Introduction of the volume letter – what you need to know (Available from 1 January 2027)

With the introduction of the volume letter, the previous combination of basic price and format surcharge for A and B Mail individual items (standard and midi) and for A Mail Plus up to B5 will be replaced. The volume letter is intended for both business customers and private customers. It enables easy mailing of content with a thickness of 2 to 5 cm up to B5 format and up to 500 g. The option of electronic track and trace and delivery to the mailbox takes account of the benefit of quick and easy delivery.

Prices and formats

Post unfranked consignments at the branch
Volume letters are franked and processed by Swiss Post employees at the branch.

– Price up to B5
– Up to 25 x 17.6 cm, max. 5 cm thick
– 1–500 g

5.20*

Post ready to dispatch
Volume letters are franked and have a barcode (e.g. WebStamp).

– Price up to B5
– Up to 25 x 17.6 cm, max. 5 cm thick
– 1–500 g

4.20*

*Prices in CHF, incl. VAT.

Important information

Track and trace
Each volume letter has a barcode (beginning with 98.25), which enables electronic track and trace and unique identification.

Franking & barcode creation
For customers with a billing relationship with Swiss Post, the franking/posting of volume letters is only possible with a Letter mail easy franking licence (also applies to WebStamp). There are various options for creating and using the volume letter consignment barcodes:
– Barcode creation by sender/mailer -> Microsite manual “Barcodes and data matrix codes for letter mail”
– Obtaining barcode stickers via the Barcode web service/API barcode
– Ordering barcode stickers via the “Order barcodes & shipping labels” online service (from 1 December 2026)
– Obtaining consignment barcodes via WebStamp.

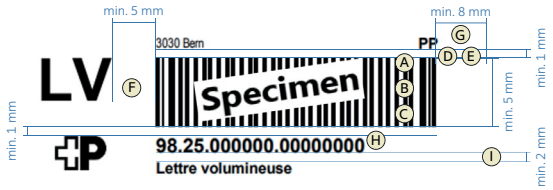
The advantages of the volume letter

– Delivery on the next working day (Monday to Saturday)
– Electronic track and trace via the “Track consignments” online service
– Secure delivery to a mailbox at home or the nearest My Post 24 terminal (for direct addressing)
– The option of having consignments collected with pick@home will be introduced in spring 2027.
– Data submission possible with DataTransfer

Labelling and design

Volume letters have a product code (capital letters) in the form of the horizontally printed “LV”. The consignment barcode always begins with the code 98 (letter), followed by the product code 25 (volume letter), the six-digit, customer-specific franking licence number (Letter mail easy) and the eight-digit, consecutive consignment number. Besides the volume letter consignment barcode, the service provider designation and the PP impression, no special labelling is required.

The following dimensions must be observed so that the consignment barcodes for domestic mail can be reliably read:



Key	Description	Dimension
A	Module width	from 0.335 mm (see “Introduction”)
B	Module ratio	4:1 (see “Introduction”)
C	Module height	At least 5 mm
D	Distance between branch at domicile and barcode	At least 1 mm
E	Distance between PP impression and barcode	At least 1 mm
F	Distance between product code and barcode	At least 5 mm
G	Trailing quiet zone	At least 8 mm
H	Distance between barcode and human-readable information	At least 1 mm
I	Distance between human-readable information and product designation	At least 2 mm

Detailed information on barcode design (section 15.3)

Packaging

The letter creation from A to Z specifications apply. The packaging must be adapted to the contents. If goods such as keys or USB sticks are sent, secure packaging must always be chosen, e.g. cardboard packaging is ideal.

Liability

Swiss Post assumes no liability.

Value-added services

- Business reply label
- A Mail late posting/letters with barcode
- Military consignments and items for the blind

Do you have any questions? Our customer advisors are happy to assist you at the following numbers:
- **Private customers**: 0848 888 888
- **Business customers**: 058 667 85 91

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