Dear customer,

You are soon about to introduce IncaMail in your company.

In this document you will find helpful templates and tips which will help ensure IncaMail is introduced as smoothly as possible for your employees. They are based on positive experiences of many companies which, by proceeding carefully, managed to make the use and acceptance of IncaMail very successful from the beginning. Of course the framework conditions differ from company to company. Generally the use of IncaMail is received entirely positively – irrespective of the branch of industry, the types of professions and also the age of the employees.

A well planned introduction is worthwhile.After all, based on experience it guarantees a high number of users from the beginning and prevents additional work being required for activities to generate recipients afterwards. We recommend that you adapt the following instructions according to your individual possibilities and optimise the activity grid as well as the templates precisely according to your specific requirements.

Here it needs to be taken into account that today more than 80% of the population use the internet several times a week and that this figure is still almost at 70% even among the age group of 60 – 69 year olds. Assuming that the majority of employees in your company have a private e-mail address, we have identified two factors with a significant effect on the willingness to use:

1. **Simplicity of registration**

Our experiences show that it is not the acceptance but rather the convenience which represents the biggest obstacle with regard to the registration process. The employees want to register with as little complication as possible and also be able to open and read the message without a lot of instructions.

1. **Limitation of choice**

As a rule, companies do not want to force their employees to use the digital mailing route. Ideally, though, electronic receipt will be introduced as the new standard for sending wage data without an active choice being offered. In fact, employees should be asked to get in touch for support if the introduction of IncaMail should represent a problem for them.

**Tip:** Consider what could be a good opportunity for uncomplicated indication of the necessary e-mail address. If necessary, it is a good idea to have a daily or weekly coordination meeting where the supervisor or team leader determines the consent and the e-mail addresses of the employees.

**Procedure when launching IncaMail**

**Step 1 – Clarification of facts about IncaMail**

Knowledge and information create trust and transparency. So ideally you will inform the employees shortly beforehand about the significance and the advantages of the future use of IncaMail for sending pay slips. This moment is generally also a good opportunity to generate the addresses of your employees. **→ Template A**

***Tip:*** *Generate additional goodwill for the use of IncaMail by offering the employees a reward for their willingness to cooperate.*

*This can be a thank-you in the form of a small gift. Possible examples: Voucher for the canteen, apple with message “Thank you for helping the environment.” etc.*

*Of course raffles of more valuable non-cash prizes are also a possibility. The cases we know show, however, that these actions generally only have a supportive effect and do not ensure any guaranteed successes.*

*An alternative or a useful addition to an incentive is if the supervisors motivate the employees. Suggest to your managers that they personally persuade their team to opt for IncaMail in the interest of the company. Based on experience, this measure is successful.*

**Step 2 – Determination of the private e-mail address**

The next step is to determine the private e-mail address of your employees and obtain their consent to receive pay slips via IncaMail in the future. If the introduction of IncaMail has not already been announced beforehand, it is also a good idea to provide brief information about the use and the advantages (see Step 1). Also offer help to employees who do not yet have a private e-mail address. **→ Template B**

Basically the pay slips can also be sent to the employee’s business e-mail address, of course, if this does not lead to any problems for the privacy of your employees. In this case it is not necessary to determine the private e-mail addresses.

***Tip:*** *Based on previous experiences, we recommend using paper for determining the e-mail addresses – via internal mail or as an attachment to the pay slip. This method enables a quick and uncomplicated reply in particular for employees without direct mail access at the workplace.*

*As a useful aid we will provide you with a completed template of a card for address generation.* **→ Sample in the attachment**

**Step 3 - Registration for IncaMail**

After registering to electronically receive wage documents, we recommend sending the employees a thank-you mail and asking them to register for IncaMail. Essentially the one-off, free of charge registration can also be carried out upon first receipt. Registering in advance is recommended for several reasons, however.

***Tip:*** *Combine Step 3 and 4 into one piece of information.*

**Step 4 – Instructions for viewing the pay slip**

Ideally the instructions for viewing the pay slip are not given until after the willingness to participate has been declared. If necessary this should also be in paper form which can be picked up during initial use or alternatively as a PDF attachment in an unencrypted e-mail shortly before the first pay slip is sent via IncaMail. To this end, we recommend the following instructions:

[**→ Instructions – Registration and retrieval of the payslip**](https://www.swisspost.ch/incamail-recipient-info-short)

***Tip:*** *If possible, a live demonstration of the viewing process is ideal. With this opportunity the questions and uncertainties can be cleared up immediately and precisely and the employees can also try out the procedure right away themselves if necessary. Ideally here you should also integrate Step 3 into the live demonstration immediately.*

If you have any questions with regard to these points or need support, we will be happy to help if you send an e-mail to [incamail.ch@post.ch](mailto:incamail.ch@post.ch).

**Template A – Template text for IncaMail information**

For security reasons and to protect the privacy of the employee, sensitive documents such as pay slips could not be sent via e-mail previously. With IncaMail, the secure electronic delivery of these confidential documents is possible, however. This enables our company to make the regular dispatch of wage documents simpler, faster and much more efficient.

IncaMail is a service of Swiss Post for securely sending confidential e-mails. Unlike normal e-mails, messages sent via IncaMail are encrypted, cannot be viewed by third parties and are guaranteed to be unchanged. It is also ensured that the e-mail is delivered verifiably to the right recipient.

With your willingness to use IncaMail for receiving wage documents, you are actively supporting the efforts of our company to protect the environment and to ensure sustainable economic development.

By making the switch you are helping to:

* save energy and material (printing, paper, delivery)
* lower material and delivery costs
* relieve the burden on colleagues from the human resources department.

If you need help, you can reach the IncaMail support team during business hours:

* 8:00 am – 12:00 pm / 1:00 pm – 5:00 pm under tel. no. +41 848 77 66 55 (Swiss local rate)
* send an e-mail with your concern to: [helpdesk@swisssign.com](mailto:helpdesk@swisssign.com)
* consult the help page at: <https://www.swisspost.ch/incamail-support>

You will find more information on IncaMail at [www.swisspost.ch/incamail](http://www.swisspost.ch/incamail)

**IncaMail is as easy as a normal e-mail and is free of charge for you as a recipient.**

**Overview of the advantages of IncaMail**

***Secure and encrypted*** Transfer of your wage documents via IncaMail is encrypted and protected against unauthorised viewing by third parties.

***Quickly available*** You receive your wage documents a few minutes after they are sent by your employer. And here it does not matter where you are.

***Available at any time and anywhere***  Thanks to the delivery to your e-mail address, you can view the pay slip at any time and anywhere. Whether on a desktop computer, laptop, smartphone or tablet.

***Makes environmental sense*** Electronic delivery is environmentally friendly because it is possible to save on the otherwise needed resources for paper, printing and transport.

***Electronically archivable*** You can save the pay slips easily and transfer them to your existing online archive.

***Reply free of charge and securely***  There are no costs connected with receiving your documents. You can even send the human resources department a free reply via a secure IncaMail.

**Template B – Determination of e-mail addresses**

((company logo))

**Form for determining the private e-mail addresses**

Thank you for choosing to send your wage documents electronically via secure IncaMail in the future. This means that you are helping to protect the environment and save on unnecessary material costs.

***Please fill in the information in block capitals.***

|  |  |
| --- | --- |
| Surname |  |
| First name |  |
| Department |  |

I want to have my pay slips sent to my private e-mail address in the future.

Please tick as appropriate:

|  |  |  |
| --- | --- | --- |
|  | Private e-mail address\* |  |
|  | I do not have an e-mail address | We will contact you and look for a solution together. |

\* Please do not indicate a business e-mail address so we can send you the wage documents

while protecting your privacy as best as possible, including if you leave the company.

Place/date: Signature:

Please send this form back by internal mail for the attention of the human resources department, Joe Public. Thank you.

***Tip:*** *Try to avoid information which the employee has to look up (e.g. staff number). If unique identification characteristics are necessary on account of a high number of employees and the associated risk of confusion, however, check alternatives such as department, name of supervisor, etc. or inform the employees where they can easily find the necessary information (e.g. You will find the details of your staff number…..).*

**Sample of a card for address generation**

The required number of A5 cards for the generation of addresses with your employees can be ordered [here](http://www.post.ch/incamail-card).

 