

Transport: flexible, fast, reliable

Whether single items or entire truck-loads, you can depend on Swiss Post's reliable and environmentally friendly transport service. Got a large consignment to send? Simply give us a call or send us an e-mail.

Here's how it works

Submit a transport order by 12 noon by fax, e-mail or via www.swisspost.ch/mypostbusiness.

Depending on the order, our driver will go to the pick-up address the same day or the next day. He will check whether the shipment is complete and accept it. Along with the goods, you give the driver a waybill (customer waybill or Swiss Post transport order). The latter can be found online at www.swisspost.ch/transports.

Partial and full loads are usually delivered on the same day, and small consignments are delivered on the next working day.

The driver then obtains the recipient's signature to confirm correct delivery of the goods.

By the way, we have around 260 vehicles travelling on your behalf, ranging from 3.5 to 40 tonnes. And we use rail too whenever it is expedient to do so.

The advantages for you

- Available throughout Switzerland and the Principality of Liechtenstein
- Reliable (ISO quality standard 9001)
- Environmentally friendly (ISO environment standard 14001)
- Tracking: you can obtain regular updates on the location of your consignment at any time



The following are categorized as small consignments

- Standardized transport of consignments up to a maximum of 9 euro pallets (EUP, 120 x 80 cm), 4.5 t or 10 m³
- In packaging suitable for transport, with each transport unit labelled individually
- Any special considerations such as non-stackable, sensitive to cold or hot temperatures, etc. must be specially indicated

The following are categorized as partial or full loads

- More than 9 euro pallets (EUP, 120 x 80 cm), heavier than 4.5 t or larger than 10 m³
- Maximum 34 EUP, or depending on vehicle up to 25 t, or depending on stowage capacity up to 75 m³
- In packaging suitable for transport, with each transport unit labelled individually
- Any special considerations such as non-stackable, sensitive to cold or hot temperatures, etc. must be specially indicated



**Included**

- Completeness check at pick-up
- Delivery confirmed by recipient's signature
- Delivery during normal working hours, to the first door of your company on the ground floor. If you have a goods lift, we can also deliver to upper or lower floors
- Loading and unloading time of five minutes per 1000 kg, subject to a minimum of ten minutes
- Electronic transport order (Word or online)

Not included

- Penalties

Additional services available

- Notification (phone, fax, e-mail, text message)
- Provision of loading equipment at ramp
- Pick-up at a specific time (fixed driver)
- Delivery at a specific time
- Transportation of hazardous goods
- Transport insurance
- Delivery to locations inaccessible to trucks
- Second delivery attempt
- Collection of postal consignments
- Extended waiting time at pick-up and delivery locations
- Returns shipping
- Service level agreement
- Cash on delivery, payment collection
- Disposal
- Management of empty containers, packaging and consumables
- Reporting

**Transport order**

- Transport orders can be obtained at www.swisspost.ch/transport or via www.swisspost.ch/mypostbusiness

Acceptance (Mon to Fri)

- Small consignments: Submit your pick-up order by 12 noon, transmit your consignment data via EDI, Internet, e-mail, fax, at the latest by the time the truck departs. The consignment will be picked up on the same day
- Partial and full loads: Submit your transport order and transmit your consignment data via EDI, Internet, e-mail, fax, at the latest by the time the truck departs. The consignment will be picked up on the same day or on the next working day

Delivery (Mon to Fri)

- Small consignments: Delivery by 5 p.m. at the latest on the next working day to truck-accessible locations throughout Switzerland and the Principality of Liechtenstein. Delivery by 5 p.m. at the latest on the next-but-one working day to difficult to access locations in alpine valleys and mountain regions (Valais, Ticino and Graubünden)
- Partial and full loads: Following transmission of your pick-up order or transport order, delivery by 5 p.m. at the latest on the same day or next working day to truck-accessible locations throughout Switzerland and the Principality of Liechtenstein
- Delivery by 5 p.m. at the latest on the next-but-one working day to difficult to access locations in alpine valleys and mountain regions (Valais, Ticino and Graubünden)
- By agreement, delivery within 12 hours for express consignments