

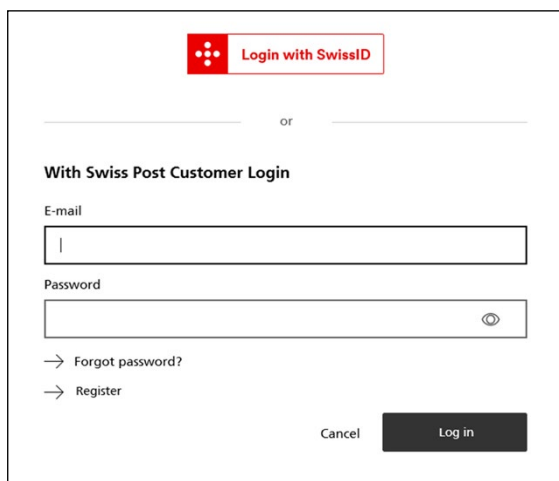
# My Post 24 and PickPost

## Finding an address for receiving mail

Thanks to the My Post 24 and PickPost services, you can flexibly manage how you receive parcels and registered letters. For this to work, you need to have a customer account, and items need to be addressed correctly.

### Create customer account

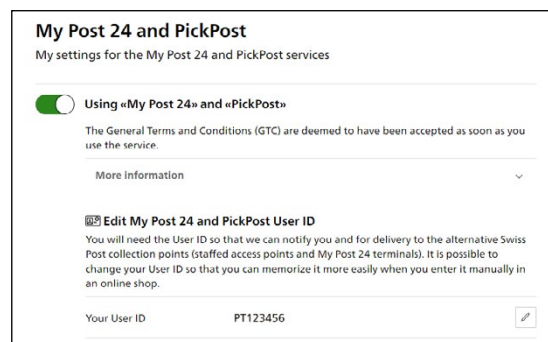
1. Navigate to the ["My Post" customer portal](#).
2. Select "Register" > "Register with SwissID" and enter your personal details.
3. After registering, you will receive a six-digit code by e-mail which you will need to enter on the Swiss Post Customer Login page. By doing so, you will activate the details you have registered.
4. Within three working days, you will receive a code to verify your address and subsequently your account.
5. You have completed the registration and verification process.



### Find your User ID

You need your User ID in order to provide the correct address in online shops when sending your consignments to My Post 24 terminals or PickPost access points. You can find your User ID in the "My Post" customer portal, where you can edit and change it if required.

#### [My Post 24 and PickPost settings](#)



## The address

The My Post 24/PickPost address consists of four elements.

- First name and last name
- Keyword and User ID
- MP24 or PickPost address
- Postcode and town

To ensure that you are notified about incoming consignments and that you can collect them, it is important to enter the address elements in the right fields.

## Examples of address entries in online shops

Salutation*	<input type="text"/>
First name*	<input type="text" value="Max"/>
Last name*	<input type="text" value="Sample"/>
Street and house number*	<input type="text" value="MP Sihlfeld"/>
Additional address information / Company / c/o	<input type="text" value="MyPost24 PT123456"/>
Postcode*	<input type="text" value="8003"/>
City*	<input type="text" value="Zürich"/>
Country*	<input type="text" value="Switzerland"/>

### Are there only three available address lines?

In the "First name" field, write your first and last name and in the "Last name" field, write the keyword "MyPost24" or "PickPost" depending on the service you have chosen, followed by the User ID.

First name*	<input type="text" value="Max Sample"/>	←
Last name*	<input type="text" value="MyPost24 PT123456"/>	←
Street and no.*	<input type="text" value="MP PostParc"/>	

### Does the online shop require a house number, even though the address of the My Post 24 terminal or PickPost access point does not have one?

Leave the house number field blank if possible or try entering a space instead of a digit.

First name*	<input type="text" value="Max"/>	Last name*	<input type="text" value="Sample"/>
Additional address information / Company / c/o*			
<input type="text" value="MyPost24 PT123456"/>			
Street*	<input type="text" value="MP PostParc"/>	No.*	<input type="text" value="Space"/> ←

### My Post 24 example

First name\* Max Sample  
Last name\* MyPost24 PT123456

First name*	<input type="text" value="Max"/>
Last name*	<input type="text" value="Muster"/>
Street and no.*	<input type="text" value="MP PostParc"/>
Additional address information / Company / c/o*	<input type="text" value="MyPost24 PT123456"/> ←
Postcode**	<input type="text" value="3008"/>
City*	<input type="text"/>

### PickPost example

First name\* Max Sample  
Last name\* PickPost PT123456

First name*	<input type="text" value="Max"/>
Last name*	<input type="text" value="Muster"/>
Street and no.*	<input type="text" value="Genfergasse 11"/>
Additional address information / Company / c/o*	<input type="text" value="PickPost PT123456"/> ←
Postcode**	<input type="text" value="3011"/>
City*	<input type="text"/>

Please write the specific service as a single word (MyPost24 or PickPost) and on the same line as the User ID. If there is not enough space on a single line, write the service and user ID as a single word, e.g.: MyPost24PT123456 or PickPostPT123456.

## Finding the location address

You can find current My Post 24 and PickPost terminals and access points with the My Post 24/PickPost service at [swisspost.ch/locations](https://www.swisspost.ch/locations).

The correct address format can be found in the “Addressing” tab.

### My Post 24 example

#### My Post 24 3008 Bern PostParc

Öffnungszeiten Annahmeschluss Services **Adressierung**

##### Adresse erzeugen

My Post 24

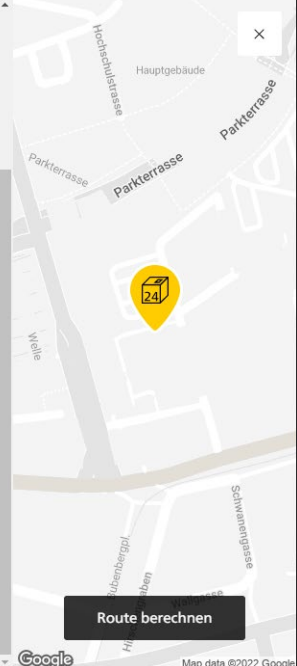
Anrede  
Herr

Vor- und Nachname  
Max Muster

User ID  
PT123456

[Sie finden Ihre User ID in Ihrem Kundenlogin. →](#)

**Adresse My Post 24**  
Herr Max Muster  
MyPost24 PT123456  
MP PostParc  
3008 Bern



Route berechnen

#### My Post 24 8003 Zürich Sihlfeld

Opening hours Acceptance cut-off Services **Addressing**

##### Generate an address

My Post 24

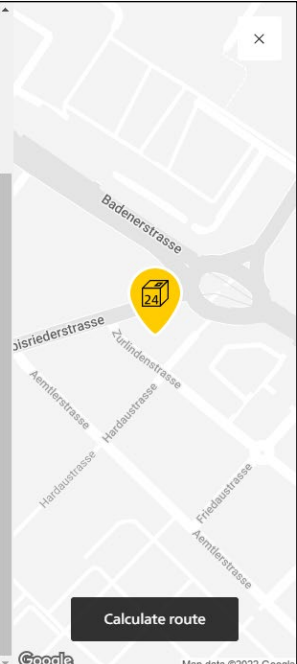
Salutation  
Mr

First and last name  
Max Sample

User ID  
PT123456

[Your user ID can be found in your Customer Login. →](#)

**My Post 24 address**  
Mr Max Sample  
MyPost24 PT123456  
MP Sihlfeld  
8003 Zürich



Calculate route

## PickPost example

<p><b>My Post Service 3001 Bern Reisezentrum BLS</b> Genfergasse 11, 3011 Bern</p> <p>Offen: Schliesst in 4 Std. 23 Min. (18.00)</p>	
<p><b>My Post Service 3011 Bern Marktgasse Migros</b> Bern Marktgasse Migros Marktgasse 46, 3011 Bern</p> <p>Offen: Schliesst in 5 Std. 23 Min. (19.00)</p>	
<p><b>My Post Service 3011 Bern Hotel Goldener Schlüssel</b> Schlüssel Rathausgasse 72, 3011 Bern</p> <p>Offen: Schliesst in 8 Std. 23 Min. (22.00)</p>	

### My Post Service 3001 Bern Reisezentrum BLS

Öffnungszeiten Services **Adressierung**

**Adresse erzeugen**

**PickPost**

Anrede: Herr

Vor- und Nachname: Max Muster

User ID: PT123456

[Sie finden Ihre User ID in Ihrem Kundenlogin. →](#)

**Adresse PickPost**

Herr Max Muster  
PickPost PT123456  
Genfergasse 11  
3011 Bern

Post CH Ltd  
PostalNetwork  
Wankdorfallee 4  
P.O. Box  
3030 Bern  
Switzerland

Tel. 0800 888 099  
E-mail [pickpost@swisspost.ch](mailto:pickpost@swisspost.ch) or [mypost24@swisspost.ch](mailto:mypost24@swisspost.ch)  
[swisspost.ch](http://swisspost.ch)

