

Creating a dispatch list via DataTransfer

Substitute process in the event of lost DataTransfer delivery slip (Data delivery is completed)

If it is not possible to print the delivery note after transfer to Swiss Post (DataTransfer), the DataTransfer dispatch list/partial deliveries replacement document is available. The steps for creating a replacement delivery note are explained briefly below.

Description of the problem

The transfer to DataTransfer has been made, the delivery note was not (even after the planned waiting period) transferred to your system (customer system) or cannot be printed out for unknown reasons.

System check

Before the "DataTransfer dispatch list/partial deliveries" replacement document is filled in, please check the following points:

- Was the data transferred to Swiss Post (DataTransfer)?
- Have you received an error message from DataTransfer?
- Can a system error (customer system) be ruled out?
- Are there any errors listed in the processing log? If so, please correct them and resend the file using a FileID not already in use.

Creation process

The "DataTransfer dispatch list/partial deliveries" replacement document can be accessed at www.swisspost.ch/datatransfer-letters → Technical DataTransfer support → Create dispatch list.

- Completely fill in the "DataTransfer dispatch list/partial deliveries" (sender, dispatcher, consignment information)
- Ensure that the correct number of consignments, the product* (A Mail, B Mail individual item, B Mail bulk mailing) and the weight are transferred to the replacement document
- Print out the replacement document
- Deliver the replacement document along with the consignments

The acceptance point prints the usual delivery note for you when accepting the consignments, confirms it and sends you the form in the usual way.

* **Product list:** the standard product list is available at www.swisspost.ch/datatransfer-letters → Technical DataTransfer support → Create dispatch list. The customer-specific product list (for each franking license) is available within the "Letters dispatch list" online service (www.swisspost.ch/online-services) under "Settings" (Exports tab) in the form of a download.

Replacement document specimen DataTransfer dispatch list/partial deliveries

DataTransfer dispatch list/partial deliveries – Replacement document for addressed letters



Sender

Dispatcher

Consignment information

Invoice reference number of sender _____

SFTP User ID (DataTransfer) _____

Letter ID order number _____

Customer reference (optional) _____

Number	Product / value-added service (information as on Internet platform)	Weight (g)

Technical customer support

Post CH Ltd
Data Transfer support
Tel. 0848 789 789
E-mail: datatransfer@swisspost.ch

For the dispatcher

Tool is not available

– Post consignments using this replacement document

Tool is now available

– Enter order retroactively in tool

– Hand over delivery note at acceptance point

Customer initials

Place / date _____

Signature _____

Acceptance point initials

Signature _____

2011-09-16 01:20:04

Support

Technical customer support
DataTransfer support
Tel.: 0848 789 789, e-mail: datatransfer@swisspost.ch

