIONS ORDER BARCODES & SHIPPING LABELS

October 2018

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1 Introduction

1.1 For whom is this manual intended?

These instructions are intended for Swiss Post business customers who order consignment barcodes and/or shipping labels via the "Create barcodes and shipping labels" online service.

The instructions serve as support.

1.2 Validity

These instructions are valid from October 2018. They replace the version dated September 2017. 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.

1.3 Logging in

Register at www.swisspost.ch/customer-center and order the "Order barcodes & shipping labels" online service. If you already have a user account for the Swiss Post Customer Center, simply log in with your e-mail address and password.

As an administrator, you can grant access to authorized persons within the company in the user profile at www.swisspost.ch/customer-center.

1.4 Changing your password

As an administrator, you can change your password in the user profile at www.swisspost.ch/customer-center.

1.5 Pro clima

The "pro clima" label is used to identify carbon-neutral consignments. Thanks to a modest surcharge on the mailing of letters, Express items and parcels, all CO₂ emissions are offset. For more details and associated benefits, please go to www.swisspost.ch/carbon-neutral.

If you would like to mail your consignments carbon neutrally, please contact your customer advisor.

1.6 Prices (excl. VAT)

Pre-printed address labels

The minimum order value is CHF 25. The total charge will be added to your monthly bill.

Number	Price
1–999	CHF 0.50
1000–9,999	CHF 0.40
≥10,000	CHF 0.35

Share of shipping costs

CHF 5 / order for consignment barcodes for parcels and shipping labels.

Order in writing or by phone

CHF 20 if we create your order for you.

1.7 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)
customercare@post.ch
www.swisspost.ch/online-services

2 Barcodes

Use the “Order barcodes & shipping labels” online service to order your consignment barcodes and shipping labels.

You will normally receive the printed labels within two to three working days.

For every order of consignment barcodes and shipping labels we will charge you a shipping fee of CHF 5 (excl. VAT).

We also charge CHF 20 (excl. VAT) if we create your order for you.

2.1 General barcode information

The consignment barcode is a form of identification for an individual consignment. It contains details about the sender, the place of mailing and the consignment number.

Barcodes offer complete service transparency, facilitate consignment tracking and provide the basis for parcel invoicing and any follow-up requests.

The current processing status for individual consignments can be viewed at any time via the “Track consignments” online service in the Swiss Post Customer Center.

With a business user account, the “Track consignments” premium service with additional options is available to you. Data entered at the time of mailing, during processing and on delivery can be viewed for a period of 360 days (180 days for international consignments). Find out more at www.swisspost.ch/track-consignments.

2.2 Barcode Plus for parcel consignments

On request, Swiss Post can affix the barcodes or address labels for a fee. Send us your address file and we will create the address labels you need and affix them to your parcels (bulk mailings).

Please contact your customer advisor if you have any further questions.

2.3 Affixing barcodes and adding addresses for letter mail

Swiss Post also carries out the creation of the recipient list and barcode labelling for consignments with proof of posting. More information can be found at www.swisspost.ch/frankieren.

Please contact your Swiss Post customer advisor or Swiss Post Customer Service for a corresponding quotation.

2.4 Ordering barcodes

2.4.1 Accessing the function

You can access the online service in the Customer Center at www.swisspost.ch or directly via www.swisspost.ch/order-bar-codes-shipping-labels-info.

For even faster access, you can save the online service as a favourite.

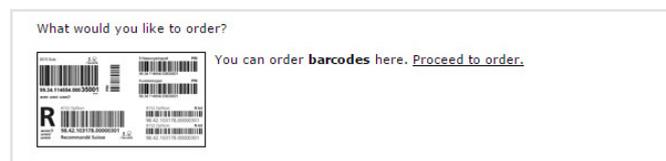


Fig. 1: “What would you like to order” tab

2.4.2 “Selection” tab

This displays a screen containing various dropdown selection lists.

First select the service group. All shipping methods/services for which your company has registered are listed.

If you are unable to access all the shipping methods you require, make sure that the following barcode services have been activated:

- For Registered (R) domestic: letters with proof of delivery (POD)
- For other domestic letters: A Mail Plus, Dispomail or legal documents
- For domestic parcels/Swiss Express: Parcels/Express
- For international letters: R international, PRIORITY Plus
- For “International parcels/urgent” no franking licence is required. You will be automatically referred to the “Dispatch list Online”.

For further information, please contact your customer advisor.

The second step is to choose the basic service. You can then choose the additional services and delivery instructions you require. Clicking on "Next" takes you to the "Franking licence" tab.

Fig. 2: "Selection" tab

2.4.3 "Franking licence" tab

Select your franking licence in the "Franking licence" tab.

Optional: Please enter the postcode of your address in the "Post office of origin" field. Select the correct place name for the postcode in the selection field. The selection field appears automatically.

Check whether the image displayed (excluding consignment barcode no.) meets your requirements and add the order to your shopping basket.

Fig. 3: "Franking licence" tab

2.4.4 "Shopping basket" tab

Enter the number of barcodes you require in the "Shopping basket" tab. Please note that this quantity is for units of 100. If you would like to order additional barcodes, please click on "Continue to order". Otherwise, click on "Order".

Fig. 4: "Shopping basket" tab

You can view all the details for your order by clicking on . You can delete ordered items by clicking on . You can update your order by clicking on .

2.4.5 "Addresses" tab

Confirm or enter the order and delivery addresses via the "Addresses" tab. If the specified address is incorrect, click on "Add new address" and enter the address details. You can also use an existing address as the basis for a new address by clicking on "Copy" and modifying the entry as required. You can then save this new address under a new name. All new addresses can be selected for any future orders as well and only need to be entered once. It is possible to enter and save multiple order and delivery addresses. Click on "Order" to confirm the order and delivery address.

Fig. 5: "Addresses" tab

You can select stored order and delivery addresses via the relevant dropdown selection list. Place a checkmark in the box if the delivery address is the same as the order address. You can edit order and delivery addresses via "Manage addresses".

2.4.6 "Overview" tab

Review your order on the "Overview" tab. Then click on "Submit order" to transmit it to Swiss Post. You should receive your barcodes within 2–3 working days.

Selection > Franking licence > Shopping basket > Addresses > Overview				
Order address		Delivery address		
Post CH Ltd Ms Muster Rita Musterstrasse 10 3030 Bern Switzerland rita.muster@test.ch English		Post CH Ltd Ms Muster Rita Musterstrasse 10 3030 Bern Switzerland rita.muster@test.ch English		
Name	FraLic no.	Quantity	Price per item	Total [CHF]
<input checked="" type="checkbox"/> Barcode	██████	100	0.00	0.00
Total (without VAT)				0.00
<input type="button" value="Back"/> <input type="button" value="Cancel"/> <input type="button" value="Submit order"/>				

Fig. 6: "Overview" tab

3 Shipping labels

3.1 General information on pre-printed shipping labels

Post office-approved shipping labels displaying details of the recipient and sender plus integral barcode make it easier to send mail to a known group of recipients.

You can use the “Barcodes/Shipping labels” function to order pre-printed address labels and labels for business reply items, for parcel consignments and Swiss-Express “Moon”.

Maximum order amount

No more than 25,000 address labels per order item or no more than 25,000 address lines in an Excel table.

Important: These labels are subject to a charge. Detailed information on pricing can be found in section 1.6.

3.2 Ordering shipping labels

3.2.1 Accessing the function

You can access the online service in the Customer Center at www.swisspost.ch or directly via www.swisspost.ch/order-bar-codes-shipping-labels-info.

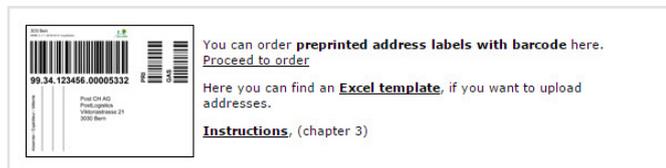


Fig. 7: “What would you like to order” tab

3.2.2 “Selection” tab

This displays a screen containing various dropdown selection lists. First select the service group. You then need to identify the basic service. You can also select up to three additional services and/or delivery instructions. Click on “Next” to continue to the “Data” tab.

The image shows a screenshot of a web form titled "Preprinted address labels with barcode (subject to a fee)". At the top, there are navigation tabs: Selection, Data, Shopping basket, Addresses, and Overview. The "Selection" tab is active. Below the tabs, there are several dropdown menus with information icons (i) to their right:

- Service group: Parcel
- Basic service: PostPac Priority
- Additional service 1: Please select
- Additional service 2: No selection
- Additional service 3: No selection
- Delivery instruction: Please select

Below these fields is a yellow box with the following text: "Notes: Additional services and delivery instructions are generally subject to a charge. More information is available at the following link: [Prices and conditions](#). You can find your current orders at [My orders](#)". At the bottom right of the form are "Cancel" and "Next" buttons.

Fig. 8: “Selection” tab

3.2.3 “Data” tab

On the “Data” tab you can select a franking licence. The “pro clima” surcharge is paid automatically as specified in your contract with Swiss Post. Enter the postcode in the “Post office of origin” field. The selection of “Print labels” options available depends on the chosen product.

The image shows a screenshot of a web form titled "Data". At the top, there are navigation tabs: Selection, Data, Shopping basket, Addresses, and Overview. The "Data" tab is active. Below the tabs, there are several fields and a dropdown menu:

- Franking licence: A dropdown menu with an information icon (i).
- pro clima surcharge: A checkbox with a "pro clima" logo.
- Post office of origin: A text input field with an information icon (i).
- Printing on the label: A dropdown menu with an information icon (i). The dropdown is open, showing options: "Please select", "Only sender address", "Only recipient address", "With sender and recipient address", and "Without sender and recipient address".

At the bottom right of the form are "Back", "Cancel", and "Next" buttons.

Fig. 9: “Data” tab

Selection > Data > Shopping basket > Addresses > Overview

Franking licence: [dropdown] ⓘ

pro clima surcharge:

Post office of origin: [input] ⓘ

Printing on the label: With sender and recipient address ⓘ

Sender text | **Sender logo**

As the sender, you can choose to include your company logo. However, the logo can only be printed in black and white. Please respect the following specifications when creating your image/logo:

Image width: 47mm
Image height: 25mm
File size: max. 50 KB
File format: GIF, PNG or JPG
Colour table: colours indicated, max. 200 colours
Important: Set the background colour to white (transparent backgrounds are printed in black).

When printing, the logo will be rotated 90° anticlockwise. The logo is automatically scaled to the required size if the image height/width is not met.

If you do not wish to use a logo, please use the tab "Text".

[Datei auswählen] Keine ausgewählt [Upload image] [Delete image]

To enter the recipient addresses, please use the [template](#) we have prepared. You must have Excel installed on your computer. Finally, upload the template by pressing the button "Upload recipient addresses". Instructions for using the Excel template can be found here [Instructions](#).

Printing on the label: With sender and recipient address ⓘ

Sender text | **Sender logo**

Name1:* [input]
Name2: [input]
Street/No.:(or P.O. Box) [input]
P.O. Box/No.: [input]
Postcode/City: * [input]
* mandatory

To enter the recipient addresses, please use the [template](#) we have prepared. You must have Excel installed on your computer. Finally, upload the template by pressing the button "Upload recipient addresses". Instructions for using the Excel template can be found here [Instructions](#).

[Durchsuchen...] [Upload recipient addresses] ⓘ

[Back] [Cancel] [Next]

Selection > Data > Shopping basket > Addresses > Overview

Franking licence: [dropdown] ⓘ

pro clima surcharge:

Post office of origin: [input] ⓘ

Printing on the label: Only recipient address ⓘ

Lines wished for sender information: ⓘ

To enter the recipient addresses, please use the [template](#) we have prepared. You must have Excel installed on your computer. Finally, upload the template by pressing the button "Upload recipient addresses". Instructions for using the Excel template can be found here [Instructions](#).

[Durchsuchen...] [Upload recipient addresses] ⓘ

Fig. 10, 10a and 10b: "Data" tab, "Sender logo" tab and "Sender text" tab

3.2.4 Sender specification

As the sender, you have the option of printing your company logo in the sender field on the address labels. You can do this via the "Sender logo" tab. If you do not want a logo to appear on your address labels, click on the "Sender text" tab.

The labels are displayed in colour (if you uploaded a colour logo), but are printed in black and white.

The logo must be saved as a .gif, .png or .jpg file and must be no larger than 50 KB.

Important: Set the background colour to white (transparent backgrounds are printed in black).

3.2.5 Entering recipient addresses

You need to enter all addresses in the pre-defined Excel file. A guide (see chapter 3.3) is available to help you. You then upload the template you have filled with addresses by clicking on "Browse" and selecting the file, then clicking on "Upload recipient addresses".

3.2.6 Business reply items

If you selected business reply items as your basic service on the "Selection" tab, only the "Data" tab will now appear. This contains the "Recipient addresses" field. Click on "Next" to view the sample shipping labels. Check that they meet your requirements. Note that only the first address label is displayed.

Selection > Data > Shopping basket > Addresses > Overview

You can now approve the printing proof. Only the first page will be displayed. Once you have confirmed the printing proof, your layout cannot be changed and a refund is not possible.

3063 Ittigen / WSPC 13.2 / 23.08.2017 / 00020000

99.85320253

Absender / Expéditeur / Mittente

Versandhaus AG
Hard- und Software
Musterstrasse 1
3063 Ittigen

SPECIMEN

Select the print format: Reel-fed printing Single sheet

Click the button "Add to shopping basket" to confirm the printing proof

[Back] [Cancel] [Add to shopping basket]

Fig. 11: "Data" tab

3.2.7 Print format

Reel-fed printing

475 labels per reel-fed, perforated

Single sheet (recommended)

4 labels per A4 sheet, perforated

3.2.8 Printing proof

Click "Add to shopping basket" to confirm that the address labels are ready for printing and place your order in the shopping basket.

Once you have confirmed the printing proof, your layout cannot be changed and a refund is not possible.

3.2.9 "Shopping basket" tab

The number of labels and associated costs are displayed on the "Shopping basket" tab. Please note that the order quantity equates to the number of uploaded addresses and cannot be changed.

Important: The quantity of business reply items is set to 1 ex. by default. Please enter the required number and click on "Update".

If you would like to order additional address labels or barcodes, please click on "Continue to order". Otherwise, click on "Order".

Name	FraLic no.	Quantity	Price per item	Total [CHF]
Preprinted Label		50	0.50	25.00
Total (without VAT)				25.00

The total charge will be added to your monthly bill.

Fig. 12: "Shopping basket" tab

The minimum charge for ordering address labels is CHF 25. Invoicing takes place via your monthly bill.

You can view all the details for your order by clicking on .

You can delete ordered items by clicking on .

You can update your order by clicking on .

"Addresses" tab

See chapter 2.4.5 "Addresses" tab

"Overview" tab

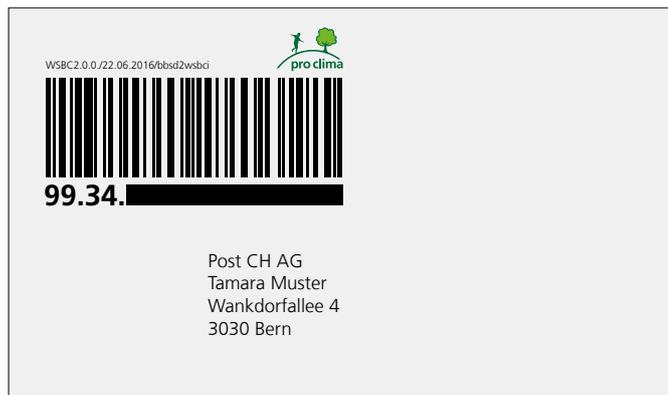
See chapter 2.4.6 "Overview" tab

3.3 Excel template for shipping labels

See chapter 3.2.5 Entering recipient addresses

	A	B	C	D	E	F	G
1	1st address line	2nd address line	3rd address line	4th address line	Postcode	Town	Country
2	Post CH Ltd	Tamara Muster	Wankdorfallée 4		3030	Berne	
3							
4	①	②	③	④	⑤	⑥	⑦

The example shown above will appear on the label as follows:



Please note

- Columns ①, ③, ⑤, ⑥ (or A, C, E, F) are mandatory fields
- Columns ②, ④, ⑦ (or B, D, G) are optional fields (can be left blank)
- The contents of columns 1–4 (A–D) can be defined as required, with the field length a maximum of 35 characters per cell
- The contents of columns 5–7 (E–G; postcode, town, country) are defined and must be used as specified
- The Excel table must not exceed 5 MB or must not contain more than 25,000 address lines

Detailed information on the individual columns

- Column ① You can enter either the company name or a salutation.
-
- Column ② For a company address, you can enter a contact person or department. For private individuals, this can be the first and last name.
-
- Column ③ The street (including number) should always be specified. This column can however also be used differently, depending on the address structure.
-
- Column ④ This column can be used as required.
-
- Column ⑤ For domestic consignments, enter the correct postcode in this column (4 digits in Switzerland). For international consignments, this field is optional (depending on the destination country).
-
- Column ⑥ Enter the correct destination town.
-
- Column ⑦ For domestic consignments, this cell can be left blank. For international consignments, the countries in the drop-down menu must always be used. If you copy a country name from an external source, you must ensure that the spelling is correct, otherwise the country will not be accepted during the file upload.
-

4 Online services and additional links

Overview of Swiss Post's online services

www.swisspost.ch/online-services

Addressing

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 (DocuCenter)

www.swisspost.ch/docucenter

International

Online service "Accompanying documents for international letters",
www.swisspost.ch/accompanying-documents-international-letters

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

Data exchange

Digital Commerce API

www.swisspost.ch/digital-commerce/api

Web service barcode

www.swisspost.ch/web-service-barcode

Track & Trace

www.swisspost.ch/track-consignments

DataTransfer

www.swisspost.ch/datatransfer

Webstamp

www.swisspost.ch/webstamp

Services

Logistics solution with YellowCube

www.swisspost.ch/yellowcube

Collections

www.swisspost.ch/collection

Receiving private parcels

www.post.ch/PickPost
www.swisspost.ch/mypost24
www.swisspost.ch/my-consignments

Retrieval

Online service "Collect domestic parcels for return",
www.swisspost.ch/rueckholung-pakete-inland

Dangerous goods

www.swisspost.ch/dangerousgoods

VinoLog

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

"pro clima" offering

www.swisspost.ch/carbon-neutral

Search for postcode

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

Brandingnet

www.brandingnet.ch

Instructions

Barcode for business customers

www.swisspost.ch/barcode-business-customers

Barcode for business customers, Appendix 1

E-Mail for ordering: paketnational.pl43@post.ch
(only in German, French and Italian)

Barcodes and data matrix codes for letter mail

www.swisspost.ch/manual-barcodes-letters

Post CH Ltd
PostLogistics
Wankdorfallee 4
3030 Berne
Switzerland

Telephone 0848 88 22 44
supportonlineservices@swisspost.ch
www.swisspost.ch/online-services

