Designing return notes
Registered Switzerland (R)

If a registered consignment is unclaimed by the recipient or cannot be delivered, it becomes a return and is sent back to the sender. As the sender, you have the choice between two different return options. In this factsheet, you can learn more about the correct labelling for returns and find examples and information on useful resources.

Registered items without return notes

– A registered item without a return note is also processed as a registered item on the return journey, and track and trace and liability insurance are included for the entire journey – a maximum of two working days is required.
– The price for the return as a "Registered" item is CHF 5.80.

"Return as unregistered" return consignments

– All return consignments that are not to be transported as registered items need to be labelled with the note "Return as unregistered". This means that the consignments are placed in the standard channel for returns and are processed within seven working days.
– Please see the section Labelling requirement for "Return as unregistered'", which shows various permitted labelling options.
– Return consignments in the standard channel can be managed via instructions in the data matrix code – for example, you can use them to have your return consignments sent to another location.
– The price for taxable returns in the standard channel is CHF 0.60, regardless of the format or weight.

Please note that this option is available to you if you meet the following requirements:
– Existing billing relationship
– Own consignment barcode
– Data matrix code
– "Returned as unregistered" note

If the above requirements are not met, the item will also be processed as registered mail for the return journey (price for taxable returns: 5.80 francs).

All the details can be found here at www.swisspost.ch/returns or in the manual www.swisspost.ch/manual-barcodes-letters

Labelling requirement for "Return as unregistered"

For a return item to be sent as "Return as unregistered", the consignment needs to be marked with a recognized label. The following labelling options are available:

A. Integrated into the data matrix code
"Return as unregistered" can be stored in the data matrix code. To do so, select the value 5 under "36, Value-added services". All details can be found here: www.swisspost.ch/returns or in the manual at www.swisspost.ch/manual-barcodes-letters

Example: "Registered Switzerland (R)" with return note and including return instruction in the data matrix code; in the window (100 x 45 mm)

Additionally, you can enter the return service under "34, Instructions for returns". More information can be found in the manual "Barcodes and data matrix codes for business customers"
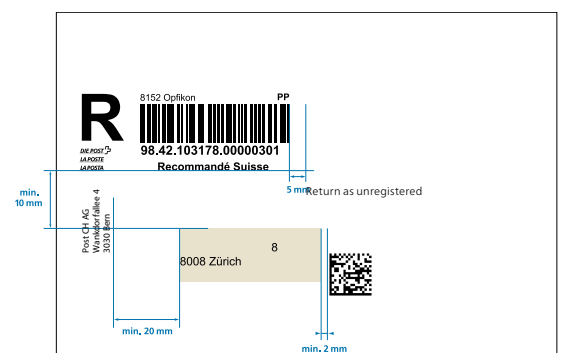
Example: barcode address label "Registered Switzerland (R)" incl. return instruction in the data matrix code

B. Using an intelligent franking system (IFS)
On the IFS franking machine, select the product "Registered Switzerland (R)" and the value-added service "Return as unregistered" (RNR). As an IFS customer, you can choose this service via the product selection menu.

Important: Please continue to visually label the consignments with the clearly readable note "Return as unregistered" (with a postmark, label, text above the address or pre-printed on the envelope).

C. "Barcode" web service
With the "Barcode" web service, you can print the address label with integrated barcode, with or without the recipient address, directly as a label or integrate it into your own delivery note. This allows you to optimize your dispatch processes and save time and money. More information can be found here: www.swisspost.ch/webservice-barcode

For queries on the "Barcode" web service, please contact Web Services Support:
Tel. +41 848 88 84 88 or
e-mail webservice@swisspost.ch

Alternatively, we recommend using our Digital Commerce API instead of the "Barcode" web service. In future, we will be investing increasingly in API technology and connecting more and more Swiss Post services to this programming interface. The API interface gives you access to the same functions as the "Barcode" web service. You can also obtain other interesting services to suit your needs.

D. Using pre-printed labels
Order consignment barcodes and shipping labels quickly and easily using our online service. The printed labels will usually arrive within two to three working days.

How to order your consignment barcodes **with return note:**

1. Log in to the "My Post" customer portal with your personal login details.
2. Launch the "Order barcodes and shipping labels" online service.
3. Go to the "Barcodes" order section.
4. Select the service group "Domestic letters with barcode" and the basic service "Registered Switzerland (R)" or "Registered Switzerland (R) with return as unregistered" (RNR) and follow the subsequent ordering steps.

More information and a guide can be found here: www.swisspost.ch/order-barcodes-shipping-labels-info

For questions relating to the "Order barcodes & shipping labels" online service, please contact Online Services Support:
Tel. +41 848 88 22 44 or
e-mail supportonlineservices@swisspost.ch

E. Using pre-printed envelopes
When using this option, the correct placement of the label is particularly important. Otherwise, we unfortunately cannot guarantee processing in the inexpensive returns channel.

Envelope C5, right-hand window (229 × 162 mm)
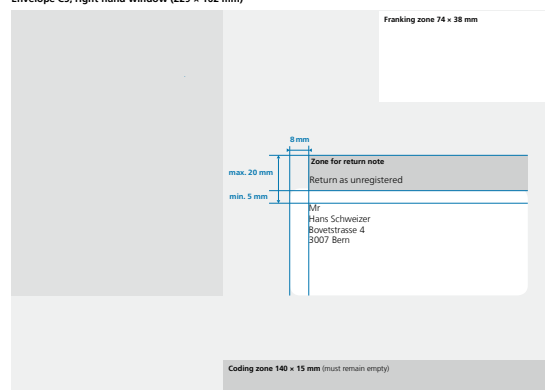
Please adhere to the placement of the return notes by using our layout templates for pre-printed envelopes.
Specifications for return notes:
– Font size: at least 2 mm (approx. 9 points) and no more than 7 mm (approx. 28 points)
– Ideal font size: 10 points
– Uniform font
– Font colour: black

Exception: Postmarks and labels may be used only if the return note is included in the data matrix code. For example, this affects customers who use the "Intelligent franking system (IFS)" and "Swiss Post franking" or "WebStamp" franking solutions. See the relevant sections and the "Resources" section.

Resources

"Swiss Post franking" service

As a "Swiss Post franking" customer, you can indicate your chosen option for returns for your registered consignments as usual – by using a postmark, label, text above the address or pre-printed envelopes. Please only use the note "Return as unregistered".

Homologation and advice

Important: Before they are used for the first time, all barcodes, data matrix codes and barcode lists you create must be homologated by Post CH Ltd.

For this, they are selected using special test systems and checked for readability and data integrity. If they meet all the criteria, they are then approved for operational use. This ensures that the mail can subsequently be processed without a hitch. Homologation is free of charge. Swiss Post accepts no liability for mail items that cannot be processed correctly due to non-homologated, incorrect barcodes.

Procedure for homologation of barcodes

Send us five copies each of the following mail samples (in the case of envelopes, these should be complete, filled consignments) for homologation: all combinations of barcodes, data matrix codes, modes of application (printed on contents, label, printed on mail item), placements, paper material, envelopes and printers that you use operationally. If you subsequently change these combinations, you should have mail samples homologated again.

If you have any questions, please contact your customer advisor.

Send your samples to:

Post CH Ltd
Logistics Services
Operations
Final proof
Lischmatt 40
4621 Härkingen
Switzerland

E-mail gzd.mitte.ls@post.ch