

Basic Services						
1	Maximum weight limit admitted			PREDES V 2.0	Pre-advice of international dispatch information - origin post	Yes
1.1	Surface parcels (kg)	30		RESDDES V 1.1	Dispatch receipt information (response to a PREDES) – destination post	Yes
1.2	Air (or priority) parcels (kg)	30		5.1.5	Ready to start transmitting data to partners wishing to receive data	Yes
2	Maximum size admitted			5.1.6	Other messages transmitted	
2.1	Surface parcels			PRECON	Pre-advice of international consignment – origin post	Yes
2.1.1	2m x 2m x 2m (or 3m length & greatest circumference)	No		RESCON	Response to a PRECON – destination post	Yes
2.1.2	1.5m x 1.5m x 1.5m (or 3m length & greatest circumference)	Yes		CARDIT	Carrier documents international transport – origin post	Yes
2.1.3	1.05m x 1.05m x 1.05m (or 2m length & greatest circumference)	No		RESDIT	Response to a CARDIT – destination post	Yes
2.2	Air parcels			6	Home delivery	
2.2.1	2m x 2m x 2m (or 3m length & greatest circumference)	No		6.1	Initial delivery attempt at physical delivery of parcels to addressee	Yes
2.2.2	1.5m x 1.5m x 1.5m (or 3m length & greatest circumference)	Yes		6.2	If initial delivery attempt unsuccessful, card left for addressee	Yes
2.2.3	1.05m x 1.05m x 1.05m (or 2m length & greatest circumference)	No		6.3	Addressee has option of paying taxes or duties and taking physical delivery of the item	Yes
				6.4	There are governmental or legally binding restrictions mean that there are certain limitations in implementing home delivery.	
				6.5	Nature of this governmental or legally binding restriction.	
Supplementary services				7	Signature of acceptance	
3	Cumbersome parcels admitted	Yes		7.1	When a parcel is delivered or handed over	
4	Maximum size admitted			7.1.1	a signature of acceptance is obtained	Yes
4.1	Surface parcels			7.1.2	captured data from an identity card are registered	No
	Metres for any one dimension	2.0		7.1.3	another form of evidence of receipt is obtained	No
	Metres for length & greatest circumference	3.5		7.2	Ordinary parcels	
4.2	Air parcels			7.2.1	Signature of the addressee or his agent	Yes
	Metres for any one dimension	2.0		7.2.2	Signature of a de facto agent	No
	Metres for length & greatest circumference	3.5		7.3	Insured parcels	
				7.3.1	Signature of the addressee or his agent	Yes
				7.3.2	Signature of a de facto agent	Yes
Parcels service features				Insured parcel service		
5	Electronic exchange of information			8	Insured surface parcels admitted	Yes
5.1.1	Use a track and trace system	Yes		8.1	Maximum insured value for surface parcels (SDR)	1000 - Only for inbound parcels
5.1.2	Mandatory tracking events transmitted			9	Insured air parcels admitted	Yes
EMC	Departure from outward office of exchange	Yes		9.1	Maximum insured value for air parcels (SDR)	1000 - Only for inbound parcels
EMD	Arrival at inward office of exchange	Yes		9.2	Maximum insured value when the provisions of the Parcel Post Regulations are not applied	
EMH	Attempted/Unsuccessful delivery	Yes		10	Marking used for insured parcels	
EMI	Final delivery	Yes				
5.1.3	Optional tracking events transmitted					
EMA	Posting/collection	Yes				
EMB	Arrival at outward office of exchange	No				
EME	Held by Customs	Yes				
EMF	Out of Customs/Departure from inward office of exchange	Yes				
EMG	Arrival at delivery office	No				
EMJ	Arrival at transit office of exchange	Yes				
EMK	Departure from transit office of exchange	Yes				
5.1.4	Dispatch messages transmitted					

10.1	CP 74 pink label used	No	19	Radioactive materials admitted in	
10.2	CP 73 label and pink "insured" label used	No	19.1	Air Parcels	Inbound parcels No Outbound parcels No
Cash-on-delivery service for parcel			19.2	Insured parcels	Inbound parcels No Outbound parcels No
11.1	Acceptance of Cash-on-delivery (COD) service for parcels		20	Infected substances admitted in	
11.1.1	outbound COD parcels	No	20.1	Air Parcels	Inbound parcels No Outbound parcels No
11.1.2	inbound COD parcels	No	20.2	Insured parcels	Inbound parcels No Outbound parcels No
Express delivery service			Supplementary charges - Customs		
12	Express parcel delivery service provided	No	21	Non-dutiable parcels	
Parcels with advice of delivery			21.1	Threshold level below which parcels are free of customs duties and other taxes	Yes
13	Admission of advice of delivery for		21.2	Exemption threshold	
13.1	ordinary parcels	No		Local currency	65 CHF *
13.2	insured parcels	No		USD	
Parcels for delivery free of charges and fees				Comments:	
14	Parcels for delivery free of charges and fees admitted	No		* Threshold not applicable to tabac and alcohol.	
Fragile parcel				The exemption threshold for books is 200 CHF (VAT 2.5%).	
15	Fragile parcels admitted	No	22	Dutiable parcels	
Consignment service			22.1	Customs clearance fee collected for parcels subject to import customs clearance	Yes
16	Consignment service by bilateral agreements provided	Yes	22.2	Amount of fee collected	
Integrated logistics service				Local currency	11.50 à 70 CHF*
17	integrated logistics service by bilateral agreements provided	Yes		USD	
Addresses for bilateral agreements				Comments:	
18	Contact details of the person responsible for questions concerning bilateral agreements			* From the bordering countries: 11.50 CHF + 3 % of the value of the declared goods; Other origins: 16.00 CHF + 3 % of the value of the goods declared; Taking up maximum at any rate: 70 CHF	
Name:	Ms Schaller Sara		23	Customs clearance fee collected for all items declared at customs	No
Function:	Partner Manager			Comments:	
Address:	La Poste Suisse Services logistiques - Business Unit International Wankdorffallee 4 3030 Berne SUISSE		24	Administration fees collected for parcels subject to export customs clearance	No
Tel:	1: (+4158)3866454 2: (+)			Comments:	
Fax:	(+)		Special charges - Storage		
E-mail	sara.schaller@post.ch				
Admissible radioactive material and infectious substances					

25	Storage charge collected on a parcel when it is kept beyond the prescribed period, or in the event of return to sender/redirection	No	
Special delivery charges			
26	Delivery charges collected at the time of delivery in response to the advice of arrival	No	
Special charges – Poste restante			
27	Poste restante service provided	Yes	
27.1	Amount of charge per parcel		
	Local currency	0 CHF	
	SDR	0	
27.2	Basis for charge if not an amount per parcel		
Special provisions - Treatment of parcels wrongly accepted			
28	Parcels returned to sender	No	
28.1	If not, parcel delivered to addressee under conditions prescribed by your country legislations	No	
28.2	For parcels wrongly accepted, action taken on a case-by-case basis	Yes	
Delivery areas			
29	Parcels delivered to		
29.1	all addresses	Yes	
29.2	specific areas only	No	
	Comments:		
Collection			
30	Collection of parcels at post offices provided for		
30.1	all addresses	Yes	
30.2	specific areas only	No	
	Comments:		
Delivery procedures for parcels for which customs duty and taxes are payable			
31	Procedure for parcels for which customs duty is payable		
31.1	Pick up of parcel at the customs office	No	
31.2	Addressee's address with collection of customs duties and taxes at the time of delivery	Yes	
31.3	Delivery to the addressee's address after payment of customs duties and taxes	No	
31.4	Over the counter at the local post office with immediate payment of customs duties and taxes	Yes	
31.5	Other		
	31.4 = Only when the item cannot be distributed and it was advised for withdrawal at the post office.		
	Customers with an account to Swisspost can also pay the taxes and fees per invoice and not to delivery.		
Period of retention			
32	Period of retention for parcels		
32.1	Normal period		15 Day(s)
32.2	Exceptional period		30 Day(s)
33	Retention for parcels for which notice could not be sent or addressed to poste restante		
33.1	Normal period		30 Day(s)
33.2	Exceptional period		30 Day(s)
Parcels automatically retained			
34	A list of contact e-mail addresses for accounting and verification notes is temporarily being maintained and published outside the compendia; please refer to International Bureau circular 75/2020. The UPU contact person for any updates to this list is jean-marc.coeffic@upu.int.		
	Office name:	Le CP 78 doit être transmis au bureau d'origine de la dépêche concernée! (voir adresses ci-après)	
	Name:	Mr	
	Function:		
	Address:		
	Tel:	1: (+) 2: (+)	
	Fax:	(+)	
	E-Mail:		
Requests for withdrawal from the post or alteration, or correction of address			
35	Requests for withdrawal from the post	No	accepted
Special provisions - Force majeure			
36	Liability admitted in cases of force majeure	No	
36.1	Liability admitted for insured parcels on board ships or aircraft used by designated operators	No	
36.2	Addressee/sender's reservations admitted at the time of delivery	Yes	
Special provisions - Customs declarations			
37	Number of CN 23 customs declarations required for inbound parcels	1	
37.1	Number of CN 23 customs declarations required for parcels in transit	0	
37.2	Languages in which CN 23 customs declarations can be completed		

French English German, Italian

Special provisions - Method of dispatching accompanying documents**38 Documents affixed to the relevant parcels Yes**

38.1 Documents attached to the parcels bill No

Service to customers**39 On-line tracking provided Yes**

39.1 Web site address to access information

<http://www.poste.ch>

39.2 Languages in which track and trace information is available

French English Spanish German, Italian

Service to designated operators**40. User of the Internet-based Inquiry System (IBIS) Yes**

40.1 Details of office(s) responsible for handling parcel post inquiries

Office name: Poste CH SA / Services logistiques / Business Unit International

Name: Mr

Function: Customer Service International

Address: Wankdorfallee 4
3030 Berne
SUISSE

Tel: 1: (+41)586671981

2: (+)

Fax: (+41)586676220

E-Mail: cn08@post.ch

Hours of service and days(s) on which the inquiry service is operating

Opening Hours (Local)

Day	Opening hours 1	Opening hours 2
Monday	08:00-12:00	12:00-18:00
Tuesday	08:00-12:00	12:00-18:00
Wednesday	08:00-12:00	12:00-18:00
Thursday	08:00-12:00	12:00-18:00
Friday	08:00-12:00	12:00-18:00
Saturday	-	-
Sunday	-	-

Languages French English Spanish German, Italian, Portuguese

National Holidays**41.1 National holidays**

National holiday in 2020

Month	Day(s)	National Holidays - Description
January	1	Nouvel-An
January	2	Deuxième jour de l'An / Saint-Berchtold
April	10	Vendredi Saint
April	13	Lundi de Pâques
May	1	Jour du Travail
May	21	Ascension
June	1	Lundi de Pentecôte
June	11	Fête-Dieu
August	1	Fête nationale suisse
August	15	Assomption
September	21	Jeûne Fédéral
November	1	Toussaint
December	8	Immaculée Conception
December	25	Noël
December	26	St. Etienne

National holiday in 2021

Month	Day(s)	National Holidays - Description
January	1	Nouvel-An
January	2	Deuxième jour de l'An / Saint-Berchtold
April	2	Vendredi Saint
April	5	Lundi de Pâques
May	1	Jour du Travail
May	13	Ascension
May	24	Lundi de Pentecôte
June	3	Fête-Dieu
August	1	Fête nationale Suisse
August	15	Assomption
September	19	Jeûne Fédéral
November	1	Toussaint
December	8	Immaculée Conception
December	25	Noël
December	26	St. Etienne

Regional Holidays**41.2 Regional holidays**

Regional holiday in

Month	Day(s)	Regional/Local Holidays – Localities and description
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Cancellation of fees**42 Fees cancelled when they concern**

42.1	parcels returned to sender	Yes
42.2	parcels redirected to a third party	No
42.3	parcels abandoned by the sender	Yes
42.4	parcels lost or destroyed	Yes
42.5	parcels rifled or damaged	No

Redirection within the country of destination

43.1	Redirection done without a request from the sender or addressee	Yes
43.2	Redirection fee charged	Yes
43.3	Amount of redirection fee (SDR)	
	Comments:	
	If there have been an attempt of delivery, the redirection fee will correspond the transport price of a domestic parcel.	

Miscellaneous provisions – operation of the parcel service

44.1	Postal parcel services operated by the designated postal operator	Yes
44.2	Postal parcel services operated by a transport company or companies	No
44.3	Service provided throughout the country	Yes

Postcodes	Localities

Office(s) of exchange handling parcels**45 Details of office(s) of exchange responsible for handling parcel post**

Office name: 8059 Zürich 59
 IMPC code: CHZRHC
 Name: Mr
 Function:
 Address: Post CH AG
 Exchange Office
 Postfach
 8058 Zürich 58 Birchen
 SUISSE
 Tel: 1: (+4144)8041212
 2: (+)
 Fax: (+4144)8041270
 E-Mail: cczrh59@post.ch

Hours of service and days(s) on which the OE is operating

Opening Hours (Local)

Day	Opening hours 1	Opening hours 2
Monday	04:00-12:00	12:00-00:30

Tuesday	04:00-12:00	12:00-00:30
Wednesday	04:00-12:00	12:00-00:30
Thursday	04:00-12:00	12:00-00:30
Friday	04:00-12:00	12:00-00:30
Saturday	06:00-12:00	12:00-18:00
Sunday	06:00-12:00	12:00-16:00

Observations/Comments

Office name: 8970 Urdorf Exchange
 IMPC code: CHZRHU
 Name: Mr
 Function:
 Address: Post CH AG
 Exchange Office
 Tor 4
 Heinrich-Stutz-Strasse 27
 8902 Urdorf Exchange
 Tel: 1: (+4179)7136086
 2: (+)
 Fax: (+)
 E-Mail: cczrh59@post.ch

Hours of service and days(s) on which the OE is operating

Opening Hours (Local)

Day	Opening hours 1	Opening hours 2
Monday	06:30-12:00	12:00-16:30
Tuesday	06:30-12:00	12:00-16:30
Wednesday	06:30-12:00	12:00-16:30
Thursday	06:30-12:00	12:00-16:30
Friday	06:30-12:00	12:00-16:30
Saturday	-	-
Sunday	-	-

Observations/Comments

Delivery standards

46-47 See the annexes.

Barcode

48 Barcode sample used on all outward international postal parcels.



Parcel delivery standards - Air parcel

OE Name 8970 Urdorf Exchange

IMPC Code CHZRHU

Tel (+4179)7136086

Fax (+)

Hours of operation Monday-Friday: 06:30 - 16:30 Saturday & Sunday = closed

From the airport of destination to the addressee

<i>Arrival at the airport</i>		<i>Days of delivery by zone</i>		
Day	Time	Zone 1	Zone 2	Zone 3
Monday	00:00 - 14:00	Thursday	---	---
Monday	14:01 - 23:59	Friday	---	---
Tuesday	00:00 - 14:00	Friday	---	---
Tuesday	14:01 - 23:59	Monday	---	---
Wednesday	00:00 - 14:00	Monday	---	---
Wednesday	14:01 - 23:59	Tuesday	---	---
Thursday	00:00 - 14:00	Tuesday	---	---
Thursday	14:01 - 23:59	Wednesday	---	---
Friday	00:00 - 14:00	Wednesday	---	---
Friday	14:01 - 23:59	Thursday	---	---
Saturday	00:00 - 23:59	Thursday	---	---
Sunday	00:00 - 23:59	Thursday	---	---

Definition of zones

Zone 1:

Postcodes	Cities
1000 - 9479 9500 - 9999	

Zone 2:

Postcodes	Cities

Zone 3:

Postcodes	Cities

Arrival at office of exchange: 11:00

Customs clearance times:

Items subject to customs duty:	60 à 90 minutes si la déclaration en douane est établie correctement
Items not subject to customs duty:	30 minutes

Comments: The office exchange is closed on Saturdays and Sundays.
No customs clearance service on Saturdays and Sundays.

Parcel delivery standards - Surface parcel

OE Name 8970 Urdorf Exchange

IMPC Code CHZRHU

Tel (+4179)7136086

Fax (+)

Hours of operation Monday-Friday: 06:30 - 16:30 Saturday & Sunday = closed

From the airport/port/office of exchange of destination to the addressee

<i>Arrival at the airport</i>		<i>Days of delivery by zone</i>		
Day	Time	Zone 1	Zone 2	Zone 3
Monday	00:00 - 14:00	Thursday	---	---
Monday	14:01 - 23:59	Friday	---	---
Tuesday	00:00 - 14:00	Friday	---	---
Tuesday	14:01 - 23:59	Monday	---	---
Wednesday	00:00 - 14:00	Monday	---	---
Wednesday	14:01 - 23:59	Tuesday	---	---
Thursday	00:00 - 14:00	Tuesday	---	---
Thursday	14:01 - 23:59	Wednesday	---	---
Friday	00:00 - 14:00	Wednesday	---	---
Friday	14:01 - 23:59	Thursday	---	---
Saturday	00:00 - 23:59	Thursday	---	---
Sunday	00:00 - 23:59	Thursday	---	---

Definition of zones

Zone 1:

Postcodes	Cities
1000 - 9479 9500 - 9999	

Zone 2:

Postcodes	Cities

Zone 3:

Postcodes	Cities

Arrival at office of exchange: 11:00

Customs clearance times:

Items subject to customs duty:	3 - 4 h si la déclaration en douane est établie correctement
Items not subject to customs duty:	90 min.

Comments: The office exchange is closed on Saturdays and Sundays.
No customs clearance service on Saturdays and Sundays.

Last validation date: Da V1 08/11/2017