

# Dispobox management

## User guide



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# 1 Introduction

## 1.1 Who is this guide written for?

The guide is for business customers of Swiss Post who want to order and manage Dispoboxes online themselves.

## 1.2 What does this guide include?

These instructions are divided into the following sections:

- Logging in
- Navigation
- Explanatory notes on ordering and managing Dispoboxes
- Information on data management in the Dispobox order system

## 1.3 Scope of application

This guide is valid with effect from November 2016. It replaces the March 2012 version (only in German, French and Italian). Swiss Post may make changes to reflect additions or adjustments to the services it offers.

We have marked the sections that contain content changes with a line in the margin.

## 1.4 Point of contact for questions/changes

If you have any questions regarding Dispobox orders or changes of address, please contact Swiss Post Customer Service.

Post CH Ltd  
Customer Service  
Wandkorfallee 4  
3030 Berne  
Switzerland

0848 888 888 (CHF 0.08/min. from a Swiss landline)  
custcare@swisspost.ch  
www.swisspost.ch/online-services

## 2 Logging in

### 2.1 Logging in and granting access rights

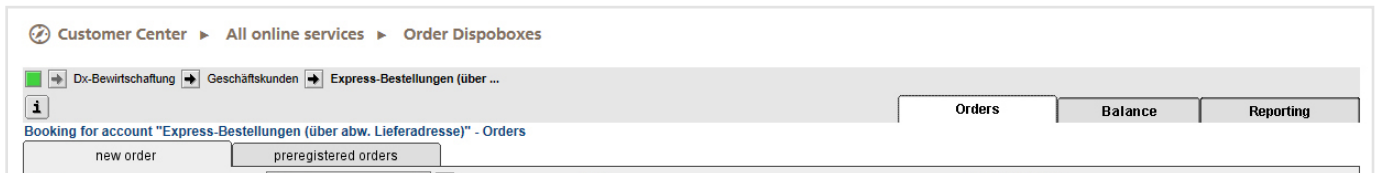
You can log in and grant access rights within your company via the Customer Center at [www.swisspost.ch/customer-center](http://www.swisspost.ch/customer-center).

Log in to the Customer Center with your usual user details.


Select the online service **"Order Dispoboxes"**.

# 3 Navigation

## 3.1 Contact details



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 You can find your contact details using this button. The system information and your user details are also stored here.

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### Orders

You can process your orders here. You can enter and change orders and check the order status.

### Balance

Here you can find out your Dispobox stock level.

### Reporting

Here you can view a report of your orders over a 12-month period in an Excel file.

# 4 Ordering Dispoboxes

## 4.1 Creating an order

Booking for account "Express-Bestellungen (über abw. Lieferadresse)" - Orders

new order | preregistered orders

Order type: Ordering

Delivery date: 10.10.2016

Company: Express-Bestellungen (über abw. Lieferadresse)

Additional name: für Kunden ohne FRLZ od. einmalige Bestellungen

Street: Wankdorfallee 4

Date/Time: 06.10.2016 14:41

DX user: 34137967

DX account number: 34137967

Contact person: Frank Daubenfeld

Country/ZIP/Place: CH / 3030 / Bern

Customer ID

Company

Additional name

Fax

E-mail

Location information

Contact person

Telephone

Street

Country/postcode/town

ursula.e.luginbuehl@post.ch

By submitting this order, you confirm that you agree to [Subscriber Conditions](#).

I agree to the Subscriber Conditions.

Forwarding comment

Forwarding comment2

Type	Number	Piece	Description
DX10	0	Piece	Dispobox 10 (external dimensions 200x150x120 mm / ca. 2.5 Liter) - 200 pcs per pallet
DX11	0	Piece	Dispobox 11 (external dimensions 298x198x120 mm / ca. 4.3 Liter) - 168 pcs per pallet
DX14	0	Piece	Dispobox 14 (external dimensions 298x198x170 mm / ca. 7.0 Liter) - 140 pcs per pallet
DX21	0	Piece	Dispobox 21 (external dimensions 398x306x120 mm / ca. 9.0 Liter) - 96 pcs per pallet
DX23	0	Piece	Dispobox 23 (external dimensions 398x306x227 mm / ca. 19.0 Liter) - 120 pcs per pallet
DX33	0	Piece	Dispobox 33 (external dimensions 598x398x329 mm / ca. 49.0 Liter) - 80 pcs per pallet
DX39	0	Piece	Cover DX39 for Dispobox 33 (external dimensions Box and Cover 598x398x329 mm / ca. 59.0 Liter) - 120 cover per pallet
DX86	0	Piece	Dispobox 86 (external dimensions 798x598x600 mm / ca. 144.0 Liter) - 14 pcs per pallet
Cold53	0	Piece	Disposit Cold53 (Innenmass 350x210x148 mm / ca. 10.5 Liter) - 24 pcs per pallet
ThermoCare Ambient	0	Piece	ThermoCare Ambient-Inlay
StkPlom	0	Unit	Insertion seals for DX 10, 11, 14, 21 and 23; 1'000 pcs/unit = CHF 50.00 excl. VAT
KoPlom	0	Unit	Compact seals for DX 10, 33 and 39; 1'000 pcs/unit = CHF 200.00 excl. VAT
DispBa1	0	Unit	Dispobag 1 for DX 11, 14 and 21; 100 pcs/unit = CHF 25.00 excl. VAT
DispBa2	0	Unit	Dispobag 2 for DX 23, 33 and 39; 100 pcs/unit = CHF 25.00 excl. VAT
Siegelelkette	0	Unit	Sealing label for all Dispobox sizes, 1,000 items/unit = CHF 140.00 excl. VAT


Submit order

### Step 1

1. Click on "Orders" in the navigation bar.
2. Select the "New order" tab.
3. The order type "Ordering" is displayed automatically.
4. Delivery date: you can change the default delivery date by overwriting it. Deliveries for the following working day are accepted until 11 a.m.


Use the  button to confirm the delivery date. If an order has already been created for the date confirmed, the application takes you directly to this order. If the order status still shows as "created", you can add to or change the order.

### Step 2

Click on the  button (pop-up menu) if the delivery address is different from the order address. You can then enter the required delivery address.



- Enter the delivery address with a customer ID. This means it will be saved and can be used for recurring orders.
- This function is particularly useful for companies with multiple branches.
- Customer IDs can only contain figures and the following special characters: - / & + \_

 Search address in customer base

### Search for a different delivery address

- You can search by customer ID, company, additional name, contact person, postcode and location.
- Option 1: enter the search criteria directly in the different delivery address field and then click on the binoculars icon. The “Customer search” window opens. Click again on the binoculars icon. The searched address is then used or, if there are multiple addresses, a list is displayed for you to select an address.
- Option 2: click directly on the binoculars icon in the different address field and enter the search criteria in the “Customer search” window.
- You can also enter search criteria with a placeholder (asterisk) (e.g. searching Me\* would find the following names: Meier, Meyer, Messerli, Merkur, etc.).
- If you wish to view all saved delivery addresses, you can search in the customer ID field using the asterisk (\*) placeholder.

### Change/copy different delivery address

Search for the different delivery address, overwrite the address data and save it by pressing the “Submit order” button. A different delivery address can also be changed without creating an order by agreeing to the Subscriber Conditions and saving with “Submit order”.

You can select the branch for the current order by clicking on the customer ID.

## Step 3

### Confirm the Subscriber Conditions

The Subscriber Conditions can be downloaded and printed as required.

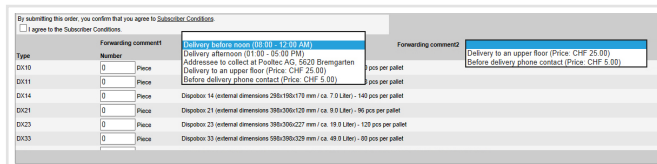
## Step 4

### Define order quantity

Enter the required number per type. Please note that the minimum order quantity is 20 Dispoboxes. A surcharge will be applied to small orders of 20 to 49 Dispoboxes. Delivery of 50 Dispoboxes and over is free. Seals and Dispobags are also available in addition to Dispoboxes.

## Step 5 (optional)

### Define forwarding comments



You can choose whether you want a morning or afternoon delivery in the “Forwarding comment” field. You also have the option to collect the Dispoboxes yourself from Pooltec AG in Bremgarten. For a fee, you can select further forwarding options; the price for each service is shown in brackets.



- You can enter up to two forwarding comments per order.
- Select your forwarding comment(s) from the list. You cannot enter free text.

## Step 6

### Submit order

Before submitting an order, you must agree to the Subscriber Conditions.

I agree to the Subscriber Conditions.

If all order information has been entered correctly, the following message will be displayed **at the top-right** in green letters:

**Order xxxx saved successfully.**

If something in your order is not correct, an error message will display **at the top-right** in **red letters**.



Once you have submitted your order, you will automatically receive a confirmation by e-mail at the address defined in the master data.

## 4.2 Changing an order

Lieferdatum	Typ	Menge	Transport	Bemerkung	Auftragsnummer
13.05.2008	DX11	5		Stockwerklieferung (Preis: CHF 25.00)	4872
13.05.2008	DX23	20			4877
14.05.2008	DX14	29		Vor Lieferung tel. Kontaktaufnahme (Preis: CHF 5.00)	4860
15.05.2008	DX23	50		Stockwerklieferung (Preis: CHF 25.00)	4861
16.05.2008	DX10	100		Lieferung Vormittag (08:00 - 12:00)	4862
22.05.2008	DX11	20			4866

1. Click on "Orders" in the navigation bar.
2. Select the "Preregistered orders" tab.
3. Search for the order that you want to change. You can limit your search by entering the delivery date.

Use this button to confirm the date for which you are searching for an order.

4. Move your mouse to the icon on the far right. You can display the status by hovering your mouse over the icon.

Order created. You can still change it.

Your order is being prepared for shipping and can no longer be changed.

Your order is ready for shipping and can no longer be changed.

Your order is on its way to you and can no longer be changed.

5. You can change your order provided that it has not yet been prepared for shipping.

Click on this button and correct the order as required.

6. Submit the changed order with the  button.

- Once you have submitted your changed order, you will receive an automatic confirmation by e-mail.
- Only orders with the status "created" can be changed.
- For all order changes, contact Swiss Post Customer Service on 0848 888 888.

## 4.3 Searching for orders – Displaying details

Lieferdatum	Typ	Menge	Transport	Bemerkung	Auftragsnummer
16.05.2008	DX33	20			4862

Lieferdatum	Qualität	Kontonummer	Kontoname	Besteller	Abw.	Abw.	Transportbemerkung	Transportbemerkung	Auftragsnummer	Status
16.05.2008	0	55555555	Muster AG	My Post Business			Lieferung Vormittag (08:00 - 12:00)		4862	erfasst
15.05.2008	0	55555555	Muster AG						4861	erfasst
14.05.2008	0	55555555	Muster AG				Vor Lieferung tel. Kontaktaufnahme (Preis: CHF 5.00)	Stockwerklieferung (Preis: CHF 25.00)	4860	erfasst
13.05.2008	0	55555555	Muster AG	ja			Stockwerklieferung (Preis: CHF 25.00)		4872	erfasst
13.05.2008	0	55555555	Muster AG	ja					4877	erfasst
09.05.2008	0	55555555	Muster AG						4859	erfasst

1. Click on "Orders" in the navigation bar.
2. Select the "Preregistered orders" tab.
3. Select the order type "Order history" and enter either the order number or a time period of up to 31 days (delivery date from/to).

Use this button to confirm the search and your orders will be listed.

- If you enter an order number as a search criterion, a specific order will be displayed.
- If you enter a delivery date (from/to, max. 31 days) as a search criterion, all of your orders in the defined time period will be displayed.

4. Click on an order number in the list. This opens a separate window displaying the order details.

Order no.	143862	Status	entered
Account number	60010763	Delivery date	10.10.2016
Account description	NOVAE RESTAURATION SA	Entry date	06.10.2016
Order confirmation e-mail	info@novae-restauration.ch	SSO ID/orderer	info@novae-restauration.ch
Forwarding comment 1		Quality	0
Forwarding comment 2			

Delivery address			
Customer ID		Customer ID external	
Company	NOVAE RESTAURATION SA	Contact person	Elodie Bretaud
Additional name		Telephone	021 804 60 10
Loading/unloading point		Fax	
Street	Route des Avouillons 30	E-mail	info@novae-restauration.ch
Country/postcode/town	CH 1196 Gland	State/province	
Location information			

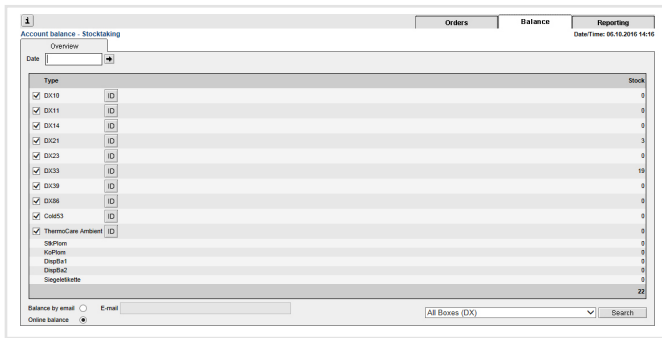
  

Volume	Type
15	DX11
15	DX14
15	DX21
15	DX23
10	DX33
10	DX39



# 5 Querying data

## 5.1 Query stock levels



### Current stock level

Click on "Balance" in the navigation bar to display the current stock level. The number of Dispoboxes per type currently in stock can be found in the "Stock" column.

You can choose whether to display the account balance directly online or to receive an account statement by e-mail. For an e-mail account statement, click on "Balance by e-mail" and enter your e-mail address.

### Past stock levels

If you want to find out a past stock level, enter the relevant date in the "Date" field.



Use this button to confirm the date for which you want to query the stock level.

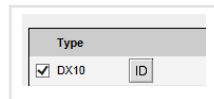
### Detailed search

The account balance is displayed according to various criteria.

- Current detailed stock level: shows all available Dispoboxes in this account.
- Overdue Dispoboxes (DX): shows all overdue Dispoboxes since December 2007 in this account ("overdue" means they have been in the account for longer than 60 days).
- Chargeable Dispoboxes (DX): shows all overdue Dispoboxes in this account in the last 12 months.

Type	Amount	Delivery Date	Start of period	ID	Target Account	Delivery Address	Order No.
DX33	16	16.02.2016 11:32	16.04.2016	34137967	Express-Bestellungen (über abw. Lieferadresse)	Gebüder Kink, Marco Vitul, Schweizer National-Circus AG, 8040 Rapperswil SG	129000
DX33	16	16.02.2016 11:32	16.04.2016	34137967	Express-Bestellungen (über abw. Lieferadresse)	Gebüder Kink, Marco Vitul, Schweizer National-Circus AG, 8040 Rapperswil SG	129000
DX33	16	16.02.2016 11:32	16.04.2016	34137967	Express-Bestellungen (über abw. Lieferadresse)	Gebüder Kink, Marco Vitul, Schweizer National-Circus AG, 8040 Rapperswil SG	129000

## 5.2 Searching for individual Dispoboxes

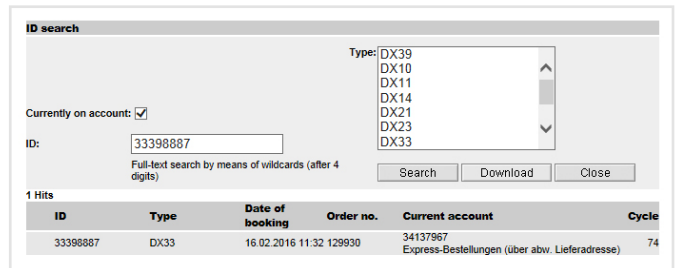


### Step 1

Click on "Balance" in the navigation bar.



Using the ID search (button next to the box type), on this screen, you can search for a specific box number. The delivery date and order number is displayed in addition to the box ID.



### Step 2

Enter box ID. Full text searches with wildcards are possible.

### 5.3 Order statistics

The order statistics in the "Reporting" tab show which Dispoboxes have been ordered in a past period (maximum 12 months) and where they were delivered to.

- Access via "Reporting" tab – Order statistics.
- Then enter the reporting period (delivery date from/to, maximum 12 months).
- If you require information about a specific box type, select a box type from the "Type" field.
- You will be sent the report in CSV format to the e-mail address stored in the Dispobox master data.

Customer Center > All online services > Order Dispoboxes

Dx-Bewirtschaftung > Geschäftskunden > Express-Bestellungen (über ...)

Orders Balance Reporting

Reports

Order statistics

Date from / to 06.09.2015 05.10.2016

Type

- Dispobox 10 (external dimensions 200x150x120 mm / ca. 2.5 Liter) - 200 pcs per pallet
- Dispobox 11 (external dimensions 298x198x120 mm / ca. 4.3 Liter) - 168 pcs per pallet
- Dispobox 14 (external dimensions 298x198x170 mm / ca. 7.0 Liter) - 140 pcs per pallet
- Dispobox 21 (external dimensions 398x306x120 mm / ca. 9.0 Liter) - 96 pcs per pallet
- Dispobox 23 (external dimensions 398x306x227 mm / ca. 19.0 Liter) - 120 pcs per pallet
- Dispobox 33 (external dimensions 598x398x329 mm / ca. 49.0 Liter) - 80 pcs per pallet
- Cover DX39 for Dispobox 33 (external dimensions Box and Cover 598x398x329 mm / ca. 59.0 Liter) - 120 cover per pallet
- Dispobox 86 (external dimensions 798x598x600 mm / ca. 144.0 Liter) - 14 pcs per pallet
- Disposet Cold53 (Innenmass 350x210x148 mm / ca. 10.5 Liter) - 24 pcs per pallet
- ThermoCare Ambient-Inlay
- Insertion seals for DX 10, 11, 14, 21 and 23: 1'000 pcs/unit = CHF 50.00 excl. VAT
- Compact seals for DX 10, 33 and 39: 1'000 pcs/unit = CHF 200.00 excl. VAT
- Dispobag 1 for DX 11, 14 and 21: 100 pcs/unit = CHF 25.00 excl. VAT
- Dispobag 2 for DX 23, 33 and 39: 100 pcs/unit = CHF 25.00 excl. VAT
- Sealing label for all Dispobox sizes, 1,000 items/unit = CHF 140.00 excl. VAT

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PostLogistics  
Wankdorffallee 4  
3030 Berne  
Switzerland

Tel. 0848 888 888

[custcare@swisspost.ch](mailto:custcare@swisspost.ch)  
[www.swisspost.ch/online-services](http://www.swisspost.ch/online-services)

