

# BUSINESS SERVICES 1ST APRIL 2011

- ◆ *Discounted Business Rates*
- ◆ *Services*
- ◆ *Posting Formats*

Ensure your business gets value for money from its post

# Business Services

You can save money on postage by using our Business tariff rates, these are available to businesses that have a Credit Account with us.

This leaflet details the products, services and rates that are available to account holding business customers. Complete rate tables, details and Terms & Conditions for all these products are available online at [www.guernseypost.com](http://www.guernseypost.com).

## *Two ways to post and obtain the discounted Business Rates*

### **PPI Mail**

Operating a PPI account will give you access to the Business Rates included in this booklet and will save at least 2p per item on standard postal rates and more when using other services such as Special Delivery. If you post a large amount of Letters, Large Letters or Packets and are able to sort them into the these three formats, you will be able to benefit from lower postal rates.

### **Franked Mail**

Save time and money - Using a franking machine will save at least 2p per item on standard postal rates and more when using other services such as Special Delivery. It will also record your expenditure and make tracking your costs far simpler and as your postal credit is stored in your franking machine, you have the added bonus of the extra security (no stamp books in desk drawers).

### **Opening a Credit Account**

Starting a credit account with Guernsey Post, opens up a wide range of very useful Business Services, including Freepost, Prepaid Postage, PO Boxes, Franked Mail, International and Business Reply Services.

All you have to do is complete our Account Facilities application form and Bank Consent form. You'll find them at any of our branches as well as on our website.

Simply fill them in and return to  
Customer Services, FREEPOST, Envoy House, La Vrangué, St Peter Port, GUERNSEY, GY1 5SS.

# Additional Business Services

## Freepost

Freepost is ideal for businesses that target a large number of consumers and is a particularly cost effective package for island companies marketing in the UK.

As a Freepost customer you will be supplied with a Freepost address that is different from your normal postal address, together with a licence number that must be used in all your advertising and promotional material. You will be given the choice of sending your customers a reply card, an envelope or a sticker to enable them to send post back to you, without themselves being charged. You pay the normal postage plus a 2p premium for every reply received.

### Freepost rates

The postage value for Freepost is charged at the local rate plus a small premium, a very cost effective package for local companies marketing in the UK.

<b>Annual licence fee</b>	<b>£50</b>
<b>Premium per item</b>	<b>2p</b>

A licence must be purchased in advance before this service can be accessed.

The weight limit for response items is 750g.

## Business Reply Service

Our prepaid Business Reply service enables your customers to respond to your post with ease, whether they are based in the Channel Islands, the UK or the Isle of Man.

This service is intended for business-to-business use. It improves your chances of getting a reply from your customers by making it free and easy for them to respond. You simply send them a reply card, an envelope or a sticker (all preprinted with a simple Business Reply design), which they can post back. You then pay a small additional charge on top of the normal postage rate for replies received.

### Business Reply rates

Postage for this service is charged at the local rate, making it a very cost effective package for island companies marketing in the UK.

<b>Annual licence fee</b>	<b>£50</b>
<b>Premium per item</b>	<b>2p</b>

A special licence must be purchased before the service can be used.

Size: minimum 140mm x 90mm, maximum as Letter, Large Letter and Packet formats.

Thickness: minimum for envelopes - 0.25mm

Weight: Letter, Large Letter & Packet formats.

## Special Delivery

### Bailiwick, UK, Jersey & Isle of Man

Item weight	Insurance options - up to		
	£500	£1,000	£2,500
1g - 100g	£5.77	£6.77	£9.77
101g - 500g	£6.56	£7.56	£10.56
501g - 1kg	£8.95	£9.95	£12.95
1001g - 2kg	£12.03	£13.03	£16.03
2kg - 5kg	£14.81	£15.81	£18.81
5kg - 10kg	£20.68	£21.68	£24.68

Special Delivery is the recommended service for sending items of value to the UK, the Isle of Man and within the Channel Islands. Available at all our branches, it gives you the option of insurance together with guaranteed (or money back) next working day delivery\* for documents and goods posted within the CI, IOM and most UK destinations. Confirmation of delivery is available using Track and Trace online or by calling Customer Services.

*\* By 1pm Monday to Friday. Subject to prepayment of import VAT where applicable and completed Customs declaration.*

## Volume Discounts

For business customers holding a PPI account volume discounts apply as below.

Items per month	Discount
100-200	2%
201-500	3%
501-1,000	4%
1,001 plus	5%

Discounts will be applied based on the monthly volumes of Special Delivery items posted.

## Guaranteed next working day delivery

Business customers can apply to join the Prepaid VAT scheme for items valued over £18\* from Guernsey to the UK. This service cuts delivery time for your customers, as it removes the need to present all items, regardless of value, to HM Customs on arrival in the UK.

Import VAT can also be prepaid at the time of posting, at any of our branches. You can also purchase Special Delivery through our Franking Meter service.

## Guaranteed Saturday Delivery

Special Delivery postage + £2

*\*The £18 LVCR is subject to review, for up to date information visit [www.guernseypost.com/LVCR](http://www.guernseypost.com/LVCR).*

## Despatch arrangements

Business customers who make frequent use of our Special Delivery service are provided with books, labels and PPI payment books to streamline the process.

Prices do not include collection costs but Special Delivery items will be collected if you have other arrangements such as a Timed Collection Service or a Bulk Mail contract.

## PO Boxes

You can rent a PO Box from Guernsey Post at Envoy House or Smith Street in Guernsey, at Victoria Street in Alderney and at The Avenue in Sark (subject to availability). Our box holders are issued with a specific PO Box address and postcode, which is entirely separate from any physical address.

PO Box holders are issued with a box key plus a check card that must be used for

collecting Special Delivery items. Post received, bearing the full and correct PO Box address, will be available for collection from the times set out in the table below.

Please note that Express/Signed For items cannot be collected before these times. Parcels are not normally placed in your boxes and must be delivered instead to an alternative conventional postal address.

### PO Box collection times

Branches	Opening times	Post available	One-off set up charge	Annual fee
Envoy House, Guernsey	7am - 7pm Mon - Fri 7am - 12pm Sat	8.15am	£75	£150
Smith Street, Guernsey	8.45am - 4.45pm Mon - Fri 8.45am - 11.45am Sat	8.45am	£75	£465
Victoria Street, Alderney	9am - 5pm Mon - Fri 9am - 12.30pm Sat	9am	£75	£80
The Avenue, Sark	8.30am - 1pm & 2pm - 5pm Mon - Sat	8.30am	£75	£80

## Rate Tables

### How to use these tables

1. Use a Letter Size Guide and some weighing scales to determine whether your item is a Letter, Large Letter or Packet.
2. Refer to the relevant table.

3. Finally find the weight and read off the rate required for the item.

The diagrams below illustrate the three formats.

For a full list of prices and services visit [www.guernseypost.com](http://www.guernseypost.com).

### Letter



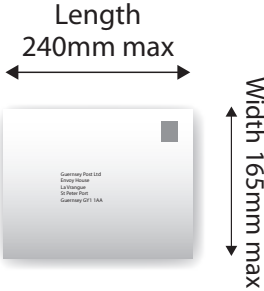
### Large Letter



### Packet (including a rolled item)



## Letter



Thickness 5mm max  
Weight 100g max

For example:

- ◆ most letters (DL & C5 envelopes)
- ◆ postcards
- ◆ some brochures & catalogues
- ◆ most greeting cards

Items that may exceed the Letter format

- ◆ CDs, DVDs
- ◆ bills & statements
- ◆ most brochures, catalogues & magazines
- ◆ large greeting cards & cards with badges or 3D effects

## Letter - (Bailiwick, UK, Jersey & Isle of Man)

Item weight not over	Bailiwick		UK, Jersey & IOM	
	Postal	Recorded	Postal	Recorded
100g max	£0.34	£1.34	£0.43	£1.43

## Letter - (Europe & International)

Item weight not over	Postal	Postal + Airsure	Postal + International Signed For
10g	£0.50	£5.30	£4.60
20g	£0.50	£5.30	£4.60
40g	£0.63	£5.43	£4.73
60g	£0.76	£5.56	£4.86
80g	£0.88	£5.68	£4.98
100g max	£1.01	£5.81	£5.11

### Recorded Delivery to the UK, CI & IOM

Post can be sent by Recorded Delivery within the Bailiwick, as well as to the UK, Jersey and the Isle of Man. Proof of posting

(a receipt) is issued at the time of posting and a signature is required on delivery at the destination address.

This service is not tracked - if you require a tracked service see Special Delivery (page 3).

## Large Letter

Width 250mm max



Length  
353mm max

Thickness 25mm max  
Weight 750g max

For example:

- ◆ letters, bills & statements (C4 envelopes)
- ◆ most brochures, catalogues & magazines
- ◆ CDs, DVDs
- ◆ large greeting cards & cards with badges or 3D effects

Items that may exceed the Large Letter format

- ◆ VHS cassettes
- ◆ most books
- ◆ large cylindrical packages

## Large Letter - (Bailiwick, UK, Jersey & Isle of Man)

Item weight not over	Bailiwick		UK, Jersey & IOM	
	Postal	Recorded	Postal	Recorded
100g	£0.46	£1.46	£0.55	£1.55
200g	£0.74	£1.74	£0.88	£1.88
300g	£0.91	£1.91	£1.21	£2.21
400g	£1.09	£2.09	£1.55	£2.55
500g	£1.26	£2.26	£1.89	£2.89
750g max	£1.70	£2.70	£2.23	£3.23

## Large Letter - (Europe & International)

Item weight not over	Postal	Postal + Aisure	Postal + International Signed For
10g	£0.63	£5.43	£4.73
20g	£0.63	£5.43	£4.73
40g	£0.78	£5.58	£4.88
60g	£0.92	£5.75	£5.02
80g	£1.07	£5.87	£5.17
100g	£1.21	£6.01	£5.31
120g	£1.36	£6.16	£5.46
140g	£1.50	£6.30	£5.60
160g	£1.65	£6.45	£5.75

## Large Letter - (Europe & International continued)

Item weight not over	Postal	Postal + Aisure	Postal + International Signed For
180g	£1.79	£6.59	£5.89
200g	£1.94	£6.74	£6.04
220g	£2.09	£6.89	£6.19
240g	£2.23	£7.03	£6.33
260g	£2.38	£7.18	£6.48
280g	£2.52	£7.32	£6.62
300g	£2.67	£7.47	£6.77
320g	£2.81	£7.61	£6.91
340g	£2.96	£7.76	£7.06
360g	£3.10	£7.90	£7.20
380g	£3.25	£8.05	£7.35
400g	£3.40	£8.20	£7.50
420g	£3.54	£8.34	£7.64
440g	£3.69	£8.49	£7.79
460g	£3.83	£8.63	£7.93
480g	£3.98	£8.78	£8.08
500g	£4.12	£8.92	£8.22
520g	£4.51	£9.31	£8.61
540g	£4.66	£9.46	£8.76
560g	£4.80	£9.60	£8.90
580g	£4.95	£9.75	£9.05
600g	£5.09	£9.89	£9.19
620g	£5.24	£10.04	£9.34
640g	£5.38	£10.18	£9.48
660g	£5.53	£10.33	£9.63
680g	£5.67	£10.47	£9.77
700g	£5.82	£10.62	£9.92
720g	£5.97	£10.77	£10.07
740g	£6.11	£10.91	£10.21
750g	£6.26	£11.06	£10.36

## Packet

Width over 250mm but less than 460mm max



Length over 353mm but less than 610mm max

Thickness over 25mm but less than 460mm max  
No max weight

For example:

- ◆ VHS cassettes
- ◆ most books
- ◆ large cylindrical packages
- ◆ parts & samples



Length plus twice the diameter, must not exceed 1040mm max  
No max weight

## Packet - (Bailiwick, UK, Jersey & Isle of Man)

Item weight not over	Bailiwick		UK, Jersey & IOM	
	Postal	Recorded	Postal	Recorded
100g	£0.81	£1.81	£1.16	£2.16
200g	£1.01	£2.01	£1.55	£2.55
300g	£1.20	£2.20	£1.94	£2.94
400g	£1.40	£2.40	£2.33	£3.33
500g	£1.59	£2.59	£2.72	£3.72
750g	£2.08	£3.08	£3.69	£4.69
1kg	£2.56	£3.56	£4.66	£5.66
Each 250g after	Go online for full table		+£0.97	+ £1.00

## International Signed For

A Standard International service with the global coverage and additional security of proof of posting and signature on delivery (copy of signature not available). This very useful service has online tracking in the UK, automatic insurance up to £36 and up to £250 or £500 insurance available (exclusions apply, subject to destination and payment of additional fee of £1.50).

Maximum compensation for cash and money\* sent via International Signed For is £100. Insurance is not available for items containing mobile telephones. For more information on individual country exclusions, contact Customer Services.

\*Cash/money includes coins, notes of any currency, securities of any kind payable to the bearer, travellers cheques and postal orders.

## Packet - (Europe & International)

Item weight not over	Postal	Postal + Aisure	Postal + International Signed For
10g	£0.87	£5.67	£4.97
20g	£0.87	£5.67	£4.97
40g	£1.02	£5.82	£5.12
60g	£1.16	£5.96	£5.26
80g	£1.31	£6.11	£5.41
100g	£1.46	£6.26	£5.56
120g	£1.60	£6.40	£5.70
140g	£1.75	£6.55	£5.85
160g	£1.89	£6.69	£5.99
180g	£2.04	£6.84	£6.14
200g	£2.18	£6.98	£6.28
220g	£2.33	£7.13	£6.43
240g	£2.47	£7.27	£6.57
260g	£2.62	£7.42	£6.72
280g	£2.76	£7.56	£6.86
300g	£2.91	£7.71	£7.01
320g	£3.06	£7.86	£7.16
340g	£3.20	£8.00	£7.30
360g	£3.35	£8.15	£7.45
380g	£3.49	£8.29	£7.59
400g	£3.64	£8.44	£7.74
420g	£3.78	£8.58	£7.88
440g	£3.93	£8.73	£8.03
460g	£4.07	£8.87	£8.17
480g	£4.22	£9.02	£8.32
500g	£4.37	£9.17	£8.47
520g	£4.51	£9.31	£8.61
540g	£4.66	£9.46	£8.76
560g	£4.80	£9.60	£8.90

Go online to view full rates table

## Airsure

For a fast, secure and reliable international service with priority handling in the UK and abroad, with proof of posting, Airsure is hard to beat.

It comes with electronic tracking (but no signature on delivery), automatic insurance up to £36 and up to £250 or £500

insurance available and operates to 31 countries, although it is not time guaranteed.

Maximum compensation for cash and money\* sent via Airsure is £100 and £36 for mobile telephones.

*\*Cash/money includes coins, notes of any currency, securities of any kind payable to the bearer, travellers cheques and postal orders.*

## Timed Collection/Delivery

Our Timed Collection and Delivery Services give business customers guaranteed timings, both for outgoing and incoming post, resulting in smoother working arrangements and saved time and effort for staff.

**Timed Collection** - This service is designed to give our business customers a guaranteed collection time for their outgoing post.

**Timed Delivery** - This service enables business customers to receive post at a guaranteed delivery time to assist in the management of business processes (e.g. banking and fulfillment of orders).

### **Cost for a Collection/Delivery Service:**

Our standard 12 month contract for a Timed Delivery or Collection service is £1,350 per company, per location.

## Bulk Mail Services

We have a wide range of products and services available to customers who post large amounts of mail everyday. You can save money on UK & International postage costs by sorting mail yourself or ensuring addresses have the correct postcode.

We have a dedicated Bulk Mail team available to discuss your needs, contact them on 726241.

## Import VAT

UK Import VAT is payable on post containing goods with a value over the Low Value Consignment Relief (LVCR) of £18\* and gifts with a value over £40. Import VAT will also be raised on the postage in line with HMRC importation regulations.

*\*The £18 LVCR is subject to review, for up to date information visit [www.guernseypost.com/LVCR](http://www.guernseypost.com/LVCR).*

### **Prepayment of Import VAT**

It is possible to prepay Import VAT at the time of posting at any of our branches for items with the value up to £2,000 this is the ideal way to avoid the recipient being charged Import VAT and Royal Mail's handling fee.

Customers prepaying Import VAT can take advantage of our next day guaranteed service using Special Delivery.

Business customers can apply to join the Prepaid Import VAT Scheme.

For more information, contact Customer Operations on 726241 or visit our website.

***For more detailed information plus Terms and Conditions on all these services, contact our Customer Services team on 711720 or visit [www.guernseypost.com](http://www.guernseypost.com).***

## **Find out more**

For more information about our Business Tariff & Services, visit [www.guernseypost.com](http://www.guernseypost.com), call Customer Services on **711720** or email [custserv@guernseypost.com](mailto:custserv@guernseypost.com)