

# Transport

## Flexible, fast, reliable

Whether single items or entire truckloads, 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 via the «Swiss Post Cargo Web» online service or EDI.

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 the correctly labelled goods.

Small consignments are generally delivered on the next working day, while partial and full loads can also be delivered on the same day. The driver then obtains the recipient's signature to confirm correct delivery of the goods.

By the way, we have around 150 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



### Small consignments

The standard service for small consignments is defined as the transport of goods that are of a size and nature that allows them to be loaded into closed trucks from the rear using a pallet trolley.

The small consignments service includes collection, transport and delivery to the recipient. The collection or delivery of the goods is defined as from/to a ramp or front door, i.e. not to an upper floor of a building. Barrier-free access for a pallet trolley is required. The loading or unloading of the goods transported is undertaken by the sender or recipient. If the loading or unloading is done by the driver, he or she undertakes to do so on behalf of the sender or recipient and therefore acts as the auxiliary for this person. Unhindered access by truck is required.

The goods are collected in transport-safe, correctly labelled packaging from the desired address and are delivered on time.

**SWISS POST** 

**Included**



- Completeness check of transport units 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, to ramp or kerb stone edge
- Loading and unloading time of five minutes per 1000 kg, subject to a minimum of ten minutes
- Electronic transport order via Swiss Post Cargo Web or EDI
- Electronic track&trace of consignments

**Additional services available**

- Notification (phone, e-mail, text message)
- Pick-up at a specific time (fixed driver)
- Delivery at a specific time
- Delivery to upper or lower floors
- Transportation of hazardous goods
- Transport insurance
- Second delivery attempt
- Extended waiting time at pick-up and delivery locations
- Returns shipping
- Service level agreement
- Reporting

**Carbon offset delivery with "pro clima"**

Good for the climate, good for your image. Transport services is done with carbon offset. This helps both the environment and your company.  
[www.swisspost.ch/climate](http://www.swisspost.ch/climate)

**Transport order**



- Transport orders via Swiss Post Cargo Web or EDI

**Acceptance (Mon to Fri)**

- Transmit your transport order by 12 noon via EDI, Internet or e-mail
- The consignment will be picked up on the same day or on the next working day

**Delivery (Mon to Fri)**

- 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)
- By agreement, delivery within 12 hours for express consignments

**Contact**



We offer comprehensive advice and look forward to hearing from you.

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