

Swiss
Mail



Swiss Mail is our quality product for international postal consignments. Featuring all the priority treatment, reliability and Swiss-style discretion that a product of this kind both deserves and demands.



A worldwide standard

SWISS has developed its entire product and service philosophy on the basis of universal Swiss values such as friendliness, punctuality, reliability, safety and security, innovation, tradition, efficiency and the keenest attention to detail. It has done so with the clear aim of being a leading European airline that is active all over the world and is "best in class" in all its business areas – not just for passengers, but for cargo, too.

Added value

Adding value is one of Swiss WorldCargo's paramount objectives. As an internationally-active provider of air-freight capacity, SWISS's cargo division creates genuine added value for its customers through its specialist expertise, its commitment to quality and its innovative skills.

Airport-to-airport

Swiss WorldCargo focuses on globally marketing cargo capacity between two or more airports, and offers an airfreight network that stretches to more than 150 destinations in over 80 countries. Its network of air services is supplemented by daily truck connections between key business centres.

Flown as booked

With its guaranteed acceptance, transfer and delivery times and its carefully-selected ground handling partners, SWISS offers the firmest of commitments that all your consignments will be transported exactly as they are booked.

Seamless

Swiss WorldCargo does not market its own logistics concepts: it integrates its services seamlessly and precisely into its customers' supply systems and chains, to ensure that its total attention to safety and security extends to its customers' planning, too.

Supervised

Seamless integration is all very well; but it will only be half as effective unless it is combined with continuous monitoring and a swift and proactive response to any irregularities that occur. That's why Swiss WorldCargo provides its "Match" online consignment tracking system for its customers – to let them know in real time exactly where their shipment is currently located on the SWISS network.

Customer-focused

Swiss WorldCargo makes full use of its extensive experience and expertise to provide innovative concepts that are specifically tailored to its forward-looking customers and their particular airfreight needs. Thus, in addition to its Swiss X-Presso and Swiss X-Presso XL express services, Swiss WorldCargo offers further airfreight products that include Swiss Valuables, Swiss °Celsius, Swiss Argus, Swiss Mail and Swiss General Cargo.

For further details, please visit our swissworldcargo.com website.

swiss



Swiss Mail:
the right address

Swiss WorldCargo
Swiss International Air Lines Ltd.
ZRHCRX/CPM
PO Box
CH-8058 Zurich Airport

Competence Centre
Phone +41 44 564 51 11
Fax +41 44 564 51 09
swiss-mail@swiss.com

**You will find details of your regional
Swiss Mail contact on our
swissworldcargo.com/swiss-mail
website.**

Brochures are also available for our
Swiss X-Presso , Swiss Valuables, Swiss
°Celsius, Swiss Argus and Swiss General
Cargo products. If you'd like to order
any of these, please e-mail us at
cargo@swiss.com

New perspectives

The logistics market has been in a state of flux for several years now. And the changes are showing some positive trends. Europe's major postal organisations are still prominently active in this high-potential business sector. And they are busy ensuring greater vertical integration and control over their operating processes, to secure themselves a leading role in the global logistics arena and offer integrated international express, parcel and mail services to their current and future customers.

They are doing so, however, against a background of growing liberalisation in these markets and a corresponding decline in previous trade barriers. These trends are opening up a vast new global market amounting to some 1.1 billion letters and 23 million parcels a day – a phenomenal potential not only for the traditional national postal organisations but increasingly for private providers, too. And that is where Swiss WorldCargo comes in.

With our commitment to quality, our reputed reliability and our exemplary efficiency; with our specially trained personnel, our tried-and-trusted processes and procedures, our global network and our coordinated schedules; and with our highly attractive rates. All to the benefit of the customers we serve.

A matter of trust

Mail services have their own special needs. Especially when they're an international affair. Exemplary efficiency is just as essential as absolute discretion; and reliability is every bit as vital as tried-and-trusted processes and procedures. Our Swiss Mail product ably meets all these requirements, offering:

- short acceptance, transfer and delivery times
- special acceptance and handling processes
- guaranteed capacity for priority mail until shortly before departure
- long-term customer agreements
- higher booking tolerances in weight and volume terms
- globally consistent handling and quality standards
- comprehensive sales expertise in Europe, Asia and the USA
- seamless interfaces with postal organisations
- accepted Universal Postal Union (UPU) standards



It's in the mail

Letters have always been regarded as valuable air cargo – ever since Swissair performed its first transatlantic flight back in 1947. And, while the last fifty years have seen the rise of attractive digital alternatives, Swiss WorldCargo still holds mail in the same high regard. With us, letters, parcels and documents are in the safest of hands – anywhere in the world, at any time.

Reliability, efficiency and speed are the cornerstones of Swiss WorldCargo's air mail product. Thanks in no small part to our sophisticated Zurich and Geneva hubs, whose services we have tailored as closely as possible to your needs in collaboration with Swiss Post International, our handling partner. It's a service that's being increasingly appreciated: more and more national and private postal organisations are joining our customer ranks.

Trusted and efficient

With our tried-and-trusted processes and procedures, our postal expertise and our quality-minded approach, it's hardly surprising that more than 95 per cent of our consignments travel exactly as they have been booked – whether they are economy, priority or express mail, and whether they are whole sacks or individual items. Our services also offer seamless interfaces with all the postal organisations, and full acceptance of all documents and labels of the Universal Postal Union. Swiss WorldCargo also offers special services that are specifically tailored to individual customer needs: if you're a large corporate client, for example, we'll be happy to work with you to handle your company mail requirements.

Our specially trained sales teams around the world will be pleased to provide further information. Or check out our swissworldcargo.com/swiss-mail website.



Wherever you want

The Swiss International Air Lines Ltd. route network extends to over 150 destinations in more than 80 countries on 4 continents. And Swiss WorldCargo offers postal transport services to all these destinations. We also offer some of the shortest transfer times in the business, thanks to our dedicated mail handling facilities at our Zurich and Geneva hubs.

Our sales office in your region will be happy to provide further details. To find out your nearest local contact, please see the last page of this brochure.

Different from country to country

The rates applicable for our Swiss Mail products vary from country to country, and are subject to individual agreements between Swiss WorldCargo and the customer. But all our rates are based on the work and effort entailed, and the quality of the service desired.

For further details, please contact the Swiss Mail representative for your region, who will be happy to provide you with offers and/or contractual agreements for your regular shipments which are specifically geared to your particular transport needs.

With our tried-and-trusted processes and procedures, our postal expertise and our quality-minded approach, it's hardly surprising that more than 95 per cent of our consignments travel exactly as they have been booked.

