
INSTRUCTIONS SWISS POST GLS

July 2018

SWISS POST 

In cooperation with:



Table of contents

1	Introduction	3
1.1	Who is this guide written for?	3
1.2	What does this guide include?	3
1.3	Validity	3
1.4	Contact	3
2	Swiss Post GLS parcel post	4
2.1	Services	4
2.2	Shipping instructions	5
2.3	Electronic tax assessment decision (eVV)	7
2.4	Instructions for downloading the electronic tax assessment decision (eVV)	8
2.5	Imports to the EU: listing the EORI number on the invoice	11
2.6	Seamless imports to France: checking the validity of the EORI number	12
3	Related links	13
3.1	Swiss Post GLS basic services	13
3.2	Swiss Post GLS value-added services	13
3.3	Forms and templates	13

1 Introduction

1.1 Who is this guide written for?

This guide is intended for business customers who send parcels with Swiss Post GLS.

Complying with these guidelines helps ensure that your consignments can be handled quickly and efficiently by Swiss Post GLS and the foreign partners in the GLS network.

1.2 What does this guide include?

This guide is divided into the following sections:

- Introduction
- Swiss Post GLS parcel post
- Related links

1.3 Validity

This guide is valid from July 2018. Swiss Post may make changes to reflect additions or adjustments to the services it offers.

1.4 Contact

Point of contact for operational questions

Customer Service

Post CH Ltd
PostLogistics
Swiss Post GLS
Customer Service
Post-Passage 11
4002 Basel
Switzerland

Tel. +41 848 858 686
(CHF 0.08/min. from a Swiss landline)
infogls@swisspost.ch
www.swisspost-gls.ch/en

Point of contact for questions about the service

Sales

Post CH Ltd
PostLogistics
Swiss Post GLS
Sales
Post-Passage 11
4002 Basel
Switzerland

Tel. +41 848 458 458
(CHF 0.08/min. from a Swiss landline)
logistics.international@swisspost.ch
www.swisspost-gls.ch/en

2 Swiss Post GLS parcel post

2.1 Services

2.1.1 Introduction

Sending parcels abroad can be so easy: the Swiss Post GLS shipping process is designed to make your export logistics as convenient as possible. You benefit from a simple parcel posting process, a seamless network of countries and flexible customs clearance options. With its attractive value-added services and individual solutions, Swiss Post GLS truly offers a “business class for international parcels”.

2.1.2 Parcel logistics

Be it for individual parcels or bulk mailings, one-off shipments or regular processes: **Euro Business Parcel** ensures that international parcels weighing up to 40kg reach their destination quickly, safely and inexpensively – regardless of the number of countries and recipients they are sent to. In most countries, customs clearance costs abroad as well as any customs duties and VAT are paid by invoice. Parcels can be dropped off at any Swiss Post branch, via your existing Swiss Post collection service or by means of a door-to-door delivery service.

Your options for accessing “business class for international parcels”

1. Parcel drop-off at any Swiss Post branch
2. Swiss Post collection service
3. Door-to-door delivery (on request)

You will find the shipping instructions on the next page.

2.1.3 Customs clearance

Our **customs clearance service** ensures that your customs control efforts are reduced to a minimum. The special **EU clearance service** even allows us to get parcels through customs clearance for all EU countries at the outer border of the EU. From the perspective of the foreign importer, this gives you EU supplier status. Your standard commercial invoice is sufficient for customs clearance. With electronic import customs clearance, import clearance can be conducted inexpensively for a number of consignments with electronic support, even if you do not have an importer in Germany. Customs clearance costs as well as state levies can be flexibly allocated between the exporter and the importer using the inco-term system. In order to ensure the greatest possible time and cost efficiency, your IT can also be directly connected to the Swiss Post GLS systems.

2.1.4 Logistics services

Swiss Post GLS is also a professional contact partner for all other logistics-related business processes and offers you tailor-made export efficiency – from logistics consulting and process optimization through sector-specific solutions to the complete outsourcing of warehousing and picking. See for yourself: our customer advisors are always happy to help.

Contact

Post CH Ltd
PostLogistics
Swiss Post GLS
Sales
Post-Passage 11
P.O. Box
4002 Basel
Switzerland

Tel. +41 848 458 458
logistics.international@swisspost.ch
www.swisspost-gls.ch/en

2.2 Shipping instructions

2.2.1 Preparing a parcel

You can obtain the necessary labels and shipping material free of charge at www.swisspost-gls.ch/en or from your Swiss Post customer advisor.

Maximum dimensions per parcel

Weight*	Length	Height	Width	Girth**
40 kg	200 cm	60 cm	80 cm	300 cm

* Limitations may apply in certain countries.

** Calculation: length + 2× height + 2× width

2.2.2 Selecting the customs clearance invoicing type

You have the choice between customs clearance for individual countries (**Customs Clearance Service**) and the special EU customs clearance (**EU Clearance Service**). With the **incoterms labels**, customs clearance costs and state levies can be distributed in a flexible manner. In all cases, the cost of transport is borne by the exporter. The importer's costs are settled by invoicing the local GLS partner or in cash on delivery.

incoterms 20/30/40: in many countries, customs clearance requires the authorization of the recipient.

incoterms 50: up to max. EUR 22 per recipient (with the exception of Turkey up to max EUR 30).

Individual country	EU customs clearance	Customs clearance	Customs duties	VAT
incoterms 10 DDP	incoterms 11 DE import → EU	Exporter	Exporter	Exporter
	incoterms 15/17 DDP	Exporter	Exporter	Exporter
incoterms 20 DAP	incoterms 21 DE import → EU	Importer	Importer	Importer
incoterms 30 DDP, VAT unpaid		Exporter	Exporter	Importer
incoterms 40 DAP, cleared	incoterms 41 DE import → EU	Exporter	Importer	Importer
	incoterms 11 Cleared by Origin	Exporter	Exporter	–
	incoterms 33 Cleared by Origin	Exporter	Exporter	–
	incoterms 91 Cleared by Origin	Exporter	Exporter	–
incoterms 50 DDU, low value		Exporter	–	–

2.2.3 Creating a commercial invoice

Sample invoices can be found at www.swisspost-gls.ch/en.

Your invoice also serves as a customs document. Create the invoice **in triplicate** and stick the incoterms label on the first invoice.

EORI number

Customs activities within the European Union (EU) are generally no longer possible without an EORI number. For this reason, the contractual partner's EORI number must be included on the invoice for imports to the EU. Consignments sent to private individuals are exempt from this obligation. More information can be found at www.swisspost-gls.ch/en (EORI imports to the EU).

Declaration of origin

Up to EUR 6,000, a certificate of origin containing an original signature and the signatory's name in block capitals on the invoice is sufficient. In the event of a higher value, a certificate of origin with customs authorization number or a EUR.1 form must be enclosed.

Creation of the EUR.1 and EUR-MED goods certificate

The EUR.1/EUR-MED goods certificate is created on the basis of the retailer's invoice and must always be enclosed with the parcels. If you are exporting parcels containing EUR.1/EUR-MED items together with non-EUR.1/EUR-MED items as a collective consignment, a summary of the non-EUR.1/EUR-MED items and a summary of the EUR.1/EUR-MED items must be created at the end of the collective invoice.

Example of a summary at the end of the export collective invoice

Summary of the cumulative non-EUR.1 goods/items for all recipients

Customs tariff number	Origin	Net weight in kg	Gross weight in kg	Value of goods
6108.3100	CH	1	1.5	CHF 7,200
8501.1010	CH	1.5	2	CHF 3,800

Summary of the cumulative EUR.1 goods/items for all recipients

Customs tariff number	Origin	Net weight in kg	Gross weight in kg	Value of goods
6108.3100	CH	2	2.5	CHF 25,000
8501.1010	CH	1	1.3	CHF 4,000

Necessary invoice information

- Name, address, telephone number
- Company identification number (UID) and VAT number of the Swiss exporter
- Name, address, telephone number of the importer
- Invoice number, date and location
- EORI number of the importer (EU countries) or recipient
- Detailed description of the goods (not only catalogue/part number)
- Number, weight and country of origin
- Unit price, total value and currency
- inco-term label (on first invoice)
- Barcode control strip with the Swiss Post GLS parcel number
- Declaration of origin (see information above)
- Volatile organic compounds: VOC labels (on all invoices) and VOC content in kilograms in case a refund of the VOC steering tax is requested
- For transit delivery (self customs declaration) to the country of destination: "Delivery under Customs Bond" label (on all invoices)

2.2.4 Labelling and documenting the parcel

The **barcode label** (Maxi-Sticker or Mini-Sticker) contains two control strips: transfer one of these to the first commercial invoice and keep the second for parcel tracking. The **customs document envelope** with the invoices shall be placed **above the label** on the largest surface using the self-adhesive clear plastic cover.

Several parcels with one commercial invoice

1. Stick the customs document envelope with the invoices on the first parcel.
2. Stick the labels for the other parcels on top using an empty customs document envelope.
3. Note the parcel number on each envelope (e. g. 1/3, 2/3, 3/3).

Content of the address label

The label must indicate the ISO code or name of the destination country as well as the phone or mobile number of the recipient. For Mini-Stickers, a separate address label indicating the same information is required.

2.2.5 Sending and tracking consignments

Any Swiss Post branch or your Swiss Post **collection service** will accept your parcels. For large quantities, a **pick-up service** is available. To track consignments, the free Track & Trace solution is available at www.swisspost-gls.ch/en, or you can use the proactive **StatusMailer Service**. To track consignments via www.swisspost.ch within Switzerland, please note the domestic parcel number (99...) on the customs document envelope.



2.3 Electronic tax assessment decision (eVV)

2.3.1 Introduction

The e-dec customs system (electronic customs declaration) provides the declarer (in this case: Post CH Ltd) with the tax assessment decision electronically. The customs office creates the tax assessment decision in electronic form (eVV) and generally makes it available within a few days after import/export. It serves as proof of import/export and entitles you to reimbursement of Swiss value added tax.

2.3.2 Where can the electronic tax assessment decision be obtained?

1. By downloading from www.swisspost.ch/evv-gls
2. By receiving the eVV automatically by e-mail

2.3.3 How will I receive my username and password?

For the first login, please use your customer number as shown on the Swiss Post GLS invoice as the username. The password is the postcode in the invoice address.

Example

Login name (customer number): 1234567

Password (invoice address postcode): 8046

After the first login, you will need to change the password to a password of your choice. The eVV will be sent automatically to the e-mail address you specify, so regular login is not necessary.

The conditions for eligibility for an assessment notice remain unchanged.

The benefits of the eVV and other information can be found online in our FAQs at www.swisspost-gls.ch/en.

2.4 Instructions for downloading the electronic tax assessment decision (eVV)

2.4.1 Where do I find my consignment number?

You can find the number on the parcel or on the Swiss Post invoice you received with the consignment.

- 1 Enter the consignment number (example: 99.60.004733.00032495 or 100000002756714).
- 2 Enter the sender's or recipient's postcode (example: 8057).
- 3 Click on "search".

SWISS POST

Electronic tax assessment decision (eVV)

Customer Center > All online services > Electronic tax assessment decision (eVV)

Electronic tax assessment decision (eVV)

assessment decisions

number of the waybill/parcel number* 1 shipper/receiver postal code* 2

search reset 3

parcel number date of exportation name postal code location country status version business case

download

- 4 All consignments with the same consignment number and postcode are now displayed.
- 5 Click the checkbox to select the eVV you require. If you want to download all eVVs, click on the checkbox 5.1.
- 6 Click on the "download" button to start downloading.

SWISS POST

Electronic tax assessment decision (eVV)

Customer Center > All online services > Electronic tax assessment decision (eVV)

Electronic tax assessment decision (eVV)

assessment decisions

number of the waybill/parcel number* 72491737990 shipper/receiver postal code* 88046

search reset

<input type="checkbox"/>	customs number	waybill parcel number	date of importation	name	postal code	location	country	status	version	business case	
<input type="checkbox"/> 5.1											
<input type="checkbox"/> 5			20.04.2018		4	8618	Detwil am See	Switzerland	delivered	1	Import

download 6

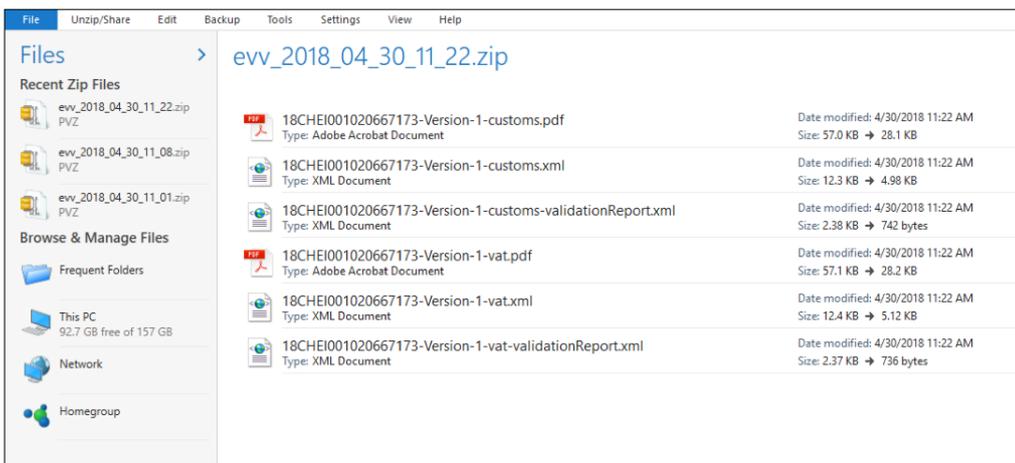
A window will open with the question “Do you want to open or save this file?”. Click on “Save” and save the file in the desired location. Alternatively, the files can be opened directly.



When the download is complete, you can open the folder.



Open the PDF file in the folder.



2.4.2 I cannot download the file. Why?

Your browser may be blocking the download. Click on the information bar then on "Temporarily allow pop-ups". Now refresh the website by pressing F5.

2.4.3 I cannot open/extract the downloaded folder. Why?

You require the standard Microsoft program WinZip or an alternative program for unzipping compressed files in order to extract the folder.

2.4.4 I cannot open the PDF file. Why?

You require Adobe Acrobat Reader or an alternative program to be able to display files in PDF format. You can download this using the following link: [Adobe Acrobat Reader](#).

2.4.5 The error message "This page can't be displayed" appears. What should I do?

Delete the browser history (Microsoft Internet Explorer: Tools > Internet options > General > Delete).

2.5 Imports to the EU: listing the EORI number on the invoice

2.5.1 Introduction

Customs activities within the European Union (EU) are generally not possible without an EORI number. For this reason, the contractual partner's EORI number must be included on the invoice for imports to the EU.

2.5.2 What is an EORI number?

EORI (Economic Operators' Registration and Identification) is the central database of all EU declarants. The EORI number is a one-off number assigned by the Member State authorities in the country where the contractual partner is based.

2.5.3 Who is the contractual partner in terms of EORI?

Your contractual partner is the purchaser of the goods in the EU. The contractual partner's EORI number must be included on your invoice.

2.5.4 Why must there be an EORI number on the invoice?

The EORI number identifies the contractual partner, who must be available to answer any questions from the customs and tax authorities.

2.5.5 Which contractual partners require an EORI number?

Companies and persons that are considered as economic operators by the European customs authorities. These are natural or legal persons involved in business activities covered by customs legislation. Goods imported for private use do not require registration. The same applies to imports from companies that are not part of the core business (e.g. customer gifts from an architect's office).

2.5.6 What are the consequences of a missing EORI number?

If an EORI number is missing or incomplete, the consignment is blocked until the number is submitted. The consignment is returned at the sender's expense if the EORI number cannot be submitted on time.

2.5.7 How can an EORI number's validity be checked?

Enter the EORI number here: http://ec.europa.eu/taxation_customs/dds2/eos/eori_validation.jsp?Lang=en

If the EORI number is valid, either the name and address of the contractual partner or only "This EORI number is valid" will be displayed.

2.5.8 Can imports be carried out while the contractual partner is waiting to be assigned an EORI number?

Yes. In this case, please provide Swiss Post GLS with a copy of the completed registration submitted to the relevant authority together with the invoice.

2.5.9 Is an EORI number required for all consignments?

No. Goods consignments sent to companies or persons who do not fulfil the criteria for an economic operator are exempted. This usually relates to goods imported for private use.

2.5.10 To which authority can the contractual partner apply for an EORI number?

The relevant authorities can be found via the following link: http://ec.europa.eu/taxation_customs/dds2/eos/eori_home.jsp?Lang=en

2.5.11 Incomplete EORI number

Since 1 July 2016, Swiss Post has invoiced costs resulting from incomplete, missing or incorrect EORI numbers. The handling fee is CHF 25 per incomplete, missing or incorrect EORI number.

Contact

For more information, please contact Swiss Post GLS on +41 848 458 458 or at logistics.international@swisspost.ch.

We thank you for your support and look forward to being your partner for exports to Europe!

2.6 Seamless imports to France: checking the validity of the EORI number

2.6.1 Introduction

Imports to France require commercial invoices with valid EORI numbers. Lately, Swiss Post GLS has increasingly found that these EORI numbers are not registered with EORI. Customs authorities cannot process consignments without a registered EORI number. As a result, these imports remain blocked at customs until the EORI number of the contractual partner responsible has been registered in the EU.

2.6.2 Why are the EORI numbers included on commercial invoices not registered with EORI?

French EORI numbers consist of the "numéro SIRET" and the country prefix "FR". This means that French contractual partners already know their EORI numbers before registration and confirmation by EORI. Businesses often forget to register with EORI as a contractual partner in order to obtain a valid EORI number. The unregistered EORI numbers are subsequently sent to Swiss exporters.

2.6.3 How are French EORI numbers structured?

French EORI numbers consist of the country prefix "FR" and the 14-digit "numéro SIRET" (e.g. FR12345678910119).

2.6.4 How can an EORI number's validity be checked?

Enter the EORI number here: http://ec.europa.eu/taxation_customs/dds2/eos/eori_validation.jsp?Lang=en
If the EORI number is valid, the name and address of the contractual partner, or only "valid", will be displayed.

2.6.5 Where can I find the registration form for registering with EORI?

The registration form is available here: https://www.formulaires.modernisation.gouv.fr/gf/cerfa_13930.do

2.6.6 At which customs office can the contractual partner apply for an EORI number?

The relevant office can be found via the following link: http://ec.europa.eu/taxation_customs/dds2/eos/eori_home.jsp?Lang=en

2.6.7 Can imports be carried out whilst the contractual partner is waiting to be assigned an EORI number?

Yes. In this case, please provide Swiss Post GLS with a copy of the completed registration submitted to EORI together with the commercial invoice.

2.6.8 Incomplete EORI number

Since 1 July 2016, Swiss Post has invoiced costs resulting from incomplete, missing or incorrect EORI numbers. The handling fee is CHF 25 per incomplete, missing or incorrect EORI number.

Contact

For more information, please contact Swiss Post GLS on +41 848 458 458 or at logistics.international@swisspost.ch.

We thank you for your support and look forward to being your partner for exports to France!

3 Related links

3.1 Swiss Post GLS basic services

Swiss Post GLS Euro Business Parcel

<https://www.post.ch/-/media/post/swiss-post-gls/dokumente/factsheet-gls-ebp.pdf?la=en&vs=6>

Electronic import customs clearance in Germany

<https://www.post.ch/-/media/post/gk/dokumente/factsheet-elektronische-einfuhrverzollung-deutschland.pdf?la=en&vs=4>

3.2 Swiss Post GLS value-added services

Swiss Post GLS value-added services

<https://www.post.ch/-/media/post/swiss-post-gls/dokumente/factsheet-gls-zusatzleistungen.pdf?la=en&vs=5>

Return shipments from Germany in outer box

<https://www.post.ch/-/media/post/swiss-post-gls/dokumente/factsheet-retourenloesung.pdf?la=en&vs=3>

StatusMailer Service, Track & Trace

<https://www.post.ch/-/media/post/swiss-post-gls/dokumente/factsheet-statusmailer-service.pdf?la=en&vs=1>

3.3 Forms and templates

AddOn insurance form

<https://www.post.ch/-/media/post/swiss-post-gls/dokumente/zusatzversicherung.xlsx?la=en&vs=7>

Pick & Ship / Pick & Return order

<https://www.post.ch/-/media/post/swiss-post-gls/dokumente/gls-formular-auftrag-spi-logistics-pick-shop-return.docx?la=en&vs=3>

Pallet address template

<https://www.post.ch/-/media/post/swiss-post-gls/dokumente/gls-vorlage-palettenanschrift.docx?la=en&vs=3>

Pallet collection order

<https://www.post.ch/-/media/post/swiss-post-gls/dokumente/auftrag-palettenabholung.docx?la=en&vs=1>

Invoice template example (German version)

<https://www.post.ch/-/media/post/swiss-post-gls/dokumente/gls-vorlage-rechnung-beispiel.doc?la=en&vs=2>

07/2018 PL
Post CH Ltd
PostLogistics
Wankdorfallee 4
3030 Berne
Switzerland

Tel. +41 848 888 888
custcare@swisspost.ch
www.swisspost.ch/online-services

SWISS POST 