

# PickPost and My Post 24

## Finding an address for receiving mail

Thanks to the PickPost and My Post 24 services, you can flexibly control the receipt of parcels and registered letters. But for this to work, items need to be correctly addressed.

### Create a Swiss Post Customer Login

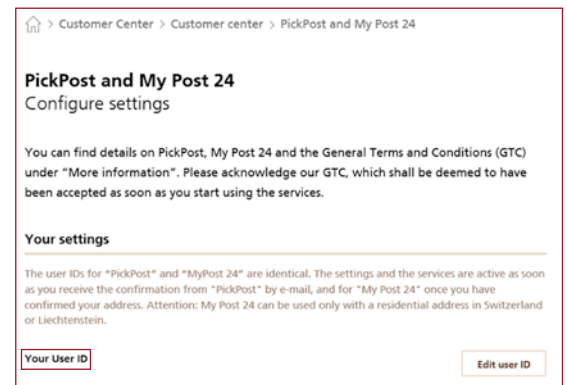
1. Select "Login" at the top right of the [swisspost.ch](https://www.swisspost.ch) homepage, log in and continue with the section "Find your User ID". If you do not yet have a Swiss Post Customer Login, click on "Register".
2. We recommend creating a login with SwissID. The advantage is that with SwissID you have access to more and more Swiss online services with a single login. SwissID is a service from SwissSign Group Ltd., a joint venture between government-related Swiss companies.
3. Enter your personal data and follow the instructions on the screen.
4. 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.
5. Complete registration



### Finding your User ID

You can find your personal User ID in the Customer Center settings. If you wish, you can also set your own User ID there.

[post.ch/en/customer-center/customer-center/pickpost-mypost24](https://post.ch/en/customer-center/customer-center/pickpost-mypost24)



## The address

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

- First name and last name
- Keyword and User ID
- My Post 24 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.

If you only have 3 address lines available, write your first and last names in the "First name" field, and one of the relevant keywords (either "PickPost" or "MyPost24") followed by your User ID in the "Last name" field.

## Examples of address entries in online shops

Salutation*	Mr
First name*	Max
Last name*	Sample
Street and house number*	MP HB Halle Sihlquai
Additional address information / Company / c/o	MyPost24 PT123456
Postcode*	8005
City*	Zurich
Country*	Switzerland

### My Post 24 example

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

First name	Max Sample
Last name	MyPost24 PT123456
Street and no.	MP HB Halle Sihlquai
Postcode and town	8005      Zurich

### PickPost example

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

First name	Max Sample
Last name	PickPost PT123456
Street and no.	Passage Sihlquai
Postcode and town	8004      Zurich

Please write the service and the personal User ID in one word (PickPost or MyPost24)

e.g.: PickPost PT123456 / MyPost24 PT123456

## Finding the location address

You can find the latest My Post 24 terminals and locations for the PickPost service at [swisspost.ch/locations](https://swisspost.ch/locations), under "Show location details".

You will find the correct address in the location details.

### My Post 24 example

The screenshot shows the 'My Post 24' location search interface. On the left, there is a 'Filter results' section with a dropdown menu for 'Select service' and a list of location types with checkboxes: Branch, My Post 24 (checked), External PickPost point (checked), PostFinance locations, Postomat, Letterbox, Home-delivery service, P.O. Box facility, and Opening hours. The main area is a map of Zurich with several yellow location pins. On the right, a sidebar displays details for 'My Post 24 8005 Zürich HB Halle Sihlquai', including the location name, address, a 'Show location details' button, and opening times for today (00.00 – 01.30 and 04.30 – 23.59).

The screenshot shows the 'My Post 24 8005 Zürich HB Halle Sihlquai' location details page. The location name and address are displayed at the top. Below this, there is a section for 'Opening hours' and 'Contact'. A yellow box highlights the 'Your address to My Post 24' section, which contains the following text: 'Salutation first name last name', 'MyPost24 your User ID', 'MP HB Halle Sihlquai', and '8005 Zürich'.

## PickPost example

**Filter results**

Select service

Locations

Branch

My Post 24

External PickPost point

PostFinance locations

Postomat

Letterbox

Home-delivery service

P.O. Box facility

Opening hours

**Results**

Karte Satellit

**PickPost point 8004 Zürich HB Sihlquai Migros**

**Location**  
Passage Sihlquai  
8004 Zürich

Show location details

Melden Sie sich an der Kasse, um Ihre Bestellung abzuholen.

Opening times today

## PickPost point 8004 Zürich HB Sihlquai Migros

**Location**  
Passage Sihlquai  
8004 Zürich

Melden Sie sich an der Kasse, um Ihre Bestellung abzuholen.

Opening hours

Contact

**Address PickPost**

Salutation first name last name  
PickPost *your User ID*  
Passage Sihlquai  
8004 Zürich

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

Tel. 0800 888 099  
E-mail pickpost@swisspost.ch /  
mypost24@swisspost.ch  
swisspost.ch

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