
“WEBSTAMP” WEB SERVICE HELP WITH CONNECTING

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1 Introduction

WebStamp is a web service (WSWS) for purchasing WebStamp franking via an SOAP interface. This document explains the first steps in connecting your software to WebStamp. The technical information can be found in the separate interface documentation. All the information can be found at www.swisspost.ch/webservice-webstamp.

Are you definitely interested in an electronic connection to WebStamp? If yes, we ask you to provide the necessary information via the [electronic form](#).

2 Requirements

In order to establish an electronic connection to WebStamp, you need a valid **application ID**, which you will receive from WebStamp Product Management after filling in the electronic form. The application ID will be assigned separately per connection software and WebStamp platform (integration or production).

3 Registration/activation of “WebStamp” web service customer account

This guide describes the registration process and applies to the integration and production platform.

Register on the integration platform and then on the production interface once successful testing has been completed. The registration process is described in section 4.

Once you have successfully registered, you need to send us your user account (e-mail address) so that we can proceed with the activation. → E-mail to webservice.webstamp@swiss-post.ch

You will then be notified once your test account is available.

You also need to authenticate your account using the **customer ID** and **WSWS password**. The WS customer ID can be found in the “WebStamp” application homepage after logging in, under the Settings/WebStamp web service menu item. The WSWS password can also be saved on this page. The identification via WS customer ID and WSWS password must be transmitted with each request (except for the Options interface). For details, see section 5.

Summary: for a WebStamp order (request), the following three attributes must be transferred to WebStamp:

- Application ID
- WS customer ID
- WSWS password

4 Registration

Integration platform: <https://wsredesignint2.post.ch/>

Production platform: <https://webstamp.post.ch/>

4.1 Click on "Login with SwissID"

The screenshot shows the Swiss Post customer center interface. At the top, there is a navigation bar with the Swiss Post logo, a dropdown menu for 'Homepage WebStamp', and links for 'Info' and 'Contact'. Below this, the breadcrumb trail reads 'Customer Center > All online services > Homepage WebStamp'. The main heading is 'Log in or register' with the instruction 'Please log in with your user information.' There are two input fields for 'E-mail' and 'Password', and a 'Show password' checkbox. At the bottom left, there are links for 'Forgot password?' and 'Register', and 'Cancel' and 'Log in' buttons. On the right side, there is a section titled 'Login with SwissID' with an 'IMPORTANT!' notice: 'please only use the button below if you have already linked your Swiss Post user account with SwissID.' Below this, there is explanatory text and a question: 'Is your Swiss Post user account already linked to SwissID? Then please log in with your SwissID.' A red arrow points to a red button labeled 'Login with SwissID' which has a SwissID icon. Below the button is a link for 'More information on SwissID'.

4.2 Select "Create SwissID account" and click on "Next"

SwissID de fr it en

Login with SwissID for
Post CH Ltd

E-mail address

Next

Create SwissID account

Cancel login

SwissID

Create account

You need access to your e-mail account to confirm your information.

Next

Return to login

4.3 Enter personal information and click on "Next"

SwissID

Personal information

Salutation

First name

Last name

E-mail address

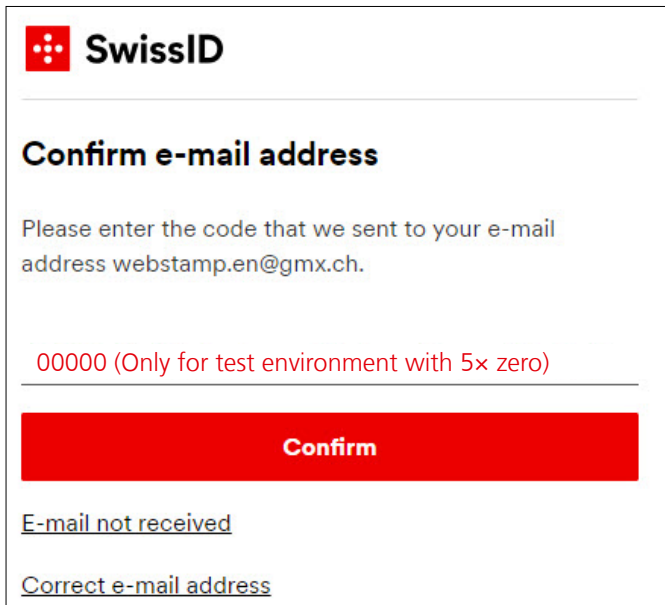
Password

I accept the [SwissID GTC.](#)

Next

Return to login

4.4 Within the integration environment, you can enter the code "00000" (5x zero)



SwissID

Confirm e-mail address

Please enter the code that we sent to your e-mail address webstamp.en@gmx.ch.

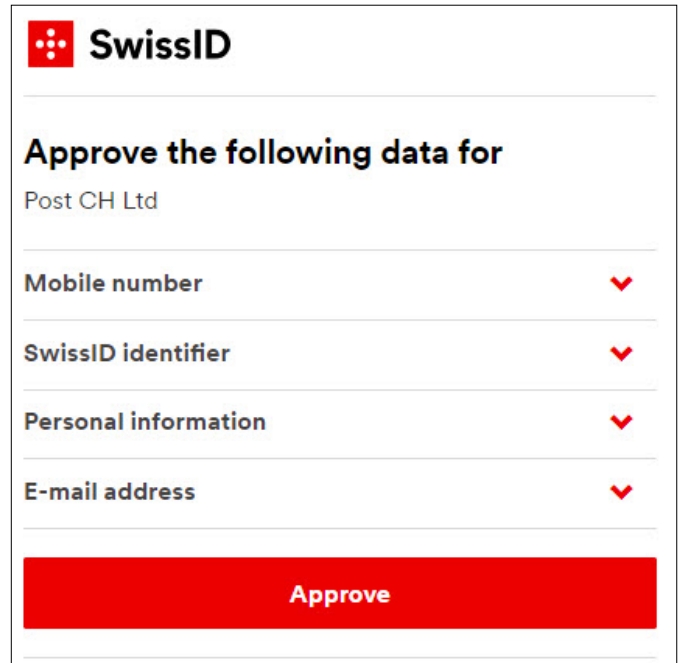
00000 (Only for test environment with 5x zero)

Confirm

[E-mail not received](#)

[Correct e-mail address](#)

4.6 Approve SwissID data



SwissID

Approve the following data for
Post CH Ltd

Mobile number ▼

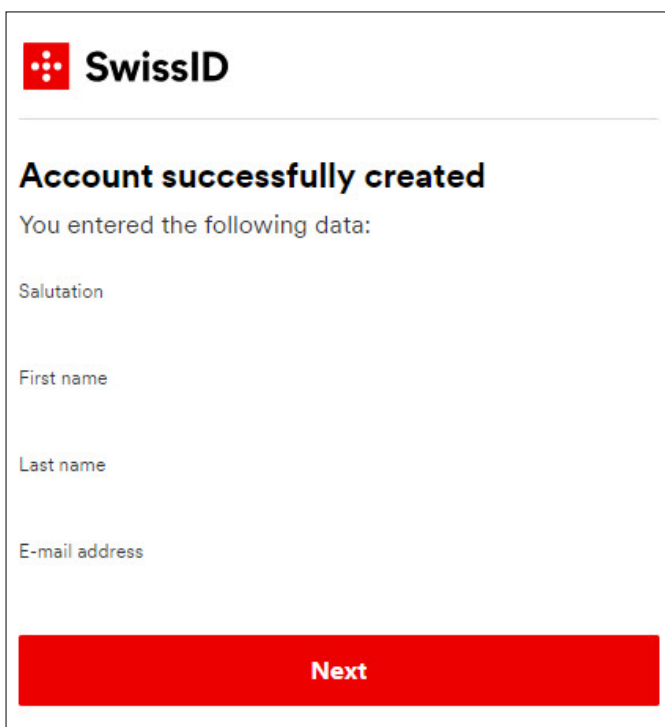
SwissID identifier ▼

Personal information ▼

E-mail address ▼

Approve

4.5 Once the account has been successfully created, click on "Next"



SwissID

Account successfully created

You entered the following data:

Salutation

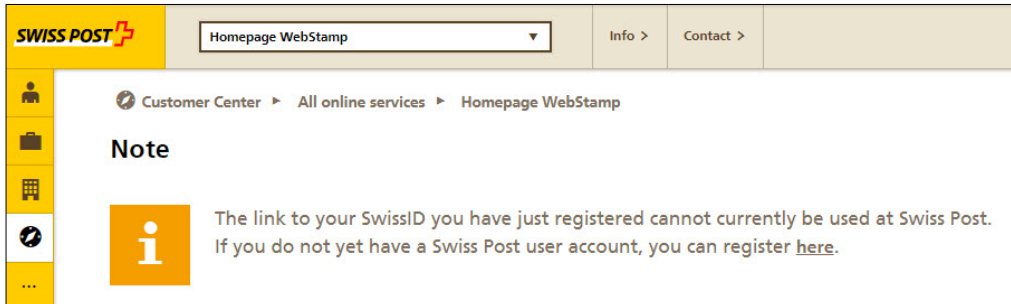
First name

Last name

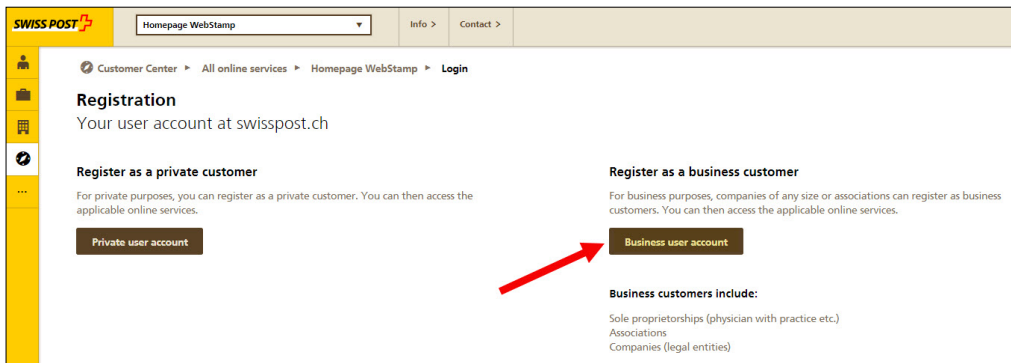
E-mail address

Next

4.7 Notification message: click on the “register here” link



4.8 Click on “Business user account”

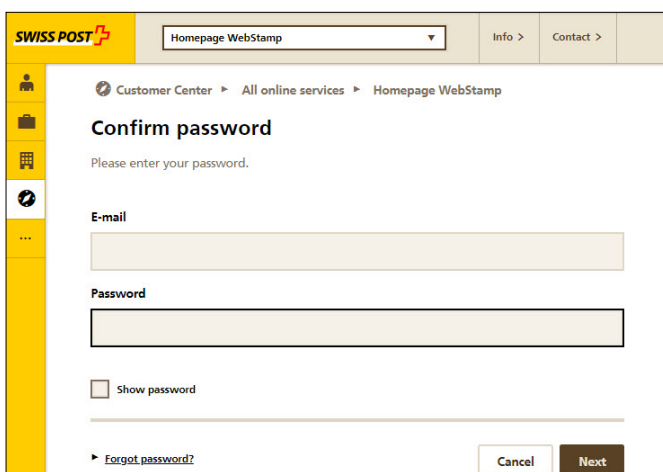
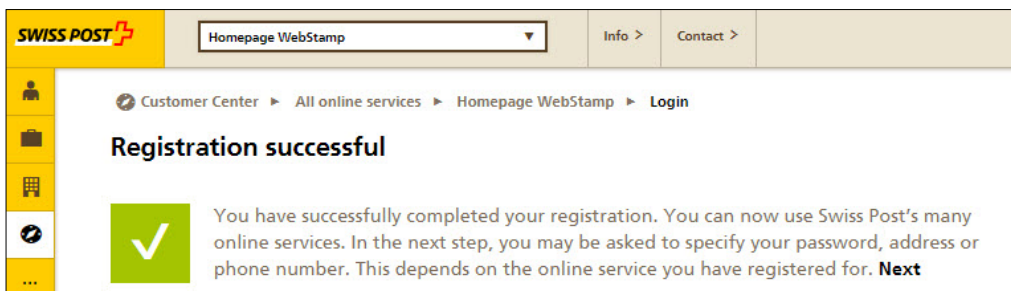
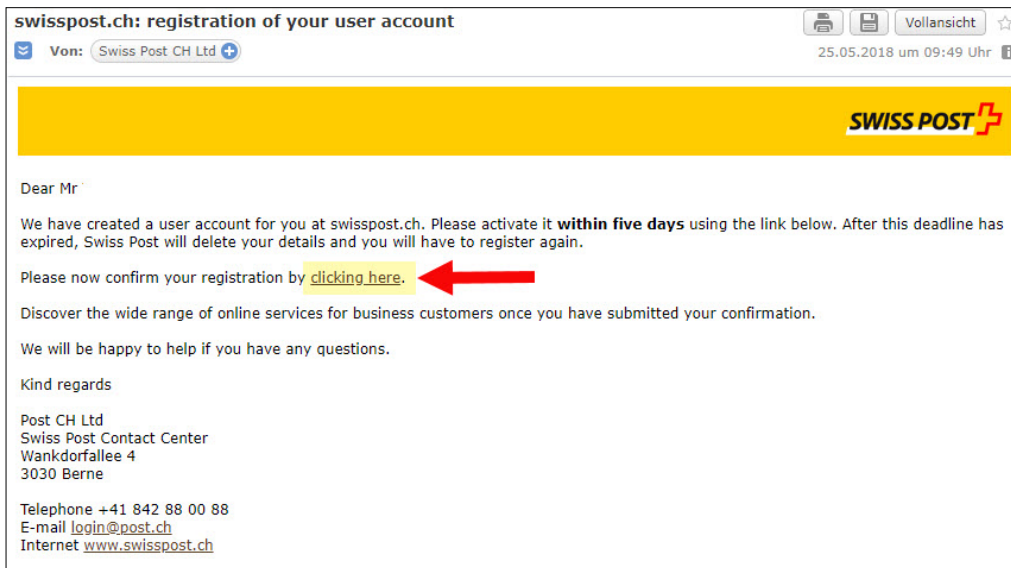


4.9 Enter the correct company details and click on "Next"

The screenshot shows the Swiss Post website interface for business customer registration. The top navigation bar includes the Swiss Post logo, a dropdown menu set to 'Homepage WebStamp', and links for 'Info >' and 'Contact >'. A secondary navigation bar shows the path: 'Customer Center > All online services > Homepage WebStamp > Login'. The main heading is 'Registration as a business customer' with the subtext 'Discover Swiss Post's many online services with your user account.' The form contains the following fields: 'Title' (a dropdown menu with 'select' as the current value), 'First name' (a text input field), 'Last name' (a text input field), 'Company' (a text input field), 'Department (optional)' (a text input field), 'Position' (a dropdown menu with 'select' as the current value), 'Business e-mail address' (a text input field), and 'Password' (a text input field with a note below it: '(At least eight characters, with at least one lower-case letter and one number)'). There are two checkboxes: 'Show password' and 'I have read the general terms and conditions (GTQ) and accept them.' At the bottom right of the form are 'Cancel' and 'Next' buttons.

4.10 Complete registration

The screenshot shows the Swiss Post website interface after registration. The top navigation bar is identical to the previous screenshot. The secondary navigation bar shows the path: 'Customer Center > All online services > Homepage WebStamp > Login'. The main heading is 'E-mail sent' with the subtext 'Please confirm your registration.' Below this is an information icon (a lowercase 'i' in a square) followed by the text: 'We have sent you a confirmation link by e-mail. Please follow the link within 5 days to complete your registration and enable you to log in. **Go to login**'.



4.11 Enter business address and complete by clicking on "Next"

The screenshot shows the 'Enter business address' page in the Swiss Post WebStamp interface. The page header includes the Swiss Post logo, a dropdown menu for 'Homepage WebStamp', and navigation links for 'Info' and 'Contact'. The breadcrumb trail is 'Customer Center > All online services > Homepage WebStamp > Login'. The main heading is 'Enter business address'. Below this, there is explanatory text: 'Some online services require an address and its confirmation by Swiss Post. Please enter your business address here. For addresses in Switzerland, we will send you a letter with a confirmation code.' and 'You cannot enter a private address for this business account. If you require an account for private activities, please also register as a private customer.' A note states: 'Please note that customers with an address abroad will only be able to use part of the online services.'

The form is titled 'Enter address' and contains the following fields:

- 'Which address do you want to enter?' with three radio button options: 'Business address' (selected), 'Business address with additional address information', and 'P. O. Box address'.
- 'Country' dropdown menu with 'Switzerland' selected.
- 'Company/association' text input field.
- 'Company suffix (optional)' text input field.
- 'Street' text input field.
- 'No.' text input field.
- 'Postcode' text input field.
- 'Location' text input field.

4.12 Confirm address, click on "Next"

The screenshot shows the 'Confirm address' page in the Swiss Post WebStamp interface. The page header is identical to the previous screenshot. The breadcrumb trail is 'Customer Center > All online services > Homepage WebStamp > Login'. The main heading is 'Confirm address'. Below this, there is explanatory text: 'You have entered the address shown below. Please confirm that this is correct. For addresses in Switzerland, we will send you a letter with a confirmation code.' and 'This service can be used immediately. When you confirm the address with the code contained in the confirmation letter, you can also use other services that require a confirmed address.'

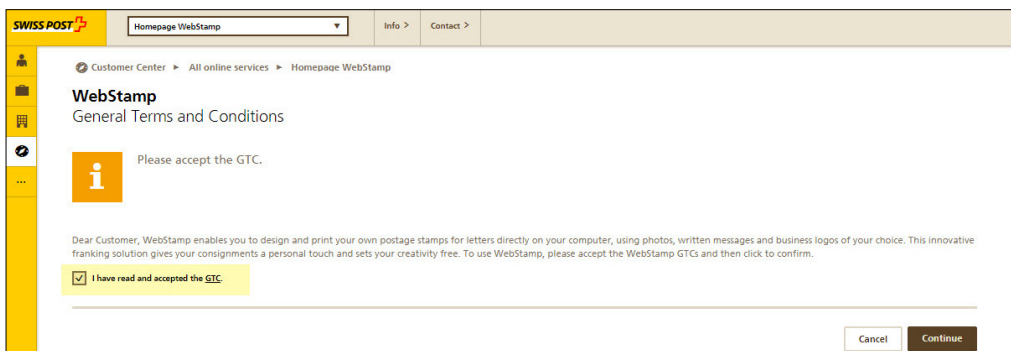
At the bottom right of the page, there are two buttons: 'Back' and 'Next'.

4.13 Confirmation by letter

Once you have successfully completed the registration process within the production environment, you will receive a physical letter within a few days. This will contain another verification code. Enter this code within 90 days on the website www.swisspost.ch/confirmation-code. If you do not do so, the account will be blocked. This verification serves to ensure that the details you have entered are correct.



4.14 Accept the WebStamp GTCs, click on "Continue"



4.15 Launch "WebStamp" online service

The screenshot shows the 'WebStamp' online service interface. At the top, there is a navigation bar with 'SWISS POST' and 'Homepage WebStamp'. Below this, a breadcrumb trail reads 'Customer Center > All online services > Homepage WebStamp'. The main heading is 'WebStamp' with the instruction 'Select a dispatch option'. A progress bar at the top indicates six steps: 1. Dispatch option (active), 2. Upload image, 3. Sender, 4. Recipient, 5. Print options, and 6. Order overview. Three dispatch options are presented as cards: 'Domestic' (yellow background, 'Arrives quickly at recipients in Switzerland'), 'Zone 1 (Europe)' (grey background, 'Surrounding countries'), and 'Zone 2 (other countries)' (grey background, 'Rest of the world'). Below these cards is a 'Dispatch option' section with a radio button selected for 'A Mail' (Priority Mail, 'Delivery within 1 working day from Mon. to Sat.'). A 'Preview' window on the right shows a sample WebStamp with a 'T53' meter and a '001.00' value.

4.16 Request business customer range and monthly invoicing

Once you have successfully registered on the **integration platform**, you need to send us your user account (e-mail address) to enable us to proceed with the activation. → E-mail to webservice.webstamp@swisspost.ch

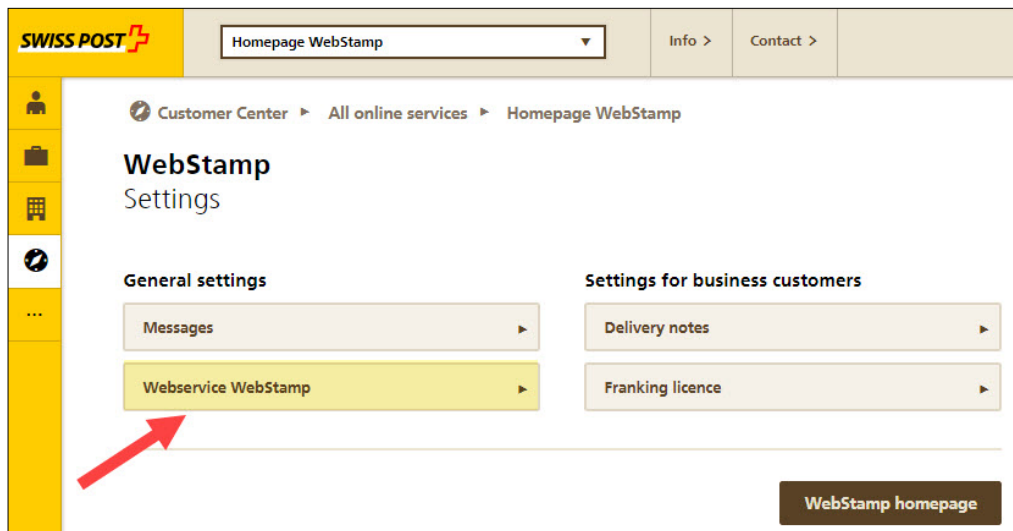
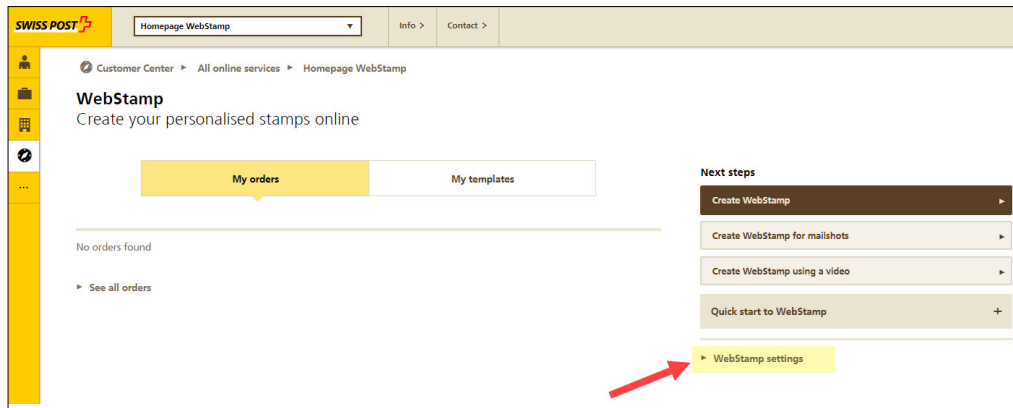
Note: in the **production environment** (<https://webstamp.post.ch>), the verification code is sent automatically to your e-mail address and postal address.

Once your user account has been successfully activated, you can register on the **integration platform** at <https://wsredesignint2.post.ch/> or on the **production platform** at <https://webstamp.post.ch/> as follows:

The screenshot shows the 'Log in or register' page of the WebStamp service. It features a form with fields for 'E-mail' and 'Password', and a 'Show password' checkbox. Below the form are links for 'Forgot password?' and 'Register'. To the right, there is a 'Login with SwissID' section with an 'IMPORTANT!' notice: 'please only use the button below if you have already linked your Swiss Post user account with SwissID.' Below this, explanatory text states: 'Swiss Post will ask you to set up this link as soon as your user account is ready. Until then, please log in using your Swiss Post customer login. If you register a SwissID before your user account is ready, your existing account cannot be linked and you will have to create a new Swiss Post account.' A question asks: 'Is your Swiss Post user account already linked to SwissID? Then please log in with your SwissID.' At the bottom, there is a red 'Login with SwissID' button with a red arrow pointing to it, and a 'More information on SwissID' link.

5 Setting a password for the “WebStamp” web service

After activating the account, you need to set an additional password when logged into the homepage, under **WebStamp settings** → **Webservice WebStamp**:



On the subsequent page, set a **WSWS password**, which you will enter for future WebStamp orders via the "Webservice WebStamp" interface, along with the WS customer ID and application ID.

SWISS POST Homepage WebStamp Info > Contact >

Customer Center > All online services > Homepage WebStamp

WebStamp

Webservice WebStamp

With WebStamp, frank directly in external online services

Today, more than 40 providers offer the WebStamp service on their online portal. The advantage of this is that as an Internet user, you no longer need to leave the relevant page. To be able to frank directly via the online service, it must be connected to WebStamp. You also need the customer ID shown below and your own password. You use this information in your business software.

You can find more information about the WebStamp connection [here](#).

WebStamp customer ID for use in the online service

Customer ID: XXXXXX

Create or change password for use in the online service

Last password change: never

Password

Please specify

Repeat password

Please specify

Show password

[to the settings overview](#)

6 Interface connection

The following sections serve as a guideline for the connection. They show the various points which must be observed.

6.1 Identification/authentication

In accordance with the interface documentation, the connection can be incorporated into the integrator software. Identification must always be provided for all orders. This consists of an application ID, language, WS customer ID and password.

Example of an identification container:

```
<identification>
  <application>XXX</application>
  <language>en</language>
  <userid>20XXXXXX</userid>
  <password hashtype="md5">XXXXXXXXXX</password>
</identification>
```

The application ID identifies the integrator or the connected software. The WS customer ID and password are used to identify the customer who will be charged for the order.

6.2 Metadata

All the information necessary for an order or a GUI presentation can be collected via the interface (e.g. product information). All relevant information can be collected by means of a valid application ID via the Options interface.

6.2.1 Keep product numbers up to date

WebStamp detects two product numbers to identify products: "product_number" and "post_product_number".

Use "post_product_number". This serves as the Swiss Post product number and rarely changes. The "post_product_number" therefore clearly identifies a product, but this can appear in several product ranges. Consequently, the product customer type can also be entered for a request for the "post_product_number".

The product numbers can change at any time, normally at the beginning of the month. The integrator must recognize numbers changed in the application. The valid numbers are available from the Options interface. It is advisable to request these at given intervals and/or to indicate the product adaptations by Swiss Post and to react accordingly to changes (e.g. once a night).

Example:

```
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/" xmlns:v6="https://webstamp.post.ch/ws/ws/soap/v6">
  <soapenv:Header/>
  <soapenv:Body>
    <v6:new_order>
      <args>
        <post_product>true</post_product>
        <product>15220</product>
        <single>>false</single>
        <file_type>pdf</file_type>
        <print_zone>1</print_zone>
        <media>0</media>
        <quantity>2</quantity>
        <media_startpos>1</media_startpos>
        <reference>abcd</reference>
        <order_comment>please</order_comment>
        <identification>
          <application>xxxxxxx</application>
          <language>en</language>
          <userid>xxxxxxx</userid>
          <password>xxxxxxx</password>
          <encryption_type/>
        </identification>
      </args>
    </v6:new_order>
  </soapenv:Body>
</soapenv:Envelope>
```

6.2.2 Equivalent products / replaced products

Replaced products and products ordered in an incorrect range for the customer will be automatically changed to an equivalent product if available. This can be an equivalent product which is not necessarily identical in terms of performance and price. If this is not possible, a message will be displayed.

Following a successful order, the "product_number" and "post_product_number" currently used will be returned in the response received from the server. It is advisable to compare the product number in the request with the product number in the response. This will help to determine whether a locally saved product list needs to be updated.

6.3 Customer groups and product ranges

In WebStamp, there are two customer groups: private and business customers. A private customer has only the option of advance payment, whereas a business customer can submit orders via the web service using the "Monthly invoicing" payment method.

The WebStamp product ranges are therefore divided into two main categories: "PC" (private customer) and "BC" (business customer). There are further subdivisions in each category. A customer can be assigned to multiple product ranges, but to only one main category (PC or BC).

By adding "customer_type", a product range generally relevant to one user group can be requested. If the setting is left empty, all product ranges will be returned. All responses are limited to currently valid product ranges.

If a valid user login is specified in the identification object, "customer_type" is ignored and the product ranges assigned to the customer are returned instead.

Requested product range numbers can be included to limit the product request by range(s).

If invalid or no product range numbers are assigned in "get_products" and the identification object contains a customer login, only products from the customer's ranges will be returned.

A search of all products is therefore only possible if the identification object contains no customer login and no "product_lists" are assigned.

It should be noted that a customer may have access at any time to another product range due to changes (e.g. conversion of a private account into a business account). An integrator cannot know this beforehand. Each order will be checked for the correct combination of available customer product ranges and the product ordered. This means: if the product number used is not in the customer's product range and it is also not possible to create a reference using an equivalent product number, an order cannot be executed (see 6.2.1 and 6.2.2).

6.4 Orders

Stamps can be ordered in different formats (e.g. PDF, JPG) and as one of two variants (each stamp individually or several stamps in a single PDF).

6.4.1 Ordered goods

Orders can be renewed for a limited time frame (currently five days).

6.4.2 Postal delivery slip

For all letter products with a consignment barcode (e.g. registered mail, A Mail Plus, Dispomail), an online delivery slip will also be generated. These consignments must be handed over at the counter. A postal delivery slip must be produced for this purpose.

The customer must accordingly be provided with downloadable delivery slips and an appropriate, clearly visible instruction that this is required at the counter when the consignment is handed over.

The delivery slip is available only for a limited time (currently five days). The time corresponds to the period during which the ordered goods remain available.

The "Barcode" attribute can be used in the product query to determine whether or not a product is a consignment with a barcode.

6.5 Franking licences

For certain products, business customers need a personal franking licence. This enables additional products to be ordered, such as registered mail, A Mail Plus or Dispomail. These are letters with barcodes. Generally, these franking licences are automatically activated within both the test and the production environments. If an error message appears for a particular order, please contact webservice.webstamp@swisspost.ch.

The "Barcode" attribute can be used in the product query to determine whether or not a product is a consignment with a barcode.

The connection between the product and franking licence can be made if the "Barcode" attribute is shown in the product details and a sub-system is indicated (e.g. 35). If the customer's licences are now requested, all licences with the corresponding sub-system will be used.

Alternatively, a product number (type: "post_product") can be specified in the franking licence request to limit the selection of licences.

In theory, a customer's franking licences can alter with every order due to changes between the customer and Swiss Post. The franking licences must therefore be saved temporarily with caution.

For every order, WebStamp checks whether or not the specified franking licence is still valid for the customer. In the case of incorrect licences, corresponding messages will be returned.

The following simplifications are possible:

- If the customer has only one franking licence for the selected product, this is used automatically for the order if no licence is specified in the request.
- If the customer has several franking licences, he can create favourites in WebStamp. If a request is submitted without a franking licence and the customer has marked one of their several licences as a favourite, this will be used for the order.

If the customer is a private customer, no personal franking licences are required for ordering consignments with a barcode. These will be automatically generated on the basis of a general WebStamp licence.

6.6 Electronic cash on delivery

Electronic cash on delivery is possible only for business customers. The following two items are required to order an electronic COD:

- the payment information with regard to the recipients (e.g. COD amount)
- the money recipient's account information (e.g. IBAN incl. end beneficiary data)

In addition to the COD amount, the necessary account information must be provided when ordering an electronic COD. The information required depends on the account type selected:

– ISR:

ISR user number as well as a COD amount and ISR reference number per consignment

– IBAN:

IBAN number incl. information concerning the end beneficiary together with the COD charge per consignment. Postal accounts must also be specified as an IBAN.

6.7 Incorporating messages from WebStamp

If the WebStamp GTCs are extended or changed, all customers must accept them again. This also applies to usage via "WebStamp" web service integrator software. It is therefore necessary to provide this function in the software. The corresponding information generally includes a date by which it must be accepted by all customers.

NOTE: if no confirmation is received concerning these messages within the given time frame, the account will be frozen until subsequent confirmation is received.

As soon as messages are posted, they will be specified in the responses as appropriate. It must therefore be possible to process these messages appropriately with the connection software (message displayed). In the case of information with an acceptance requirement, a URL will also be provided which customers must visit. The URL leads to a WebStamp page on which the information must be accepted. As soon as this is done, the message will no longer be displayed to this customer.

7 Important information

WebStamps may not be modified in any way. This also means that the size of the WebStamps must be used in the original format in the connected software.

Unless otherwise stipulated, Swiss Post provides **no support for the connection.**

An integrator must sign an **acceptance log** and an **integration agreement** prior to activation for production.

As a business customer, you also receive access to the **business customer range** and the **“KUREPO monthly invoice”** payment method.

Under normal circumstances, a link to WebStamp is in turn provided to customers by the integrator. This means that the steps described in sections 4 and 5 must be performed separately by each of the integrator’s customers in productive operation.

If the integrator passes on charges for WebStamps purchased via their platform to **third-party users**, the integrator is liable without restriction for misuse and any damages incurred by Swiss Post. In such an event, the integrator must sign a **full integration contract** with Swiss Post which separately governs the rights and obligations.

Each purchased WebStamp may be presented to Swiss Post for mailing only once. For both signed integration contracts and full integration contracts, the General Terms and Conditions and the “WebStamp: duplicate usage of postage” factsheet also apply (see www.swisspost.ch/webstamp-business).

If you have any questions, please feel free to contact us at webservice.webstamp@swisspost.ch.

We wish you every success in connecting your software to WebStamp!

WebStamp Product Management

Post CH Ltd
PostMail
Marketing
Wankdorfallee 4
3030 Berne
Switzerland

www.swisspost.ch/webstamp-business

Post CH Ltd
PostMail
WebStamp
Wankdorfallee 4
3030 Berne
Switzerland

www.swisspost.ch/webservice-webstamp
Tel. 0848 202 101
webservice.webstamp@swisspost.ch

