

Swiss Post International

August 2008

Swiss Post GLS

International parcels travel Business Class

Basel. The rapid development of the CEP market (courier, express and parcel services) has often brought about confusion for companies in the last few years. The parcel companies were constantly creating new services with additional features, and customers lost their overview due to the masses of different offerings available. As a result, international parcels often travel the expensive First Class route, even though the Business Class option provides the optimal price-performance ratio.

This is exactly what [Swiss Post GLS](#) has specialised in. According to General Manager Markus Stark, "Our aim is to provide business customers in Switzerland with a simple dispatch solution for the whole of Europe and beyond." This begins as early as the parcel submission stage, which can be done at any post office in Switzerland. Where required, shipments of up to 50 kilograms can also be collected directly from the customer.

Lorry transportation reduces costs

While the worldwide courier services like URGENT from [TNT Swiss Post](#) are excellent at extremely fast delivery by airfreight, Swiss Post GLS specialises in Europe in cost-effective transport by lorry. The advantage is that in the neighbouring countries, the parcels are delivered for a fraction of the cost and almost as quickly as by airfreight, and usually reach their destination the next day. The service is also just as reliable and secure as First Class, as the recipient must sign for the package in the same way they do with courier services. With Track & Trace, the sender can also find the exact location of the shipment at any point in time. The particular selling point is that regular senders can receive information on the current status of the parcel by email or as an electronic data file for their internal system. "The proactive shipment tracking by StatusMailer can be integrated seamlessly into a client's CRM system," Stark explains.

IT interfaces for seamless processing

To Swiss Post GLS, a simple parcel shipment service providing companies with all the services that do not fall under their core business. This may mean, for example, that one commercial invoice is sufficient for dispatch. There are no lengthy forms to fill out. Stark declares, "We take care of everything from a certain point. With larger volumes, companies can even network their operating software and IT-based production line control systems directly with Swiss Post GLS." This makes international parcel dispatch virtually paperless.

Simple dispatch by EU customs

The Basel-based company also guides its customers through customs formalities. By going through EU customs via Germany or France, Swiss Post GLS ensures that Swiss exporters are treated the same as those within the EU. "For the recipient, it is as if that delivery is coming from an EU country," explains Stark. For Swiss SMEs in particular, this brings enormous competitive advantages and they do not have to deal with export logistics details themselves. The company even provides financial representation services in Germany and France. Exporters and importers are free to decide who bears the costs for customs clearance and VAT. Splitting the costs into various fractions is just as possible as one of the two business partners paying the full amount (internationally standardised incoterm system).

Cost-effective returns management

For returns between Germany and Switzerland, Swiss Post GLS has developed a cost-effective system which reduces customs cost considerably. If, for example, a delivery to Germany is sent back to Switzerland, the item initially remains in Germany and is not put through customs as a separate shipment. Once a sufficient number of returns have been gathered to be shipped, they are then put through customs and shipped together. This substantially reduces customs costs for returns to Switzerland, particularly for small goods such as sparkplugs.

Warehouse and pallet dispatch

In addition to complete import and export customs clearance, Swiss Post GLS also provides warehousing services and goods picking in its own warehouse in Basel. Business Class parcels are sent directly from there if the customer wishes. "Companies have the option of completely handing over their goods to us, then, virtually at the touch of a button, specifying individual times for the export of individual shipments," says Stark. "We also offer special solutions for the dispatch of pallets. From collection and customs clearance to export, we provide the full door-to-door service from one source."

Drop for drop

Even fragile goods such as wine can be sent easily from Switzerland and quickly reach end-consumers across Europe. There is the added advantage that Swiss Post GLS provides a simple customs service for wine, which involves no import license or analysis bulletin. Swiss companies can use this cost-effective service to export up to 3000 litres per day.

About Swiss Post GLS

Swiss Post has worked in Switzerland in partnership with Europe's largest parcel transportation company, GLS (General Logistic Systems), since 1998. Swiss Post GLS handles almost one and a half million parcels each year and this number is growing. In 2004, a new parcel centre was opened in Basel as a connection to the GLS network, which has further simplified the processes. In terms of organisation, the No. 1 Swiss logistics group can rely on all services provided by Swiss Post, enabling it to achieve full area coverage including the peripheral regions, and this applies to private deliveries, too.

Double-digit growth rates

"We can now offer our customers the same market coverage and client proximity as Swiss Post," says Stark. "We have therefore established ourselves in the business-to-business segment as a leading provider in cross-border parcel logistics." The growth rates for export parcels are now into double figures, which is significantly higher than the market average. Within Swiss Post around one third of all international parcels are handled via the GLS network.

Swiss Post International

Swiss Post International Holding AG was established in 1996 and is a 100% subsidiary of Swiss Post. This Swiss Post business unit now has some 1,200 employees in 11 European countries, five Asian metropolises, and the USA. Along with the workforce, its revenue has also grown considerably in the last few years, to CHF 1'145 million in 2007. Swiss Post International already accounts for more than 13 percent of Swiss Post Group's total operating income of CHF 8.7 billion.

Swiss Post International offers a range of postal products and services to private and business customers engaging in international postal traffic with Switzerland. With its international branches, furthermore, Swiss Post International offers a specialized range of cross-border postal products for business customers, from processing of business post, comprehensive direct marketing services and end-to-end distribution of newspapers and magazines to subscription management and small consignments.

Find more information at www.swisspost.com and www.swisspost-gls.ch

This document may be reproduced free of charge. For specimen copies please contact:

Swiss Post International

Public Relations

Viktoriastrasse 21

3030 Bern

SWITZERLAND

media@swisspost.com