



Invoice Processing on SAP Ariba

June 2022 – Swisscom.Kaufhaus@swisscom.com

swisscom

C1 – Public



Invoice Processing on SAP Ariba

On the following pages you will find notes on how to invoice material, service and limit orders.

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Invoice Processing on SAP Ariba

Before you create the first invoice, please check whether you have installed your remittance ID for Swisscom correctly.

You can find the instructions [here](#)



Invoice Processing on SAP Ariba

1) Types of Invoices

In general, invoices are processed in the same way on SAP Ariba, with some special considerations regarding the different invoice types:

Material Orders	Service Orders	Limit Orders
<ul style="list-style-type: none">• Requires order confirmation and shipping note• Invoices can be submitted until the ordered quantity is reached.	<ul style="list-style-type: none">• The service entry sheet is automatically created when the invoice is issued• Invoices can be issued until the cost estimate is reached.	<ul style="list-style-type: none">• Invoices can be issued until the cost estimate is reached.• Invoices can be issued from the start date of the service.

On the following pages, you will see if the steps need to be considered for material, service or limit orders.




Invoice Processing on SAP Ariba

2.1) Order Processing: E-Mail Notification

After receipt of the order, you will receive an e-mail notification from SAP Ariba. Click "Process order" to open the order on Ariba.

Swisscom (Schweiz) AG - TEST changed an order

If more than one email address is associated with your organization for PO delivery, then the copy of this purchase order would be sent to
Your customer sent you this order through Ariba Network.

 Klicken Sie hier mit der rechten Maustaste, oder tippen...

Process order

Send PDF invoice



Invoice Processing on SAP Ariba

2.2) Order Processing: Entry through Workbench

You can also open the order directly on SAP Ariba via **Workbench** > **Orders** > click on the corresponding **order number**.

SAP Business network Standard account Upgrade TEST MODE Back to the previous view

Home page activation Workbench Orders Fulfillment bills Payments Catalogs Reports

Workbench

1 New orders Last 31 days

2 Orders Last 31 days

0 Rejected invoices Last 31 days

CHF 0.0 CHF Transfers Last 31 days

2 Orders to be billed Last 31 days

1 bills Last 31 days

0 Attached documents

Orders (2)
> Edit filter | Save filter | Last 31 days

Order number	customer	amount	date ↓	order status
4501442326	Swisscom (Switzerland) AG - TEST	5,000.00 CHF	12/16/2021	New



Invoice Processing on SAP Ariba

2.3) Order Processing: Purchase Order Overview

In the order overview you can create desired documents and view information about the order.

Purchase Order: 4501362651

Create Order Confirmation

Create Ship Notice

Create Service Sheet

Create Invoice

Order Detail

Order History

From:

Service Order

Limit Order

Purchase Order: 4501362638


Create Order Confirmation

Create Ship Notice

Create Invoice

Order Detail

Order History



From:

Swisscom (Schweiz) AG

Invoice Center

Postfach 401

8901 Urdorf

ZH

Switzerland

To:

Markus_Test_Supplier_3 - TEST

Bern Strasse 1

2000 Bern

Switzerland

Phone: +1 292

Material Order

Service and limit orders:

- **DO NOT** create an order confirmation and a service entry sheet.

Create the invoice directly (skip to page 10)

Material orders:

- You must create an order confirmation and a shipping note (see the following pages).

Swisscom Kaufhaus, 12.2021, Anleitung_Rechnungsstellung, C1 Public

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Invoice Processing on SAP Ariba

2.4) Order Processing: Material Order

Click Create Order Confirmation > Confirm Entire Order or Update Line Items (for partial deliveries).

Purchase Order: 4501362638

Create Order Confirmation ▼ Create Ship Notice Create Invoice ▼

Confirm Entire Order
Update Line Items
Reject Entire Order

Enter the confirmation number and the expected shipping and delivery date.

1 Update Item Status 2 Review Confirmation

▼ Order Confirmation Header

Confirmation #: 7843295296
Associated Purchase Order #: 4501362638
Customer: Swisscom (Schweiz) AG - TEST
Supplier Reference:

Shipping and Tax Information

☐ Enter shipping and tax information at the line item level.

Est. Shipping Date: 15 Dec 2020
Est. Delivery Date: 16 Dec 2020
Est. Shipping Cost:
Est. Tax Cost:



Invoice Processing on SAP Ariba

2.4) Order Processing: Material Order

Material Order

Select the items to be delivered and enter the confirmed quantity. Under their details you can adjust delivery dates.

Line #	Part # / Description	Qty (Unit)	Need By	Unit Price
1	Test4 Test Item 4	6 (EA) ⓘ	21 Dec 2020	49.00 EUR
Current Order Status				
<input checked="" type="radio"/> 10 Confirmed With New Date (Estimated Shipment Date: 15 Dec 2020; Estimated Delivery Date: 17 Dec 2020)				
Confirm:	5	Backorder:		Reject: Details ⓘ
2	Test3 Test Item 3	6 (EA) ⓘ	18 Dec 2020	19.00 EUR
Current Order Status				
<input checked="" type="radio"/> 6 Unconfirmed				
Confirm:	5	Backorder:		Reject: Details ⓘ

New Order Status: **5 Confirmed**

Est. Shipping Date: 15 Dec 2020 ⓘ

Est. Delivery Date: * 17 Dec 2020 ⓘ

Submit the order confirmation.

Previous

Submit

Exit



Invoice Processing on SAP Ariba

3) Invoice Creation

Material Order

Service Order

Limit Order

Click Create Invoice > Standard Invoice

You can invoice several partial amounts of an order until the specified amount is reached.

Important: For service orders with several items, one invoice must be issued per item.

Purchase Order: 4501442678

Service Order

Limit Order

Create Order Confirmation ▼ Create Ship Notice ~~Create Service Sheet~~ Create Invoice ▼

Order Detail Order History

From: Swisscom (Schweiz) AG
Invoice Center
Postfach 401
8901 Urdorf
ZH
Switzerland

To: Test SLP1
Meierhofstr.
6032 Emmen
Switzerland
Phone: +41 (79) 6223926
Fax:

Purchase Order
(→ Partially Serviced)
4501442678
Amount: 790,000.00 CHF
Amount: 690,000.00 CHF
Version: 3 (Previous Version)

Purchase Order: 4501362638

Material Order

Create Order Confirmation ▼ Create Ship Notice Create Invoice ▼

Order Detail Order History

From: Swisscom (Schweiz) AG
Invoice Center
Postfach 401
8901 Urdorf
ZH
Switzerland

To: Markus_Test_Supplier_3 - TEST
Bern Strasse 1
2000 Bern

Purchase Order
(Partially Shipped)
4501362638
Amount: 408.00 EUR



Invoice Processing on SAP Ariba

3.1) Invoice Creation: Edit Invoice Header

Material Order

Service Order

Limit Order

Enter the invoice number (alphanumeric!) and the invoice date in the overview.

For service and limit orders, you must enter the service start and end date under "Additional fields".

▼ Invoice Header

Summary

Purchase Order:	4501362638	Subtotal:	408.00 EUR
Invoice #:	8729653	Total Tax:	0.00 EUR
Invoice Date:	15 Dec 2020	Total Amount without Tax:	408.00 EUR
Remit To:	Bern Strasse 1	Amount Due:	408.00 EUR
	Bern		
	Switzerland		
Bill To:	Swisscom (Schweiz) AG		
	Urdorf		
	Switzerland		

Example:

RE123456 valid

RE-123.456 invalid

Important notice:

The invoice date may only be backdated up to 30 days.

Please note that the payment deadline will be calculated from this date.

Additional Fields

Supplier Account ID #:		Service Start Date:	17 Dec 2020
Customer Reference:		Service End Date:	18 Dec 2020
Supplier Reference:			
Payment Note:			
Supplier:	Markus Test Supplier 7 - TEST	Customer:	Swisscom (Schweiz) AG
	town		Urdorf
	Switzerland		Switzerland
		Email:	
Bill From:	Markus Test Supplier 7 - TEST		



Invoice Processing on SAP Ariba

3.1) Invoice Creation: Edit Invoice Header

Material Order

Service Order

Limit Order

If your invoice includes a payment slip, enter the **ESR Participant Number** (= your account number) and ESR Reference Number under "Supplier VAT". The same applies to payment slips with a QR-IBAN.

Supplier VAT

Supplier VAT/Tax ID: CHE-123.123.123 MWST

Supplier Commercial Identifier:

Supplier Commercial Credentials:

ISR number:

ISR reference number:

Add to Header ▼

Empfangsschein

Konto / Zahlbar an
CH52 3000 5023 4567 8100 0
Robert Schneider AG
Rue du Lac 1268
2501 Biel

Referenz
21 00000 00003 13947 14300 09017

Zahlbar durch
Pia-Maria Rutschmann-Schnyder
Grosse Marktgasse 28
9400 Rorschach

Währung	Betrag
CHF	1 949.75

Zahlteil



Währung	Betrag
CHF	1 949.75

Konto / Zahlbar an
CH52 3000 5023 4567 8100 0
Robert Schneider AG
Rue du Lac 1268
2501 Biel

Referenz
21 00000 00003 13947 14300 09017

Zusätzliche Informationen
Auftrag vom 15.06.2020

Zahlbar durch
Pia-Maria Rutschmann-Schnyder
Grosse Marktgasse 28
9400 Rorschach

=ESR TN-Nr.

=ESR-Referenz

If no information is entered, the payment will automatically be sent to the payment details registered with us in the system on your part.



Invoice Processing on SAP Ariba

3.2) Invoice Creation: Add Attachment

Material Order

Service Order

Limit Order

The original invoice must be added as a PDF.

Open the drop-down menu ", click Attachment > Choose File > Add attachment.

Add to Header ▼

- Special Handling
- Discount
- Allowance
- Charge
- Additional Reference Documents and Dates
- Comment
- Attachment

Attachments

The total size of all attachments cannot exceed 100MB

Choose File No file chosen Add Attachment



Invoice Processing on SAP Ariba

3.3a) Invoice Creation: Edit Line Items

Service Orders

Services must be entered as a line items. Click on "Add/Update" > "Add General Service" within the line items.

Line Items

Insert Line Item Options

☐ Tax Category: ☐ Discount

<input type="checkbox"/>	No.	No.	Include	Type	Part #	Description	Customer Part #	Quantity	Unit	Unit	Unit Price	Subtotal
<input type="checkbox"/>	1			Not Available	abc							

↳



Invoice Processing on SAP Ariba

3.3a) Invoice Creation: Edit Line Items

Service Order

Enter the description, **the quantity "1"**, the **unit "EA"** (for "each" = piece), the **unit price** and again **the service start and end date**. The subtotal is then calculated automatically.

▼	1	Not Available		abc						
No.	Include	Type	Part #	Description	Customer Part #	Quantity	Unit	Unit Price	Subtotal	
<input checked="" type="checkbox"/>	1	<input checked="" type="checkbox"/>	SERVICE		Service part 1		1	EA	3,000.00 CHF	3,000.00 CHF
Service Period		Service Start Date: *		17 Dec 2020		Service End Date: *		18 Dec 2020		

Important note:

When entering amounts and VAT, the decimal places must be separated with . (dot) or , (comma) depending on the browser. Check subtotal after entering VAT.



Invoice Processing on SAP Ariba

3.3a) Invoice Creation: Edit Line Items

Limit Orders

For limit orders, you only need to specify the amount to be charged (price per unit of quantity) and the date of the delivery note.

<input type="checkbox"/>	No.	Lock in	Art	Part no.	description	Part no. of the customer	crowd	Unit	Price per unit of measure	Subtotal
<input type="checkbox"/>	10		MATERIAL		Arval TEST limit position offsetting KST		1	LE ⓘ	490,000.00 CHF	490,000.00 CHF
Pricing Details										
					Unit of measure for price: LE ⓘ	Quantity of the unit of 1				
					Conversion of the unit of 1	measure for price:				
					measure:	Description:				
tax										
shipping										
Sent from: Claro-Pizzo 2500 plus					Delivery address: Swisscom (Switzerland) AG					View / edit addresses
Claro					Bern					
Switzerland					Switzerland					
Recipient:										
Shipping										
Shipping amount:*					0,00 CHF		Shipping date:			
Shipping documents										
Packing slip ID:					ID of the delivery note:					
Date of the packing slip:					Line no. of the delivery note:					
					Date of the delivery note:*					
					31. Dez. 2022					



Invoice Processing on SAP Ariba

3.3a) Invoice Creation: Edit Line Items


Service Order

Limit Order

Select the **line items**.

Positionen											2 Positionen 1 Eingeschlossen 0 Bereits vollständig in Rechnung gestellt
<input type="checkbox"/>	Nr.	Einschließen	Art	Teilenr.	Beschreibung	Teilenr. des Kunden	Menge	Unit	Preis pro Mengeneinheit	Zwischensumme	
<input type="checkbox"/>	1				Not Available	Das ist ein Test (bitte Genehmigen)					<button>Hinzufügen/Aktualisieren ▾</button>
<input type="checkbox"/>	Nr.	Einschließen	Art	Teilenr.	Beschreibung	Teilenr. des Kunden	Menge	Unit	Preis pro Mengeneinheit	Zwischensumme	
<input checked="" type="checkbox"/>	1	<input checked="" type="checkbox"/>	SERVICE	Service pt. 1	Teil 1		1	EA	1.000,00 CHF	1.000,00 CHF	

Klick on Line Item Actions > Add > Tax.



Line Item Actions ▾

Delete

Edit

Add

Tax

Shipping Documents

Special Handling

Discount



Invoice Processing on SAP Ariba

3.3a) Invoice Creation: Edit Line Items

Service Order

Limit Order

Select the tax rate under the Category tab. If no tax rate has been entered yet, you can enter it once under Configure Tax Menu. If no tax is to be charged, configure a tax rate of 0% and select "Tax-free" or "Exempt" under Details of Exemption.

Tax		Category:* VAT	Taxable Amount: 3,000.00 CHF
Location:		steer	Tax Rate Type:
Description:		0% sales tax / 0.0% no VAT	Rate(%): 7.7
Regime:		2.5% sales tax / 2.5% reduced rate	Tax Amount: 231.00 CHF
		7.7% sales tax / 7.7% standard rate	Exempt Detail: (no value) v
Date Of Pre-Payment:		Standard tax selection	(no value)
Law Reference:		Sales tax	Tax free
		value added tax	Exempt
		GST	
		HST	
		PST	
		QST	
		Excise tax	
		Withholding tax	
		Other taxes	
		Configure the control menu	
			<input type="checkbox"/> Triangular Transaction

Important note:

When entering amounts and VAT, the decimal places must be separated with . (dot) or , (comma) depending on the browser.

Tax Free: You are liable to pay tax, but the tax on this invoice is exempt

Exempt: you are not liable to pay tax
The description for VAT exemption must be filled in.



Invoice Processing on SAP Ariba

3.3b) Invoice Creation: Edit Line Items

Material Order

For material orders, select the items to be charged and select "tax category"
For partial deliveries: Deselect the "Include"-lever to charge only the affected items.
Then click on "Add to included lines" and on "Next".

Insert Line Item Options

☒ Tax Category: 7.7% VAT ☐ Shipping Documents ☐ Special Handling ☐ Discount [Add to Included Lines](#)

<input type="checkbox"/>	No.	<input checked="" type="checkbox"/> Include	Type	Part #	Description	Customer Part #	Quantity	Unit	Unit Price	Subtotal
<input checked="" type="checkbox"/>	1	<input checked="" type="checkbox"/>	MATERIAL	Test4	Test Item 4		6	EA ①	49.00 EUR	294.00 EUR

Tax

Category:* 7.7% VAT

Location:

Description:

Regime:

Date Of Pre-Payment:

Law Reference:

Taxable Amount: 294.00 EUR

Rate(%): 7.7

Tax Amount: 22.64 EUR

Exempt Detail: (no value)

Date Of Supply:* 15 Dec 2020

☐ Triangular Transaction

Remove

Shipping

Ship From: Markus_Test_Supplier_3 - TEST
Bern
Switzerland

Ship To: Swisscom (Schweiz) AG
Liebefeld
Switzerland
Deliver To: Kim Rivera
Swisscom (Schweiz) AG

[View/Edit Addresses](#)

Shipping Cost

Shipping Amount: * 0.00 EUR

Shipping Date:

Shipping Documents

Packing Slip ID:

Packing Slip Date:

Delivery Note ID:

Delivery Note Line #:

Important note:

The delivered quantity must be checked and adjusted if necessary to avoid later deviations.



Invoice Processing on SAP Ariba

3.4) Invoice Creation: Add Rounding Difference

Material Order

Service Order

Limit Order

In general, cent-amounts should be invoiced exactly and not rounded. If the gross amount on Ariba does not match your PDF invoice, you need to add a rounding difference.

Note that the rounding difference is entered in the invoice header and not at item level!

Add to Header ▼

- Special Handling
- Discount
- Allowance
- Charge
- Additional Reference Documents and Dates
- Comment
- Attachment





Invoice Processing on SAP Ariba

3.4) Invoice Creation: Add Rounding Difference

Material Order

Service Order

Limit Order

Click Add to Header > Charge.

Select the service code "Rundungsdifferenz" and the charge "Amount". Enter the amount. Negative roundings must be entered with a negative sign.

Add to Header ▾

Special Handling

Discount

Allowance

Charge

Additional Reference Documents and Dates

Comment

Attachment

Allowances and Charges

Service Code: *

Rundungsdifferenz ▾

Start Date:

Charge:

Amount ▾

-0.01



Invoice Processing on SAP Ariba

3.5) Invoice Creation: Submit Invoice

Material Order

Service Order

Limit Order

Click on Continue.

Check the overview with the total amount and click Submit. You can then check the status (see the following pages).

Save on computer

Leave

Continue

Create Invoice

Previous

Save

Submit

Exit

Confirm and submit this document. It will be electronically signed according to the countries of origin and destination of invoice. The document's originating country is:Switzerland. The document's destination country is:Switzerland.
If you want your invoices to be stored in the Ariba long term document archiving, you can subscribe to an archiving service. Note that you will also be able to archive old invoices once you subscribe to the archiving service.

Standard Invoice

Invoice Number: /	Subtotal:	408.00 EUR
Invoice Date: Tuesday 15 Dec 2020 11:22 AM GMT+01:00	Total Tax:	31.42 EUR
Original Purchase Order: 4501362638	Total Shipping:	0.00 EUR
	Total Amount without Tax:	408.00 EUR
	Amount Due:	439.42 EUR

REMIT TO: Markus_Test_Supplier_3 - TEST Postal Address: Bern Strasse 1 2200 Bern Switzerland Remit To ID: 0080170396:0080170396	BILL TO: Swisscom (Schweiz) AG Postal Address (Par défaut): Invoice Center Postfach 401 8901 Urdorf ZH Switzerland Address ID: BILLTO5000	SUPPLIER: Markus Test Supplier 3 Postal Address: Bern Strasse 1 2000 Bern Switzerland
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Invoice Processing on SAP Ariba

4.1) Invoice Status

Material Order

Service Order

Limit Order

You can view the status of your invoice under Workbench > Invoices > Invoice Status.
On the following page you will find a listing.

Home page activation **Workbench** Orders ▾ Fulfillment ▾ bills ▾ Payments ▾ Catalogs Reports ▾

Workbench

1
New orders
Last 31 days

2
Orders
Last 31 days

0
Rejected invoices
Last 31 days

CHF 0.0 CHF
Transfers
Last 31 days

2
Orders to be billed
Last 31 days

1
Invoices
Last 31 days

0
Attached documents

bills (1)
[Edit filter](#) | [Save filter](#) | [Last 31 days](#)

Art	bill number	customer	reference	Source document	Submission method	origin	date ↓	amount	Forwarding status	Invoice status
Standard invoice	20211124	Swisscom (Switzerland) AG - TEST	4501442203	Framework order	On-line	supplier	11/24/2021	CHF 21,540.00	Confirmed	Approved



Invoice Processing on SAP Ariba

4.1) Invoice Status

Material Order

Service Order

Limit Order

Here you will find a listing:

Rejected: The bill has been rejected by Swisscom and requires a new submission (see p. 25).

Sent: The bill has been successfully submitted to Swisscom

Approval pending: The bill must be checked and approved by Swisscom by the requester.

Approved: The invoice has been approved by the requester of Swisscom and will be paid.

Paid: The invoice has been paid.

Failed: The bill could not be submitted. The invoice must be resubmitted.

Cancelled: The invoice has been cancelled.



Invoice Processing on SAP Ariba

4.1) Invoice Status: Rejected Invoices

Material Order

Service Order

Limit Order

For rejected invoices, open the invoice to view the reason.

Standard invoice	ABC2	Swisscom (Switzerland) AG - TEST	Invoice without purchase order	On-line	supplier	01/08/2021	CHF 215.40	Confirmed	Rejected
------------------	------	-------------------------------------	---	---------	----------	------------	------------	-----------	----------

Invoice

Ready

To edit

Create Credit Memo

Copy this invoice

Press

download PDF

cXML export

Details

Scheduled payments

history

Rejected invoice:

Reasons:

9: Other reasons

Comment: Test (Stefano Dell'Era, 2021-01-08T05: 18: 44-08: 00) Header Level Exceptions: Invoice without order reference The invoice has not been matched to a Purchase Order. Please set the correct commodity code and accounting information and accept the invoice NonPOInvoice
Impossible d'affecter la facture à une commande. Merci de saisir comme Non-PO et d'indiquer le groupe de marchandises correct ainsi que les éléments d'imputation

Edit and resubmit

Most common reasons for rejections:

- Rounding differences were listed in the line item instead of the invoice header.
- Incorrect VAT amounts



Invoice Processing on SAP Ariba

4.1) Invoice Status: Rejected Invoices

Material Order

Service Order

Limit Order

To resubmit rejected invoices, click "Copy this invoice", unless the status of the order is out of date. In this case, the invoice must be reissued to the correct version of the order. Correct the relevant information and resubmit the invoice.

Attention: Do NOT click on "Create Credit Memo", this will trigger credit notes.

Invoice

To edit

~~Create Credit Memo~~

Copy this invoice

Press

download PDF ▼

cXML export

Details

Scheduled payments

history

Rejected invoice:
Reasons:
9: Other reasons

Comment: Test (Stefano Dell'Era, 2021-01-08T05: 18: 44-08: 00) Header Level Exceptions: Invoice without order reference The invoice has not been matched to an order.
Impossible d'affecter la facture à une commande. Merci de saisir comme Non-PO et d'indiquer le groupe de marchandises correct ainsi que les éléments d'identification.

Edit and resubmit



Invoice Processing on SAP Ariba

5) Credit Memos

Invoice corrections or credit notes are only possible for material purchase order invoices posted and released on Ariba. Do not create partial credit notes: Create a credit note for the entire invoice and submit a new invoice with the correct amount.

Option 1: Open the order and click on "Line-Item Credit Memo".

Purchase Order: 4501362638

Create Order Confirmation ▼ Create Ship Notice Create Invoice ▼

Standard Invoice

Order Detail Order History Line-Item Credit Memo Line-Item Debit Memo

Option 2: Open the invoice and click Create Invoice > Create Credit Memo.

Invoice

To edit Create Credit Memo Copy this invoice Press download PDF ▼ cXML export

Details Scheduled payments history



Invoice Processing on SAP Ariba

5) Credit Memos

Enter the invoice correction no., the date and the reason for the invoice correction.

▼

Rechnungskopf

Übersicht

Rechnungskorrektur-Nr.:*

Datum der*
Rechnungskorrektur:

3. Dez. 2021

Anmerkung

Grund für die*
Rechnungskorrektur:



Invoice Processing on SAP Ariba

5) Credit Memos

Material Order

The full amount is automatically credited under the line items

Positionen

<input type="checkbox"/>	Nr.	Einschließen	Art	Teilenr.	Beschreibung	Teilenr. des Kunden	Menge	Unit	Preis pro Mengeneinheit	Zwischensumme
<input type="checkbox"/>	1	<input checked="" type="checkbox"/>	MATERIAL	Nicht verfügbar	Abweichende Menge		-109	EA ⓘ	10,00 CHF	-1.090,00 CHF

Steuer

Kategorie:*

Standort:

Beschreibung:

System:

Steuerpflichtiger Betrag:

Satz (%):

Steuerbetrag:

Details der Befreiung:

[Entfernen](#)

Click on continue and submit the invoice correction.



Invoice Processing on SAP Ariba

5) Credit Memos

Service Order

Invoice corrections/credit memos for service orders must be sent electronically at invoice.pdf@swisscom.com.



Rechnungsstellung auf SAP Ariba

Support

If questions, SAP Ariba Support offers various options for help, e.g. via the frequently asked questions or via various instructions. There you will also find contact options for technical problems.

On our [FAQ for Ariba Suppliers](#) you will find frequently asked questions about SAP Ariba and order processing with Swisscom.

If you have any other concerns that have not been resolved through Ariba Support or Self Service, we will be happy to help you at Swisscom.Kaufhaus@swisscom.com.

