

My Post Business Guide



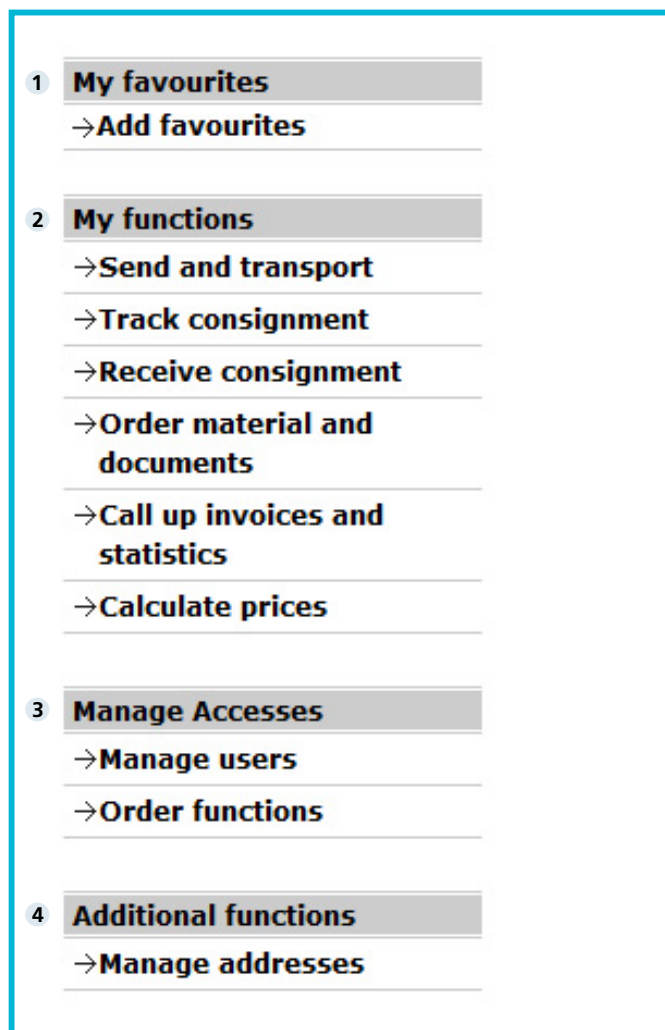
Welcome to My Post Business

What is My Post Business?

With a single login, you can access the business customer platform www.swisspost.ch/mypostbusiness and its many ordering, receiving, calculating, sending/transporting and tracking services.

My Post Business supports the management of your entire supply chain. The personal user account, managed through your in-house administrators, increases security and offers exceptional flexibility.

What can I do with My Post Business?



The screenshot shows a user interface with a blue border. It contains a list of menu items, each with a numbered header and a sub-item with a right-pointing arrow:

- 1 My favourites**
 - Add favourites
- 2 My functions**
 - Send and transport
 - Track consignment
 - Receive consignment
 - Order material and documents
 - Call up invoices and statistics
 - Calculate prices
- 3 Manage Accesses**
 - Manage users
 - Order functions
- 4 Additional functions**
 - Manage addresses

1. Set up favourites (max. 4).
2. Work with your functions (e.g. track the items you have sent or order material and documents).

3. Manage accesses (e.g. view your company data and company access profile, manage users, issue and block accesses and assign new passwords).
4. Manage your addresses

How do I benefit from My Post Business?

- A single, central means of accessing a variety of Swiss Post functions/services.
- Security, thanks to personal user accounts.
- Flexibility, as your user accounts are managed by an in-house administrator.
- Faster overview of all functions/services used to support the management of your entire supply chain.

How do I set up an account with My Post Business?

- You inform us who will manage your My Post Business users (registration: www.swisspost.ch/mypostbusiness → New registration).
- We create a user account for this person (with administrator functionality) and send him/her a user name and password by post.
- Once your in-house administrator has entered your users with individual accesses and personal passwords, you're all ready to go!

Who can assist me in using My Post Business?

If you have any questions about My Post Business, please contact your customer advisor or our My Post Business support team:
Tel. +41 (0)58 338 44 76
E-mail mypostbusiness@post.ch



Guided tour

Discover My Post Business. Take our "guided tour" through the most important functions of My Post Business.

www.swisspost.ch/mypostbusiness-guided-tour

My Post Business: step by step

Logging in

The screenshot shows the login page for My Post Business. It is divided into three main sections:

- Login:** Contains two input fields: "E-mail / user name:" and "Password:". Below the fields is a yellow "log in" button.
- Login using SuisseID:** Features the SuisseID logo (a red square with a white grid) and the text "With SuisseID you can register directly with MyPostBusiness. Order SuisseID here". Below this is a yellow "log in" button.
- Register:** Contains the text "Register here for My Post business" and a yellow "Register" button.

Below the login options, there are two blue links: "→Forgotten user name" and "→Forgotten password".

- Go to the login page for My Post Business www.swisspost.ch/mypostbusiness
- Enter your personal access data (user name and password), which you have received by post or e-mail.
- Click on "log in".



- When you log in for the first time, you must change the password you have been assigned. A page containing legal information about My Post Business will then appear. Please read and confirm this information. You can view this page again at any time by clicking on a link in the footer.
- Your password must have between 8 and 16 characters and must contain at least one lower case letter, one upper case letter and one number. Symbols (such as -, =, and *) are not permitted.

Forgotten your password?

The screenshot shows the "Password forgotten" page. It has a title "Password forgotten" and a sub-header "Enter the e-mail address with which you registered for My Post Business:". Below this is an input field for the email address. Underneath, it says "Choose an option:" and has two radio button options:

- By E-Mail**
You will receive your new password by e-mail. Please note that Swiss Post does not accept any liability for this type of transmission.
- By registered mail**
You will receive your new password by registered mail.

At the bottom right of the form are two yellow buttons: "Back" and "Submit".

Below the form, there is a blue link: "→Forgotten user name".

- Click on the "Password forgotten" link on the My Post Business login page.
- Enter your e-mail address.
- Select your preferred method of correspondence (e-mail or registered mail).
- Click on "Submit".

My profile / amending personal user data

- Log in to My Post Business (page 3: log in).
- Amend your personal user data easily via the **blue menu box** “My profile” at the top right of the screen. For example, you can change your **password**, amend your details in the **“Automatic logoff after”** field or order the My Post Business **Newsletter** (mandatory fields are marked *).

Changing your password

- Click on “Change password”.
- Enter your old password once and your new one twice.
- Click on “Save password”.

Using functions

- Click on the function you wish to use.





The “My functions” menu only shows the services which you are authorized to use. If one authorization is valid for several debtor numbers, you can also view and edit them together in the application.

Manage Accesses

Managing users*

Entering users

Salutation:	Ms
Last name:*	Muster
First name:*	Mona
Language:	English
User name:*	(= E-mail address of the person)
Telephone number:	
News:	<input checked="" type="checkbox"/> Receive news about My Post Business by e-mail
Comments:	
Role:	User
Password:	<input type="checkbox"/> Send password by e-mail
Functions:*	Select your function
Automatic logoff after:	30 minutes
Active from:	23.12.2009  up to <input type="text"/> 

* Mandatory information

- Log in to My Post Business (page 3: log in).
- Click on “Manage Accesses” under the “Manage users” menu item.
- Click on the submenu item “Enter user”.
- Enter your new users (mandatory fields are marked *).



- Please remember that sending sensitive information by e-mail may pose a security risk. The best way to inform someone of a password is to do so verbally, or in a letter specifically addressed to this person.
- In-house administrators can only be entered by Swiss Post. Please consult our My Post Business support team if you require an additional in-house administrator (e.g. as a deputy).

* This function is only available to in-house administrators.

Editing accesses

Category	Function	Account receivable			
		All accounts	32100196	Muster	60008728
All functions		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Send and transport		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Enter order	<input type="checkbox"/>		<input type="checkbox"/>	
	Create dispatch list	<input type="checkbox"/>	<input type="checkbox"/>		
	Design mailings	<input type="checkbox"/>			
	Design postcards	<input type="checkbox"/>			
	Order national courier	<input type="checkbox"/>			
	International information	<input type="checkbox"/>			
	Transmit consignment data	<input type="checkbox"/>			
Track consignment		<input type="checkbox"/>	<input type="checkbox"/>		
Order material and documents		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Barcodes	<input type="checkbox"/>	<input type="checkbox"/>		
	Dispoboxes	<input type="checkbox"/>			<input type="checkbox"/>
	Forms/brochures	<input type="checkbox"/>			
	Lab shipment	<input type="checkbox"/>	<input type="checkbox"/>		
	Franking System	<input type="checkbox"/>	<input type="checkbox"/>		
	Pro clima	<input type="checkbox"/>			
Call up invoices and statistics		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Parcel statistics	<input type="checkbox"/>	<input type="checkbox"/>		
	Parcel key figures	<input type="checkbox"/>	<input type="checkbox"/>		
	Franking System	<input type="checkbox"/>	<input type="checkbox"/>		
Calculate prices		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Documents and goods	<input type="checkbox"/>			
	National freight	<input type="checkbox"/>			
	International freight	<input type="checkbox"/>			
	National courier	<input type="checkbox"/>			

- The functions for which you are registered are displayed vertically in the profile matrix while the debtors/franking licences are displayed horizontally. If a function is checked, this means it can be used for a debtor.
- Enter the user's individual access profile. Click on the relevant box if you would like the user with the selected debtor number to have access to the function displayed on the left. An individual profile is thus created for each user.
- Click on "Save changes".
- If you do **not** select "Send password by e-mail", you must inform the user of the new password. Otherwise, the password is sent to the user in an automatically generated e-mail, and no further action is required.

Managing users*

User overview / editing or deleting accesses

→ Téléchargement Aperçu des utilisateurs (.csv)

Nom ↕	Prénom ↕	Statut ↕	Rôle ↕	Nom du client ↕	Accès
Münchwiler	Ines	actif	Utilisateur	Muster AG	Modifier Supprimer
Muster	Peter	actif	administrateur interne	Muster AG	

- Log in to My Post Business (page 3: log in).
- Select the “Manage users” menu option.
- Click on the submenu item “user overview”. This will provide you with an overview listing all users.
- If you have a lot of users, it may be worth limiting the selection criteria in the upper part of the interface (click on ARROW ↕).
- Click on “Change” or “Delete” next to the name of the user you wish to edit. The change interface will then be displayed or the user will be deleted by clicking on “delete”.
- As when entering a user, you can edit any data here except the user name (i.e. the user’s e-mail address).
- Click on “Save changes”.



- You cannot personally edit in-house administrators. To do so, please contact our My Post Business support team.
- Once a user/service provider has been deleted, this operation cannot be reversed. However, a user/service provider can be reentered at any time.

Authorizing service provider*

If you have commissioned a service provider to handle your mailings, you may grant it access to your functions in My Post Business.

- Log in to My Post Business (page 3: Logging in).
- Select the “Manage Accesses” menu option.
- Select the “Manage user” submenu option.
- Click on “Authorize service provider”.
- Enter the e-mail address of the user (service provider) authorized to access your applications.
- Click on “Next”.

This will bring you to the second entry phase.

- In addition to entering a user, you can now also enter the individual access profile of the service provider.
- Click on “Save changes”.



- Only service providers that already have a My Post Business user account with another company can be authorized as service providers.
- This service provider authorization can be deleted at any time.

* This function is only available to in-house administrators.

Ordering functions*

Functions/services

By registering for My Post Business, you gain access to various default functions. Please refer to the following link to find out exactly which functions are available to you by default. [Info](#)

Here, select the Swiss Post services you require or have already used.

Services required:

- Standard functions
- Parcels/Express [Info](#)
- Registered (R) domestic [Info](#)
- Registered (R) international [Info](#)
- Other letter services

Here, select the additional functions you require in My Post Business (free of charge).

Additional functions required:

Send & transport

- PromoPost [Info](#)
- Create PP impression [Info](#)

Call up invoices & statistics

- Letter key figures
- Franking System [Info](#)
- Invoices [Info](#)

Here, select the additional functions you require that are subject to a charge.

Additional functions subject to a charge: Receive consignment

- Process incoming mail [Info](#)

[Next](#)

- Log in to My Post Business (page 3: log in).
- Select the “Manage users” menu option.
- Click on the submenu item “Order functions”.
- Select the desired additional function/service and complete the necessary fields.
- Once you have completed the registration process, you will receive confirmation by e-mail.
- You will be sent a notification e-mail as soon as the new application is ready for you to use.



The following default functions are available to you upon registration:

Forwarding and transporting

Hand in consignments (without PromoPost)
 Search for acceptance points
 Order pick-up
 Collect domestic parcels for return
 International information

Track consignments

Receive consignment
 Request special delivery
 Manage P.O. box

Ordering material & documents

Barcodes/shipping labels
 Forms and brochures

Calling up invoices and statistics

Parcel statistics

Calculating prices

Calculate international prices
 National freight
 International freight
 National courier

* This function is only available to in-house administrators.

Letters

Logistics

Direct marketing

Print media

Document and dialogue solutions

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