

Innovative and safe solutions for pharmaceutical shipments

ThermoCare Ambient and ThermoCare Cold

With ThermoCare, Swiss Post provides the first passive GDP-compliant shipping solution for transporting pharmaceutical products as parcels or express items within the temperature ranges of 15°–25° Celsius or 2°–8° Celsius.

How ThermoCare works

The key element of the solution is the ThermoCare Box, consisting of an outer container and an insulated interior with heat accumulators. The shipping solution complies fully with the EU guidelines for the Good Distribution Practice (GDP) of pharmaceutical products and is certified by the independent external body DQS.

The ThermoCare Boxes are delivered to the sender at the correct temperature and can be filled immediately. The boxes are designed for a delivery period of at least 25 hours after they have been handed over to Swiss Post.

The boxes are delivered throughout Switzerland and the Principality of Liechtenstein as parcels or express items: with SameDay afternoon delivery by 5 p.m. (Tue–Fri), with Swiss-Express “Moon” on the following day by 9 a.m. (Tue–Sat) and with PostPac Priority by 5 p.m. (Tue–Fri) or, for business customers, generally by 10 a.m. (Tue–Fri).

Advantages of the passive shipping solution

- Simple, flexible, robust and cost-effective solution
- Completely GDP-compliant and certified
- Designed for extreme temperatures and thus a highly secure solution
- Reliable early delivery by parcel carriers
- Low qualification and re-qualification effort

ThermoCare Box technical data

- Outer container made from robust PP (polypropylene)
- Inner box made from EPP (expanded polypropylene) with vacuum panels
- 2 (Ambient) or 4 (Cold) heat accumulators containing a paraffin mixture
- Useful volume: 20.0 litres (Ambient) or 17.5 litres (Cold)
- Empty weight incl. temperature elements: 10.0 kg (Ambient), 11.6 kg (Cold)
- External dimensions: 598 mm x 398 mm x 341 mm
- Inner dimensions, Ambient: 442 mm x 252 mm (396 mm x 252 mm within the area of the fixing edge)
- Inner dimensions, Cold: 382 mm x 252 mm
- Usable height, Ambient: 182 mm (162 mm below fixing edge)
- Cardboard inlay in Cold solution to secure loading



The benefits for you

- GDP-qualified shipping (Ambient/Cold), certified by an external inspection body (Ambient)
- ThermoCare Box is ready for immediate use
- Attractive price, variable costs, no investments
- Ecological and economical reusable system
- Standardized box for different temperature ranges
- Free delivery of ThermoCare Boxes at preset temperature
- Can be secured by means of seals or sealing labels

Return of medications

Medications can be returned at the correct temperature: order collection from your customer by 11 a.m. via the “Collect domestic parcels for return” online service and we will bring the correct temperature-controlled boxes for delivery (from the following day).

If you are interested, please contact your customer advisor.

How the ThermoCare Boxes reach you

Order the boxes before 11 a.m. (Mon–Fri) via the [“Order Dispo-boxes” online service](#) and receive them the next working day (Mon–Fri); minimum order volume: 16 boxes per temperature range; delivery in roll boxes each containing 16 boxes.



Posting

You can deliver consignments to the business customer counters of the logistics centers or have them collected by Swiss Post. Please discuss the details with your customer advisor.

Here's how easy handling the ThermoCare Box is

- Boxes can be ordered for the next working day (Mon–Fri).
- No need to cool the heat accumulators; delivery at the correct shipping temperature
- Ready for shipping immediately
- Identical handling process to standard parcels or express items

Please note

- Preconditions for the service include a valid franking licence for parcels and express items as well as a Swiss Post Customer Login.
- ThermoCare Boxes are the property of Post CH Ltd and may only be handed over to the company for parcel and express channel transportation.
- The ThermoCare Boxes must be returned to the warehouse no later than 10 days after the delivery date. If not, Swiss Post reserves the right to charge a monthly sum of CHF 50.00, excluding VAT, per box for overuse. Irretrievably lost boxes are charged at CHF 250.00 excluding VAT.
- For every collection request resulting from incorrect orders or inventory clearance, a flat fee of at least CHF 75.00, excluding VAT, will be charged per pallet/rolling box.
- The boxes cannot be delivered to a P.O. Box, My Post 24 terminal, PickPost or poste restante.
- Recipient services such as forwarding or redirection are not available.

Prices

For the "ThermoCare Ambient" value-added service, a charge of CHF 17.00 excluding VAT is applied. For "ThermoCare Cold", the price is CHF 20.00 excluding VAT.

More information

For more information and relevant documents, see www.swisspost.ch/thermocare.

Accessories

Additional protection of the goods being shipped is provided by a Dispobag, the sealable, reusable inner packaging from Swiss Post.

Boxes can be securely closed using compact seals or sealing labels.



Dispobag



Compact seals



Sealing labels

Online services

To order and prepare ThermoCare Boxes for shipping, use Swiss Post's free online services at

www.swisspost.ch/online-services:

- [Order Dispoboxes](#)
- [Domestic parcel labels](#)
- [Standard and Premium track consignments service](#)
- [Collect parcels for return](#)

E-logistics services

Use data interfaces and web services for simpler business processes between you and Swiss Post:

- DataTransfer
- "Barcode" web service
- Digital Commerce API -> shipping options (for national, cantonal, regional and local public holidays at the destination)
- "Track consignments" web service