



Business to Consumer International

The successful solution for worldwide dispatch of goods

SWISS POST 

Contents

Business to Consumer International

- 4 Specializing in the international shipment of goods

First-class shipping solutions

- 6 Simple: Business to Consumer Mail
- 7 Ideal: Business to Consumer Mail via primeMail
- 8 Ingenious: Business to Consumer Professional
- 9 Customer-friendly: Business to Consumer Parcel
- 10 Reliable: Business to Consumer Import Italy

Intelligent value-added services

- 11 Save time: dispatch preparation
- 12 Expert advice: customs and VAT issues
- 13 Minimize your costs: returns management
- 14 Outsource your logistics: fulfilment

Proven solutions

- 15 Other mailing offers from Swiss Post International

The right address anywhere in the world

- 18 Swiss Post International: contact details

Business to Consumer International

Specializing in the international shipment of goods

Reliable dispatch of commercial goods

Do you want to develop new foreign markets for your goods or expand existing markets. Are you seeking a reliable solution for your cross-border mail order business?

With Business to Consumer International you benefit all round: tailored shipping solutions and professional advice on all the important distribution issues will simplify and accelerate your entry into new markets or optimize your existing international goods shipment operations.

Individually tailored shipping solutions

Practical: Business to Consumer Mail

Ideal for shipping goods weighing up to 2 kg all over the world: the uncomplicated solution for subscription senders, mail order, e-commerce and TV shopping. You benefit from a choice of delivery speeds coupled with useful value-added services (see page 6).

Efficient: Business to Consumer Mail via primeMail

Thanks to primeMail's ultra-modern B2C distribution network in Germany, this is the best way of shipping small consignments up to 2 kg. Your goods will be delivered quickly and on attractive terms. Proven value-added services will minimize the time and effort required of you (page 7).

Local Look: Business to Consumer Professional

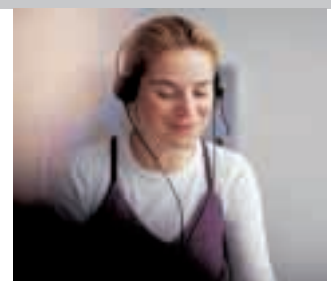
Unbeatable, country-specific solutions for small consignments up to 2 kg: in-depth knowledge of customs in your target markets will help you to appear in the market as a local company. Moreover, in a number of countries you can take advantage of more favourable delivery terms (page 8).

Customer-friendly: Business to Consumer Parcel

Use international parcel channels on special domestic terms to open up new markets. Thanks to added-value services such as cash on delivery and customer-friendly customs clearance, this solution is ideal for larger sales items (page 9).

Proven: Business to Consumer Import Italy

This service is perfect for new entrants to the Italian market. You can count on our Italian subsidiary to deliver your goods reliably to your customers, with its in-depth knowledge of the Italian market, modern logistics infrastructure and wide-ranging distribution network including cash on delivery service (page 10).



Intelligent value-added services

Practical value-added services allow you to tailor the shipment of goods with Business to Consumer International to your specific requirements. You can save time and money.

Time-saving: dispatch preparation

Professional advice and the right preparation will help you to plan the dispatch efficiently from start to finish. But that's not all: you will save time and money and the dispatch of your products will work smoothly right from the beginning (page 11).

No problem: Customs/VAT

With many years' experience and presence in the most important target markets, Swiss Post International is your ideal point of contact on all questions of customs duties and VAT. Your goods will pass smoothly through border controls (and customs) to the destination country (page 12).

Tailored to your needs: returns management

Tailor-made solutions will help you to minimize the work and cost of your returns processing, for instance through the collection and temporary storage of your returns in a central hub and detailed status reports (page 13).

Delegation: fulfilment

Experts will take over all the tasks relating to dispatch for you, from warehousing through order processing to addressing and dispatch. Having your goods shipments processed by outside professionals will significantly reduce the time it takes to deliver your goods (page 14).



All-round service for your business success

Do you have goods to send out? With us you are in safe hands. We offer you a variety of standard solutions which can be easily tailored to your requirements. As well as unbeatable solutions for the international shipment of goods, specially for European countries. For Germany and Italy, we also offer unique opportunities to deliver your products reliably and inexpensively.



Business to Consumer Mail

The simple way of sending small goods

Your objective

You want to dispatch goods to destinations all over the world, avoiding any complications. Moreover, to meet the needs of your international clientele flexibly, you would like to be able to choose from a variety of practical options for delivery.

Our solution

We offer you a proven shipping solution for small consignments. Thanks to standardized processes, you will benefit from simple dispatch preparation and standard posting conditions, thus saving a lot of time and money.

Business to Consumer International Mail

- Consignments weighing up to 2 kg
- Two speeds: fast (PRIORITY) or inexpensive (ECONOMY)
- Swiss postage paid impression communicates Swiss quality
- Flexible collection of consignments reduces delivery times
- Simple and inexpensive customs clearance
- Practical additional services such as signature or cash on delivery

How you benefit

Logical pricing

Thanks to a graduated pricing structure, you will never pay more than is necessary: your costs will always depend on the volume to be shipped.

Optimum returns management

We will help you to optimize the cost and speed of your returns for you: undeliverable items will be sent back to you as fast and as cheaply as possible.

Customized

We will work with you to develop a solution which matches your specific requirements. With the right choice of additional services you can significantly reduce the time and cost involved.

Please note

Regulations and exceptions

You can find information on specific customs provisions, import restrictions and the acceptance of cash on delivery at www.swisspost.com > Services > Service Guide Online.

Further information

Your customer advisor will be able to tell you when a consignment will entail customs duties and VAT and how to save money by sorting your shipments by country (for contact details, see page 18).



Business to Consumer Mail via primeMail

The best way of sending small goods to Germany

Your objective

You regularly send small consignments to a wide customer base in Germany and would like to arrange for the fast and low-cost delivery of your products so as to make full use of the options open to domestic mail order companies.

Our solution

We offer you an ultra-modern B2C distribution network in Germany. Nationwide delivery of your consignments is guaranteed via primeMail, a joint venture between the German Hermes Logistik Group and Swiss Post International. Your letters, catalogues and small goods will be sent directly to private households anywhere in Germany.

Business to Consumer International Mail via primeMail

- Consignments weighing up to 2 kg with a value of up to EUR 22
- Flexible collection of consignments reduces delivery times
- Special discount for sorting and coding consignments
- Simple and inexpensive customs clearance
- Address clarification in the branch and on the route
- Cost optimization through graduated pricing
- Consignments are scanned on delivery

How you benefit

Needs-oriented solution

Our comprehensive range of services will save you time and money: we can either take over the tasks of coding and sorting for you or we can assist you with installing the necessary module.

Faster delivery to the recipient

Flexible collection by Swiss Post International and using primeMail's own routing code system – which is more precise than the postcode system – allow routes to be planned extremely efficiently, meaning that your goods are delivered much faster.

We deliver no matter the circumstances

You can count on your goods to always reach your customers: up to two attempts at delivery, delivery into the recipient's letter box or to the front door in a Hermes delivery bag are standard. As every consignment is scanned, delivery can always be traced.

Further information

You can obtain further information on consignment coding and sorting, on advanced services and low-cost returns handling from your customer advisor (for contact details, see page 18).



Business to Consumer Professional

The most practical way of sending large quantities to selected markets

Your objective

You want to send your products on preferential terms similar to those enjoyed by your competitors in the destination countries or give your customers the impression of being a local company. Or both.

Our solution

We offer you an ingenious way of efficiently sending large volumes of small goods to important European markets and the USA. Thus, for example, choosing a postage paid impression in the style of the destination country will create the illusion of customer proximity. In addition, there are cost advantages for certain countries and formats.

Business to Consumer Professional

- Consignments weighing up to 2 kg
- Flexible collection of consignments reduces delivery times
- Option of a local postage paid impression ("Local Look")
- Swiss postage paid impression ("Swiss Look") communicates Swiss quality
- Country-specific tailoring of consignment appearance
- Simple and inexpensive customs clearance
- Perfectly tailored customer solutions

How you benefit

Money-saving

Thanks to graduated price calculation, you never pay too much. On top of this, in some countries you can reduce your costs by qualifying for special local terms.

Returns optimized

Optimum returns management will keep your costs and workload down. Returns and undeliverable consignments can be sent either to an address in the destination country (under "Local Look") or to Switzerland on favourable terms (under "Swiss Look").

Customer retention

For shipments with a higher goods value, it is possible to arrange DDP customs clearance. Here the sender pays all dues in the destination country, saving your customers any unpleasant surprises from unexpected additional costs.

Please note

Service availability

This service is available for Sweden, Norway, the Czech Republic, Hungary, Slovakia, Poland, Great Britain, the USA and Austria. In those countries you can benefit from significant cost savings. This service is continually being expanded to other countries in line with demand from our customers.

Further information

Your customer advisor will be able to tell you whether it is a good idea to use a local look in each country and to what extent the terms differ from country to country (for contact details, see page 18).



Business to Consumer Parcel

The customer-friendliest way of sending parcels all over Europe

Your objective

You would like your customers to feel that they are dealing with a local company and send parcels to European destinations on the same special domestic terms which your competitors in the destination countries enjoy.

Our solution

We offer you a customer-friendly shipping solution for your parcels with Europe-wide coverage. You will benefit from the opportunity to insure your shipments on the favourable terms of the destination country. Any customs duties or VAT charged will be debited to you.

Business to Consumer Parcel

- Items can weigh up to 30 kg, large formats accommodated
- Flexible collection of consignments reduces delivery times
- Barcode in the local look
- Customized barcode solutions depending on shipping quantity
- Inexpensive customs clearance (global customs clearance)
- DDP customs clearance
- Transparent delivery tracking in the destination country with Track & Trace
- Personalized delivery against signature
- Secure payment by cash on delivery
- Consignments are automatically insured

How you benefit

Sender-friendly

Payment by cash on delivery makes payment collection simple and reliable. Moreover, you never pay more for your goods shipments than is necessary, as your costs always depend on the volume shipped. The more parcels you send each time, the cheaper each individual shipment is.

Recipient-friendly

You can spare your customers any unwelcome surprises: thanks to DDP customs clearance, the end recipient does not have to pay any costs on receipt of the consignment. Moreover, with Track & Trace, both you and your recipients can always track eagerly awaited shipments.

Customer-friendly

If you send large quantities, we will clarify your specific requirements and work out a solution tailor-made to your needs. For example, we will help you to save costs by optimizing the speed of your returns and developing a customs clearance solution that fits your requirements ideally.

Please note

Service availability

This service is available for Germany, Austria, France, Spain, Italy, Scandinavia, the Benelux states and the countries of eastern Europe. Other countries can also be quoted on request.

Plan in good time

To ensure that your first shipment proceeds smoothly, it is important to plan sufficient lead time.

Further information

Your customer advisor will be able to give you detailed information on stipulations in the destination country, on barcodes and the various value-added services available (for contact details, see page 18).



Business to Consumer Import Italy

The most reliable way of sending goods to Italy

Your objective

You want to conquer the Italian market and, to achieve this, you are looking for a professional partner who can not only take care of dispatch and payment collection in Italy, but can also solve all logistics problems with the necessary expertise.

Our solution

We offer you nationwide distribution in Italy via our subsidiary, SPI Porta a Porta, the leading Italian carrier in business to consumer distribution. As SPI Porta a Porta is perfectly oriented towards the Italian requirements and customs, your Italian customers will perceive you as a local company. Moreover, SPI Porta a Porta specializes in cash on delivery and can therefore ensure that you are paid promptly for your goods.

Business to Consumer Import Italy

- Parcels weighing up to 20 kg
- Wide-ranging logistics value-added services such as order management, sorting, warehousing and Pick & Pack
- State-of-the-art infrastructure guarantees professional storage
- Agreement of delivery dates, confirmation of receipt and cash on delivery ensure smooth delivery
- Cost-saving returns management
- Transparent delivery tracking with Track & Trace

How you benefit

Vast expertise

You can confidently leave all issues relating to imports, logistics and distribution to Swiss Post International. With more than 500 parcels per year SPI Porta a Porta is the ideal partner also for newcomers to the Italian market.

State-of-the-art logistics

With a useful area providing space for more than 28 000 pallets, including temperature-controlled storage areas for foodstuffs and delicate goods, SPI Porta a Porta specializes in modern logistics solutions.

Extensive distribution network

A dense network of over 54 distribution centres enables SPI Porta a Porta to deliver to all private households on the Italian mainland and on the islands. Two delivery attempts guarantee reliable delivery. Moreover, delivery statistics are collected regularly, making tracing of delivery by SPI Porta a Porta possible at all times.

Further information

Your customer advisor will be able to tell you how to hand over and outsource all your logistics in Italy to SPI Porta a Porta (for contact details, see page 18).



Dispatch preparation

The most effective way of saving time

Your objective

You want to optimize delivery times and retain flexibility over pick-up times. You are also looking for professional support to help you generate dispatch papers efficiently.

Our solution

We offer you a complete advice service covering all the main aspects of shipping. Thus, we can help you prepare the dispatch papers by providing you with sample documents such as commercial invoices, export declarations or declarations of origin. And that's not all!

Dispatch preparation

- Advice on preparing all the dispatch papers
- Advice on the best distribution route
- Calculation of the ideal time window
- Assistance with the right choice of packaging and address format
- Choice of the best method of barcode generation
- Pick-up when it suits you

How you benefit

Rapid goods preparation

You won't lose any time: with our support, your consignments will quickly be ready for dispatch. Simple preparation of shipping labels, barcodes and dispatch papers will relieve you of a lot of work.

Goods with the customer in a trice

With our flexible pick-up times you decide when your goods reach the customer. Correct dispatch preparation is your guarantee of the fastest delivery times and will help you to cut down the time it previously took to get items to your customers. We will be happy to help you calculate the optimum time window.

Further information

If you have any questions, for example regarding the right address layout in the destination country and all the load devices available for your shipments, please contact your customer advisor (for contact details, see page 18).



Customs/VAT

The most efficient way of sending goods over the border

Your objective

You want to gain time in the logistics chain and are looking for advice on all the customs and tax formalities so that your goods can cross the border to the destination country without delay. You also want the freedom to decide whether you or your customer will pay the duty.

Our solution

We offer you professional support with entering new markets and will help you obtain official information and permits. This will eliminate any disadvantages compared with domestic companies from the outset. With our many years of advice on all customs and VAT issues, your goods will always be processed quickly and at minimum cost by the customs authorities.

Customs/VAT

- Advice on duty-exemption limits, tax rates and customs duties in the destination countries
- Advice on import regulations
- Useful sample documents (certificates of origin, commercial and pro forma invoices)
- Export clearance with export certificate
- Import clearance in the destination country
- Transit clearance for shipments from bonded warehouses
- Global customs clearance with import duties charged to the sender
- Customs drawback for returns

How you benefit

Detailed information and advice

You benefit from always having the latest information, for example on duty-exemption limits. You will also receive professional advice on customs and VAT regulations in the destination countries.

You win time and money

With our support you will gain a lot of time: the time you spend preparing for dispatch will be much less as you will always find the simplest customs clearance solution for your goods and your dispatch papers will be prepared quickly.

Tip

Quick overview

On request we can provide you with our practical "Overview of duty-exemption limits", which will show you at a glance up to what consignment value your goods are exempt from customs duties and VAT when imported from a third country.

Further information

If you would like to know how to calculate the duty-exemption limits or save customs duties efficiently, please contact your customer advisor (for contact details, see page 18).



Returns management

The most effective way of minimizing the cost of returns

Your objective

You want to reduce your return rate and generally lower your costs in the returns area. To ensure that your returns are processed smoothly, you are looking for a partner with considerable expertise in this area.

Our solution

We offer you a returns management service that is tailored precisely to your specific requirements. A custom solution can optimize both the time you spend and your costs.

Returns management

- We can take over the entire returns management process as far as to the sender
- Collection of returns and temporary storage at the delivery operator's central hub
- Inexpensive return carriage to an address of your choice
- Customized reporting of returns status
- Reporting of the delivery status of the goods

How you benefit

Needs-oriented

A returns solution that is tailored to your needs plus individually agreed delivery variants will guarantee a lower return rate.

Cost-saving

Full advice on minimizing dues on returns will ensure that customs duties and value added tax already paid are returned to you without delay wherever possible.

Tip

Proximity to customers

A return address in the destination country can not only reduce your costs but give your customers the impression that you are physically present in their country.

Further information

Your customer advisor will be able to tell you whatever you need to know, for example, regarding the returns behaviour of customers in particular countries or solutions for consignments which are returned following receipt by the customer (for contact details, see page 18).



Fulfilment

The most reassuring way of having all logistics issues reliably dealt with through outsourcing

Your objective

Would you like to concentrate on your core business and not have to worry any more about logistics? Are you planning to outsource all your logistics, including warehousing, so that you can optimize your logistics processes and thus save time and money in the long term?

Our solution

We will handle all the tasks relating to the dispatch of your goods for you. For example, we can offer you extensive fulfilment and warehousing services. You send us the orders and goods, and we will handle everything else, such as Pick & Pack, document creation or dispatch. Naturally everything will be tailored to your particular requirements.

Fulfilment

- Warehousing of goods supplied by the customer
- Processing of orders with recipient details and desired fulfilment services
- Pick & Pack of the products ordered
- Addressing and dispatch of consignments
- Returns processing

How you benefit

One-stop shop

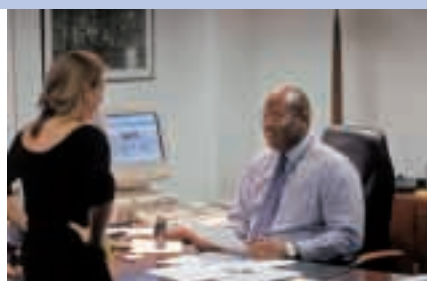
You receive a complete service package from a single source, so that you have only one point of contact to deal with. You will then be able to concentrate entirely on marketing your goods and leave dispatch and warehousing to us with no worries.

Optimized to your needs

With a logistics solution and external warehousing tailored precisely to your requirements, you will save yourself the cost of picking up the consignments and reduce your delivery times considerably. Swiss Post International can always forward your goods directly.

Further information

To discuss the possibility of also using this service for a once-only campaign or of using only part of the service, please contact your customer advisor (for contact details, see page 18).



Other mailing offers from Swiss Post International

We have a solution for every challenge

Your objective

You would like to send promotional mailings anywhere in the world. Or you are looking for an opportunity to reliably deliver your daily business correspondence. Or perhaps you would like to supply newspapers and magazines abroad and are looking for an efficient solution from a single source.



Our solution

As well as Business to Consumer International, we offer other uncomplicated, tried-and-tested mailing solutions.

Marketing Mail International

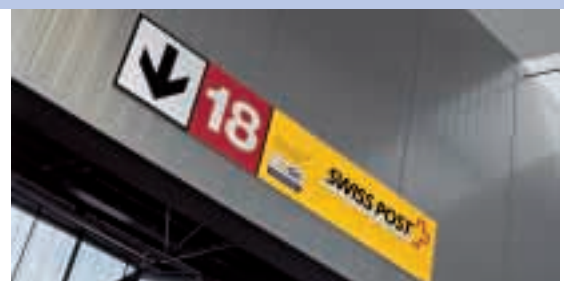
For the precise and efficient dispatch of your addressed and un-addressed promotional mailings: you will benefit from excellent delivery rates, from the best delivery channel for each region and from useful information on address sourcing and successful direct marketing.

Business Mail International

Have your important business items sent to the right recipient without delay. Enjoy reliable delivery of daily mail or periodic bulk shipments, rapid dispatch of brochure orders and maximum security thanks to proof of delivery.

Press International

Your publications are topical as they reach your customers punctually. Other advantages of this mailing offer are comprehensive solutions which can also be selected on a modular basis. Our industry-specific expertise guarantees the high-quality transport, distribution and delivery.







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