

# Notification service for parcels and Swiss-Express

## Notification texts

### Message texts for notification via text message

- No line breaks are possible in text messages.
- The Track & Trace URL is shown with no parcel information. Depending on the type of phone, the URL may be automatically converted into a link.
- Text fields in square brackets (between “[“ and ”]”) indicate variable content and are filled either with the submitted data or in the course of processing by Swiss Post. The text fields have the following lengths:
  - [Customer\_Name1] = 50 characters, the sender as per the data submitted.
  - [Barcode number] = 18 characters, example: “991234567812345678”
  - [Date] = 8 characters, example: “13.02.06”

- [Postcode post office name] = 30 characters (post office name limited to max. 25 characters), example: “3072 Ostermundigen 2 Unterdorf”
- [Weight] = 6 characters, consignment weight
- [Free text (<FreeText1>) from submitted data] = max. 160 characters (including spaces), example: “You will receive a parcel shortly.”
- Special characters, e.g. “é” and “ç”, may not be correctly displayed depending on the mobile telephone or telecommunications provider. These characters should be avoided in the free text if possible.
- If no language code is transmitted, or the code is invalid, the message is sent in German.

### Proof of mailing via text message

The consignment [barcode number] from [Customer\_Name1] will be handed to Swiss Post. More information: [www.swisspost.ch/trackandtrace](http://www.swisspost.ch/trackandtrace)

### Delivery advice via text message

The consignment [barcode number] from [Customer\_Name1] will be delivered to you by Swiss Post on [date].  
More information: [www.swisspost.ch/trackandtrace](http://www.swisspost.ch/trackandtrace)

### Collection notification via text message

The consignment [barcode number] from [Customer\_Name1] has arrived at the post office [postcode post office name] and is ready for collection. Your Swiss Post

### Text message “Reminder to the recipient”

The consignment [barcode number] from [Customer\_Name1] ([weight] kg) has arrived. Please bring ID and the collection notice.  
Your Swiss Post

### **Text message "Delivery status to sender"**

The consignment [barcode number] was delivered to [the post office counter].  
More information: [www.swisspost.ch/trackandtrace](http://www.swisspost.ch/trackandtrace). Your Swiss Post

### **Proof of mailing via text message with free-format text**

[Freetext1 (<FreeText1\>) from the submitted data]

Note:

The entire content of Freetext1 (<FreeText1\>) from the submitted data will be inserted into the [Freetext] placeholder.  
No further text from Swiss Post will be added.

### **Text message "Reminder to the recipient" with COD**

The consignment [barcode number] from [Customer\_Name1] ([weight] kg, COD) has arrived.  
Please bring ID and the collection notice. Your Swiss Post

**SMS "Exchange/return"** Only available with delivery notification ZAW3233 ("Exchange/return" delivery notification)

Consignment [Identcode]

On [date pick up/exchange] Swiss Post will exchange/collect goods/equipment from you on behalf of [CustomerName].  
If you will be out, please bring the goods (equipment) incl. the collection notice to the post office specified.  
Info at [www.swisspost.ch/trackandtrace](http://www.swisspost.ch/trackandtrace)

## **Message texts for notification via e-mail**

- The e-mails contain the exact URL of Track & Trace as well as the parcel details (barcode=<Barcode> and language code=<xx>). E-mails are sent in plain text format. Depending on the customer's e-mail program, the link may not be accessible by mouse click. The complete URL takes the following format and is automatically inserted by Swiss Post.  
[www.swisspost.ch/swisspost-tracking?formattedParcelCodes=<Barcode>&p\\_language=<xx>](http://www.swisspost.ch/swisspost-tracking?formattedParcelCodes=<Barcode>&p_language=<xx>).
- The e-mail address avisierungsservice@post.ch is used as the sender address.
- Text fields in square brackets (between “[and”]) indicate variable content and are filled either with the submitted data or in the course of processing by Swiss Post. The text fields have the following lengths:
  - [Customer\_Name1] = 50 characters, the sender as per the data submitted.
  - [Barcode number] = 18 characters,  
example: “991234567812345678”
- [Date] = 8 characters, example: “13.02.06”
- [Postcode name of post office] = 30 characters  
(post office name is limited to max. 25 characters),  
example: “3072 Ostermundigen 2 Unterdorf”
- [Weight] = 6 characters, consignment weight
- [Free text1 (<FreeText1\>) from submitted data] = max. 160 characters (including spaces),  
example: “You will receive a parcel shortly.”
- [Freetext2 (<FreeText2\>) from submitted data] = max. 512 characters (including spaces),  
example: “Example Ltd would like to thank you for your order and hopes you will enjoy the new product.”
- [Recipient\_Name1] = 50 characters, recipient name from submitted data.
- [Recipient\_Zip] [Recipient\_City] = 10 / 35 characters,  
postcode / town from recipient address in submitted data.
- If no language code is transmitted, or the code is invalid, the message is sent in German.

## **Proof of mailing via e-mail**

E-mail sender: Swiss Post  
Subject: Proof of mailing [barcode number]

Dear Customer

The consignment [barcode number] from [Customer\_Name1] will be handed to Swiss Post for carriage.

For further information please follow this link [full URL] or contact our Customer Service on 0848 888 888

Yours sincerely

Your Swiss Post

P.S. This is an automatically generated e-mail. Do not reply to it.

## **Delivery advice via e-mail**

E-mail sender: Swiss Post  
Subject: Delivery notice – consignment [barcode number]

Dear Customer

The consignment [barcode number] from [Customer\_Name1] will be delivered to you by Swiss Post on [date].

For further information please follow this link [full URL] or contact our Customer Service on 0848 888 888

Yours sincerely

Your Swiss Post

P.S. This is an automatically generated e-mail. Do not reply to it.

## **Collection advice via e-mail**

E-mail sender: Swiss Post  
Subject: Collection notice, consignment [barcode number]

Dear Customer

The consignment [barcode number] from [Customer\_Name1] has arrived at the post office [post code name of post office] and is ready for collection.

For further information please follow this link [full URL] or contact our Customer Service on 0848 888 888

Yours sincerely

Your Swiss Post

P.S. This is an automatically generated e-mail. Do not reply to it.

### **E-mail "Reminder to the recipient"**

E-mail sender: Swiss Post  
Subject: Reminder – consignment [barcode number]

Dear Customer

The consignment [barcode number] from [Customer\_Name1] is ready for collection from the post office [post code name of post office]. Your consignment weighs [weight] kg. Please collect it by the date shown and bring your collection notice and your ID with you.

If you have already collected the consignment please disregard this e-mail.

Our Customer Service will be pleased to answer your questions on 0848 888 888.

Yours sincerely

Your Swiss Post

P.S. This is an automatically generated e-mail. Do not reply to it.

### **E-mail "Delivery status to sender"**

E-mail sender: Swiss Post  
Subject: Delivery status of consignment [barcode number]

Dear Customer

The consignment [barcode number] to the recipient

[Recipient\_Name1]  
[Recipient\_Zip] [Recipient\_City]

was [delivered to the counter] on [date].

Thank you for your order.

Yours sincerely

Your Swiss Post

For further information please follow this link [full URL] or contact our Customer Service on 0848 888 888

P.S. This is an automatically generated e-mail. Do not reply to it.

### **E-mail "Proof of mailing" with free text**

E-mail sender: Swiss Post  
Subject: Proof of mailing [barcode number]

Dear Customer

The consignment [barcode number] from [Customer\_Name1] will be handed to Swiss Post for carriage.

[Freetext1 (<FreeText1\>) from the submitted data]

[Freetext2 (<FreeText2\>) from submitted data]

For further information please follow this link [full URL] or contact our Customer Service on 0848 888 888

Yours sincerely

Your Swiss Post

P.S. This is an automatically generated e-mail. Do not reply to it.

### **E-mail "Reminder to the recipient" with free text**

E-mail sender: Swiss Post  
Subject: Reminder - consignment [barcode number]

Dear Customer

The consignment [barcode number] from [Customer\_Name1] is ready for collection from the post office [postcode name of post office]. Your consignment weighs [weight] kg. Please collect it by the date shown and bring your collection notice and your ID with you.

[Freetext1 (<FreeText1\>) from the submitted data]

[Freetext2 (<FreeText2\>) from submitted data]

If you have already collected the consignment please disregard this e-mail.

Our Customer Service will be pleased to answer your questions on 0848 888 888.

Yours sincerely

Your Swiss Post

P.S. This is an automatically generated e-mail. Do not reply to it.

Note:

All the information from the attributes <FreeText1> and – if available – <FreeText2> from the submitted data are entered into the placeholders [freetext1] and [Freetext2]. The text in the e-mail before and after the placeholders is automatically added by Swiss Post and cannot be modified.

**E-mail "Reminder to the recipient" with COD**

E-mail sender: Swiss Post

Subject: Reminder – consignment [barcode number]

Dear Customer

The consignment [barcode number] from [Customer\_Name1] is ready for collection from the post office [postcode name of post office]. Your consignment weighs [weight] kg. Please collect it by the date shown and bring your collection notice and your ID with you. The COD amount must be settled when you collect the consignment.

If you have already collected the consignment please disregard this e-mail.

Our Customer Service will be pleased to answer your questions on 0848 888 888.

Yours sincerely

Your Swiss Post

P.S. This is an automatically generated e-mail. Do not reply to it.

**E-Mail "Exchange/return"** Only available with delivery notification ZAW3233 ("Exchange/return" delivery notification)

Collection/exchange on behalf of [CustomerName] with item [Identcode]

Dear Customer

[CustomerName] has asked us to exchange or collect goods or equipment from you on [date pick up/exchange]. This will be carried out during the usual delivery tour by your postal carrier.

If you will not be at home you will receive a collection notice. In this case, please bring the goods or equipment to be exchanged or collected, together with the collection notice, to the post office specified.

You can find further information under this link [full URL] or contact our Customer Service. Tel. 0848 888 888

Yours sincerely

Your Swiss Post

P.S. This is an automatically generated e-mail. Do not reply to it.