

E-commerce logistics

Services for receiving parcels easily

Quickly, flexibly and self-determined: that is how online customers want to receive their purchases. Swiss Post is taking account of these customer requirements and is expanding its services to ensure that customers can receive parcels flexibly and easily. Along with additional sorting facilities for processing parcels, this means Swiss Post is playing its part in developing the Swiss e-commerce market.

New services at My Post 24 terminals

At the My Post 24 terminals, customers can collect and drop off parcels around the clock. From the start of October 2015, there will be 42 terminals throughout the country. Swiss Post is expanding the network and will increase the range of services available at the terminals in autumn 2015.

Network expansion

Swiss Post is developing a nationwide network of My Post 24 terminals. Since June 2015, terminals have been introduced in the SBB railway stations. The first was brought into service at Zurich main station at the beginning of June. In the medium term, some 50 to 60 terminals are scheduled to be installed at SBB railway stations. These will supplement the terminals that Swiss Post continues installing at shopping centers, public buildings, universities and other busy locations.

Overview of My Post 24 terminals as at 1 October 2015

Affoltern a. A. (ZH), A2, My Stop service area
Basel (BS) St. Jakob-Park shopping center *
Basel (BS) Novartis Hünigerstrasse
Berne (BE) Viktoriastrasse 21
Berne (BE) Post CH Ltd, Wankdorffallee 4
Berne (BE) Stade de Suisse (from 10 October 2015) *
Biel (BE) Centre Boujean shopping center
Brügg (BE) Centre Brügg
Bussigny (VD) ALDI Switzerland *
Bülach (ZH) Süd Center
Castione (TI) ALDI Switzerland *
Chur (GR) Post office Chur 1
Dübendorf (ZH) ALDI Switzerland *
Egerkingen (SO) Gäupark shopping center *
Fribourg (FR) Post CH, Ltd Avenue de Tivoli
Gossau (SG) Migrol petrol station, Wilerstrasse *
Hinwil (ZH) Wässeri shopping centers

Kriens (LU) Pilatusmarkt
Lausanne (VD) Ecole Polytechnique Fédérale (EPFL) *
Lausanne Flon (VD) (from 8 October 2015) *
La Chaux-de-Fonds (NE) Centre des Eplatures shopping center *
La Tour-de-Peilz (VD) Nestlé Switzerland, Rue d'Entre-deux-Villes *
Lugano (TI) Autosilo Balestra *
Lugano (TI) Cornaredo *
Monthey (VS) Monthey shopping center *
Neuenkirch (LU) Neuenkirch Ost service area
Oberentfelden (AG) ALDI Switzerland
Prilly (VD) Migrol petrol station *
Schönbühl (BE) Shoppyländ
Seon (AG) Birren
Sierre (VS) Les Centres shopping center Noës *
Spreitenbach (AG) Shoppyländ Tivoli
Sursee (LU) Surseepark shopping center *
St. Gallen (SG) HSG St. Gallen
Uster (ZH) ALDI Switzerland *
Vernier (GE) Blandonnet Centre *
Visp-Eyholz (VS) Jumbo Do It Center *
Winterthur (ZH) ALDI Switzerland, Schlosstalstrasse *
Zurich (ZH) University Center
Zurich (ZH) Irchel University
Zurich (ZH) main station
Zurich-Oerlikon (ZH) Post CH Ltd, Eduard-Imhof-Strasse *

* **Collecting missed parcels:** Customers in the catchment areas of these My Post 24 terminals can now collect missed parcels at the terminals instead of from the post office. The service is available at over 20 terminals.

– **Registered letters:** In addition to parcels, it will be possible to collect and drop off registered letters at the My Post 24 terminals from the end of November 2015.

– **Cleaning service:** Customers can put their dirty laundry in a garment bag at My Post 24 terminals and collect it again three or four days later after

it has been cleaned. The cleaning service is provided by local dry cleaners. The service will be tested from October 2015 at terminals in Gossau (SG), Kriens, Winterthur and Basel St. Jakob.

- **Lockers:** Customers can use the My Post 24 terminals as lockers for themselves or to transfer goods to third parties. Lockers can be hired for up to seven days.
- **SBB SpeedyShop:** In the SpeedyShop from SBB, Swiss Post and Migros Zurich, customers can purchase more than 1,000 products online and collect their orders 30 minutes later at the My Post 24 terminal. The SBB SpeedyShop is currently being tested at Zurich main station and will be extended to other stations if demand is high.
- **Simplified use:** From the end of November 2015, customers will receive a QR code by e-mail or MMS as soon as a parcel or registered letter is available for collection. Once the code is scanned, the terminal releases the consignment. Customers will no longer need to enter the customer number, password and collection code manually.

New options for receiving missed consignments

If a customer is not at home when a parcel is delivered, the mail carrier leaves a collection note in the letter box. Customers can use this to collect their consignment from the relevant post office. But that's not the only solution. By entering the collection note number on the Swiss Post website or scanning the printed QR code with a mobile phone using the Swiss Post App, customers can decide when and where they want to receive the missed consignment. The following options are possible:

- Extend collection period
- Second attempted delivery
- Forward consignment to another address (including a PickPost point or My Post 24 terminal)
- Issue authorization for a third party

These services were expanded at the end of August 2015. The following options are now also available:

- In the event of a second attempted delivery, leave the consignment in the mailbox storage compartment or at the front door
- Second attempted delivery on the relevant floor
- Second attempted delivery between 5 p.m. and 8 p.m.
- Forward to another address between 5 p.m. and 8 p.m.

A number of reminder functions can also be activated: The customers can receive a timely reminder by SMS or e-mail upon expiry of the collection period or transfer the delivery time to their electronic calendar. If desired, Swiss Post will also notify customers by phone before a second attempted delivery of a parcel.

Network of PickPost points expanded

Customers who are often away from home can collect their parcels and registered letters at a PickPost point. The network of PickPost points will be expanded by the beginning of December 2015 by 1,700 to a total of 2,400 locations. PickPost consignments can now be collected in all post offices and all postal agencies as well as at numerous SBB and BLS railway stations.

Sunday delivery for parcels

During the week, many customers are not at home when the parcel carrier calls. This means they cannot receive their parcels directly. Swiss Post is offering Saturday and evening parcel delivery since 2013. From mid October 2015, it will be testing Sunday delivery as part of a pilot project in the cities of Zurich, Basel, Geneva and Lausanne. The parcels will be delivered between 9 a.m. and 12 noon by taxi drivers.

If the test is successful, the service is scheduled to be launched in 2016. Sunday delivery will be available to business customers whose products are ideally suited for Sunday delivery, for example groceries or home electronics. In the medium term, Sunday delivery may be available in the cities of Basel, Berne, Biel, Fribourg, Geneva, Lausanne, Lugano, Lucerne, St. Gallen, Winterthur, Zug and Zurich as well as in selected conurbations.

Expansion of parcel centers

With online retail, parcel volumes have been increasing for a number of years. In 2014, Swiss Post transported a record number of almost 112 million parcels. The share of quick Priority consignments has also increased. These items now represent about 50 percent, and have risen by 30 percent over the past 15 years. To ensure that it is well prepared for the future, Swiss Post is equipping its sorting centers in Härkingen, Frauenfeld and Daillens with additional sorting facilities. This will enable up to 25 percent more parcels to be processed. Following Härkingen (2014), the additional facilities at the parcel center in Frauenfeld will be brought into service in October 2015. In the parcel center in Daillens, the work will be completed in autumn 2016.

Redesigned collection note

The redesigned collection note has been made clearer for customers. They can see at a glance which kind of missed consignments can be collected where. The options for managing missed consignments online are immediately visible (see New options for receiving missed consignments page 2). The mail carriers now only need to complete very little information by hand. This makes their work a lot easier.

Abholungseinladung

Bitte am Schalter mit gültigem Ausweis vorlegen

Gelb bewegt.

Liebe Kundin, lieber Kunde
 Eine Sendung liegt für Sie **ab morgen*** (ohne Sonntag/Feiertag, Postfach ab sofort) zur Abholung bereit **bis** _____

Poststelle Muster
Musterstrasse
9999 Musterort

Öffnungszeiten unter **post.ch**, über die **Post-App** oder via **Kundendienst Post** 0848 888 888

Anzahl

<input type="checkbox"/> Paket/e	<input type="checkbox"/> Sperrgut
<input type="checkbox"/> Brief/e/Einschreiben	<input type="checkbox"/> Eigenhändig
<input type="checkbox"/> Gerichtsurkunde/n	<input type="checkbox"/> *Express, heute ab 16 Uhr
<input type="checkbox"/> Betreuungsurkunde/n	<input type="checkbox"/> zu bezahlen: CHF _____
<input type="checkbox"/> Auszahlung/en	

gegen Unterschrift
 Empfänger/in: _____

Berechnung Datum Zustellversuch: Fristdatum -7 Tage / Auslandpakete: Fristdatum -15 Tage

Statt die Sendung direkt abzuholen, können Sie folgende Services online nutzen:

- Abholfrist verlängern
- Zweite Zustellung
- Weiterleitung
- Einmalvollmacht

Auf **post.ch/abholungseinladung**
 Abholcode eingeben:

000A-ABCD-1234

oder QR-Code über **Post-App** scannen

Sie möchten stets im Voraus über ankommende Paketsendungen informiert sein? Infos unter **post.ch/meine-sendungen**

New collection note

Abholungseinladung

Bitte am Schalter der Poststelle vorweisen

Nr. B1JD-SPSF-WTMO

Datum des Zustellversuchs _____ Zeit _____

Name / Vorname / Strasse _____

wird gebeten, **vom** _____ **ab** _____ **Uhr, bis** _____

abzuholen bei der Poststelle: **Adresse Poststelle, Musterstrasse 1234**
Postfach 1234, CH-0000 Musterlingen
Mustertext

Abholfrist verlängern? PickPost?
 Andere nützliche Angebote?
www.post.ch/empfangen

Die Öffnungszeiten finden Sie unter: www.post.ch/standorte oder via Kundendienst Post, Telefon 0848 888 888

Sendung	Eigenhändig (RMP) ²	Express	Sendungsnummer (letzte 5 Ziffern)	Aufgabestelle, bei Nachnahme auch Absender/in	Betrag in CHF
<input type="checkbox"/> Auszahlung ¹	<input type="checkbox"/>	—			
<input type="checkbox"/> Brief / Einschreiben ¹	<input type="checkbox"/>	<input type="checkbox"/>			
<input type="checkbox"/> Betreuungsurkunde ¹	<input type="checkbox"/>	—			
<input type="checkbox"/> Gerichtsurkunde ¹	<input type="checkbox"/>	<input type="checkbox"/>			
<input type="checkbox"/> Paket	—	<input type="checkbox"/>			
<input type="checkbox"/> Paket gegen Unterschrift ¹	<input type="checkbox"/>	<input type="checkbox"/>			
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			

¹ Sendungen können nur mit einem **gültigen** Ausweis bezogen werden.
 (Reisepass, Identitätskarte, Führerausweis CH, Ausländerausweis sowie andere amtlich beglaubigte Ausweise mit Foto)
² Eigenhändig (RMP): Die Sendung wird nur dem Empfänger **persönlich** ausgehändigt. Vollmachten sind nicht gültig!

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Old collection note

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