

E-Commerce

Efficient and cross border:
from the idea to the sale
fulfilment.

SWISS POST 

E-Commerce by E-Business Solutions

«Meet the ever increasingly complex requirements in increasingly global markets – through the optimal balance of material, cash and information flows. And ensure that all the individual components in managing an e-commerce solution are handled reliably and to a high standard. Efficient and professionally processes will enhance your customers' buying experience.»

E-Commerce

From the idea to the sale fulfilment



New online sales channel

Every link in the process chain is critical to the success or failure of any online commercial offering. Every stage is closely interlinked, and the sophisticated interplay between the individual components and partners is absolutely necessary – a complex network in every respect. With E-Commerce, Swiss Post Solutions offers you the necessary structure and practical operation of a new online sales channel. This new business world enables you to open up additional cross border markets, attract new customers, retain customers and generate more sales with higher revenues. You will receive a high-quality full service of all aspects of online commerce from a single supplier.

E-Commerce as a complete service

With Swiss Post Solutions as your end to end service provider, you will receive all the solutions and support from a single source, this includes: the concept, implementation and operation of your online shop, as well as innovative and effective customer communication. However, full service also includes total fulfilment - of the order to cash process including transportation, storage and despatch of the goods, billing and collection, returns management and customer support.

Take advantage of the many years of experience, extensive process know how and a flexible IT infrastructure that guarantees seamless integration into your systems.



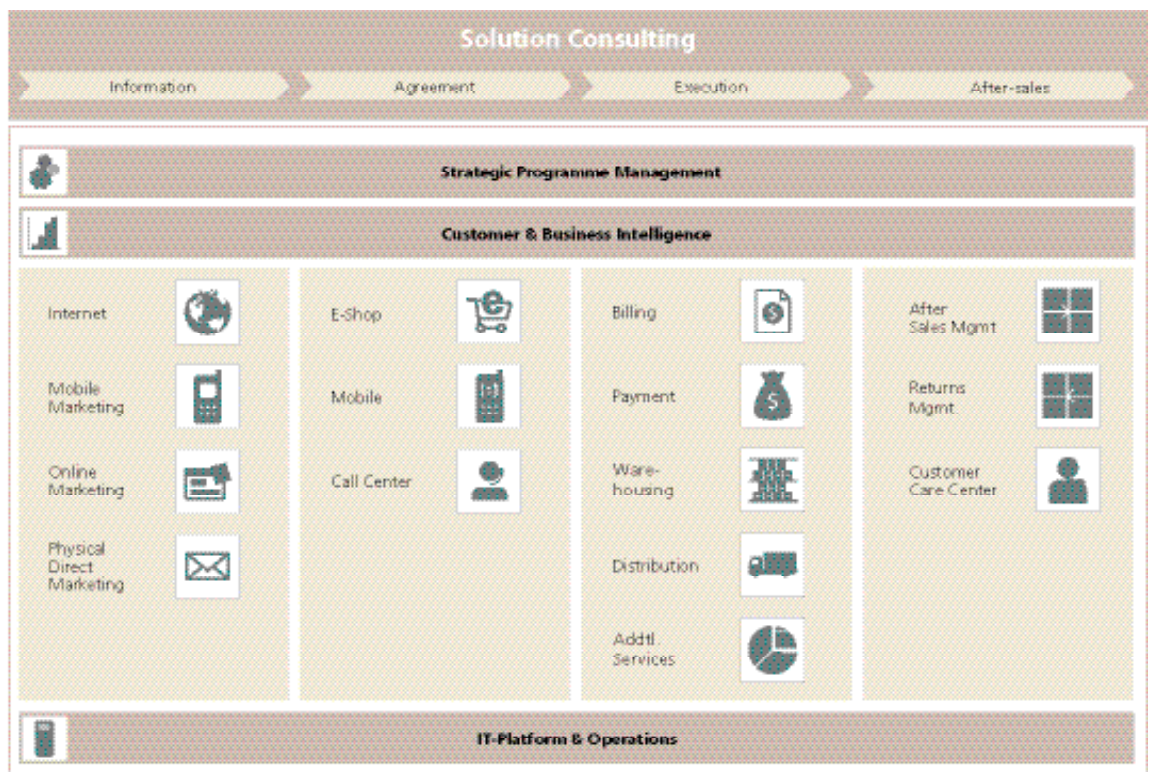
«Open up a new sales channel and attract additional customers through the use of new, tailor made technologies (Web 2.0, M Commerce).»

Successful online commerce across national borders

Offer your services and products beyond your national borders as a way of simply expanding your sales channel. This is as easy as it sounds because the Swiss Post Solutions international network of partners enables you to seamlessly conduct your e-commerce offering beyond your national borders. Storage logistics, billing, e-payment, shipment of goods including clarification of customs and value-added tax issues and securing cash collection with payment guarantee in selected countries. All of this and the international orientation of the order channels (online shop, mobile, customer care centre) are available to you from the one supplier.

Information

Today's consumers obtain their information from an increasingly varied range of channels and use all the means at their disposal, both physical and digital. A comprehensive presentation of your offering is therefore essential in today's market. Variable communication and sales channels can be optimally adjusted to meet the needs of consumers. The tailor-made communication mix reaches your customers at eye level, increasing your brand awareness level and creating confidence in the medium-term. You will be able to make appropriate use of all information and communication channels available from us be it offline, online, mobile, cross border and 24/7, to form the basis of the secure and healthy growth of your e-channels.



Our modular range of services guarantees you a solution that will be tailor-made to your individual needs.

«Boost your profits – by generating a new cost efficient source of revenue.»



Agreement

Contact your customers according to specific target groups and offer them a buying experience with the ultimate in convenience, with different and innovative ways of placing orders. Internet, mobile (SMS, MMS, mobile tagging), order forms, e-mail, fax, telephone (via the customer care centre). All the order information is received on our e-commerce platform and can be processed on a bundled basis. Our range of services extends from a simple, standardised e-shop with basic functions up to comprehensive, multi-functional e-shop solutions. In addition, we will also smooth your way to social commerce.

Implementation

Delegate responsibility for handling your e-channel and let us manage the transactions for the entire cash and goods flow. With the Billing & Payment solution from Swiss Post Solutions, your customer accounts will be managed using the relevant payment processing methods to your business be it paying-in slips, e-billing, credit or debit cards. Swiss Post Solutions can even manage the physical collections process for you too. For your goods, whether large or small, special or standardised, we guarantee professional storage, an efficient Pick&Pack service and secure, on-schedule shipping. As additional instruments for optimising your online range of products and services, we also provide further services such as Fraud and Risk Management, Track&Trace or PickPost.

After-sales

The relationship with your customers does not end with the sale. Especially if they have a problem or a question and this is where our professional customer support swings into action. A well trained and experienced team works actively and tirelessly by telephone, post, fax and e-mail to ensure customer satisfaction in the case of defects, questions about payment or exchange options. Information and repayments will be directly transferred to the existing customer account so the history of every incident is stored centrally and is permanently accessible in an up-to-date form.

Your benefits

Let us provide you with support – with our comprehensive marketing, logistics and payment know how for the design and operation of successful digital sales processes.

Learn more from your customers and their buying habits – we offer intelligent processes for increasing the frequency of purchase and increasing sales as an integrated component of the solution.

Ensure a high quality process – through the smooth transition between the individual processes to centralising your core operations.

Take advantage – of our programme of modular functions with simple expansion options or an end to end solution, a high quality full managed operation and high levels of data security.

Sit back and relax – as your central contact partner we will take care of everything and guarantee you high service levels cost transparency and flexible pricing models.

Extend your range of potential customers – reach your future and existing customers through new channels (Web 2.0, mobile etc.) by conducting active multi channel retailing.



«Increase your visibility – with a broader and strengthened market presence. Build up your market share – through multi channel retailing.»

Your partner for the design of advanced customer relationship processes

Simple and flexible enhancements

Swiss Post Solutions focuses on solutions for you and your customers. This is underlined by our philosophy of a modular and open solution architecture. You will benefit from simple and flexible enhancements of all relevant customer processes. From customer loyalty programmes, through billing solutions to customer oriented online commerce solutions.

Long-standing experience

With our many years of experience and expertise in the fields of CRM & Loyalty Programmes and Billing & Payment solutions, we offer you the opportunity to expand and further develop your e-commerce solution. For example, with the help of added-value programmes and the corresponding payment processes.



Swiss Post Solutions AG

Swiss Post Solutions is a division of the Swiss Post Group. It provides professional information management support for customers and represents efficient business processes, optimal customer communication and secure electronic communication channels.

E-Business Solutions assumes overall responsibility for outsourced business processes – from initial concept to realisation, through to the live operation. Many years of experience, flexibility and reliability in the core areas of expertise of E-Commerce, CRM & Loyalty Programmes as well as Billing & Payment have shown it to be a strong partner.

Through fast and high quality implementation, flexible process design and secure operation, it guarantees its customers competitive advantages, independence and cost effectiveness.

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