

## Sending Packages Abroad

Customer Support assigns your personal login for Swiss Post, GLS and FedEx Express; e-mail: [support@mul.uzh.ch](mailto:support@mul.uzh.ch) or phone +41 (0)44 635 40 53. We are happy to answer any questions and assist you with shipping.

### GLS – Sending Packages in Europe

(DDP and tracking and tracing available – billed to UZH, in addition to transport there is an additional DDP basic charge per shipment of CHF 50–70 depending on the country and value of goods)



Create [shipping documents for GLS packages](#) (consignments up to 30 kg)

Instructions: [German](#) / [English](#) – [UZH quick guide for GLS](#): key points to note

### FedEx – Sending Packages Worldwide

(DDP and tracking and tracing available – all costs billed to the institute/department/office)



Create [shipping documents for FedEx packages](#) (consignments up to 68 kg)

There is one UZH user account per institute/department, site, or organizational unit. This account is linked to the KoBe ETH+ special conditions.

FedEx packaging materials and document wallets are available at all internal postal mail desks and the Receipt of Goods Office on the Irchel campus, or can be ordered by e-mailing Customer Support: [support@mul.uzh.ch](mailto:support@mul.uzh.ch).

### DHL or UPS – Sending Packages Worldwide

(DDP and tracking and tracing available – all costs billed directly)



Create [shipping documents for DHL packages](#) (consignments up to 65 kg)



Create [shipping documents for UPS packages](#) (consignments up to 65 kg)

Contact DHL or UPS directly to obtain a user account with a customer number. DHL/UPS must link the KoBe ETH+ special conditions to your customer number.

Order packaging materials and document wallets directly from DHL or UPS.

### SWISS POST – Sending Packages Worldwide

(No DDP, limited tracking and tracing available)

[Consignment documents for international small goods CN22/CN23](#) (consignments up to 2 kg)



Create [waybill \(on account\)](#) (consignments from 2 to 30 kg)

[Accompanying documents for international shipping](#) – see here for an overview of the required documents and additional information you need to know.

#### Please note:

When shipping to business customers (including libraries) in Europe, you will need the recipient's **tax number (EORI)**. Ask the recipient for this number.

You also always need to provide the **customs tariff number** of articles for business customers. You can find this using the [Tares](#) system. For private customers, you can use 0 instead of the customs tariff number.



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You can get document wallets from all UZH internal postal mail desks or order them by e-mailing [support@mul.uzh.ch](mailto:support@mul.uzh.ch).