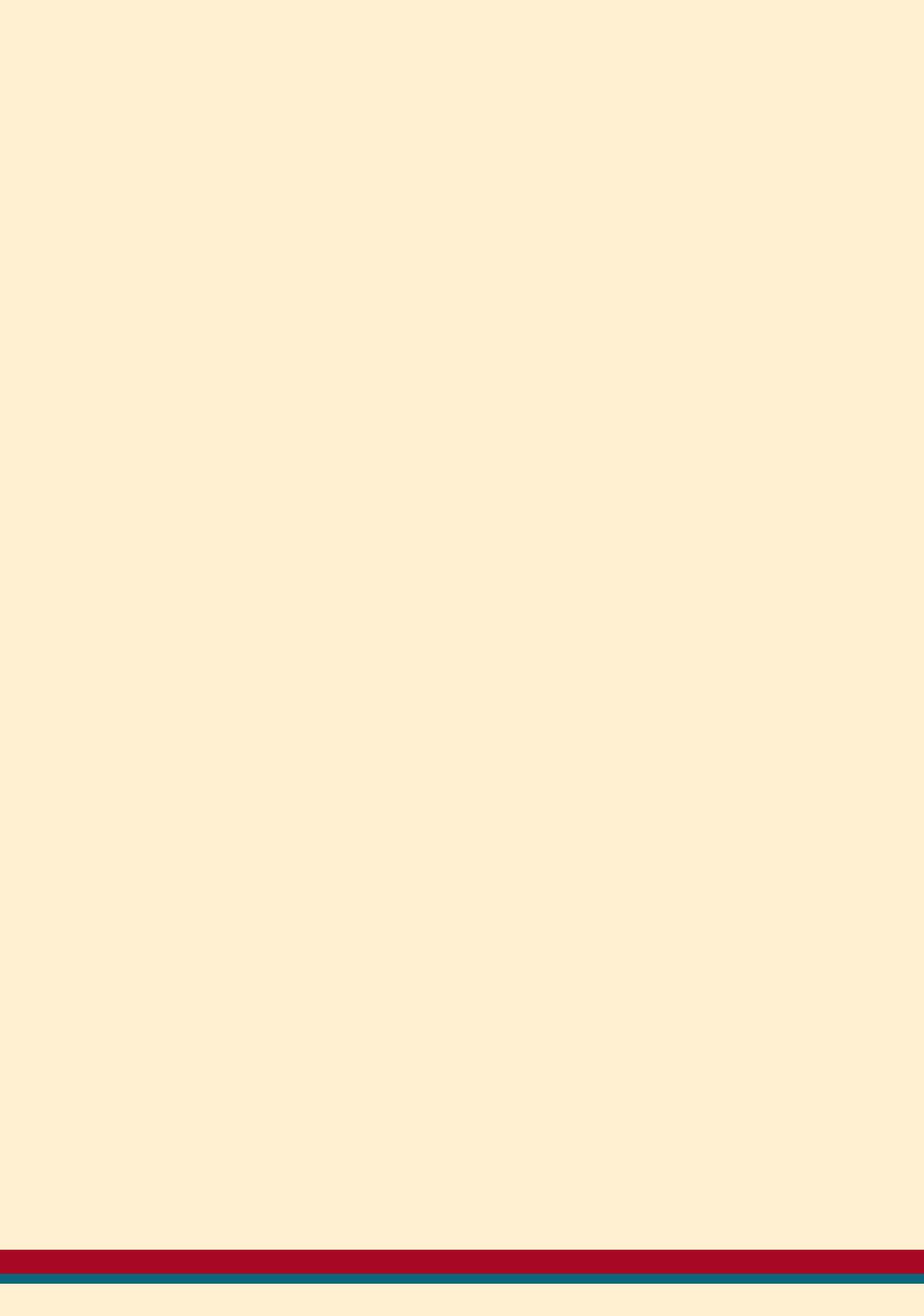


Planger



YOUR FAMILY-OWNED PARCEL SERVICE



CONTENT

Welcome to 'Planzer Parcel'	4
A parcel from A to B	6
Service	6
Parcel sizes	6
Notifications	8
Managing a delivery	9
Additional options	11
Selectable delivery times	11
Leaving a parcel by agreement or ID check	11
Returns management	12
Environmentally friendly boxes	12
Multi-parcel shipment	12
International shipping	12
Employees	14
Customer Service Centre	16
Tools and infrastructure	17
Technology	18
Your parcel service	19
Talk to us about your requirements	20

WELCOME TO 'PLANZER PARCEL'

Just click and order – that's how easy it is to shop these days. But the really fun part is receiving the order. That's where 'Planzer Parcel' comes in, the new parcel service by our Swiss family company of the same name. For us, everything revolves around parcels. Although it's actually all about people – about you as our customers and about meeting your needs and wishes. To do this, we send out well-trained drivers and use sustainable rail transport and state-of-the-art logistics algorithms. The latter were developed together with the Fraunhofer Institute. **With us, receiving a parcel becomes a highly personal experience.**





A PARCEL FROM A TO B

SERVICE

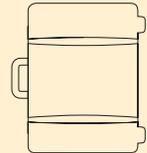
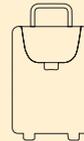
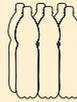
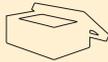
You can send parcels of various sizes with us, weighing up to 30 kg. We then deliver these to your recipient in Switzerland by no later than the evening of the next day and hand them over in person.

Our range of interesting additional options enable you to arrange the delivery to suit your recipient's precise needs (from page 11). By the way, some companies also send their wine with us. And it arrives in exactly the same condition as when it was sent.



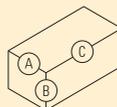
Parcel sizes

We distinguish between five different parcel sizes for your shipments.



	Large envelope	Shoe box	Six-pack of water bottles	Hand luggage	Suitcase
	XS	S	M	L	XL
Circumference*	800 mm	1,100 mm	1,600 mm	2,000 mm	2,500 mm
Max. length*	500 mm	500 mm	1,500 mm	1,500 mm	1,500 mm
	< 1.5 kg	< 3 kg	< 10 kg	< 15 kg	< 30 kg

*Calculating the circumference = $2(A + B) + C$
C = longest side



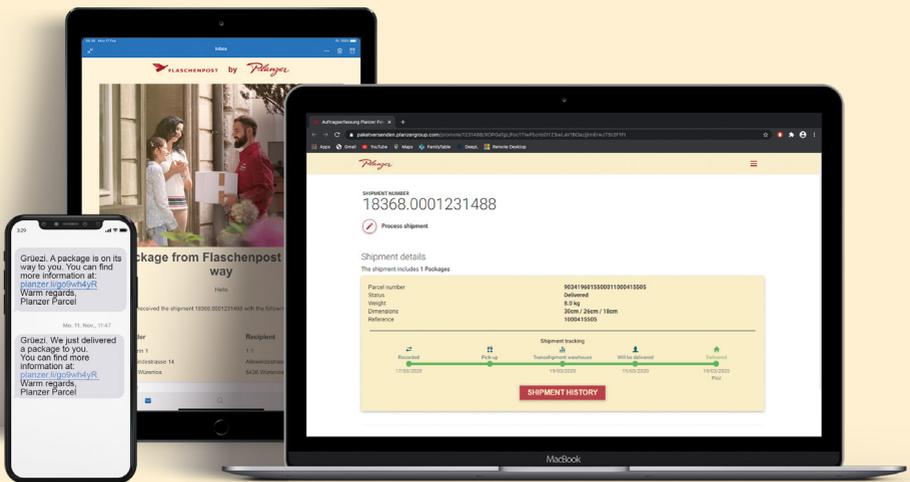


54

A PARCEL FROM A TO B

Notifications

As soon as we have physically accepted the parcel, you and your customer will receive an initial order confirmation by email and text message. From this point onwards, you can track your shipment at any time in our 'Track & Trace' app in the customer portal. Other notifications will follow until it is successfully delivered. These can be customised and co-branding is also possible.



Managing a delivery

The delivery conditions can be changed by your customer or our recipient up to 15 minutes before delivery. It can be arranged for the parcel to be delivered to an office, a neighbour or a holiday residence.

If the recipient cannot be contacted for the first delivery, the person will receive an automatic notification by email and/or text message and we will leave a delivery card in their letterbox. This can be used to specify preferences for a new delivery.





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A PARCEL FROM A TO B

ADDITIONAL OPTIONS

Our range of different additional options enable you to arrange the delivery to suit your customers' precise needs.

Selectable delivery times

If no time is specified, the recipient will receive your shipment by no later than the evening of the next working day. For a small fee, you can specify yourself when your shipment should arrive by. On request, we can deliver your shipment the next day as follows if the order is placed by noon:

- by 8 am
- by 10 am
- by 12 noon

Parcel left by agreement or ID check

You have the choice of two options for your delivery:

1. The parcel is left without confirmation of receipt

We recommend this option if your recipient is difficult to reach but they still want to get the parcel at a certain time. In this case, we will leave your parcel without getting personal delivery confirmation from the recipient or we will hand it over to a predefined person.

2. Personal delivery with identity check

If you want your recipient to prove their identity, we will check it on your behalf before we hand over the parcel.

A PARCEL FROM A TO B

Returns management

Returning parcels can be complicated, time consuming and annoying. There is also another way. When delivering parcels, we are happy to accept returns. This is practical for you and for your customer.

Environmentally friendly boxes

Our ecological and environmentally friendly boxes offer better protection than traditional cardboard boxes. The environmentally friendly boxes can be shipped safely and have a seal and identification code. We also scan your parcel at all touchpoints to enable you to track your environmentally friendly box in quasi real time at any point.

Multi-parcel shipment

For a multi-parcel shipment, you place an order to send several parcels to one destination point. We collect the parcels for you from different locations and deliver them to a single recipient address.

International shipping

Working together with our international partners, we can deliver your parcel in over 195 countries. So it doesn't matter at all whether your recipient is located in Switzerland or not.





EMPLOYEES

Everyone knows that you don't get a second chance to make a first impression. That's why our parcel service has drivers out on the road who want to make a lasting impression on your customers – and not just visually. They undergo a five-day training course, at the end of which they sit an exam and receive a certificate. The areas covered by the training include:

- Products and processes
- Work safety
- Hazardous goods
- Signature moment
- Image
- Company knowledge
- Conduct in the event of an accident
- Conflict management

As our drivers carry out no other duties, such as loading the vehicles, they are able to fully focus on the delivery of your parcel.

Our drivers' work clothing is also cleaned regularly by our in-house laundry service. This plays an essential role in ensuring that our drivers have a clean and tidy appearance and look professional.





CUSTOMER SERVICE CENTRE

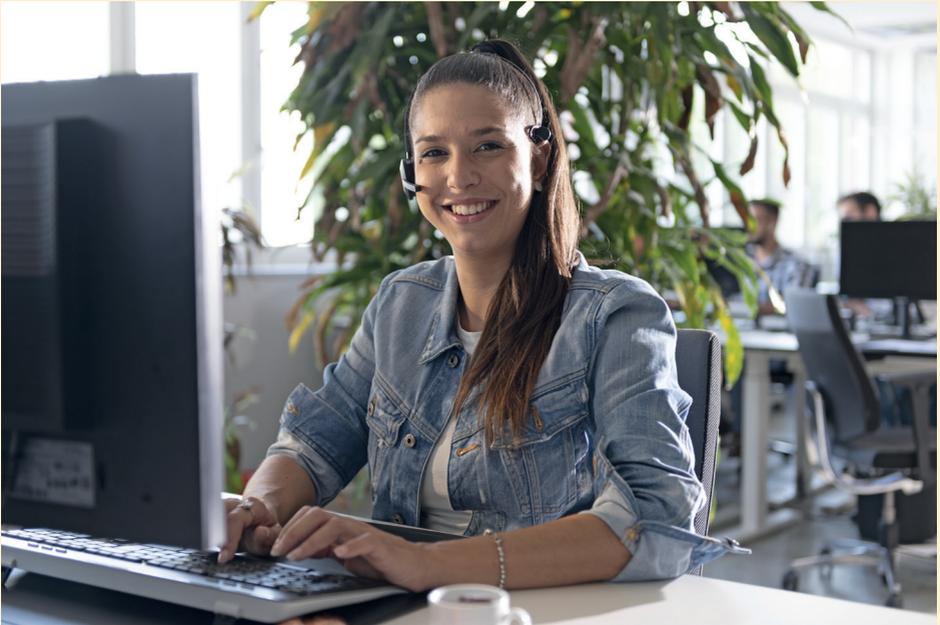
Your concerns as our customer are a priority for us. That's why we have a Customer Service Centre, staffed by competent and friendly employees who will answer your questions and clarify any issues you have. The best part is that we don't have an anonymous helpline with a recorded message – you get to speak directly to one of our employees on the phone. You can contact us by telephone as follows:

Monday to Friday from 7 am to 7 pm

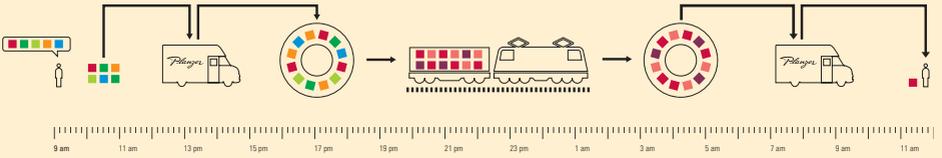
- German +41 44 438 50 40
- French +41 21 821 02 02
- Italian +41 91 611 54 84
- English +41 44 438 50 40

or by email to service@planzer-paket.ch.

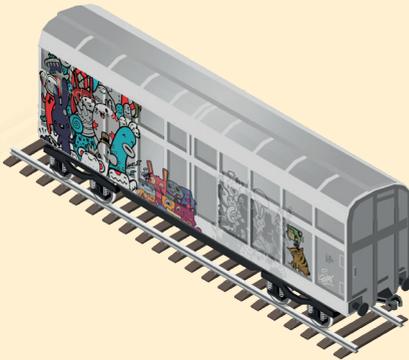
We look forward to hearing from you and are happy to help.



TOOLS AND INFRASTRUCTURE



700,000 companies, 3.8 million private households, 26 cantons – Switzerland faces plenty of challenges when it comes to punctual parcel delivery. That’s why we maintain a network throughout Switzerland with ten rail centres and transport your shipments to their destination region overnight using the environmentally friendly freight railway – without having to worry about traffic congestion or weather conditions. The so-called last mile to your recipient’s front door is covered by our parcel service vehicles with the original ‘Planzer Parcel’ livery.



TECHNOLOGY

With us, parcels and data run in parallel and we use the latest generation technology to achieve this. For example, we can connect your ERP system to our logistics software via an **EDI interface**. You can manage your orders easily via our **customer portal** or track where your shipments are using 'Track & Trace'.



YOUR PARCEL SERVICE

Your needs motivate us to perform at the highest possible level. We give our best, day in and day out – providing you with numerous benefits:

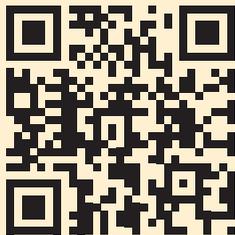
- Service by a Swiss family company
- Well-trained and well-paid employees
- Personal support, no anonymous helpline
- Local drivers from your area
- A large part of routes by environmentally friendly rail
- Careful use of resources
- Diverse range of logistics services from a single source

As a Swiss family company, we also believe in cultivating long-term working and personal relationships with our customers and recipients. We see ourselves as part of your customer experience and know that it is about much more than just delivering parcels.

**TALK TO US ABOUT
YOUR REQUIREMENTS.
WE'RE HAPPY TO HELP.**



Your contact



Scan me!

planzer-paket.ch/en/contact