Quickpac
Same Day Delivery

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Contents

1. Deliverability

1.1 Deliverability by Quickpac

Quickpac serves entire postcode areas and is continually expanding its delivery coverage. Therefore, the postcode of each recipient address should be checked in order to ensure that Quickpac serves the distinct address. In the event that the parcel cannot be delivered by Quickpac, the parcel can be handed over to the previous parcel service.

1.2 Deliverability query

There are various ways of checking deliverability. On sender's side, it is decisive, when the parcel service can be selected during the overall online-shopping process. Is there a variety of shipping options offered to the online shopper, or can they even select a parcel service by themselves? Then a single query via web service would be the right choice. If the decision is made system wise later on in the process, the postcode data may be deposited in the relevant customer system.

The following options are available:

- Single query via web service (Webservice PLZ)
- Ongoing updates of postcode data on the customer system via an SFTP connection
- Manual updates of postcode data on the customer system (postcode list is emailed in the event of any changes, or can be downloaded from the extranet)

1.2.1 Postcode web service

Quickpac API documentation (Web Services) can be found at the following link: https://api.quickpac.ch/swagger/

This includes a technical description of the web service (Webservice PLZ). The web service can be tested directly via a browser. Simply log in via the 'Authorize' button and select the relevant interface using the 'Try it out'/'Execute' buttons. You can obtain your login data (technical user and password) from your Quickpac contact.

1.2.2 Updates in customer system

The current postcode list can be stored in the customer system, either manually or using automation. As well as simply checking deliverability, the postcode list also provides information about the depot number for each postcode. This information must be available on the address label.

The data record description for Quickpac's postcode list is as follows:

Field no.	Field name	Example	Min. length	Max. length	Explanation
1	POSTCODE	3372	4	4	Four-character postcode
2	CITY	Wanzwil	4	18	18-character place name
3	DEPOT	17	2	2	Quickpac depot no.
4	CANTON	BE	2	2	Canton
5	LANGUAGE	DE	2	2	Language code
6	Deliver from	07.05.2019	10	10	First day of delivery by Quick-pac
7	Deliver by	31.12.9999	10	10	Last day of delivery by Quick-pac

The postcode list is updated by Quickpac with every potential change, for example if new postcode areas are added. All senders are asked to check once a day if a new postcode list is available, so that the update can also be ensured for all customer systems.

Quickpac is verifying all data in matching the current postcode list during the parcel delivery process. If there is an error, the record is rejected by data processing.

In the case of manual updates, the new postcode list will be emailed to all persons registered in the relevant distribution list. For automatic updates, an STFP server is provided.

The postcode list is available in the following subdirectory of the SFTP server:

- /PLZListe
  In this directory, Quickpac stores a current postcode list that also provides information about the period each postcode is served and the distinct depot numbers related to the distribution.

The filename is Quickpac_PLZ_YYMMDD.csv, with YYMMDD being the date on which it was made available. Only the most recent version of the postcode list will be available in the directory.

2. Addressing

Quickpac's 18-digit parcel number consists of the following figures:

44.00.123456.12345678
  ❶   ❷   ❸   ❹   ❺

1. The identifier '44' (for transport by Quickpac)
2. Product code (will be introduced in the medium term, currently always 00)
3. Four-digit customer no. (assigned by Quickpac)
4. Two-digit customer no. suffix (can be selected by the sender)
5. Eight-digit parcel no. (up to 100 million parcels, initially no plans to limit the period)

Swiss Post's parcel number is also 18 digits. Swiss Post's eight-digit franking licence number is made up of the product code + customer no. + customer no. suffix.

The parcel number must be unique for as long as possible, and for a period of at least 30 days. Data processing will run a check to ensure this in Quickpac's systems.

The four-digit customer number is assigned by Quickpac and will be given to you by your contact person. The two-digit customer number suffix can be freely chosen by the sender, and is used for internal differentiation purposes. Quickpac uses the customer number only, and does not make any use of the suffix.

2.2   Address label

The address label is adapted to Swiss Post's specifications. The standard dimensions of the address label are also 100x150 mm. As parcel pre-sorting and sorting is performed manually at Quickpac, in contrast to Swiss Post's machine processing, there is a certain degree of flexibility regarding the specifications. Nevertheless, a standardised address label is important to ensure efficient, error-free processes.

For comparison, the zones are laid out as follows:
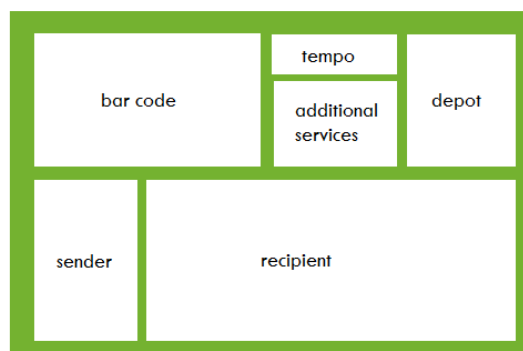
The following details should be considered for the individual zones of the Quickpac label:

- ■ Bar code: The bar code and parcel number are required; information about the parcel carrier is optional.
- ■ Tempo: The tempo abbreviation (ECO, PRIO, PRIO+, SAME) is printed on the address label in bold and left-justified (required for manual pre-sorting).
- ■ Additional services: Abbreviations for additional services (SIG, VORM, ABEND, SA) are shown as a left-justified list beneath the speed.
- ■ Depot: Information about the depot can be found in the postcode list and is relevant to the manual pre-sorting process. It should be positioned in the top right, as large as possible.
- ■ Recipient: Same specifications as for Swiss Post.
- ■ Sender: Optional, same specifications as for Swiss Post.

A minimum distance (margin) must be kept between barcode, speed, additional services, recipient, sender and depot areas. A printing proof of the address label is always required before the first consignment.

Having the information 'Quickpac' on the label is not mandatory, as Quickpac adds another coloured label to the parcel for sorting. This label contains the Quickpac logo, allowing recipients to recognize which service provider completed the delivery.

However, it may be worthwhile for the sender to include 'Quickpac' on the label, for example to differentiate the parcel from others that will be delivered by a different service provider. There is never a requirement for the sender to apply the Quickpac logo.

An example of an address label is shown below:

2.3 Parcel tracking and link formula

Parcel tracking (or Track&Trace) is linked to the parcel number, which is why it is being detailed at this point.

The URL for Quickpac tracking is https://www.quickpac.ch/tracking/. In just adding the 18-digit parcel number, the direct link for parcel tracking is generated. The above-mentioned example it remains as https://www.quickpac.ch/tracking/440012345612345678, leading directly to Quickpac's parcel tracking.

2.4 Labelling of dangerous goods in limited-quantity (LQ)

The shipment of certain dangerous goods as "Limited-quantity (LQ)" is possible with Quickpac. The quantity permitted depends on the relevant dangerous goods, and is governed by ADR requirements. Senders are responsible for ensuring that only permitted goods are sent, and that they are correctly packaged and labelled.

The labelling requirements for dangerous goods in limited-quantity (LQ) are the same as Swiss Post's.

3. Transferring parcel data

Parcel data is sent via SFTP. Login to the SFTP server (data.quickpac.ch) uses public key authentication. A username and a private key file are used to log in.

The key file should be created in SSH2 RSA with a key length of at least 4096 bits. For other key types, please contact your Quickpac contact person to check compatibility.

The SFTP directory contains the following subdirectories:

■   /Einlieferung
       XML-files can be uploaded here.

■   /PLZListe
       Quickpac saves the latest postcode list in this directory.

■   /Berichte
       Quickpac uses this directory to store reports (such as report 11 with sorting and delivery events).
       Senders have delete permissions for this directory.

The Quicktransfer interface is compatible with Swiss Post's DataTransfer interface. The content differences that should be noted for implementation are detailed below.

Difference	DataTransfer (Post)	Quicktransfer (Quickpac)
Transmission types	Email, SFTP, Sedex	SFTP
Max. file size for consignment file	6 MB	20 MB
Sender\KDPNumber data field	Mandatory field	Either Sender\KDPNumber or Sender\KDQNumber must be completed
Provider\ProviderID data field	Mandatory field	Optional (not evaluated)
Service codes	As per Swiss Post specifications	As per Quickpac specifications
Notification codes	As per Swiss Post specifications	As per Quickpac specifications

3.1.1   Customer number

In DataTransfer, the KDPNumber data field (Swiss Post's customer number) is mandatory. In Quicktransfer, either a Quickpac customer number has to be entered under the KDPNumber or this information has to be added into a new KDQNumber data field.

3.1.2   Service codes

Service codes for parcels are entered in the Item\PRZLs data field in the XML-file. Swiss Post uses different codes in comparison to Quickpac.

The following service codes are used for Quickpac's Quicktransfer interface:

Basic service	Code	Name	Text
Quickpac Economy	1000	ECO	Quickpac Economy
Quickpac Priority	2000	PRIO	Quickpac Priority
Quickpac Priority+	3000	PRIO+	Quickpac Priority+
Quickpac SameDay	4000	SAME	Quickpac SameDay

Additional service	Code	Name	Text
Signature	0010	SIG	Signature
Morning delivery	0020	VORM	Morning delivery
Evening delivery	0040	ABEND	Evening delivery
Saturday delivery	0080	SA	Saturday delivery

If no service code is transmitted, the code for the Quickpac Economy product is deposited in the relevant record.

If a customer system requires a logic for combining basic and additional services, the following cross table can be used:

			Basic Services				Additional Sevices			
			Economy	Priority	Priority +	SameDay	Signature	Morning Delivery	Evening Delivery	Saturday Delivery
Service code	Abbr.	Service code	1000	2000	3000	4000	0010	0020	0040	0080
Service code	Abbr.	Basic Services								
1000	ECO	Economy	▪				●	●	●	●
2000	PRIO	Priority		▪			●	●	●	●
3000	PRIO+	Priority +			▪		●	○	◉	○
4000	SAME	SameDay				▪	●	○	◉	○
Service code	Abbr.	Additional Sevices								
0010	SIG	Signature	●	●	●	●	▪	●	●	●
0020	VORM	Morning Delivery	●	●	○	○	●	▪	○	◉
0040	ABEND	Evening Delivery	●	●	◉	◉	●	○	▪	○
0080	SA	Saturday Delivery	●	●	○	○	●	◉	○	▪

○	Additional service not combinable with basic service
◉	Additional Service included
●	Additional Service selectable

3.1.3 Notification codes

Notification codes for parcels are entered in the Notification\Service data field in the XML-file. Swiss Post uses different codes in comparison to Quickpac.

The following notification codes are used for Quickpac's Quicktransfer interface:

Notification	Code
No recipient notification	440
Notification according to Extranet	441
Notification delivery period	443
Long delivery window	444
Short delivery window	445
Delivery confirmation	446
Notification additional delivery attempt	447
Notification of delivery to post office	449
Pick up information	450
Pick up reminder recipient	451
Notification return to sender	452
Notification pick up	453
Notification of delivery delay	454

At parcel level in the XML-file, this means:

- Code 440: No notification for this recipient.
- Code 441: All notifications are performed in accordance with the settings on the extranet.
- All other codes (extranet customisation and overriding): The settings on the extranet are ignored, and recipient notifications are performed as stated.
- Notification texts can be steered via the Extranet, otherwise a Quickpac standard text will be used. Free-text data fields within the Quicktransfer file are ignored

The language is set in the <Lang> data field. If no language code or an invalid language code is entered, the message will be sent in the language matching the recipient's postcode.

3.1.4 Data fields

Below these data fields are listed that can be transmitted additionally using Quickpac

Data field	Description	Data type	Max. length
KDQNumber	Quickpac customer number	Numeric	4
Data/Provider/Sending/Item/Recipient /what3words	Three-word-address, refer to what3words.com	Alphanumeric	255

3.1.5 Quick report 11

Like report 11, Swiss Post's processing status, Quickpac also offers an XML or CSV report with a parcel status containing the events and subevents with a code and designation.

Quickpac defines the following event and subevent codes:

Event-code	Sub-event-code	Explanation
10	00	Shipment recorded by sender (data delivered)
12	00	Parcel has arrived at Quickpac
14	00	Parcel is being transported to the destination depot
15	00	Parcel has reached destination depot
19	00	Parcel has been sorted for delivery
19	01	Parcel has been sorted for pick up point
20	0x	Delivery underway
20	01	First delivery attempt underway
20	02	Second delivery attempt underway
20	03	Third delivery attempt underway
21	0x	Parcel has been delivered
21	01	Parcel has been delivered to letterbox
21	02	Parcel has been handed over
21	03	Parcel has been handed over against signature
21	04	Parcel has been safely stored
21	05	Parcel has been picked up
22	0x	Parcel could not be delivered
22	01	Parcel undeliverable, because recipient not found at address provided
22	02	Parcel undeliverable, because recipient has moved
22	03	Parcel undeliverable, because recipient deceased / company expired
22	04	Parcel undeliverable, because acceptance refused
22	05	Parcel undeliverable, because storage not possible
22	06	Parcel undeliverable, because building is not accessible
22	08	Parcel undeliverable, because recipient not present
22	20	Process delay, parcel could not be delivered
22	21	Parcel has not been picked up
22	22	Parcel undeliverable, because address is incorrect
22	99	Parcel undeliverable (special case)
24	0x	Parcel is being returned to sender
24	01	Parcel is being transported to return depot
24	02	Parcel has reached return depot
24	03	Parcel has been transported to the sender
25	0x	Parcel has been consigned to Swiss Post for delivery
25	01	Parcel is being prepared for delivery to Swiss Post
25	02	Parcel was announced electronically at Swiss Post
25	03	Parcel has been delivered to Swiss Post
25	04	Parcel has been returned by Swiss Post
26	00	Parcel has been transferred for pick-up

26	01	Parcel is being prepared for pick-up
27	0x	Parcel is being investigated
27	01	Damage
27	02	misdirected
27	03	Delay
27	04	Clarification of address
28	0x	Enquiry
28	01	Enquiry made
28	02	Enquiry complete – Package delivered
28	03	Enquiry complete – Package not delivered
28	04	Enquiry without result
29	0x	The recipient has made an order
29	01	Notification
29	02	Storage order
29	03	Desired date
29	04	Delivery authorisation

"0x" in a subevent code means that no subevent was transmitted for the record. "0x" in a subevent code means that a subevent was transmitted for the record.

Quick report 11 is stored in the relevant directory of the SFTP server several times a day as an XML or CSV file, and always contains a parcel's events and subevents since the last report.

As well as the report with Quickpac codes, a report can also be transmitted with Swiss Post codes. In this case, Quickpac conducts a mapping that can be adapted specifically to each sender. We are happy to provide the mapping if required.

3.2 Web service Quicklabel

Like the Swiss Post's Webservice Barcode, Quickpac offers a web service for generating parcel bar-codes and address labels and for providing electronic notifications for parcel data. When using the web service, data transfer via Quicktransfer is not to apply.

There are three modes available:

- Electronic transfer of parcel data
- Generating a simple barcode with a parcel number
- Generating an entire address label with barcode and recipient and sender details

Using any of these variants, Quickpac can generate a unique parcel number if this has not been created and transferred by the sender. The web service supports inquiries in XML format.

The https-certificate is shown in the browser and valid for 90 days. It is automatically updated every 60 days.

In order to use the web service Quicklabel, it has to be applied to Quickpac for a so-called technical user. A username and password is given using "basic authentication" each time the web service is accessed.

As additional support, we provide swagger documentation for our web service. It is available at the following URL: https://api.quickpac.ch/swagger

Endpoint: https://api.quickpac.ch/Barcode/GenerateLabel

3.2.1 Differences to Swiss Post

The web service Quicklabel is based on Swiss Post's barcode web service (GenerateLabelRequest).

The XML structure is very similar and only requires a few slight adjustments:

- The file info contains the field 'FrankingLicense'. The six-digit 'Customer no. suffix' should be entered here. The customer number is four digits and the suffix (freely definable by the customer) is two digits. For standard cases, the suffix 00 can be added.

- There is also a 'Mode' field under the file info
  The 'Mode' field can be used to differentiate between variants:
    - o 'Notification' – electronic parcel notification only
    - o 'Barcode' – simple barcode
    - o 'Label' – entire address label

- The values for Attributes\PRZL and Notification are specific to Quickpac and are different from the values used by Swiss Post. The service and notification codes are listed in section 3.1.

3.2.2 Swiss Post field descriptions and Quickpac differences

Element	Cardinality	Type	Description	Example (where appropriate)	Quickpac difference
GenerateLabel	1..1	GenerateLabel	Root element of address label generation operation		
Language	1..1	Enumeration (de, fr, it, en)	Language in which the service is accessed	de	
Envelope	1..1	GenerateLabel Envelope	Container for elements		
LabelDefinition	1..1	GenerateLabel Definition	Container for elements with address label details		
LabelLayout	1..1	String (2, [a-zA-Z,0-9]{2})	Address label layout	A5	

PrintAddresses	1..1	Enumeration (None, OnlyRecipient, OnlyCustomer, RecipientAnd Customer)	Information about printing sender and recipient addresses None – no addresses printed OnlyRecipient – only recipient address printed OnlyCustomer – only sender address printed RecipientAndCustomer – sender and recipient addresses printed	OnlyRecipient	
ImageFileType	1..1	String (1..5, [a-zA-Z,0-9]{1,5})	Address label file format (ZPL, PNG, PDF)	PDF	
ImageResolution	1..1	Integer	Address label resolution in DPI (dots per inch) (200, 300, 600)	300	
PrintPreview	1..1	Boolean	PrintPreview enabled/disabled (SPECIMEN lettering over the generated label)	true	
FileInfos	1..1	GenerateFileInfos	Container for elements		
FrankingLicense	1..1	String (4..8, [a-zA-Z,0-9]{4} or [0-9]{6} or [0-9]{8})	Franking licence number or postcode for internal customers		6 digits (four-digit customer number + two-digit suffix e.g. 00)
PpFranking	1..1	Boolean	Shows whether or not the PP flag has been set		ignored
CustomerSystem	0..1	String (0..255), [a-zA-Z,0-9,\s]{1,255}	Optional parameter for giving the name of the customer system		ignored
Customer	1..1	Generate Customer	Container for elements with information about the customer, with customer understood to mean the sender		
Name1	1..1	String (0..25)	Full name or company name	Meier AG	
Name2	0..1	String (0..25)	Name additional title 1 (company suffix or division)	Generalagentur	
Street	1..1	String (0..25)	Address (street and house number)	Viktoriaplatz 10	
POBox	0..1	String (0..25)	PO box	Postfach 4021	
ZIP	1..1	Integer (0..6)	Postcode	8048	
City	1..1	String (0..25)	City	Zürich	
Country	0..1	String (2, [a-zA-Z]{2})	Country as two-digit ISO-3166-1 alpha-2 code	CH	
Logo	0..1	Binary (Base64)	Customer's binary logo		not currently implemented
LogoFormat	0..1	String (3)	Logo format	GIF	not currently implemented

LogoRotation	0..1	Enumeration (0, 90, 180, 270)	Clockwise rotation	270	not currently implemented
LogoAspectRatio	0..1	Enumeration (EXPAND, KEEP)	Aspect ratio (width to height)	EXPAND	not currently implemented
LogoHorizontal Align	0..1	Enumeration (WITH_CONTENT, LEFT)	Horizontal alignment	WITH_ CON-TENT	not currently implemented
LogoVertical Align	0..1	Enumeration (TOP, MIDDLE)	Vertical alignment	TOP	not currently implemented
Domicile PostOf-fice	0..1	String (0..35)	Domicile post office		ignored
Data	1..1	GenerateData	Container for elements		
Provider	1..1	GenerateProvider			
Sending	1..1	GenerateSending			
SendingID	0..1	String (0..50)	ID given by customer at request level, returned unchanged in the re-sponse. If SendingID is trans-ferred, WSBC generates a random number.		
Item	1..n	GenerateItem	Container for elements by address label		
ItemID	0..1	String (0..200)	ID given by customer at address label level, returned unchanged in response		
ItemNumber	0..1	String (0..8, [0-9]{1,8})	Parcel number		ignored
IdentCode	0..1	String (13..23, [0-9]{18} or [0-9]{23} or [a-zA-Z,0-9]{13})	Parcel code. Only used by internal Post systems. For systems external to Post, this field is ignored and a warning is re-turned.	4400123400 12345678	optional, 18-digit parcel number, if not set this will be assigned by Quickpac
Recipient	1..1	Generate Recipi-ent	Container for elements with recipient details		
PostIdent	0..1	String (0..15)	Post identification		ignored
Title	0..1	String (0..35)	Title	Mrs	
Personally Ad-dressed	0..1	Boolean	If this is set to false, the address label gives the company first and then the recipient. If set to true, the opposite is the case. Default true.	True	ignored
Firstname	0..1	String (0..35)	Recipient's first name	Melanie	

Name1	1..1	String (0..35)	Full name (including first if not given in Firstname) or company name	Steiner	
Name2	0..1	String (0..35)	Additional name designation 1 (company suffix, division & UserID Pick-Post / MyPost24)	Dpt. Marketing, PickPost 12345678 or MyPost24 12345678	
Name3	0..1	String (0..35)	Additional name designation 2 (FAO, c/o or division (if not in Name2)	Att. Hans Meier	
AddressSuffix	0..1	String (0..35)	Additional address designation	Building East	
Street[1]	0..1	String (0..35)	Street	Viktoriastrasse	
HouseNo	0..1	String (0..10)	House number	21	
POBox	0..1	String (0..35)	'PO box' designation and PO box number if available	PO Box 4021	
FloorNo	0..1	String (0..5)	Floor designation (data transfer only, not printed on address label)		ignored
MailboxNo	0..1	Integer (0..10)	Letterbox number (data transfer only, not printed on address label)		ignored
ZIP	0..1	String (0..10)	Postcode	3030	
City	1..1	String (0..35)	City	Bern 1	
Country	0..1	String (2, [a-zA-Z]{2})	Country as two-digit ISO 3166-1 alpha-2 code	CH	
what3words	0..1	String (0..160)	Three-word-address, refer to what3words.com	feelings.free.discover	
Hauskey	0..1	Integer (0..13)	House key: only approved for internal Post systems		ignored
Phone	0..1	String (0..20)	Telephone number (for delivery instruction 3213)		ignored
Mobile	0..1	String (0..20)	Mobile telephone number	079 338 11 11	
Email	0..1	String (0..160)	Email address	h.muster@post.ch	
LabelAddress	0..1	LabelAddress	Used to present the address lines in their own order or to specifically abbreviate long addresses. The postcode and city are taken from the 'Recipient' address block.		
LabelLine	2..5	String (0..35)	Content of recipient address lines, minimum 2 maximum 5 lines (the postcode and city locations are automatically taken from the 'Recipient' block, please also see section 4.6.1).		

Additional INFOS	0..1	Generate Additional INFOS	Container for elements		ignored
AdditionalData	0..20	Generate Additional Data			ignored
Type	1..1	String (0..35)	**General key for electronic cash on delivery (BLN)** Cash-on-delivery sum in CHF **Additional key for BLN with ESR** ESR reference number		ignored
Value	1..1	String (0..50)	Value for additional information, decimal point must be given as a full stop (commas not permitted)		ignored
Attributes	0..1	Generate Attributes			
PRZL	1..n	String (1..7, [a-zA-Z,0-9]{1,7})	Service code	ECO, PRI, SP	See section 3.1.2
FreeText	0..1	String (0..34)	Free text for recipient address	Thank you for your order	ignored
DeliveryDate	0..1	Date	Delivery date (for delivery instruction 3217)	2009-08-20	ignored
ParcelNo	0..1	Integer (0..99)	Parcel number of total (for delivery instruction 3218)	2	ignored
ParcelTotal	0..1	Integer (0..99)	Number of parcels (for delivery instruction 3218)	5	ignored
DeliveryPlace	0..1	String (0..35)	Unloading location (for delivery instruction 3219)	In front of the door	ignored
DispatchDate	0..1	String (YYYYMMDD)	Handover date (date parcel is handed over to Swiss Post)		ignored
DispatchTime	0..1	String (HHMM)	Handover time (time parcel is handed over to Swiss Post)		ignored
ProClima	0..1	Boolean	Imprint of ProClima logo		ignored
ReturnInfo	0..1	ReturnInfoType	Container for return information		ignored
ReturnNote	0..1	Boolean	Return note, printed as text on the address label		ignored
InstructionFor-Returns	0..1	Boolean	Return address, DmC printed on address label		ignored
ReturnService	0..1	Integer (1)	Return service	5	ignored
CustomerID-ReturnAddress	0..1	Integer (8)	ID for return address, matches the AMP key	16078484	ignored
Dimensions	0..1	Dimensions	Container for dimensions		
Weight	0..1	Integer (0..99'999)	Weight in grams (limited to five digits) for parcel, express and solutions service groups	12500	

UNNumbers	0..1	_	Container for UN numbers for 'LQ' (hazardous goods) additional service		ignored
UNNumber	0..n	Integer (0..9'999)	List of UN numbers (limited to four digits) for 'LQ' (hazardous goods) additional service	1234, 1235, 1236	ignored
Notification	0..15	Generate Notification	List of notification services		
Type	1..1	String (Mail, SMS)	Medium of communication	SMS oder EMAIL	
Service	1..1	Integer (0..20)	Service code	1, 2, 128	See chapter 3.1.3
FreeText1	0..1	String (0..160)	Free text 1	Test 1	ignored
FreeText2	0..1	String (0..512)	Free text 2	Test 2	ignored
UrlLink	0..1	String (0..1024)	URL with landing page link. Only used by internal Post systems. For systems external to Post, this field is ignored and a warning is returned.		ignored
UrlPic	0..1	String (0..1024)	URL for individual header image. Only used by internal Post systems. For systems external to Post, this field is ignored and a warning is returned.		ignored
Notification Delivery Instructions	0..1	String (0..50)	Codes for commissioning loginless link. Only used by internal Post systems. For systems external to Post, this field is ignored and a warning is returned.		ignored
Language	1..1	Language	Language	DE, FR, IT or EN	
Communication	1..1	Generate Communication	Container for medium of communication	Email or mobile	
Item	0..1	String (0..160)	Mobile number or email address depending on type	+41791234567	

3.2.3 Examples of web service Quicklabel address labels

Address labels can be in the sizes A5, A6 or A7. Available output formats are ZPL, PNG and PDF.

If a test print is requested via the API, then 'SPECIMEN' is shown on the label.

A5 and A6 address label format:

A7 address label format:

3.2.4 Availability
Quickpac sets very high internal requirements to ensure maximum performance and the stable, flawless running of its web service. Installations or planned maintenance work to the web service are performed in off-peak times where possible. The customer will be informed in advance in exceptional cases.

4. Recipient notification

4.1 Basics of recipient notification

Quickpac offers recipient notifications by email and SMS. These notifications are designed to update recipients about the parcel status, in order to increase successful first delivery rates and thus recipient satisfaction. The sender decides:

- Whether recipient notifications should be used
- In the event that recipient notifications are to be used:
  - What notification types will be used
  - Whether the Quickpac standard texts should be used
  - Whether the standard texts should be adjusted (custom)
  - Whether parcel data should be sent with customised texts

These settings are stored in the customer account and can be overridden at any time using the parcel data of the record. By the end of 2020, recipients should also be able to open an account with Quickpac in order to set their preferences and control their parcel deliveries with further functionality. It is intended to have recipients individually override their notification settings.

Emails and SMSs to recipients are sent by Quickpac. The dynamic field content in standard texts is shown in square brackets. SMSs are limited to 160 characters. For email, free text via XML is limited to a total of 672 characters. For email notifications, Quickpac also offers an additional FreeTextSubject data field for the subject line, with a maximum of 255 characters.

Customers can alter Quickpac's standard texts as long as they stay within the character limit. Special characters should be avoided. The same dynamic field contents can be used.

If both email and mobile number are given, the preferred method is recorded in the extranet. The settings in the extranet always relate to all recipients. These settings can be overridden using parcel data in the XML file transferred.

4.1.1 Notification types and notification matrix

The following matrix shows the notification types set for each product/format combination, and when sending is triggered.

Format	Standard				Mini				Dispatch time
Products	ECO	PRIO	PRIO+	SAME	ECO	PRIO	PRIO+	SAME	
Dispatch confirmation	●	●	●	●	●	●	●	●	After registration
Long delivery window	●	●	●	●	○	○	○	○	After sorting
Short delivery window	●	●	●	●	○	○	○	○	Before delivery
Delivery confirmation	●	●	●	●	●	●	●	●	After delivery
Notification of second delivery attempt	●	●	●	●	●	●	●	●	After delivery attempt
Notification of delivery to post office	●	●	●	●	●	●	●	●	After delivery attempt
Notification of return to sender	●	●	●	●	●	●	●	●	After delivery attempt
Notification of delivery to pick-up point	●	●	●	●	●	●	●	●	After delivery attempt
Pickup information	●	●	●	●	●	●	●	●	After delivery to pickup
Pickup reminder for recipient	●	●	●	●	●	●	●	●	After 7 days at pickup
Notification of delivery delay	●	●	●	●	●	●	●	●	During delivery attempt

The notification types "dispatch confirmation", "long delivery window" and "short delivery window" can optionally be deactivated if using the standard format. This offers the possibility to reduce the number of notifications sent. In order to ensure a coherent communication with the recipient, at least one of the notification types "dispatch confirmation" or long delivery window" has to be activated coercively.

4.2 Notification texts

The notification texts are listed in a separate file and can be requested from your Account Manager. Texts are available in German, French, Italian and English.

In the following the example of the notification type "delivery time window long" is presented:

Language	SMS	E-Mail
Englisch Long delivery window	You will receive your parcel [Sendungsnummer] today between [von ZustellungZeitfenster] and [bisZustellung Zeitfenster]. www.quickpac.ch	Subject: New delivery information for parcel [Sendungsnummer] Text: Dear recipient, The parcel [Sendungsnummer] from [Absender] is expected to be delivered by Quickpac between [von ZustellungZeitfenster] and [bisZustellung Zeitfenster] today. Find additional information about your parcel on the parcel tracking page at [LinkTracking] This is an automatically generated email. Please email info@quickpac.ch if you have any questions. Kind regards, Quickpac

4.2.1 Dynamic field content for notification texts

Parcel number: 18 characters
Sender: 50 characters
Delivery date or period: 25 characters
Delivery time window from: 5 characters
Delivery time window to: 5 characters
Delivery location: 40 characters (4 fixed variants)
- Status 2101: Letter box
- Status 2102: Personally handed over
- Status 2103: Personal delivery against signature
- Status 2104: Safely deposited
Delivery day: 25 characters
Delivery time: 5 characters
Collection point: 20 characters
Address of collection point: 50 characters
Tracking link: 51 characters
Opening hours of collection point: 65 characters
Date of collection period: 25 characters
Parcel view: 40 characters (4 fixed variants)
- The parcel will be delivered again
- The parcel will be returned to sender
- The parcel will be consigned to the Post
- The parcel will be taken to a pick-up shop

4.3 Email and SMS layout

A preference for email or SMS is recorded in the sender's account if both data are given in the parcel data for a recipientparcel.

The email is sent from the email address notifications@quickpac.ch, with Quickpac as the sender name. The subject line and text are either the standard, as described in the section above, a customer-specific text for all recipients, or a customised text transmitted via XML.

The email signature is as follows:

Quickpac | A Division of Quickmail AG
Fürstenlandstrasse 35 | 9001 St. Gallen | SWITZERLAND

Customer Service +41 (0) 800 363 363 (free hotline)

Internet   www.quickpac.ch
E-Mail   info@quickpac.ch

The sender name displayed for SMSs is Quickpac. The text is either the standard, as described in the section above, a customer-specific text for all recipients, or a customised text transmitted via XML.

Neither emails nor texts can be answered directly.

4.4 Easy notification

Quickpac offers simplified data transfer for recipient notification via Quicktransfer and the web service Quicklabel.

- If the structure is missing the transferred parcel data from the <Notification> node, Quickpac also searches in the <Recipient> node to see if it contains an email address or mobile number.
- If the <Notification> node is set and the 'Communication.Item' field does not contain any data (either mobile or email), then the 'Phone' and 'Email' fields under the <Recipient> node will be checked for content.
- If both the 'Communication.Item' and 'Phone' fields are filled out, the first number with a mobile area code (075-079) will be used for recipient notifications.

5. Extranet

5.1 Scope of service

Every sender is given a customer account, and thus access to the sender extranet. The following areas are currently available:

- Parcels: The parcel database provides access to all of your parcels and the associated detailed information. Search and filter functions are available and the data can be exported as an Excel file.

Other areas are planned for the extranet:

- Quicktransfer: This area contains postcode lists, import logs and the ability to transfer XML files via the extranet.
- Delivery: Notifications about deliveries are processed here.
- Containers: The containers section covers container management.
- Analyses: There are various standard reports to choose from here.
- Account: Information and settings for your customer account, an overview of users with access to the customer account, and personal user settings.
- Support: Answers to frequently asked questions, and contact information for your personal contact and for technical support.

The functions are continually updated and further developed.

5.2 User account

A user account is created by Quickpac. This requires a first name, last name and email address. The user is given a username and can use it to create a new password via the 'I have forgotten my password' function.

5.3 Investigation orders

Investigation order processing will also be integrated into the extranet to enable a transparent, efficient procedure. Until the function can be made available, please direct any questions about investigation orders or liability cases to info@quickpac.ch.

6. Receiving parcels

6.1 Reception options

Quickpac offers the following options for receiving parcels:

- Central: Delivery of all parcels for Quickpac to a reception depot.
  - These depots are currently 'Zürich-Ost' in Winterthur and 'Solothurn' in Hägendorf
  - Quickpac organises transports between depots
  - Priority and Economy parcels can be received up to 10:00 p.m., Priority+ up to 9:00 a.m. and SameDay up to 12:00 p.m.

- Depot: Delivery of Quickpac parcels directly to the relevant delivery depots.
  - This is particularly useful if you are producing parcels at multiple locations and want same-day delivery.
  - SameDay parcels can be received at the relevant depots up to 7:00 a.m. (morning delivery) or 3:30 p.m. (afternoon delivery).
  - These parcels must be received separately from parcels for other depots and speeds.

- Collection: You agree collection of your parcels with us. Quickpac collects all parcels in its own vehicles or commissions a third-party service provider.

6.2 Reception depots

Depot "**Solothurn**" in Hägendorf

- Address: Quickpac AG, Ziegeleistrasse 3A, 4614 Hägendorf
  9 minutes / 6 km to Swiss Post distribution center Härkingen

Depot "**Zürich-Ost**" in Winterthur

- Address: Quickpac AG, Klostersrasse 38, 8406 Winterthur
  18 minutes / 25 km to Swiss Post distribution center Fauenfeld

Opening hours:
  - Monday to Friday 6 a.m. to 10 p.m.
  - Saturday 6 a.m. to 2 p.m.

- Receiving parcels central
  - morning delivery tour: 10 p.m.
  - evening delivery tour: noon

- Receiving parcels (SameDay)
  - morning delivery tour: 7 a.m.
  - evening delivery tour: 3:30 p.m.

6.3   Containers and exchanges

Quickpac offers its own containers, known as RNA. Swiss Post uses roll cages (RX), which should not be used for submitting parcels to Quickpac.

The following container types can be used:
- Open
- Disposable packaging
- Reusable pallets/frames
- Quickpac reusable roll containers
- Customer reusable roll containers

Where possible, containers are exchanged 1:1 in the reception depot.

Technical specifications for Quickpac reusable roll containers (RNA)
- 180 cm x 120 cm x 80 cm
- Load capacity: 500 kg
- Net weight: 98 kg
- Cubic volume: 1.7 m³

6.3.1 Container Labelling

Quickpac provides container labellings as a PDF in A4/A5 format and in colour or black & white. These must state the sender, speed and parcel depot. If there is more than one speed or depot, this must be labelled as 'mix'.
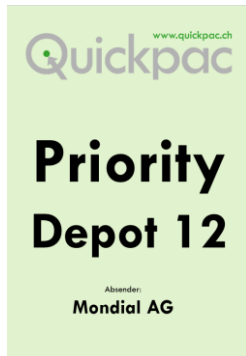
6.3.2 Pre-sorting

Reimbursement for pre-sorting done by the sender is related to the requirement of pre-sorting by depot AND speed if there is more than one speed.

If the sender delivers parcels directly to the depot using the SameDay service, the parcel must be pre-sorted according to the relevant depot.

Pre-sorting can be done on a section of the container if it is separate, a distinct labelling is requested.

6.4 Saturday delivery

Regardless of the submission day, delivery takes place on the first available Saturday. Quickpac is not required to perform an additional delivery for Saturday deliveries. Collection of undeliverable parcels is available as an option.

Quickpac accepts no liability for damage resulting from temporary storage.

Parcels with Saturday delivery as an additional service must be submitted in separate roll containers.

6.5 Temporarily and permanently undeliverable parcels

Temporary and permanently undeliverable parcels are identified as returns at Quickpac. If a parcel cannot be delivered and is not collected by the recipient, it is returned to the sender. This is done at the same time as a parcel reception or collection.