

Login Post Connector

A single login for all online shops

Swiss Post makes the ordering process for customers buying on the Internet easier by providing a single login for all online shops.

More and more people are shopping online. And the number of providers is increasing accordingly. This means online shoppers have a number of usernames and passwords. For each online shop, a separate customer profile needs to be created and the delivery addresses entered. And because each shop adopts different criteria for the username and password, customers can quickly lose track of their different logins.

Customer convenience

The Login Post Connector offers a remedy to this problem: it enables online customers to create a single login with username and password on the Swiss Post website and to enter their master data (name, e-mail address, mobile number, etc.) only once together with their different delivery addresses. This can be the customers home or business address, a PickPost point or a My Post 24 terminal. Customers then have access to all online shops that have integrated the Login Post Connector using a single username and password. The Login Post Connector automatically provides the online shops with the customer data so that online shoppers no longer need to enter any personal data. Swiss Post ensures data protection.

With the Login Post Connector, Swiss Post makes online shopping more convenient. Customers only need to memorize a single login and one password and they no longer need to enter a customer profile multiple times. And customers need to update their address only once in case they move house.

Easier for online retailers

With the Login Post Connector, it is not only customer convenience that is enhanced; online retailers, in particular small and medium-sized enterprises, also benefit from this system. Online retailers can integrate the Login Post Connector into their online shop. This simplifies the ordering process for their customers and boosts customer retention. Online retailers who fully rely on the Login Post Connector no longer need to operate their own address management system. It also means they do not need to take measures to protect the data in the user accounts. And delivery options such as PickPost, My Post 24 or evening and Saturday delivery are integrated directly into the Login Post Connector. Online retailers do not need to integrate these options separately into their shop.

Consignment cockpit

From the end of November 2015, customers will have access to a consignment cockpit in the Customer Center on the Swiss Post website (www.swisspost.ch/customer-center). This provides an overview of the parcels and registered letters that are on their way to customers. Missed consignment deliveries are also displayed. Customers can manage the delivery of missed consignments online via the consignment cockpit, for example, by extending the collection period, requesting a second attempted delivery in the evening or on a Saturday or by forwarding the consignment to another address.

During the course of 2016, it will also be possible to manage parcels and registered letters before the first delivery attempt via the consignment cockpit: customers will be able to forward consignments already in transit to an alternative delivery address, such as a work address, a My Post 24 terminal or a PickPost point. It will also be possible to change the delivery time, e.g. always in the evening or only on Fridays. In the case of registered parcels and letters, customers will have the opportunity to confirm acceptance of the consignment online before delivery so that the consignment can be delivered directly in the letter box or mailbox storage compartment.

The Login Post Connector and the consignment cockpit make online shopping and receiving parcels easier and more convenient. By doing so, the services help promote e-commerce in Switzerland.

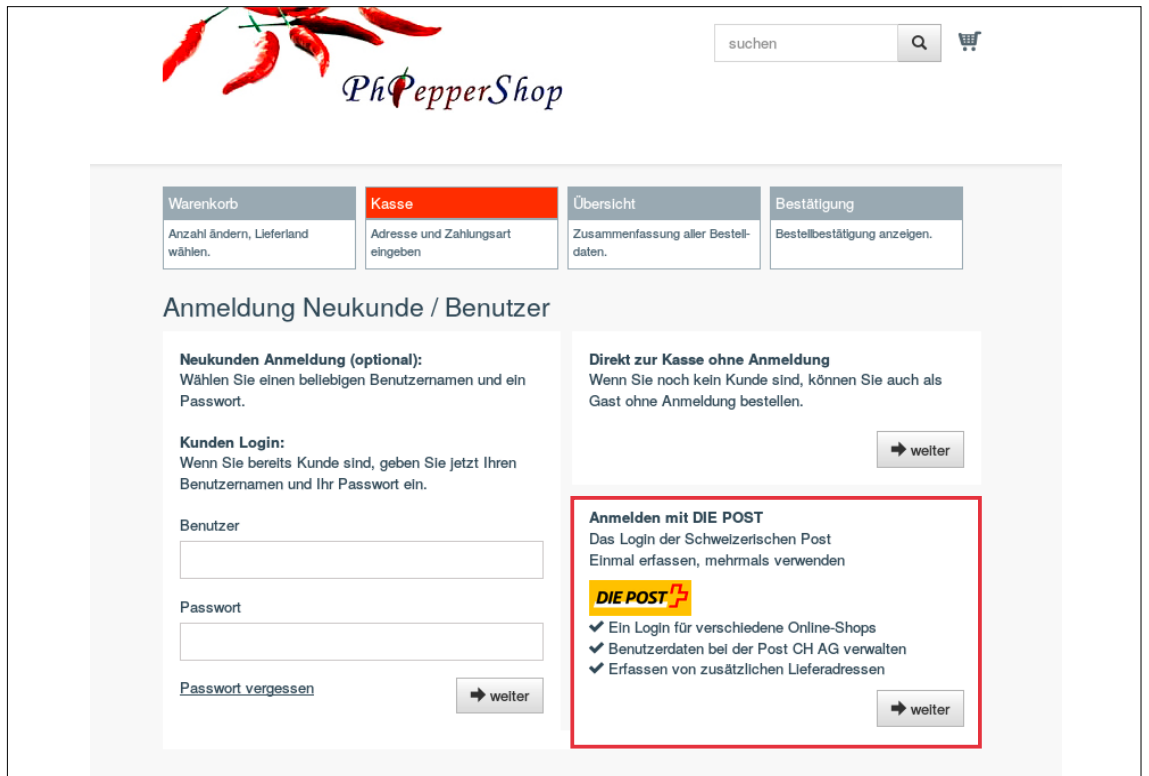


Fig. 1: Screenshot of the Login Post Connector in the online shop PhPepperShop (www.phpeppershop.com)

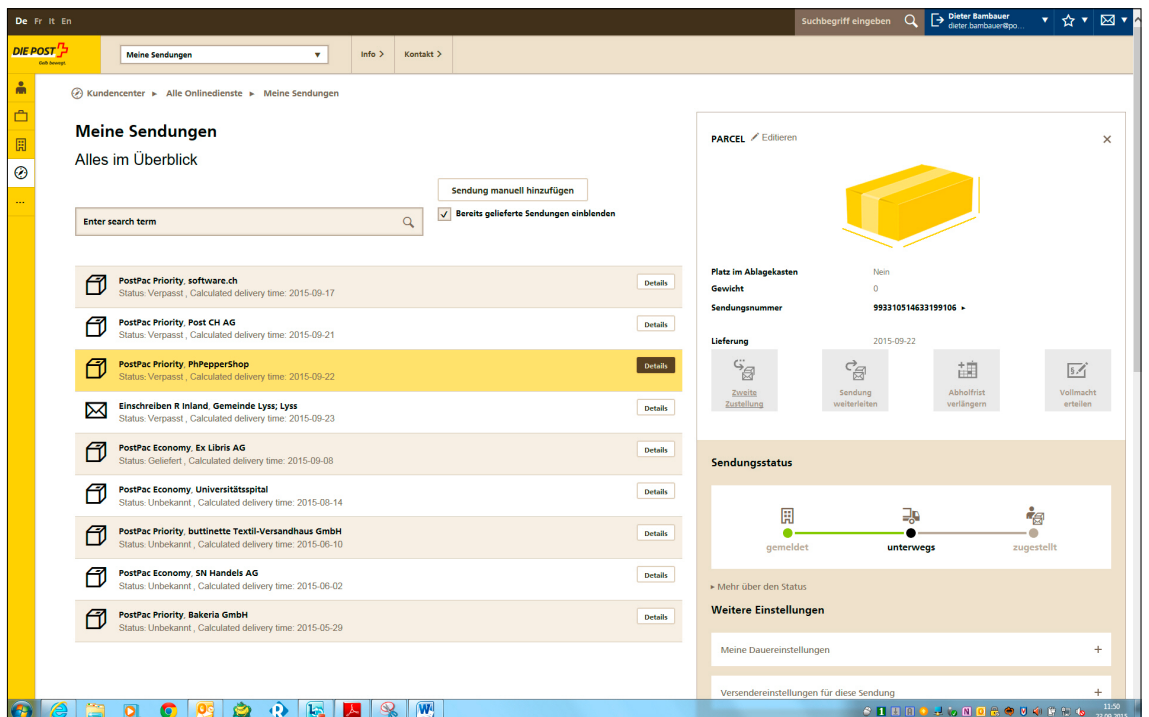


Fig. 2: Customer Center preview: Consignment overview in the consignment cockpit

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