

New services, innovations and development fields of Swiss Post

Swiss Post
Communication
Media Unit

Tel. +41 58 338 13 07

Version dated 31 March 2011

Table of contents

adminpay.....	4
A Mail Plus.....	4
Augmented reality on public transport.....	4
beesmart.....	4
Billing & payment solutions.....	5
Container management.....	5
Court Document Online.....	5
Customer cards.....	5
DataTransfer.....	6
Digital mailroom.....	6
Digital signature.....	6
DirectFactory.....	6
DirectPoint.....	7
Dispatch list Online.....	7
Dispomail with Track & Trace.....	7
Document & Information Processing.....	7
Document Output.....	8
Document solutions.....	8
Domicile collection.....	8
DonateOnline.....	8
E-archive.....	9
E-bill.....	9
E-commerce.....	9
E-finance.....	9
E-government.....	10
E-health.....	10
Electric vehicles.....	10
E-logistics.....	11
E-payment.....	11
ePost Product House.....	11
eShare.....	11
e-toile Electronic patient dossier (Health card).....	12
E-trading.....	12
EWID National dwelling identification number.....	12
Extracts from the criminal records database at post offices.....	13
FinesOnline.....	13
Freight calculator online.....	13
GeoPost.....	13
Healthcare sector.....	14
Health insurance card/Health insurance card plus.....	14
Homeset.....	14
IncaMail.....	15
International AddressCleaning.....	15
International AddressGuide Online.....	15
International HolidayCalendar Online.....	15
Letter processing.....	16

Location search	16
Loyalty Marketing	16
Mailroom Solutions	16
MAT[CH] – address data maintenance	16
Mobility optimization	17
Modern vehicle fleet	17
Multi-functional payment terminals	17
MyNewspaper	17
My Post Business	18
Newsstand support in Switzerland	18
Nighttime logistics	18
Online forwarding order	18
Operations control systems at PostBus	18
Packing & addressing	19
Pallet tracking	19
Parcel centres	19
PhilaShop	19
PickPost	19
PostagePaid Generator	20
Postboxes (new)	20
PostFinance iApp	20
PostFinance MasterCard Value (prepaid)	20
PostFinance Mobile	21
PostFinance Postomat	21
PostShop online	21
PostShops (post offices)	21
Press Shop International	22
Processing of forms and documents	22
pro clima	22
Real-time information for PostBus passengers	22
Running View	23
Service Guide Online	23
Special logistics and customer solutions	23
SuisseID	24
Swiss Post Box	24
SwissPostCard	24
Swiss Post GLS with EU customs clearance	25
Swiss Post Login	25
Swiss Post mobile	25
Swiss Post shops (online)	25
SwissStick	26
Virtual post office counter	26
Virtual youth centre	26
WebStamp	26

adminpay

adminpay is the online collection solution for public administration and is one of Swiss Post's e-government solutions. A prerequisite in order for customers to use fee-based online services is a solution for the electronic processing of payment transactions by credit or debit card. Not only is adminpay tailored to the needs of administrations and related companies, it also minimizes the administrative work for authorities in a unique way, and is secure and easy for citizens to use. A number of Federal Offices and a growing number of other administrative offices use adminpay.

www.post.ch/adminpay

A Mail Plus

A Mail Plus is a service provided by Swiss Post exclusively for business customers. It combines the exact-day A mail delivery service with an electronic tracking function via the Internet (Track & Trace). In addition to the fast, reliable delivery of A mail, A Mail Plus also provides the option of on-screen tracking and monitoring of the delivery process, including acceptance, delivery and, where necessary, forwarding. The customer therefore knows whether the item has reached the recipient on time. Swiss Post is also liable for any damage or loss of the item up to an amount of CHF 100. Dispatch by A-Mail Plus is more cost-effective than registered mail and the right mailing solution if receipt of the item does not have to be legally proven but it contains important, valuable, irreplaceable or time-critical documents such as contracts, degree certificates, official documents or tickets.

www.swisspost.ch/a-post-plus

Augmented reality on public transport

PostBus was the first public transport company in Switzerland to introduce an augmented reality application. The new service enables users to retrieve information on excursion tips and sights via their mobile phone. The location-based information comes from PostBus's "LeisureClick" database, the new platform for leisure ideas. PostBus has placed information on around 300 sights and leisure activities across Switzerland in this database and made it available at www.postbus.ch/leisureclick (including tips for those on the move and a wide range of picture and film material). Augmented reality superimposes real environments with computer-generated virtual information, thus increasing the user's perception. The iPhone 3GS, iPhone 4 and most Android mobile phones can all be used to receive information on excursion tips and sights via augmented reality. The location-based information is displayed on the phone's screen and updated in real time. For this, the free "Layar" app from the App Store or Android Market must be installed on the user's mobile phone.

www.postbus.ch/leisureclick

beesmart

beesmart is an initiative to improve employment prospects that is backed by the Confederation and supported by Swiss Post. The facility comprises an Internet platform which, through a series of free training modules, encourages users to work productively with PCs and the Internet. beesmart is aimed at young adults about to enter the world of work and people with little knowledge of information technology who wish to make themselves more employable.

www.beesmart.ch

Billing & payment solutions

Billing & payment comprise all stages from the registration of customer data including verification, creation of invoices, printing or electronic mailing of invoices, archiving and accounts receivable management, up to and including legally enforcing payment collection. Factoring processes such as undertaking payment guarantees and distributing revenues to service providers are additional services provided by Swiss Post Solutions. Billing & payment solutions are operated on an outsourcing basis, which means that the services are carried out on behalf of, and in the name of the customer. Swiss Post's Swiss Post Solutions subsidiary has been operating the settlement of general rail passes (GA) for the SBB in this way since 2001.

www.swisspost.ch/billing

Container management

The container management service from Swiss Post Solutions provides support for planning and controlling all kinds of loading equipment (e.g. boxes, barrels, containers or pallets). Objects are identified either manually or automatically using barcodes or RFID. Information about stocks and movements, together with pure transport, usage and standing times is transferred automatically and is available for detailed evaluations and other applications at all times. Container management has a modular structure and comprises the following three components: fleet management/object tracking, requirements planning/dispatch planning, and fees and accounts receivable management.

Court Document Online

Swiss Post provides Court Document Online, a new service for court and administrative authorities for the dispatch of legal documents. Available as of April 2010, this introduces additional ways for authorities to simplify processes and integrate legal documents into automated letter production. Summonses, notifications, judgements, court orders and decisions are sent automatically using the [DataTransfer](#) interface. This guarantees the exchange of data without media discontinuities and enables internal court dossiers to be linked to postal information. The assignment of a new CD barcode means that envelopes do not require any further identification and any envelope format can be used. The declaration of mail and the creation of the [Dispatch list Online](#) also take place automatically using DataTransfer. Furthermore, Swiss Post creates confirmation of receipt and provides this to the authorities by registered mail and also as a download for one year via [My Post Business](#).

www.swisspost.ch/court-documents-online

Customer cards

Companies can use prepaid and customer cards to better understand their customers' shopping behaviour or increase the frequency of their purchases. Customer, credit, prepaid and gift cards are ideal tools for addressing different phases of the customer lifecycle and thus building deeper relationships with customers. In addition, Swiss Post Solutions offers JACOS®, an independent chip card operating system for bank and credit cards that meets current SEPA requirements.

www.swisspost.de/cards

DataTransfer

The DataTransfer service is an interface for numerous online solutions from Swiss Post for mailing letters and certificates, enabling fast, secure data exchange without media discontinuities. Electronic data exchange simplifies the delivery and declaration of letters with proof of delivery, forms a platform for creating a [Dispatch list Online](#) and enters the necessary information into Swiss Post's tracking systems, ensuring an accurate, efficient Track & Trace service. DataTransfer can also be used for parcels and enables mail to be sorted more quickly and more reliably. The interface is also used in processing [court documents online](#).

www.swisspost.ch/datatransfer

Digital mailroom

The digital mailroom enables fast, secure processing of incoming mail. It aims to forward the incoming information to employees or business systems professionally and in the right format. The emphasis here is on timely, secure processing. The customer can implement information logistics throughout the document cycle, starting with incoming mail and ending once the relevant information has been correctly archived. In-house mail thus becomes a multi-functional hub – the company's digital mailroom. Swiss Post supports customers throughout the entire document process – including internationally – from analysis and implementation to provision of the service.

www.swisspost.ch/solutions

Digital signature

Swiss Post's digital signature (Post [SuisseID](#)) enables secure and verifiable electronic data exchange. A digital signature can be used, for example, to enable end-to-end electronic handling of business processes. Documents no longer need to be printed and can be signed in a legally binding electronic form. The main benefits for the economy are the amount of time saved and the high level of transaction security. The Post SuisseID is available from over 2,500 post offices throughout Switzerland. It provides users with a digital identity, which they can use together with, for example, [IncaMail](#) – Swiss Post's solution for secure, encrypted data exchange. In the initial phase, the Post SuisseID is mainly aimed at administrations and business customers from the financial and insurance industries, followed by SMEs with corresponding requirements. For more information, also see [SwissStick](#).

www.swisspost.ch/suisseid

www.swisspost.ch/incamail

DirectFactory

With DirectFactory, Swiss Post provides an Internet application which companies can use to design and send physical postcard mailings easily online, thereby eliminating the cost of graphic artists or advertising agencies. Swiss Post organizes production (printing and mailing) and timely delivery. The mailing is sent as early as the third day after placement of the order. The application gives customers access to a number of products, such as postcard mailings in various formats, creative cards and cards with voucher or response components. The range is constantly being expanded. Since autumn 2010, DirectFactory users have also been able to send premium Swiss chocolate with a custom-designed wrapper. All mailings can be created and sent in quantities starting from just 24 postcards.

www.swisspost.ch/directfactory

DirectPoint

The DirectPoint platform is the first port of call on the Internet for successful direct marketing. Together with specialists in this area, Swiss Post provides comprehensive information on the individual process steps of direct marketing arranged under various headings, as well as useful information about services and products. Advertisers will find in-depth specialist knowledge and tools to help them plan and implement profitable mailing campaigns. Customers particularly like the „DirectGlossary „ with 700 specialist marketing terms, the free online courses for various direct marketing topics, the monthly e-newsletter and the numerous checklists and templates available to download. There are also many sample letters and customer case studies available to help generate ideas. An extensive collection of tips and an audio podcast round off the service. Any questions about direct communication can also be clarified by e-mail at directpoint@post.ch.

www.post.ch/directpoint

Dispatch list Online

Dispatch list Online is an Internet tool which can be used to create and print dispatch lists for PP-franked letters in Switzerland and abroad. Dispatch list Online can also be used to create waybills for URGENT courier items and PostPac International PRIORITY/ECONOMY items to destinations abroad. Dispatch lists and waybills created online are more legible and – thanks to the online help – completed in full. This ensures fast, error-free processing. In addition, this application provides users with direct access to services and information on national and international letter and parcel mail. Dispatch list Online can be used either as a stand-alone application or as part of the [My Post Business](#) service package.

www.swisspost.ch/dlonline

www.swisspost.ch/mypostbusiness-info

Dispomail with Track & Trace

Dispomail is used to transport larger volumes of documents, files or plans that are intended for the same recipient in cost-effective bundles. They are handed in for mailing in the evening and reach the recipient's letterbox the very next morning – including Saturdays. Thanks to Track & Trace, the new electronic tracking service, customers can track the status of the consignment on the Internet and display any returns and forwarding online. One way of accessing the tracking service is via the [My Post Business](#) service package.

www.swisspost.ch/dispomail

Document & Information Processing

With its document management service, Swiss Post is enhancing its traditional postal services for letters all the way into the customer's company. This involves pre-processing, scanning and digitising documents, through to complex processing tasks. Analysing existing business processes enables future processes to be prioritized and implemented. This means that new processes can also be introduced gradually to the customer's employees. Solutions for various document and data processes are provided within our customers' company, such as the automation of incoming mail, or the processing of creditor invoices. Customers can choose to operate these processes themselves or outsource them to Swiss Post.

www.swisspost.ch/solutions

Document Output

Swiss Post undertakes the entire output management process, from data preparation, printing and packaging to postal dispatch with optimized postage costs and electronic distribution. The offer includes conventional transaction printing (printing in larger production runs), transpromo/white space marketing and multi-channel output management. Transpromo is the combination of transactional content and individual marketing messages tailored to the reader. White space marketing is the marketing (to third parties) of a white space on a transactional business document such as an invoice. Multi-channel output management means extensively addressing the target group using additional channels such as e-mail, personalized web links (PURLs), text message, etc. as well as printed documents.

www.swisspost.ch/documentoutput

Document solutions

With document solutions from Swiss Post Solutions, Swiss Post takes over the in-house postal services for companies, digitises documents, integrates these digitised documents into electronic work processes, and archives them electronically. By taking over entire business processes, Swiss Post can simplify its customers' document management processes and make internal information more readily available within the company. The processes of customers can thereby be optimized and made faster and more efficient.

www.swisspost.ch/solutions

Domicile collection

With the domicile collection service, business customers can have parcels collected from their end customers. Whether these are products on approval, incorrect deliveries or products with a return guarantee, the customer must return the goods to the production company, intermediary or mail order company. Business customers transmit the collection address, date and number of parcels to be collected electronically via [WebStamp](#), [My Post Business](#) or data transfer to PostLogistics. On the agreed date, the postal carrier collects up to five parcels per address during the regular delivery round. The end customer determines the pick-up point from which the postal carrier is to collect the parcel. This can be their home, workplace or a neighbour's house. The parcel can also be left in the storage compartment of the customer's letterbox or at the entrance to the house.

www.swisspost.ch/collection

DonateOnline

DonateOnline provides the most secure and important electronic payment methods around the clock. At the same time, it increases efficiency in the processing of online donations, with easy-to-use technology. The DonateOnline payment solution can be connected to an existing website seamlessly and easily, which means that current investments in an online presence are retained in full. By cooperating with PostFinance, Swiss Post Solutions can draw on many years' experience in payments and provide non-profit organizations with complete security and reliability.

www.swisspost.ch/donate

E-archive

Companies face a considerable technical and financial challenge in implementing and operating their own archive. In order for companies to use these resources profitably for their core business, Swiss Post has developed the e-archive service. Business customers can have their documents archived electronically in e-archive, in line with legal requirements. As well as archiving digitised information, this model also provides IT know-how and specialist archiving knowledge. The Swiss Post Solutions computer centre operates the entire solution, including maintenance and software upgrades. Customers can access their archived information online at any time and from any location. The data is imported using a standardized sFTP interface; if required, Swiss Post can also create the signature. Companies such as cablecom and SBB use the e-archive solution.

E-bill

E-bill from PostFinance enables the electronic exchange of bills. Both private and business customers can pay electronic bills in just a few mouse clicks. It is no longer necessary to type in the amount of the bill, account number and reference number – a procedure which is prone to errors. All users of PostFinance online banking and around 250,000 customers of more than 90 banks can pay bills from an increasing number of billers easily and quickly. With the innovative, standardized e-bill solution from PostFinance, SMEs and large companies can already receive electronic bills from their suppliers and process them automatically with their software. E-bills exchanged in this way meet legal requirements with regard to VAT and enable companies to optimize their processes to a large extent.

www.postfinance.ch/e-bill

E-commerce

As a full service provider with general contractor responsibility for the entire e-commerce process, Swiss Post enables the efficient management of business relationships with no media discontinuities in all phases of the buying process. This means that all e-commerce sub-processes such as multi-channel communication and incoming orders, order management, payment processing, logistics services and end customer care are provided from a single source, Swiss Post Solutions. The full e-commerce range has a modular structure and thereby enables solutions to be tailored to customers' needs. Companies such as Lindt & Sprüngli, Suva and Diwisa rely on this service.

www.swisspost.ch/e-commerce

E-finance

E-finance comprises numerous electronic financial services from PostFinance. With the introduction of e-finance in autumn 1998 (under the name of Yellownet at the time), PostFinance was one of the pioneers of electronic asset management. Today, e-finance has some 1,220,000 customers and is the most successful and popular e-banking platform in Switzerland. Since spring 2009, e-finance users have been able to register for the [PostFinance Mobile](#) service in e-finance. With its e-finance services, Swiss Post is also helping to make the processing of financial transactions as environmentally friendly as possible.

www.postfinance.ch/e-finance

www.postfinance.ch/efinance

E-government

Swiss Post promotes electronic communication between Swiss citizens, the authorities and industry. It has the skills to better network these partners and help them to make the transactions between them secure and efficient. With its services around digital identities and secure data transmission, electronic document management and the management of electronic financial flows, it can help to ensure that the electronic networks between the parties are of a high standard of quality, security and efficiency. Swiss Post is actively involved in the SuisseID project, the standard digital identity recognized at federal level, and has been offering this since spring 2010. In view of the 2010 census, Swiss Post has been offering a procedure developed together with the Federal Statistical Office to allocate the national dwelling identification number (EWID) since 2009. This has been chosen by the cantons of Zurich, Basel-Stadt and Lucerne, which are in the process of creating the necessary cantonal legislation for its introduction. The secure e-mail platform IncaMail is one of the first services to be recognized under the "Ordinance on electronic transmission in administrative procedures" and is used by most of the cantons. Since 2008, it has also been possible to order criminal records extracts at post offices electronically. With adminpay, Swiss Post provides an online collection solution for administrative transactions that are subject to a charge and relieves the authorities of the administration required to process payments.

www.swisspost.ch/egovernment

E-health

In the area of e-health, Swiss Post is one of the leading ICT and service providers in Switzerland and is constantly helping to improve the effectiveness, quality and efficiency of the healthcare sector. Swiss Post contributes its knowledge and existing networks in logistics, payment transactions and information flows and provides a platform for all interested parties and experts in the healthcare sector to exchange information. The secure exchange of information between those involved is also becoming increasingly important. In the service of e-health, Swiss Post provides its expertise in optimizing information processing, improving the quality of process documentation (e.g. for medical treatments) and simplifying secure access to information. The services provided by Swiss Post for the healthcare market also include the health insurance card and in future will additionally feature the health card. Swiss Post is currently involved in cantonal pilots organized by eHealth Switzerland, a coordinating body for the Confederation and cantons. In the canton of Geneva, Swiss Post is testing a health insurance card that can be upgraded to a health card by means of Swiss Post's SuisseID and used as part of the electronic patient dossier e-toile.

www.swisspost.ch/e-health

www.post.ch/healthcare

Electric vehicles

Swiss Post currently operates the largest fleet of electric vehicles in Europe. It introduced the first 500 electric scooters for the delivery of mail in 2009 and had 1,000 e-scooters in service by the end of 2010. A further 1,500 electric scooters are to be used for mail deliveries in the course of 2011. Around 3,000 conventional two-stroke scooters are to be replaced with electrically powered vehicles by 2013. The positive aspects of the new scooter come into play on stop-and-go jobs in particular: they produce no exhaust emissions, make almost no noise and have a range that is sufficient for deliveries. Since 1 January 2008, Swiss Post has obtained all of its electricity from renewable sources. This results in an almost carbon-neutral footprint in both the generation and consumption of operating power for the scooters. Compared with a conventional scooter, half a tonne of CO₂ can be saved each year per vehicle. Together with the hybrid Postbus used by PostBus, two electric delivery vehicles and other technical innovations, the electric scooters are among the forward-looking solutions that form part of Swiss Post's sustainability strategy. It has pledged its commitment to a sustainable corporate policy and set itself the goal of cutting its annual CO₂ emissions by 15,000 tonnes of CO₂ by the end of 2013.

E-logistics

Companies can use the My Post Business platform to automate and optimize their logistics processes and related information procedures. All participants in the logistics process access the relevant functions and data relating to ordering, receiving, calculating, mailing and tracking the dispatch via the Internet. This eliminates media discontinuities and multiple data entry. Furthermore, the information flow remains uniform and continuous, and there are fewer potential sources of errors. For this purpose, My Post Business provides the applications DataTransfer, Parcel Post Easy, PickPost, Print & Send and Track & Trace. Various additional web-based services complete the offering.

www.swisspost.ch/mypostbusiness-info

E-payment

PostFinance provides two payment methods for making payments in online shops. Customers can pay for their purchases using either a PostFinance Card or PostFinance e-finance. The amount is debited directly from the postal account. PostFinance also undertakes payment processing (payment service providing) for owners of online shops. It thereby processes all payments, including those made using various credit cards. This means that the shops can offer their customers several payment methods using one interface. E-payment from PostFinance is the only debit procedure for payment on the Internet in Switzerland.

www.postfinance.ch/e-payment

ePost Product House

The ePost Product House develops and positions solutions at the interface of physical and electronic communications (online and mobile) to complement Swiss Post's traditional physical core services. These include solutions such as Swiss Post's electronic identity product SuisseID, the electronic mailbox Swiss Post Box and the electronic registered mail service IncaMail. It also supports the development of industry offerings in the areas of e-health and e-government.

eShare

Since October 2010, Mobility Solutions Ltd, Swiss Post's mobility manager, the canton of Basel-Stadt and the municipalities of Riehen and Ittigen (Canton Berne) have been piloting the eShare project, Switzerland's first car-sharing scheme using purely electric cars, together with local utilities. eShare is based on the traditional car-sharing model, which organizes the "sharing" of vehicles by multiple users. The eShare car-sharing scheme is unique in that it only uses purely electric cars. The Kamoo Twingo Elektras run exclusively on green electricity. On the road, they are completely emission-free and quiet. eShare is also special in that customers only pay for their use of the vehicle: each month, they are billed for the number of kilometres travelled and the period of use. eShare is available at a total of five locations in Basel-Stadt and the municipalities of Riehen and Ittigen (Canton Berne). All eShare locations are equipped with a charge point and are accessible by public transport. eShare is available to private individuals with a valid category B driving licence. Registration is easy and can be completed by calling a hotline or going online. The eShare project is supported by Berne University of Applied Sciences, which is conducting research to provide data on batteries, performance, consumption and charging patterns, etc. In the course of the project, eShare users will also be asked about their experiences. Several other cities, municipalities and tourism organizations have already expressed an interest in eShare and so the option of extending the project to new locations is currently being examined.

www.projekteshare.ch

www.post.ch/mobilitysolutions

e-toile Electronic patient dossier (Health card)

Since autumn 2010, Swiss Post has been involved in e-health applications and the provision of an electronic patient dossier in the canton of Geneva as part of the e-toile project. It has been commissioned by the canton to lead the pilot scheme for the electronic networking of doctors, hospitals, chemists and providers of care for non-hospitalized patients and in doing so is contributing its expertise in security technology as well as parts of its infrastructure. A health card plays a part in ensuring secure access to the e-toile data network for the patient and the parties involved. This is a Swiss Post health insurance card enhanced with an access key such as Swiss Post's SuisseID. On the pilot scheme in Geneva, Swiss Post looks to the new legislation for the protection of patient data introduced by the canton in November 2008. In contrast to a health insurance card, which only supports administrative processes, the health card can also be used to store medical and personal emergency information in line with the Swiss Health Insurance Act. This information can only be accessed by people with valid healthcare profession ID. The health card is one of the services offered by Swiss Post for the healthcare market in Switzerland and Germany as part of e-health.

www.post.ch/e-health

www.post.ch/healthcare/index/post-etoile.htm

www.e-toile-ge.ch

E-trading

PostFinance is one of the pioneers of e-trading. It offers online securities trading in cooperation with its custodian bank, Banque Cantonale Vaudoise. E-trading gives customers access to a total of fifteen exchanges worldwide and allows them to buy and sell shares, bonds, derivatives and funds. The prices on SIX Swiss Exchange and derivatives exchange Scoach are displayed in real time. E-trading customers also benefit from a number of free tools such as a chart analysis tool or share valuations and analyses. Not only does PostFinance offer attractive brokerage fees; it also omits to charge custody fees in online securities trading.

www.postfinance.ch/e-trading

EWID National dwelling identification number

Since the end of 2009, Swiss Post has been allocating the national dwelling identification number (EWID) required for the 2010 census on behalf of cantons and municipalities. Swiss Post supports the cantons and municipalities, the Federal Statistical Office, home owners and real estate managers throughout the entire implementation process. The practical and data protection-compliant procedure entails checking the municipalities' registers of residents against the National Register of Buildings and Dwellings (RBD). Through the Register Harmonization Act, the Confederation has standardized resident register structures across the whole of Switzerland, thereby laying the foundations for a simplified electronic registration process and the overhaul of the census. In 2010, this survey, which had previously been carried out every ten years, was replaced throughout the country with quarterly register analyses. In future, the information on buildings and dwellings previously obtained through the census will also be taken from one register, the buildings and dwellings register. The census will therefore continue to provide up-to-date results without the need for a questionnaire.

www.post.ch/ewid

Extracts from the criminal records database at post offices

The Federal Office for Justice and Swiss Post have been offering their customers the option of ordering and paying for extracts from the criminal records database quickly, easily and securely at the post office since 2008. Applicants must identify themselves personally at the post office (passport, identity card, residence permit). The Swiss Post counter staff identify the customers, enter the personal data in electronic form directly at the counter and transmit these via a secure Internet connection to the system at the Federal Office for Justice. Without allowing Swiss Post to see the extracts from the criminal records database, the Federal Office for Justice processes the data and sends the extract directly to the applicant's home address. Thanks to electronic ordering through Swiss Post, the Federal Office for Justice can process the ever increasing demand for extracts from the criminal records database more efficiently and therefore more quickly. An extract from the criminal records database costs CHF 20, regardless of how the order reaches the criminal records office. This service is offered in around 2,000 post offices throughout Switzerland as part of Swiss Post's e-government services. 20,000 extracts from the criminal records database are now ordered every month at post offices.

www.post.ch/post-strafregister

FinesOnline

Penalties for traffic offences by vehicles with foreign number plates have become a high priority. However, finding the vehicle owners and obtaining payments involve a relatively high amount of administration. Until now, the payment of fines by credit card has not been accepted, usually for cost reasons, or only in exceptional cases. With the automatic assignment to open fines now possible, we can achieve a considerable rationalization effect. With FinesOnline, fines can be paid easily and securely via the Internet with no additional expenses required for posting.

www.swisspost.ch/fines

Freight calculator online

With a simple, transparent pricing model, PostLogistics simplifies the dispatch of small consignments and partial and full loads. The freight calculator can be used via the Internet to calculate the price for any departure and destination points for both national and international shipping. One way of accessing the freight calculator online is via the My Post Business service package.

www.post.ch/freightcostcalculator

GeoPost

In many companies where there is a need to find buildings quickly, plan routes in precise detail or accurately verify addresses, GeoPost is now indispensable and provides the basis for sound corporate, logistics and marketing decisions. GeoPost means the geographical referencing of address data. Swiss Post is continuously measuring every building in Switzerland to which it provides postal services. These data or geographical x-y coordinates are linked to the address data and presented cartographically. GeoPost data are used in different areas for a variety of tasks, such as in operations and emergency operations centres, for logistics and transport, telecommunications, external users' GPS applications or for geomarketing. In combination with GeoPost zip codes, GeoPost allows households to be analysed in a wide variety of ways, enabling precise planning in geomarketing in particular. Target group sizes can be calculated without any problems and, with the help of the household data, waste circulation can be avoided in direct-mail campaigns easily and reliably. The GeoPost offering ranges from various standard products through to tailored customer solutions.

www.swisspost.ch/gis

Healthcare sector

On the basis of its current services, Swiss Post is developing industry-specific solutions for the healthcare sector. It is building on the three pillars of logistics, data processing and e-finance (payment transactions and billing solutions in the healthcare sector), using the existing national infrastructure throughout Switzerland. In terms of logistics, it has the necessary know-how and infrastructure to provide logistics services for manufacturers and suppliers of healthcare products and medicines. Swiss Post also offers logistics services for hospitals, care homes and doctors' practices. For example, PostLogistics supplies operation supplies directly to the door of the operating theatre, undertakes the storage and warehouse management of medical products and pharmaceuticals for its customers, and provides individual customer solutions in the areas of maintenance and sterilization logistics. In the area of data transfer, Swiss Post ensures the secure exchange of information as a trustworthy partner for the healthcare sector. Its electronic solutions for payment transactions help service providers and cost units to improve their efficiency and effectiveness. As part of e-health, Swiss Post also produces the health insurance card for the health insurer Helsana, which can be enhanced into the health card of the future.

www.post.ch/e-health

Health insurance card/Health insurance card plus

Since the beginning of 2010, health insurance companies providing obligatory health insurance cover have been required to issue a health insurance card prescribed by a federal law and ordinance. This has a chip, on which it can securely store administrative data and optional confidential patient data (emergency data). The ordinance governing the health insurance card supports the step towards the electronic patient dossier in that this health insurance card is to be used for cantonal pilots. The health insurance cards produced by Swiss Post for various health insurance providers are being used on the e-toile pilot project in Geneva. Their chip already has authentication capability and so can be used in Geneva as an access key for the e-toile platform without undergoing any modification. In line with the Confederation's e-health strategy, this health insurance card is therefore already equipped with all the functions required for the future electronic health card.

www.post.ch/healthcare

www.swisspost.ch/ehealth

www.systemform.de

Homeset

Swiss Post has added a new offering to its service for customers who are moving home. From February 2011 onwards, anyone moving within German-speaking Switzerland will receive the Homeset as well as the tried-and-tested Moving Set. In contrast to the Moving Set, the Homeset arrives not at the old address, but at the movers' new residence while they are in the process of settling into their new home. The Homeset contains a welcome letter and a range of offerings provided by Swiss Post and its partner companies for the household and communications.

www.post.ch/umzugsservice

IncaMail

IncaMail is Swiss Post's easy-to-use service for sending confidential e-mails in a secure and verifiable manner. With IncaMail, e-mailing is customer-friendly, flexible, cost-effective – and just as secure as a registered letter. Whether for sensitive business information, bills, statements, cancellations or official correspondence, the patented SAFE technology allows you to reach all your contacts easily and immediately. IncaMail is also one of the e-government services through which Swiss Post supports electronic communication between citizens, the authorities and industry. At the end of 2010, the Confederation recognized IncaMail as one of the first secure delivery platforms to meet the requirements of the "Ordinance on electronic transmission in administrative procedures". This ordinance governs how correspondence between parties and federal authorities can be transmitted in an administrative procedure in accordance with the relevant federal act (VwVG; SR 172.021). In addition, since 1 January 2011, courts throughout Switzerland have been required to receive and electronically process any electronic submissions related to civil, criminal, debt recovery and bankruptcy proceedings. IncaMail is also used, for example, in the electronic distribution of pay documents by integrating it into Abacus and Soreco ERP systems and by various customers to send sensitive business correspondence such as contracts, quotes and personnel files securely.

www.swisspost.ch/incamail

www.swisspost.ch/egovernment

International AddressCleaning

The efficient correction of addresses thanks to a comparison with a globally unique reference database for 240 countries and territories. The addresses are formatted correctly, individual data fields corrected and/or the address data are searched for duplicates.

www.swisspost.ch/addresscleaning

International AddressGuide Online

The International AddressGuide Online is an efficient online tool for renting or purchasing addresses around the world. It can be used to select international address providers in a quicker and more targeted manner. The International AddressGuide gives senders access to the profiles of 630 address providers in 22 leading markets. Customers who register for access to the online version receive the comprehensive printed version of the International AddressGuide free of charge.

<http://addressguide.swisspost.com/en>

International HolidayCalendar Online

With the help of the International HolidayCalendar Online, companies can align their direct marketing campaigns with the local holiday periods and public holidays in 20 European countries, thereby avoiding waste circulation. This enables companies to optimize their direct marketing campaign costs. The International HolidayCalendar also lists the 100 leading trade fairs and congresses covering direct marketing, communications, tourism, finance, press/publishing and mail order business.

www.swisspost.ch/holidaycalendar

Letter processing

Swiss Post has completely redesigned its letter processing operations and has some of the most modern letter processing facilities in the world. The three highly-automated letter centres in Zurich-Mülligen, Eclépens and Härkingen are equipped with state-of-the-art processing facilities and information technology, and process 15 million items a day to the highest quality standards. The letter centres are supported by six regional logistics centres for letter processing in Gossau, Geneva, Cadenazzo, Kriens, Basel and Ostermundigen which perform detailed sorting. Video coding (manual entry of postcodes which cannot be read automatically) and returns processing are decentralized in Chur and Sion.

Location search

The post office search function previously available on the Swiss Post portal has been updated in terms of both technology and content. The new universal location search replaces the search processes previously prepared and presented in different ways and makes the information search facility much more customer-friendly. The new location search offers customers a much wider and more user-friendly range of search, information request and navigation options than before. Locations and addresses can be displayed on one card. Opening hours and the range of services offered by post offices, agencies and other Swiss Post establishments can be found quickly and in a format tailored to individual requirements. This service also forms the basis of the mobile Swiss Post app location search.

www.swisspost.ch/locations

Loyalty Marketing

Swiss Post Solutions designs, develops and operates innovative CRM and loyalty programmes to achieve maximum benefit from potential customer value. From tailored solutions for managing successful customer relationships to the integrated process management of customer retention programmes – we provide all services from a single source: bonus and reward programmes, payment and credit functions, customer clubs, customer insights, and programme and marketing management.

www.swisspost.ch/loyalty

Mailroom Solutions

With its outsourcing service for in-house postal services, Swiss Post takes over responsibility for professional mail processing. The combination of physical and digital processing enables customers to develop a digital mailroom. Mailroom Solutions comprise a wide spectrum of solutions to improve the efficiency of a company's in-house mail. The services range from security checks (X-rays), transport between various buildings to the actual processing of mail. Mailroom Solutions are provided on the company's premises or at Swiss Post locations, depending on the customer's requirements. Customers benefit from additional logistics services through to the scanning of documents.

www.swisspost.ch/solutions

MAT[CH] – address data maintenance

The data maintenance series MAT[CH] provides tailored online applications for the effective maintenance of address data. The product range comprises four areas for which there are different address maintenance products that can be combined as required: basic data (correct address information), data maintenance (updating and cleansing the master data), data services (search for delivery addresses and systematic returns processing) and [GeoPost](#) (visualization of address data). Data maintenance using MAT[CH] complies with data protection regulations and requires that the addresses to be updated belong to the client, and that there is a demonstrable link between the old and new addresses.

www.swisspost.ch/match

Mobility optimization

Swiss Post and PostBus Switzerland Ltd are to ascertain the current market potential for combined mobility and intend to offer new customer-specific services that make a positive contribution to sustainable mobility. In 2009, they therefore embarked on a research project entitled "Optimierung der Mobilität" (Mobility optimization) together with the Transportation Center at the Ecole Polytechnique Fédéral de Lausanne (EPFL) – Prof. Michel Bierlaire, Prof. Vincent Kaufmann and Prof. Martin Schuler. This will run until 2011. Based on a more in-depth data analysis by the EPFL, the researchers are to identify the deciding factors in choices in favour of sustainable forms of transport. Building on the findings, not only will the existing service offering be optimized; new target group-specific transport offerings and attractive additional services with an effective impact on sustainable transport choices will also be examined. PostBus is already promoting combined mobility through a new bike-sharing scheme in Sion. In city centres and conurbations, bike-sharing is an ideal complement to private and public transport and promotes mobility in a way that is completely consistent with sustainable development. Since November 2010, 50 bikes have been available at six self-service points around the clock.

Modern vehicle fleet

PostLogistics is continuously renewing its vehicle fleet with the latest generation of trucks. Today, PostLogistics mainly uses Euro-5 trucks. PostLogistics also deploys double-decker trucks with a significantly larger capacity (load volume +50%). This means that the number of transport movements can be reduced for the benefit of the environment. With 140 environmentally friendly Fiat Ducato gas-powered vehicles, PostLogistics has one of the largest gas-powered vehicle fleets in Switzerland. The proportion of parcel delivery vehicles with alternative drive systems is 10 percent. Compared with the diesel delivery trucks used previously, vehicles with natural gas motors have 10 percent lower emissions of harmful greenhouse gases. In terms of CO₂ equivalents, this corresponds to a saving of 59 tonnes of CO₂ per year across all 140 vehicles.

Multi-functional payment terminals

A new generation of multi-function terminals has been in operation in around 1,800 post offices and 240 agencies since mid-2009, with touch screens on which customers can enter information by hand or using a pen depending on the service. As well as being used for PostFinance transactions, the new payment terminals can also be used to enter an electronic signature, thereby enabling new, paperless services and business applications. For example, a confirmation of collection for an official document, including the customer's signature, can be transmitted to the sender in next to no time.

MyNewspaper

Between autumn 2008 and spring 2009, Swiss Post tested the demand for and technical feasibility of a personalized daily newspaper in a pilot project under the project name Personal News. This pilot project showed that although such a newspaper is technically feasible, it presents a challenge in terms of financial viability and logistics. In August 2011, Swiss Post is therefore planning to run a one-year trial to test the marketability of a printed personalized newspaper. This will be launched under the product name MyNewspaper. Among other things, the trial is intended to show whether there is the demand at the price offered and provide insight into whether it is indeed possible to launch a printed personalized daily newspaper.

My Post Business

The Internet platform My Post Business is the single-sign-on portal for Swiss Post's business customers. It enables customers to access numerous password-protected online business applications via a central access point. This includes services relating to dispatch and transport (e.g. Print & Send, Electronic cash on delivery, [Dispatch list Online](#), PromoPost, [DirectFactory](#) and [DataTransfer](#)), delivery tracking (Track & Trace), ordering materials and documents, calling up invoices and statistics (e.g. [pro clima](#) surcharges) or calculating prices (e.g. [freight calculator online](#)).

www.swisspost.ch/mypostbusiness-info

Newsstand support in Switzerland

Newsstand support in Switzerland provides support for published products at newsstands in German-speaking Switzerland. Although Switzerland is a country of subscribers, there are still many publications available from newsstands. Swiss Post International therefore has its own newsstand field service in the Valora AG distribution area. Swiss Post serves all newsstands in German-speaking Switzerland and offers customers effective, comprehensive support, particularly in the presentation and placing of their publications on the newsstand. It provides everything from a single source, from market analysis up to complaints management. The main company involved is EDS Export & Distribution Services AG, a subsidiary of Swiss Post International, which in turn collaborates with the most renowned press importers around the world.

Nighttime logistics

Swiss Post offers customized nighttime logistics services under the Swiss-Express „Innight,, name. During the night, consignments are delivered to an agreed location, for example to a service vehicle, warehouse or door of an operating theatre. Swiss Post thus manages several thousand keys for this service.

www.swisspost.ch/innight

Online forwarding order

Forwarding orders ensure continuous, correct delivery or retention of mail if a customer moves house or goes on holiday. Registered customers can order the various types of forwarding order, which are tailored to suit a wide range of customer requirements, online. The service can also be used by non-registered customers who want to have their mail redirected or retained the following day, using the express access point.

www.post.ch/nachsendung

Operations control systems at PostBus

In various regions, PostBus uses computer-based operations control systems (OCSs). The vehicles are equipped with an on-board computer that reports deviations from the timetable to the central OCS server based on its current position. An OCS can be used for a wide variety of public transport-related tasks. PostBus mainly uses such systems to manage the following: information and communication capability between vehicles and the central service centre, transport operations monitoring and scheduling, passenger information on trains, trams, buses and Postbuses, at stops, and via mobile phone and the Internet ("dynamic passenger information"). PostBus has a company-wide centre of excellence for passenger information systems. This is located in St Gallen and is responsible for the development of computer-based operations control systems and dynamic passenger information systems.

Packing & addressing

Swiss Post International handles all tasks relating to international delivery for its customers: packaging (in film, bags, envelopes, cardboard, etc.), addressing (printing the recipient's address on the film, envelope, cover sheet or label), printing the sender/return address, the sender's company logo and individual texts), franking (including country-specific postage paid impressions), envelope-stuffing and enclosing inserts, dispatch preparations (e.g. country-specific sorting), creation of dispatch lists and other accompanying documents, and returns handling.

Pallet tracking

Any large output usually results in post-processing such as follow-up by call centres or fulfilment services. Pallet tracking enables customers to put in place the resources required for post-processing as and when necessary, thereby cutting costs. Pallet tracking is a possible option for all the following types of bulk consignment: letter consignments (by district and postal service area), such as A mail, individual B mail items, bulk B mail items, OnTime Mail and Direct Selfmailer, catalogues (CAT) and telephone directories (DIR). The customer can track items and their processing status through the business customer portal My Post Business.

www.swisspost.ch/mypostbusiness-info

Parcel centres

The three parcel centres at Frauenfeld, Härkingen and Dailens sort over 100 million parcels per year – efficiently, carefully and accurately. 90% of items are forwarded without any human intervention after unloading. Their core is IT-based sorting technology. This enables automatic sorting up to the appropriate postal carrier's round, and the data entered also allows customers to use a number of services such as Track & Trace and Parcel Post Easy.

www.swisspost.ch/paketzentrum

PhilaShop

The Stamps & Philately online shop has been in operation since 1999 and has established itself as an electronic sales channel in Switzerland and abroad. The PhilaShop is constantly adapted to suit users' requirements and uses the latest e-shop technology. As well as stamps to frank and collect, its extensive range also includes other philately articles and accessories. The fast, clear product search as well as the simple registration with multiple delivery addresses are just some of the many user-friendly aids.

www.swisspost.ch/philashop

PickPost

PickPost enables private customers to collect parcels and registered letters at a time and place that suits them. There are more than 350 PickPost collection points available throughout Switzerland with different opening times. Some PickPost collection points are even open at weekends. With PickPost, Swiss Post is responding to the changing needs of people who go out to work and are therefore not at home during the day to receive their mail. The solution is simple: customers who register for PickPost can have parcels or registered letters sent to a PickPost collection point. As soon as an item arrives, the customer receives a notification by text message and/or e-mail. There are no additional costs for the sender or the recipient. The sender can integrate PickPost easily in the application for order processing – for example online shopping – and thereby create added value for customers.

www.swisspost.ch/pickpost

PostagePaid Generator

To help design international mailings, Swiss Post International offers a free Internet tool which enables customers to personalize their postage paid impressions as desired (Swiss, individual, local and neutral looks) and then download them. A particularly attractive option is the „individual look,, with a choice of image subjects, which can be designed online in four easy steps – quickly and free of charge. Simply download an image, choose a variant with or without perforations, enter the postcode and town or city in the postmark or the stamp and the individual postage paid impression is ready to download and print.

www.post.ch/postagepaid

Postboxes (new)

By the end of 2010, Swiss Post had replaced its postboxes throughout Switzerland. The new standard models are more secure and, thanks to a wider slot, more user-friendly, and the large information panel contains information on collection times and prices. While replacing the postboxes in cooperation with local authorities, Swiss Post also reviewed the locations. In doing so, it attached importance to locations that are well frequented and well lit. Wherever possible, postboxes were installed at an accessible height for wheelchair users. In addition, work is under way on a substantial improvement to collections. From summer 2011 onwards, 90 percent of posted letters are to be picked up at 5 p.m. at the earliest.

PostFinance iApp

The PostFinance iApp allows users to call up their account balance and transactions, transfer small amounts from one postal account to another and top up their talktime credit. It shows the nearest Postomat ATMs as well as nearby PostFinance branches and post offices and provides the option to call up the latest stock market prices. PostFinance is offering the downloadable iApp free of charge in the App store. In the iApp, customers can register for the [PostFinance Mobile](#) payment functions directly by completing a one-time procedure. For users without an iPhone, there is the optimized PostFinance website for smart phones or PostFinance Mobile.

www.postfinance.ch/en/priv/prod/eserv/iapp/apply.html

PostFinance MasterCard Value (prepaid)

The prepaid card is an excellent alternative to a credit card for all those customers who wish to keep control of their budget. It is also ideal for younger customers who are not yet 18, do not wish to have a credit card, but who still want an internationally accepted method of payment. The PostFinance MasterCard Value can be used to pay in shops, restaurants and online. It cannot be overdrawn. It is loaded by means of an inpayment slip. As is the case with PostFinance credit cards, customers benefit from the cash-back reward programme.

www.postfinance.ch/value

www.postfinance.ch/creditcards

PostFinance Mobile

The services function regardless of mobile phone, mobile phone network and subscription. With PostFinance Mobile, customers can assign one or more mobile phone numbers to their postal account and use them for the following services: add prepaid mobile phone credit by text message, transfer amounts of up to CHF 100, call up an account balance and transactions, and pay by text message. The PostFinance Mobile Payment debtor solution saves retailers the time-consuming task of collecting payment with invoices and inpayment slips. In addition, they now have a new sales channel through which products and services can be ordered and paid for via mobile phone. iPhone owners can use the PostFinance Mobile functions with the [PostFinance iApp](#).

www.postfinance.ch/mobile

PostFinance Postomat

PostFinance is expanding its network of Postomat ATMs so that it can offer customers more opportunities to make withdrawals in Swiss francs and euros. Over the coming years, further Postomats will be placed in city centres and at hubs in rural regions in particular. In addition, existing Postomat services are constantly being optimized and new services examined. PostFinance is thus coming to market with new Postomats capable of handling outpayments and inpayments. Private and business customers in Switzerland can therefore pay in their cash directly at a Postomat. The network of Postomats with an inpayment function will also be significantly expanded over the coming years. Since 2010, all Postomats with an inpayment function have been linked online to the PostFinance payment system. For customers, this has the benefit that their cash is credited directly to their account and starts earning interest immediately. June 2010 saw the launch of the donations button at PostFinance Postomats. Customers can use a PostFinance Card at Postomats to make a donation to the Swiss Solidarity charity free of charge, with the amount debited directly to their postal account. PostFinance activates the donations button during Swiss Solidarity appeals and collection days.

PostShop online

Swiss Post gives selected partners/suppliers the opportunity to offer their products to Swiss Post customers through PostShop online. The many items in the partner/supplier range span information technology, books, CDs, DVDs, games, gift ideas and cards, and much more besides. PostShop online also includes the many products in the PostBus shop, where the range features, among other things, the PostBus models popular with children and collectors.

www.postshop.ch

www.swisspost.ch/shops

PostShops (post offices)

Through the post office network, a number of suppliers offer their customers a wide range of brand-name items such as telecommunications and IT products, office and stationery items, books, and motorway and bicycle permits. Customers can find this wide range of products at 78 PostShops with separate customer service desks. Around 1,700 more post offices offer a smaller range of brand-name items. These offerings are very popular with customers.

Press Shop International

Press Shop International enables readers around the world to order magazine and newspaper subscriptions, regardless of their location. The publisher benefits from the large network of the Swiss Post host home page. This also increases the level of awareness of the publications nationally and internationally. The titles are placed on this international online platform free of charge (with no activation costs). A commission is agreed with the publisher, which is only due when a subscription order is transferred.

www.swisspost.ch/press-shop

www.swisspost.com/press-shop

Processing of forms and documents

Swiss Post provides established solutions for the automation of incoming mail and delivery tracking, in the area of paper-based payment transactions, for creditor and invoice processing and for archiving. The solution modules form the portal for various document and data processing systems within a company. They have been developed in close cooperation with Swiss banks for paper-based payment transactions. They ensure a high level of data security and have been developed further over the years for other business processes. Together with Swiss Post's service portfolio, they optimize document management business processes in the long term.

www.swisspost.ch/solutions

pro clima

Swiss Post offers its customers the opportunity to do something voluntarily to protect the environment by offsetting the CO₂ emissions resulting from their mail through the pro clima surcharge. This carbon-neutral option is available for both domestic and international mail and can be purchased at post office counters or using [WebStamp](#). The surcharge for each item is a milli-fraction or small percentage of the price of the mail service used. The surcharges collected are invested in the high-quality Gold Standard environmental protection projects chosen in an online poll. The pro clima surcharges collected have so far been used to support an exemplary waste disposal gas project in Turkey and a wind power plant in New Caledonia. Swiss Post also offsets the emissions caused as a result of mailing its own correspondence through pro clima.

www.swisspost.ch/climate

www.swisspost.ch/offsetting

Real-time information for PostBus passengers

Passenger communication at PostBus is constantly being expanded. New vehicles are equipped with dual screens for timetable information (e.g. real-time information on transport connections) and infotainment. Modern information systems are gradually being installed at selected high-traffic stops. Since the end of 2010, PostBus has been offering the free "EZI O-CH" (Real-time Information Eastern Switzerland) application. Among others, this provides the following functions for iPhones and Android devices or as a Java application for Windows mobile phones: real-time departure times for all PostBus routes in the cantons of SG, TG, AI and AR; location of and distance to the next stop (iPhone and Android app via LocateMe function only); add stops and routes to favourites; integration of Googlemaps (iPhone and Android app only). It can be downloaded from the App Store or Android Market free of charge.

www.postbus.ch (web code 10444)

Running View

Swiss Post's Running View enables users to view the route of major Swiss running events from home. A convenient way to prepare for the coming event, regardless of the weather. About to take part in a running event? Like to familiarize yourself with the route beforehand without planning a local tour of inspection? Swiss Post allows you to do that. With the new application, you can discover with a simple click of the mouse how the route pans out, where the tight bends are or which sights you will pass along the route. Using image material, the route is displayed in such a way that both professionals and beginners can gain an excellent overview of it. A speed control function allows users to set their own speed or that of the winner.

www.swisspost.ch/running

Service Guide Online

The Service Guide Online provides customers with fast, up-to-date information about mailing documents and goods to over 200 countries. It contains information about prices and weights for URGENT, PRIORITY and ECONOMY mail, including delivery times and transport restrictions. Customers can also find the import regulations for the most important countries as well as useful information regarding dangerous goods. The Service Guide Online also contains useful links to foreign postal administrations and there is a practical currency converter available if required.

www.post.ch/serviceguide

Special logistics and customer solutions

Our standard services don't always cover more specific requirements. Swiss Post therefore offers a variety of special industry and individual solutions. For traders, it undertakes all logistics tasks, from customs clearance, incoming and outgoing goods and stock-picking, through to transport and administration. Swiss Post also provides an electronic purchasing platform where orders are bundled efficiently. Logistics solutions for online shopping: Swiss Post provides tailored solutions for LeShop, coop@home and many other online shops, ensuring that customers receive the goods they ordered at the right time. It is even possible to send chilled goods. For the healthcare market, the most important factors are the highest possible delivery security right up to the door of the operating theatre, traceability and compliance with legal regulations. For the electronics, telecommunications and IT industries, Swiss Post not only delivers equipment, but also commissions it. The repair service is greatly simplified by transporting items without packaging, consolidating the consignments and using a web application. With JobFashion, Swiss Post even provides a clothing management service for all industries, from design and procurement right through to administration.

www.swisspost.ch/solutions

SuisseID

SuisseID is the first standardized digital identity in Switzerland that has been recognized by the Confederation and which natural persons can use to verify their identity electronically, in a legally binding manner, and also affix a legally valid electronic signature to a document. Conversely, SuisseID enables public and private users of online services to authenticate the users securely. Transactions can be authenticated in person via SuisseID with a secure proof of identity and, if necessary, with a signature directly online, e.g. individuals to companies (B2C), between companies (B2B) and between citizens and local authorities (G2C). The development of SuisseID and related applications is part of a broad-based promotion package with which the State Secretariat for Economic Affairs (SECO) intends to provide new momentum to Switzerland as a business area. Swiss Post markets SuisseID on behalf of the Confederation; when issuing digital signatures with its Post SuisseID it can already draw on a vast knowledge pool. Moreover, with the SwissStick, it already provides a solution that is unique in the Swiss market, offering digital identity with applications such as the electronically registered letter (IncaMail) combined on a mobile USB stick. SuisseID from Swiss Post is available on an integrated basis with the SwissStick as an integral component of a USB reader or as a chip card (together with the corresponding reader). The new digital identity can be ordered online, and the necessary identification process can be carried out at any post office.

www.swisspost.ch/suisseid

www.swisspost.ch/incamail

Swiss Post Box

Swiss Post has been providing an electronic postbox under the name of Swiss Post Box since summer 2009. With this optional service, the recipient can choose how to receive messages: physically, electronically or both. Swiss Post scans the incoming envelopes for the customer and sends him/her the digital image by e-mail. The customer can then choose whether to open and scan the item in order to receive and read it in a secure electronic letterbox. The customer can also decide whether to destroy or archive the item or forward it to another address. The service is of particular benefit to people who are often on the move and who may have several postal addresses, allowing them to access their physical mail at any time and from anywhere in the world.

www.swisspostbox.com

www.swisspost.ch/solutions

SwissPostCard

With the SwissPostCard, customers can design and send postcards on their PC using their own images or ones from a template gallery. The postcards are printed and mailed by Swiss Post International (anywhere in the world). The SwissPostCard is aimed at both private customers and business customers. Private customers create personal postcards with their own images for family and friends. Business customers win and retain customers with professional postcard mailings. Payment can be made using a PostFinance Card, via e-finance, by credit card, and by invoice or voucher code.

www.post.ch/swisspostcard

www.swisspostcard.ch

Swiss Post GLS with EU customs clearance

Swiss Post GLS, a network partner of the European business-to-business parcel network GLS, provides the option of EU customs clearance. This is carried out by S.A.T., another subsidiary of Swiss Post International in France, putting Swiss senders on equal terms with EU suppliers. Their recipients receive their parcels as internal EU deliveries. This results in benefits with regard to costs and time for both parties. Swiss Post GLS can provide tax representatives in both Germany and France.

www.swisspost-gls.ch

Swiss Post Login

Swiss Post's former Member Services have been enhanced with various online services and information tools to form the new Swiss Post Login. The new range is wider and more diverse: it now includes access to the [Swiss Post shops \(online\)](#) with their attractive online shopping possibilities, an organizer with free e-mail, contact and calendar functions, text messaging, electronic address management, [forwarding orders](#) for when customers move house or go on holiday, and [WebStamp](#). Other services will be integrated periodically in the future. Swiss Post Login and registration for this service can be accessed at the top right of the Swiss Post home page. Customers who have already registered for Member Services or for one of the online PostShops or WebStamp can simply convert this access into a Swiss Post Login and thereby considerably expand their access to the diverse online services.

www.swisspost.ch

Swiss Post mobile

The Swiss Post website is accessible at any time, even when you are out and about. Using a mobile browser or an app, key information can be retrieved quickly and easily. The Swiss Post app enables you to find post offices, Postomats, PickPost points and much more besides. It can show you which post offices are open until 8 p.m., where you can purchase PostBus tickets and which post offices accept express consignments, even on a Sunday. What's more, you can find out the current shipping prices and track the exact location of your consignment at all times. In augmented reality mode, the desired locations are transferred directly on to the images on a mobile phone's camera. The Swiss Post app is available in four languages although the language changes automatically to the system language of the mobile phone. The Swiss Post app is available for iPhones, Android, Nokia and Blackberry devices, and Windows Phone 7 phones. Those who do not wish to download the Swiss Post app are taken automatically to content optimized for mobile phones when they call up www.swisspost.ch.

www.swisspost.ch/mobile

Swiss Post shops (online)

The complete ranges of the PostShop, which also features all PostBus shop products, and the PhilaShop are now available together under one roof at Swiss Post shops (online). The products available in the PostBus shop are included in the PostShop catalogue and can also be obtained from the Swiss Post shops (online). Thanks to a common shopping basket and convenient payment options, customers can process their purchases easily and securely. In order to shop at the Swiss Post shops (online), customers require a [Swiss Post Login](#). Existing customers of one or more of these shops can convert their current registration into a Swiss Post Login in just a few steps. This provides access to other online Swiss Post services such as [WebStamp](#) or the organizer.

www.swisspost.ch/shops

SwissStick

The SwissStick from Swiss Post is – together with the Post SuisseID – a simple, mobile key to secure communications. With the secure USB stick, users carry their digital ID and digital signature around with them. It is mobile and can be connected to the USB port of any PC, enabling the use of all applications configured on the stick. The digital signature in the Post SuisseID and the signature software SwissSigner enable a legally-binding signature to be added to electronic documents. IncaMail also comes preinstalled. This application can be used to send documents directly from the SwissStick in an encrypted and verifiable form, leaving no tracks on the PC. The product is aimed primarily at business customers, although it will also be available to private customers.

www.swisstick.com

www.swissign.com

www.swisspost.ch/suisseid

www.swisspost.ch/incamail

Virtual post office counter

The virtual post office counter is an alternative point of entry for private customers and smaller business customers. The needs-based navigation bar quickly guides users to Swiss Post's most widely used products and services. Visually, the virtual post office counter is based on the physical post offices.

www.swisspost.ch/counter

Virtual youth centre

The virtual youth centre is an interactive platform that makes it fun for those seeking an apprenticeship to investigate the myriad vocations at Swiss Post and find out in real time which cantons still have opportunities available. The modern platform for potential apprentices can be reached via the [virtual post office counter](#).

www.post.ch/lehrstellen

www.swisspost.ch/counter

WebStamp

WebStamp is Swiss Post's personal stamp solution for private and business customers. Registered customers can purchase online and print out the most common postage paid impressions for domestic and international letters and for domestic parcels. Customers can also place their own photos, logos or advertising graphics next to the postmark, giving the letter or parcel a personal touch. Only for parcels franked using WebStamp: on request, the postal carrier can collect parcels from any address as part of their regular delivery round on working days. Business customers are able to connect their own accounting software to WebStamp Business via an interface and so frank their invoices at the same time as printing them. The WebStamp product range is constantly being expanded and partly enhances or replaces the offering available at the post office counter. Since 2009, for example, it has been possible to print WebStamps with the Pro Juventute surcharge or the pro clima surcharge, which makes the items franked in this way carbon-neutral. From April 2011 onwards, new functions such as favourites and order notes will be added to make the order process even easier. The services can be accessed via [Login Swiss Post](#). WebStamp was developed by Swiss Post and is provided in Switzerland exclusively by Swiss Post. Around 200,000 customers have registered for the services, over 36,000 of them business customers.

www.swisspost.ch/webstamp