SENDING OF SWISS-EXPRESS AND POSTAL PARCELS

For Private Customers 11.2019

All offers and prices on swisspost.ch
## Standard consignments

<table>
<thead>
<tr>
<th>Standard consignment</th>
<th>PostPac</th>
<th>Dispobox</th>
<th>Shipping bag</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hatbag</td>
<td>Canvas portfolio</td>
<td>Reusable containers</td>
<td></td>
</tr>
<tr>
<td>X-ray image / calendar packaging</td>
<td>Arched mailing envelope, e.g. thinnest side &lt;1 cm, thickest side &gt;2 cm</td>
<td></td>
<td></td>
</tr>
<tr>
<td>X-ray image / calendar packaging</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Minimum dimensions

- **Weight**: 100 g
- **Format**: 10,5 × 14,8 cm (A6)

### Maximum dimensions

- **Weight**: 30 kg
- **Format**: 60 × 60 × 100 cm

### Tip

Consignments below the minimum dimensions may also be processed. Recommendation: Please take the minimum dimensions into consideration. This allows consignments to be processed at our facilities automatically, carefully and without the use of additional equipment.

## Consignments with manual processing (MAN)

<table>
<thead>
<tr>
<th>Roll including can up to 100 cm in 1 dimension</th>
<th>Canister</th>
<th>Pyramid up to 100 cm in 1 dimension</th>
<th>Bottle (excluding glass)</th>
<th>Triangular package up to 100 cm in 1 dimension</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wood</td>
<td>Metal</td>
<td>Leather</td>
<td></td>
<td>Do not put consignment barcodes and recipient details on the same surface.</td>
</tr>
</tbody>
</table>

### Consignments with manual processing

Despite having standard dimensions, certain consignments are unable to be sorted by machine. They require manual processing if they have the following characteristics:

- special packaging*
- certain packaging materials*
- certain placement of the address and consignment barcode
- parcels with wavy or sloping surface (above 5° for the display surface)

* These types of consignment can impede the sorting process or damage other consignments.

## Bulky consignments (SP)

### Bulky consignments

Consignments which exceed the maximum dimensions for standard items, are unpacked or sent with a special tag are deemed to be bulky goods. Consignments over 30 kg or consignments which exceed the bulky goods dimensions must be sent via the small consignments channel (contact: Swiss Post Customer Service).

### Bulky goods include

- Consignments over 100 cm in length or with 2 dimensions greater than 60 cm

<table>
<thead>
<tr>
<th>Circular consignment or tyre</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sport and travel bags / suitcases of all kinds with or without wheels, handles or other external grips</td>
</tr>
</tbody>
</table>

### Bulky goods dimensions

- **Length**: max. 250 cm or max. 400 cm (2× height + max. 2× width + longest side)
- **Weight**: 30 kg

---

**SENDING OF SWISS-EXPRESS AND POSTAL PARCELS 11.2019**

---
Packaging

Use sturdy, rectangular packaging and adhesive tape

Light packaging colours, no motifs on the parcel surface

Tips for secure packaging

- Always adapt the packaging to the contents.
- The packaging should be big enough to completely surround the contents.
- Original packaging may be suitable for Swiss Post packaging, but must be covered with packing paper so the (potentially valuable) contents cannot be identified.
- A repackaging of the original packaging is also advisable because in the event of a return (e.g. undeliverable), additional postal labels will be used on the packaging for the return.
- Reflective, colourful or patterned original packaging may delay the automatic coding, which can lead to delays.
- Protect monitors and screens particularly well, with cardboard or other suitable material.
- With containers (plastic buckets, paint tubs, etc.), please ensure they are securely sealed. They must not come loose under the influence of pressure during processing.
- Use edge protection for exposed spots.
- Protect consignments with wine bottles or other glassware with particularly good cushioning; leaking liquids can damage other parcels too.
- Make sure you package even defective units or items well.
- Lighter parcels and express items can be quickly and easily sealed with adhesive tape. Tape up the open sides and reinforce weak points. Clear, transparent and blank adhesive tape makes it easier to read the address correctly and helps prevent delays. Fully automated sorting centers cannot process tied up parcels
- Swiss Post’s PostPac packaging is ideal for mailing. If you need something a bit more robust, go to: www.swisspost.ch/postpac
- You can find information on mailing hazardous goods at www.swisspost.ch/dangerous-goods-private

Protect contents

Good padding at least 3 cm thick for loose or sensitive contents

Ineligible consignments

In addition to the prohibition on dangerous goods, it is forbidden to mail any goods that could cause disruption to postal operations, injury to persons or damage to other consignments. In particular, this includes consignments with the following features (non-exhaustive list):
- open consignments (five sides only, e.g. gift basket)
- consignments with a strong, unpleasant odour
- magnetic consignments
- sticky or extremely dirty consignments
- consignments that are wet or leaking fluid
- loaded weapons
- unprotected blades

In case of uncertainty, or if the consignment has distinctive features that are not listed, a final decision will be taken by the Packaging and Address Quality Competence Center.

Multiple parcels

If multiple items are bundled together by the sender into a single consignment, Swiss Post reserves the right to invoice the sender for additional expenses incurred in processing and transport. Bundled consignments are considered as a single consignment for the purposes of liability. Swiss Post is also not liable for losses or damages if parcels are lost or damaged during processing or transportation or as a result of straps that have come loose.
Private and business customers must drop off their parcel consignments with new addresses and remove old barcode labels that are no longer valid for basic and value-added services and postal prepayment impressions (e.g. intelligent franking system IFS). For example, return consignments that have an arrow pointing at the sender address are not permitted; they must have a new address label.

Swiss Post uses state-of-the-art processing equipment for sending consignments. The automation of the procedures requires a degree of standardization of the address layouts. It runs smoothly when the address format corresponds to the specifications and the address details are correct. That way, addresses can be read automatically and delays or returns can be avoided.

If you produce your address labels in the Customer Center via the “Domestic parcel labels” online service, the specifications of Swiss Post concerning font and format will be met automatically.

**Sender address**
Preferably apply the sender address vertically and to the left of the recipient address.

**Recipient address**
A correct recipient address contains the recipient designation (person and/or company name), street and building number, postcode and town.

**Handwritten addresses in upper case letters only on address labels and without spaces. No underlining of the postcode/destination**

- **Address placement**
  - Address label on the bottom right of the largest parcel surface. Remove old address labels and consignment barcodes.
  - With trapezoidal packages in the form of a truncated pyramid, put address labels and consignment barcodes on the side opposite the biggest surface. Consignment barcode to the left of the address, value-added service barcode to the right of the address. Address and consignment barcode must be placed entirely on the same horizontal surface.
SWISS POST IS ALWAYS AT HAND
SWISSPOST.CH/APPS

Finding locations and opening hours, track consignments, manage your parcels and much more: discover new options for your everyday life with the Post-App.