

List of the services included Swiss Post's universal service 2012

Unless otherwise indicated, the products and additional services are offered **in all post offices and agencies**, subject to the following conditions:

- For security reasons in particular, Swiss Post does not have to provide financial services in agencies and individual post offices (see Art. 6 para. 2 of the Postal Ordinance).
- Acceptance of bulk consignments may be restricted, due to a lack of space in agencies and certain post offices.

National letters, newspapers, magazines

Product	Additional services
Letters up to 50 g - reserved services (monopoly)	
A Mail letter	Cash on delivery ^{1,3}
B Mail individual letter	Cash on delivery ^{1,3}
B Mail bulk mailing ¹	
Registered mail	Return receipt ¹ , personal delivery ¹ , cash on delivery ¹
Court document ¹	Cash on delivery ¹
Debt collection document ¹	Personal delivery ¹

Letters over 50 g and newspapers - non-reserved services

A Mail letter	Cash on delivery ^{1,3}
B Mail individual letter	Cash on delivery ^{1,3}
B Mail bulk mailing ¹	
Registered mail	Return receipt ¹ , personal delivery ¹ , cash on delivery ¹
Court document ¹	Cash on delivery ¹
Subscription newspapers and magazines ²	
Forwarding order	

National parcels

Product	Additional services
Non-reserved services	
Priority parcel up to 20 kg	
Economy parcel up to 20 kg	
Items for the blind priority/economy	

¹ Only available at post offices operated by Swiss Post

² No counter service

³ for business customers only

International letters, parcels, newspapers and magazines

Product	Additional services
RECEIPT² - reserved services (monopoly)	
Priority letter up to 50 g	Registered mail, return receipt
Economy letter up to 50 g	Registered mail, return receipt
RECEIPT² - non-reserved services	
Priority letter over 50 g	Registered mail, return receipt
Economy letter over 50 g	Registered mail, return receipt
Priority parcel up to 20 kg	
Economy parcel up to 20 kg	
Press International	
DISPATCH - non-reserved services	
Priority letter	Registered mail, return receipt ¹
Priority letter, bulk mailing ¹	Registered mail, return receipt ¹
Economy letter	Registered mail, return receipt ¹
Economy letter, bulk mailing ¹	Registered mail, return receipt ¹
Priority parcel up to 20 kg	
Economy parcel up to 20 kg ¹	
Press International ² priority/economy	

Stamps

Reserved services

First sale of stamps valid for postage

National Payment transaction services in CHF

Service	Explanation
Non-reserved services	
Account ²	
Inpayments domestic	Inpayment to own or third-party account, in cash or by card; both available in post offices operated by Swiss Post, usually by card in agencies.
Transfer ²	Postal account -> account, with payment order on paper
Outpayment order ²	Postal account -> cash payment, with payment order on paper
Cash outpayment order ¹	Cash inpayment -> cash outpayment
Postal cheque ¹	For postal account holders

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³ for business customers only