

# Consignment tracking of pallets

## Info always at your fingertips

As a sender of sorted large print run consignments of letters, mailings or catalogues (CAT), you can track the processing status of your palletized consignments quickly and free of charge with the "Track consignments" online service. The additional information allows the order processing status to be called up and precise planning of the downstream processes.

As a rule, large mailings result in downstream processes such as follow-up campaigns by call centres or fulfilment services. Consignment tracking of pallets helps you to provide the resources required in good time. Consignment tracking of pallets is possible for the following bulk mailings: Letter mail (local and district bundles) such as A Mail, B Mail individual mailings, B Mail bulk mailings, OnTime Mail and for catalogues (CAT) and telephone directories (DIR).

### Smooth processing

A simple and functionally-designed pallet note with barcode specially designed for pallets is affixed to the surface of palletized consignments for consignment tracking purposes. It contains all consignment-relevant information. At certain locations in logistics processing, a scanner reads the barcode and sends the information to the "Track consignments" online services. You can access the information from your PC using your login at [swisspost.ch](http://swisspost.ch).

Palletized consignments with consignment tracking are processed at sorting centres. For palletized letter mail, the pallet's status is recorded twice: once at the office of posting and a second time at the sorting centre. For palletized catalogues and telephone directories, however, the status of the pallet is recorded three times: first at the office of posting, then at the sorting centre and finally before delivery.

### Secure identification

The barcode structure for consignment tracking of pallets is identical for letter and catalogue mailings. But it differs from the letter and parcel codes in terms of content and design. The segments are separated by dots.

General features:

Type Code 128  
Character set C (numerical characters only)  
Standard ISO/IEC 15417

### The barcode structure at a glance

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18
9	1	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x
Fixed pallet scanning code		Identification of the product <sup>1</sup>		New franking licence (assigned by Swiss Post)				Order number <sup>2</sup> (available to you)				Postcode area of pallet <sup>3</sup>		Serial pallet number <sup>4</sup> 0001, -9999			

<sup>1</sup> e. g. A Mail = 01, B Mail individual mailings = 02, B Mail bulk mailings = 03, OnTime Mail = 04, catalogues (CAT) = 10, DIR = 11, B2-Post Import = 20 (Must not be 00, as otherwise the allocation is missing)

<sup>2</sup> The details in the barcode, such as the order number, are mandatory. The content must not be identified with 0000.

<sup>3</sup> The postcode area details must be filled in. The relevant information can be found on the numbering plan at [www.swisspost.ch/upstream-services](http://www.swisspost.ch/upstream-services)

<sup>4</sup> The more details you declare about the pallets (e.g. serial pallet number), the greater the information content for you! The content must not be identified with 0000.

**As a general rule:** The same sequence of numbers may be used again only after 60 days, as otherwise there is no benefit for you and Swiss Post cannot guarantee a unique allocation.

**SWISS POST**   
Yellow in motion.

### Track consignments using the online service

Using the "Track consignments" online service ([www.swisspost.ch/online-services](http://www.swisspost.ch/online-services)), you have quick and simple access to the status of your palletized consignments. Access takes place via a reserved franking licence number.

### Your access to the system

To create the barcodes and process the Postsort Mail postage optimization and Postsort CAT with consignment tracking, you need a four-digit franking licence number as the customer. If you or your logistics partners have not yet been assigned a four-digit franking licence number, please contact your customer advisor or contact customer service on +41 (0)848 888 888.

### Mailing location for pallets with consignment tracking

Letter mail:

- all Swiss Post letter centres

Catalogues (CAT):

- Basel, St. Gallen, Ostermündigen offices of posting
- Dailens, Härkingen, Frauenfeld sorting centres

### Labelling the pallets and bulk containers

The preparation of pallets or bulk containers (BC) must be carried out in accordance with the latest Swiss Post numbering plan. A concentration is first carried out by pallet/bulk container per postcode area (e.g. 85) and only when no further concentration is possible, by centre (e.g. 8).

There are four possible label colours. Shown here is the yellow label for B Mail bulk mailing. Addresses for A Mail would be white; for B Mail individual mailing, blue; and for OnTime Mail, green.

**Pallet / bulk container address** **SWISS POST**

Sender: A. N. Other  
Sender address: 8888 Anytown

Track&Trace path: 91.12.3456.7891.23.4567

T&T 

Dispatcher: Any Printers  
Any Street  
9999 Any Place

Product: **B Mail bulk consgt. (B2)**

Customer reference: Sample

Invoice reference no.

Dispatch date: dd.mm.yyyy

Mailing office: (can be handwritten)  
Sample

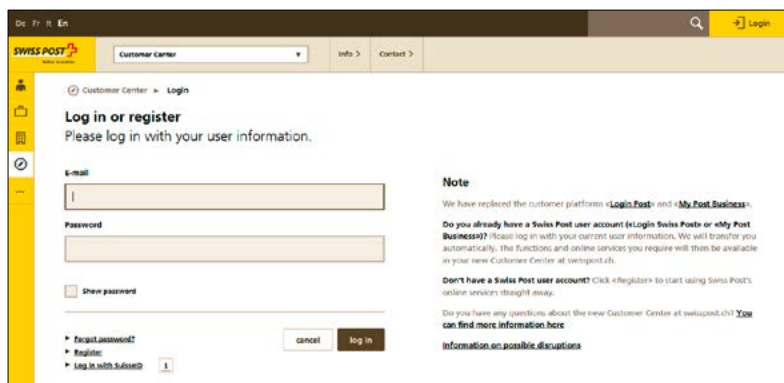
Contents: **8**

Pa/BC No.: 20 / 25 No. Pa/BC

Number of mailings on/in Pa/BC 5,000

V 04/01

### B Mail bulk consignment to the centre

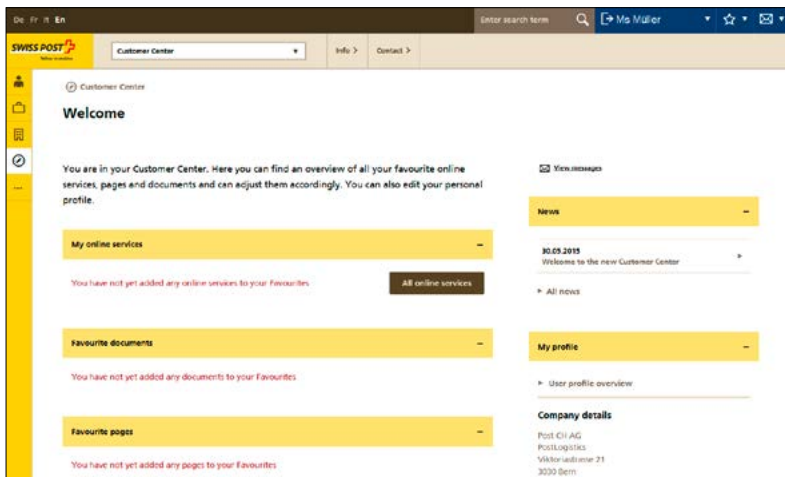


### Consignment tracking of pallets

Track your palletized consignments using the "Track consignments" online service ([www.swisspost.ch/online-services](http://www.swisspost.ch/online-services)).

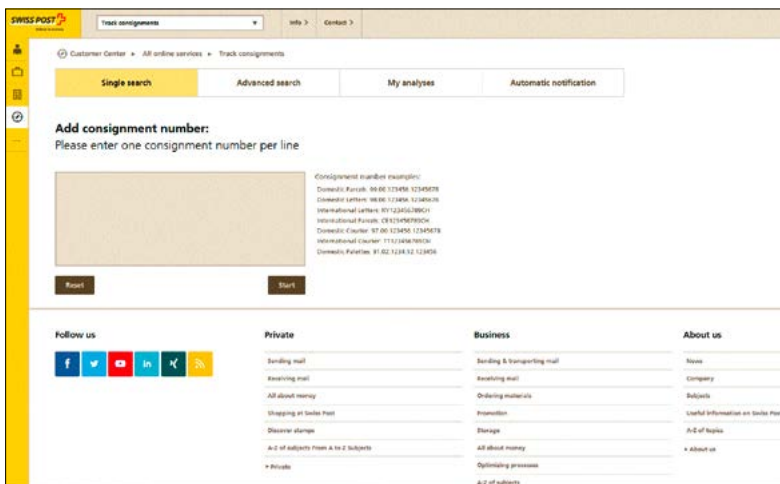
### How to get started

As a new customer, first register in the Customer Center at [www.swisspost.ch/customer-center](http://www.swisspost.ch/customer-center) under the "Register" option. If you are already registered, enter your user name and your password in the login field.



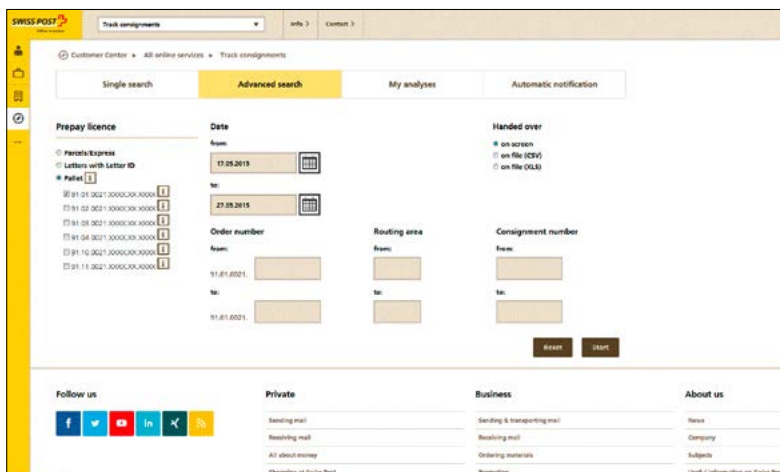
### Customer Center starting point

Access your personal area at [www.swisspost.ch](http://www.swisspost.ch). You can now start the "Track consignments" online service under "All online services". You can also add the service to your Favourites so that you can find it again directly in your personal area in future.



### Single search

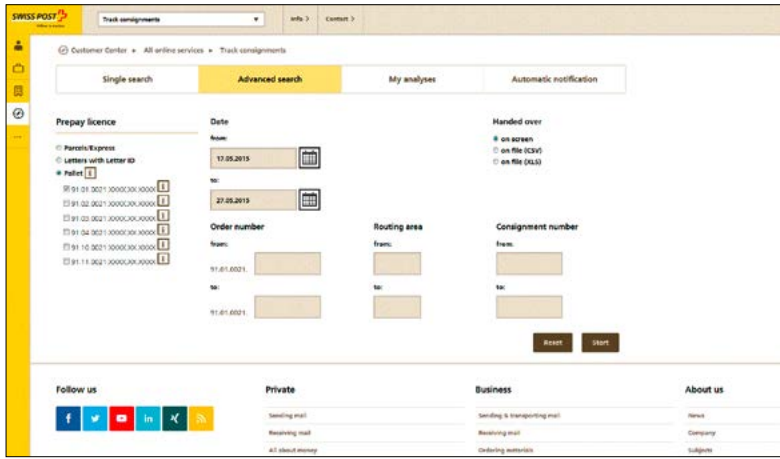
If you wish to query a single pallet, enter the corresponding consignment number in the Single search window.



### Advanced searches

For more comprehensive queries, select "Advanced search" and click on the "Pallet" button.

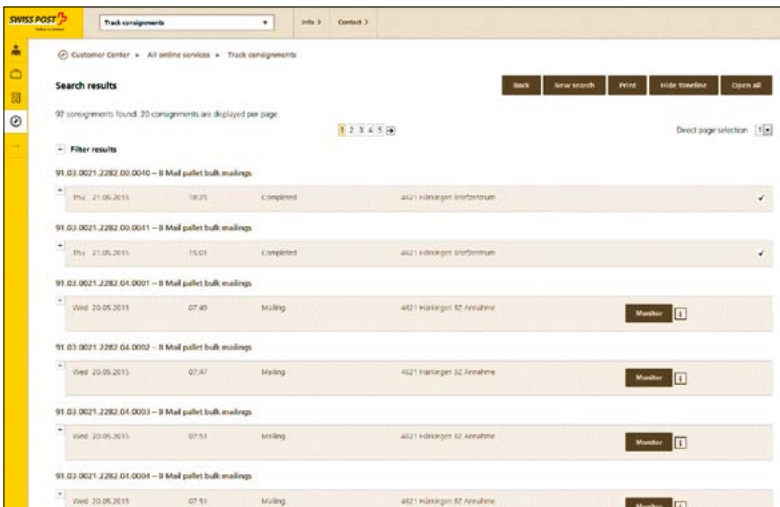




### Options under "Advanced search":

- Select products and franking licences: the system displays all current consignments and franking licences. The structure of the number block corresponds to the barcode structure.
- Select the period to search: the maximum period is 31 days.
- Limit search: Limit the search by order number, postcode area and pallet number. Enter the order number to search by postcode area. Enter the order number and the postcode area to search by pallet number.
- Select export format: Have the results exported to your screen or as a CSV file.

Start the search process by clicking "Search".



### Display on screen

The search results are displayed in a separate window. More detailed information is displayed if you click on [+].

Clicking on [->] will take you from one results page directly to the next.

### Export as a CSV file

This prompt appears if there are more than 50 search results.

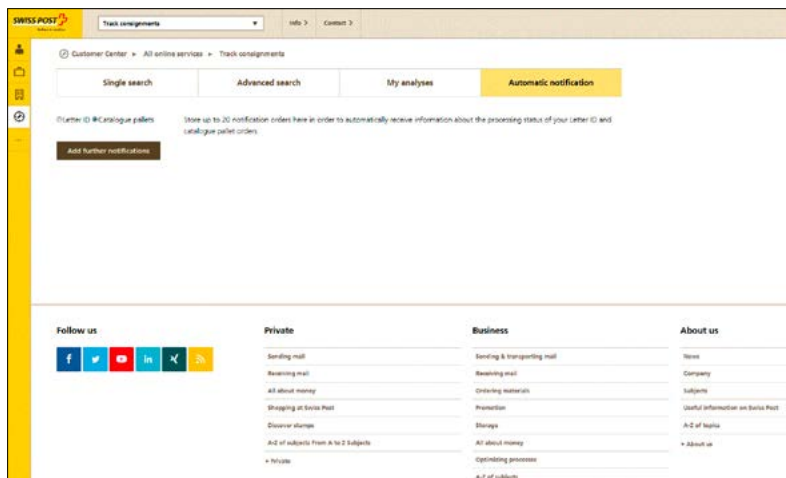
### Query screen

- If you click on "Next" under "Immediate analysis", you are given an overview of a maximum of 50 consignments in Excel format.
- For a detailed analysis, enter your e-mail address and click on Next. As soon as the system has created the detailed analysis, you will receive a message with the link to the file by e-mail. A maximum of 1,000 consignments are displayed.



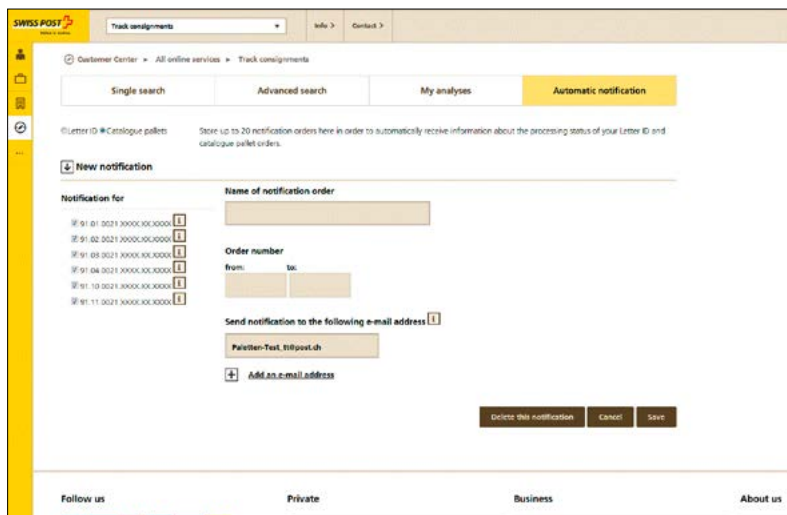
## Monitor pallets

Do you want to know when your consignments are processed? Now you can monitor your pallets with the notification system. By selecting a few settings in the "Track consignments" online service, you can use this function. This way, you can receive the relevant information and monitor the follow-up processes cost-efficiently.



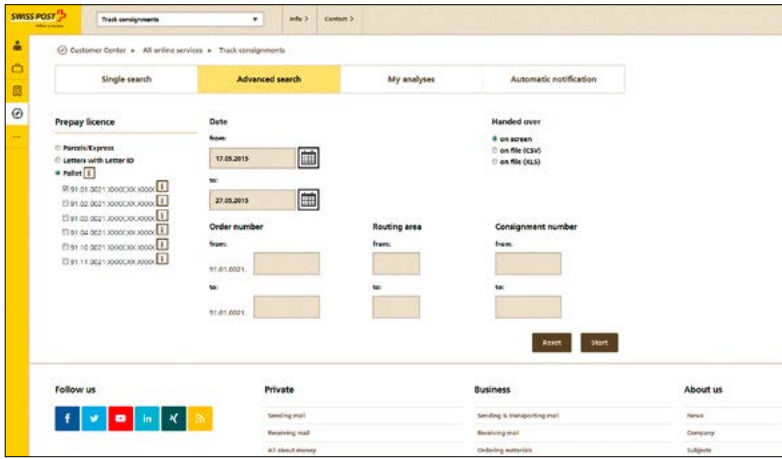
### Here's how it works:

Start the "Track consignments" online service ([www.swisspost.ch/online-services](http://www.swisspost.ch/online-services)) – log in as usual, then click on "Track consignments". Open the "Automatic notification Letter ID & Catalogue pallets". Click on "Pallet Catalogue" and click the "Update notifications" button.

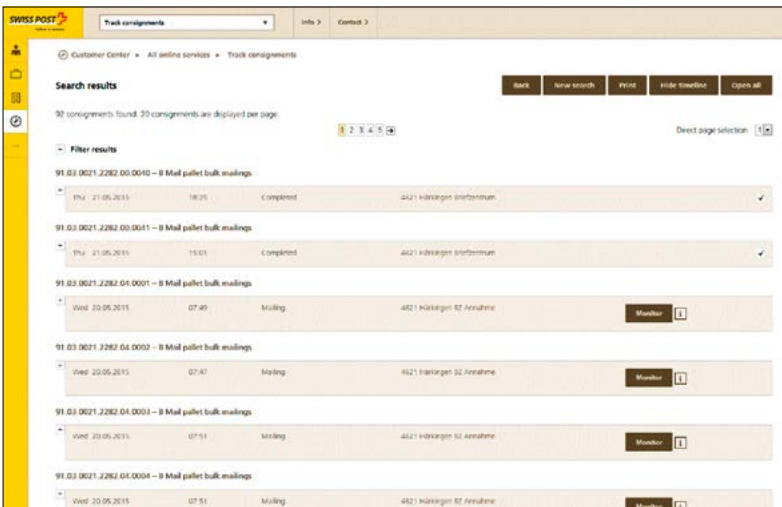


If a pallet has arrived at the Letter Centre, then you will receive a notification at the e-mail address you have given. You can have up to 10 e-mail addresses (e.g. Call Center Agent, Head of Customer Service). This order can be changed or deleted at any time.



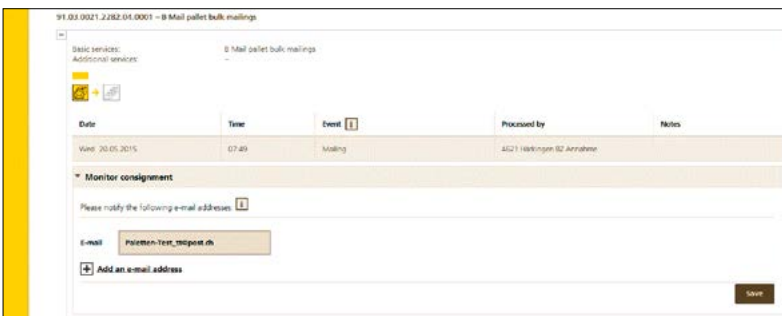


Select the "Advanced search" tab and enter your details, e.g. dispatch date, order number, etc. on this page. When complete, click on "Start" on the bottom right hand side.



The results of your query will appear. The pallets marked yellow – see the "Monitor" button bottom right – have not yet been fully processed and therefore cannot be tracked.

Click on the "Monitor" button and take the information to the following screen.



Now you will receive a notification for every status update on the pallet (e.g. sorted for delivery).

We recommend this monitoring function if you want to know whether a particular pallet has already arrived at the delivery office.

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**SWISS POST**   
Yellow in motion.