

Business Services 2025

Preferential Business Rates • Services

Postage Rates & Service Details



www.guernseypost.com



Page Index

Business Services	1
Format Size and Weight Guide	2 - 3
Business Postal Rates	
To Bailiwick, UK, Isle of Man and Jersey	4
Large Parcel Rates	
To Bailiwick	5
Large Parcel Rates	
To UK, Jersey and Isle of Man	6
Premium Business Service Options	
To Bailiwick, UK, Isle of Man and Jersey	
■ Signed For	7
■ Special Delivery to Bailiwick	8
■ Special Delivery to UK, Isle of Man, Jersey	9
Business Postal Rates	
To Europe and Rest of World	10
Priority Large Parcel Rates	
To Europe and Rest of World.....	11
Premium Business Service Options	
To Europe and Rest of World	
■ International Tracked & Signed	12
■ International Tracked	13
■ International Signed	13
Additional Business Services	
■ Redirection	14
■ PO Boxes	14
■ Timed Collection and Delivery	15
■ Local Tracked	15
■ Bulk Mail	15
■ UK Import VAT	15
■ Prepayment of UK Import VAT	15
■ Border Force (Customs)	15

Business Services

This leaflet details the products, services and reduced rates that are available to account holding business customers. Please note some services are only available by air (including most premium and express services) and some levels are only available by sea. Complete rate tables, details and terms & conditions for all of these products are available online at guernseypost.com

Visit  www.guernseypost.com/postage-calculator

How can my business benefit?

Opening a Credit Account

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

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

Simply return your completed forms to Customer Services, FREEPOST GU267, Envoy House, La Vrangue, St Peter Port, GUERNSEY, GY1 5SS.

and now pay by...

Direct Debit

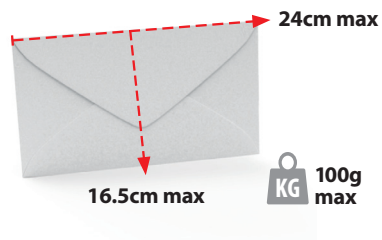
With a monthly direct debit you can spread the cost of delivery evenly throughout the year, avoiding large invoices. Direct Debit will also enable you to factor monthly charges into your budget more easily.

Business Portal

Once you have opened a credit account with us you will have access to our business portal, and this enables you to submit all of your postal payments online without the need to use and maintain a franking machine. Not only does this remove the often high costs associated with franking machines, but it will enable you to access a whole host of additional benefits including saving your business 2p per item on standard postal rates, and volume based discounts for Special Delivery. Other benefits are also detailed within this leaflet.

Format Sizes and Weights

Letter and Postcard



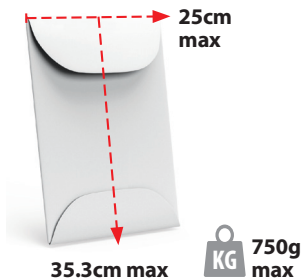
All destinations

Dimensions:	Minimum	Maximum
Length:	14cm	24cm
Width:	9cm	16.5cm
Thickness:	0.25cm	0.5cm

For example:

- most letters (DL & C5 envelopes)
- some brochures & catalogues
- most greeting cards **excluding** large cards or cards with badges or 3D effects

Large Letter



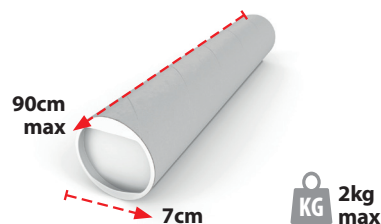
All destinations

Dimensions:	Maximum
Length:	35.3cm
Width:	25cm
Thickness:	2.5cm

For example:

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

Roll



All destinations

Dimensions:	Maximum*
Length:	90cm

For example:

- posters
- large cylindrical packages

* Length + twice the diameter must not exceed 104cm

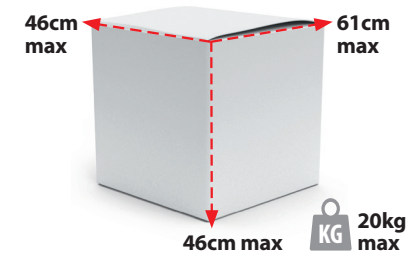
! For Bailiwick, UK, IOM and Jersey destinations, rolls are classed as standard parcels. For international destinations, rolls are classed as small parcels.

Contact Customer Services 711720 for more information or visit www.guernseypost.com

www.guernseypost.com/business_services

Format Sizes and Weights

Standard Parcel



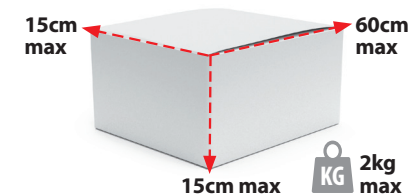
Bailiwick, UK, IOM, Jersey

Dimensions:	Maximum
Length:	61cm
Width:	46cm
Depth:	46cm

For example:

- most books
- parts & samples

Small Parcel

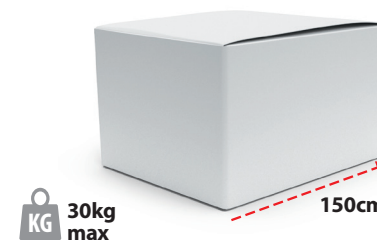


Europe and Rest of World

Dimensions:	Maximum*
Length:	60cm

! *Length + width + depth combined must not exceed 90cm, and no one side must exceed 60cm.

Large Parcel



All destinations

Dimensions:
No one dimension must exceed 150cm

For example:

- printers
- duvets
- golf clubs


! Length + girth must be no more than 300cm. Maximum Large Parcel sizes and weights can vary by destination for European and ROW destinations.

Contact Customer Services 711720 for more information or visit www.guernseypost.com


www.guernseypost.com/business_services

Business Postal Rates

To Bailiwick, UK, Isle of Man and Jersey

Format	Weight (up-to)	Bailiwick	BY AIR 
			UK, IOM, Jersey
Letter & Postcard	100g	£0.67	£1.35
Large Letter	100g	£0.90	£1.88
	250g	£1.63	£2.82
	500g	£2.22	£4.12
	750g	£2.76	£4.53
Standard Parcel	250g	£2.06	£4.58
	500g	£2.69	£5.16
	1kg	£4.18	£7.28
	1.5kg	£6.49	£11.01
	2kg	£7.37	£13.11
	5kg	£10.66	X
	10kg	£13.85	X
	20kg	£18.21	X

Standard Postal rates include compensation up to £10, plus postage, subject to proof of cost.

For items over 2kg see Premium Business Service Options page 7 onwards or Large Parcel Rates by sea , page 6.

Large Parcel Rates

To Bailiwick

Large Parcel Rates Bailiwick

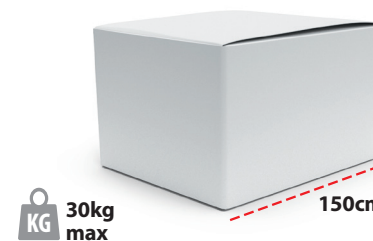
Format	Weight (up-to)	includes compensation up to £50, plus postage
Large Parcel	5kg	£10.00
	10kg	£13.50
	20kg	£16.80
	30kg	£20.00

Increase your Large Parcel Compensation

	Additional level of compensation	
	£50	£250
Bailiwick	Included	+£8.50

- 30kg maximum weight limit.
- Compensation up to £50 for loss or damage is available. Compensation upgrade available up to £250.
- Ceramics, glassware and musical instruments are only compensated for loss not damage.

Large Parcel



All destinations

Dimensions:

No one dimension must exceed 150cm

For example:

- printers
- duvets
- golf clubs



Length + girth must be no more than 300cm. Maximum Large Parcel sizes and weights can vary by destination for European and ROW destinations.

Large Parcel Rates UK, IOM, Jersey



BY SEA		
Format	Weight (up-to)	includes compensation up to £50, plus postage
Large Parcel	5kg	£25.00
	10kg	£27.50
	20 - 30kg	£30.00

Increase your Large Parcel Compensation

	Additional level of compensation	
	£50	£250
UK, IOM, Jersey	Included	+£11.55

- 30kg maximum weight limit.
- Compensation up to £50 for loss or damage is included. Compensation upgrade available up to £250.
- Ceramics, glassware and musical instruments are only compensated for loss not damage.

Not sure what format your item is?



Check all weights and formats on pages 2 & 3

Premium Business Service Options To Bailiwick, UK, Isle of Man and Jersey

Signed For

for sending Letters, Large Letters & Standard Parcels (max 2kg)

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 but if you require a tracked service see 'Special Delivery' on pages 8 & 9.

Benefits:

- Proof of posting.
- Signature on delivery.*
- Includes £20 compensation limit for items sent or the market value, whichever is the smaller sum, subject to proof of cost.
- Delivery confirmation can be obtained using the Track & Trace facility on our website or from Customer Service on 711720

Customer Services 711720

www.guernseypost.com

BY AIR			
Format	Weight (up-to)	Bailiwick	UK, IOM, Jersey
Letter	100g	£2.52	£3.20
Large Letter	100g	£2.75	£3.73
	250g	£3.48	£4.67
	500g	£4.07	£5.97
	750g	£4.61	£6.38
Standard Parcel	250g	£3.91	£6.43
	500g	£4.54	£7.01
	1kg	£6.03	£9.13
	1.5kg	£8.34	£12.86
	2kg	£9.22	£14.96

* Working practices since the pandemic have changed and in order to protect both our people and customers as much as possible, we will not be handing over our hand-held devices to customers to capture signatures. Our delivery staff will instead capture the name of the person accepting the item. The recipient's name and confirmation of delivery can still be viewed at royalmail.com/track-your-item.

Premium Business Service Options

Special Delivery to Bailiwick

With our Special Delivery service you get guaranteed delivery by 1pm the following day for documents and goods sent to the Bailiwick of Guernsey and most UK destinations. See page 9 for Jersey and Isle of Man.

Our Special Delivery guarantee is subject to the prepayment of Import VAT where applicable (see page 15 for more details) and you must also have a completed customs declaration form.

With Special Delivery you get all the following advantages:

- Next day delivery. Subject to pre-payment of UK import VAT*
- Secure handling.
- Proof of posting.
- Delivery confirmation using Track and Trace online, or call Customer Services on 711720.
- Proof of delivery and signature on delivery.**
- Compensation for item loss or damage, subject to proof of cost, proof of posting and level of compensation purchased (not included - consequential loss).

Format	Weight (up-to)	Level of compensation		
		£750	£1,000	£2,500
Letter	100g	£5.92	£12.22	£18.52
Large Letter	100g	£6.15	£12.45	£18.75
	250g	£6.88	£13.18	£19.48
	500g	£7.47	£13.77	£20.07
	750g	£8.01	£14.31	£20.61
Standard Parcel	250g	£7.31	£13.61	£19.91
	500g	£7.94	£14.24	£20.54
	1kg	£9.43	£15.73	£22.03
	1.5kg	£11.74	£18.04	£24.34
	2kg	£12.62	£18.92	£25.22
	5kg	£15.91	£22.21	£28.51
	10kg	£19.10	£25.40	£31.70
	20kg	£23.46	£29.76	£36.06

You can choose to upgrade to a Saturday delivery in Guernsey (see table pg 9)

* Terms and conditions apply.

** Working practices since the pandemic have changed and in order to protect both our people and customers as much as possible, we will not be handing over our hand-held devices to customers to capture signatures for parcels. Our delivery staff will instead capture the name of the person accepting the item. The recipient's name and confirmation of delivery can still be viewed at royalmail.com/track-your-item.

Premium Business Service Options

Special Delivery to UK, Isle of Man & Jersey



Format	Weight (up-to)	BY AIR Level of compensation		
		£750	£1,000	£2,500
Letter	100g	£10.40	£18.80	£27.20
Large Letter	100g	£10.93	£19.33	£27.73
	250g	£11.87	£20.27	£28.67
	500g	£13.17	£21.57	£29.97
	750g	£13.58	£21.98	£30.38
Standard Parcel	250g	£13.63	£22.03	£30.43
	500g	£14.21	£22.61	£31.01
	1kg	£16.33	£24.73	£33.13
	1.5kg	£20.06	£28.46	£36.86
	2kg	£22.16	£30.56	£38.96
	5kg	£34.03	£42.43	£50.83
	10kg	£36.53	£44.93	£53.33
	20kg	£39.03	£47.43	£55.83

Volume discount

For business customers holding a PPI account and posting more than 50 items in any one month, volume discounts will apply. Discount levels are based on the monthly volume of Special Delivery items posted. (See table below)

Items per month	Discount
50 - 100	1%
101 - 200	2%
201 - 500	3%
501 - 1,000	4%
1,001 plus	5%

For information on UK Import VAT and pre-payment of UK import VAT please refer to page 16.

Choose to upgrade to a 9am or Saturday delivery^

	Additional cost per service upgrade	
	Bailiwick	UK
By 9am (max 2kg)	X	+£14.20
Saturday	+£2.85	+£2.85^

^ There is currently **no** Saturday Special Delivery service available to Jersey, IOM, Herm, Alderney & Sark and some UK businesses. Other exclusions apply. See our website for more details.

Please refer to our website to view the latest branch acceptance times for next day delivery.



www.guernseypost.com/locations-opening-hours

Special Delivery to Jersey and IOM is a two day service, by 5.30pm.

Business Postal Rates

Europe and Rest of World



✈ BY AIR ✈			
Format	Weight (up-to)	Europe	Rest of World
Postcard	20g	£1.45	£1.79
Letter	100g	£2.80	£4.61
Large Letter	100g	£2.91	£4.63
	250g	£6.11	£10.39
	500g	£8.98	£16.12
	750g	£12.96	£19.92
Small Parcel*	250g	£6.81	£11.32
	500g	£10.55	£18.13
	1kg	£17.01	£25.33
	1.5kg	£24.83	£34.19
	2kg	£32.67	£43.06

Standard Postal rates include compensation up to £10, plus postage, subject to proof of cost.

When sending parcels to international destinations, anything over 2kg is classed as a large parcel. Large parcel rates can be found on the next page.

Please note:

When posting any items containing goods to any international destination, you now need to complete an electronic customs declaration form. You can do this through your business portal login. Some countries also now require electronic customs declarations for documents. **Please ask at the counter for details or contact your account manager if you need any assistance.**

Priority Large Parcel Service

To Europe and Rest of World



		✶ BY SEA ✶	
Format	Weight (up-to)	Europe	ROW
Large Parcel	2kg	£66.15	£99.75
	5kg	£72.45	£127.05
	10kg	£86.10	£154.35
	15kg	£107.10	£195.30
	20kg	£118.65	£212.10
	30kg	£163.80	£289.80

- 30kg maximum weight limit for individual Large Parcels to most destinations.
- Compensation up to £50 for loss or damage is included. Compensation upgrade available up to £250.

Our Priority Service offers you the perfect balance between speed and price with delivery from six working days to major destinations worldwide, and tracking from UK to final destination.

Increase your Priority Large Parcel Compensation

	Additional level of compensation		
	£50	£250	£500
Europe, Rest of World	Included	+£13.65	(See FedEx)

Please note that ceramics and glassware are only compensated for loss not damage.

FedEx International Courier Service is also available - please refer to our FedEx leaflet or visit our website.



www.guernseypost.com/fedex



The length + girth must be no more than 300cm. Maximum Large Parcel sizes and weights can vary by destination for European and ROW destinations

Please note:

When posting any items containing goods to any international destination, you now need to complete an electronic customs declaration form. You can do this through your business portal login. Some countries also now require electronic customs declarations for documents. **Please ask at the counter for details or contact your account manager if you need any assistance.**

Priority Business Service Options To Europe and Rest of World

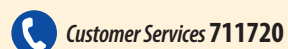
Letters, Large Letters and Small Parcels under 2kg can be sent by the three international services listed below and on page 13, subject to destination.

For larger items please refer to our Priority Large Parcel service on page 11 or our FedEx leaflet, or visit our website.



List of countries

For the full list of countries where these services are available, please refer to the website or call Customer Services.



International Tracked & Signed To Europe and Rest of World

A fully electronic tracked service from posting to delivery overseas. It operates to 84 countries and although it is not time guaranteed you have the added benefit of a signature on delivery when the item reaches its destination.

Increase your International Compensation

Additional level of compensation		
£50	£250	£500
Included	+\$8.50	(See FedEx)

Ceramics and glassware are only compensated for loss not damage.

✈️ BY AIR ✈️			
Format	Weight (up-to)	Europe	Rest of World
Letter	20g	£11.10	£11.44
	100g	£12.45	£14.26
Large Letter	100g	£12.56	£14.28
	250g	£15.76	£20.04
	500g	£18.63	£25.77
	750g	£22.61	£29.57
Small Parcel*	250g	£16.46	£20.97
	500g	£20.20	£27.78
	1kg	£26.66	£34.98
	1.5kg	£34.48	£43.84
	2kg max	£42.32	£52.71

Premium Business Service Options To Europe and Rest of World

International Tracked

This is a fast, secure and reliable service with electronic tracking that operates to 67 countries.

International Signed

This is our international service that operates to 160 countries with the added security of proof of posting plus signature on delivery when your item reaches its destination.

**Please note Europe and Rest of World parcel sizes apply (see pg 3)*

✈️ BY AIR ✈️			
Format	Weight (up-to)	Europe	Rest of World
Letter	20g	£9.95	£10.29
	100g	£11.30	£13.11
Large Letter	100g	£11.41	£13.13
	250g	£14.61	£18.89
	500g	£17.48	£24.62
	750g	£21.46	£28.42
Small Parcel*	250g	£15.31	£19.82
	500g	£19.05	£26.63
	1kg	£25.51	£33.83
	1.5kg	£33.33	£42.69
	2kg max	£41.71	£51.56

Increase your international Compensation

Additional level of cover		
£50	£250	£500
Included	+\$8.50	(See FedEx)

Ceramics and glassware are only compensated for loss not damage.

Please note:

When posting any items containing goods to any international destination, you now need to complete an electronic customs declaration form. You can do this through your business portal login. Some countries also now require electronic customs declarations for documents. **Please ask at the counter for details or contact your account manager if you need any assistance.**

Additional Business Services

Redirection

With our easy-to-use Redirection service you can have your post sent on to any other address anywhere in the world.

As soon as you activate this service, your post will be redirected from your established address. This can be either to a PO Box or to another physical address within the Bailiwick, the UK or overseas.

A set-up fee is not payable on renewal of existing redirection instructions, providing a minimum of seven working days notice is given prior to expiry.

For full details of terms and conditions visit www.guernseypost.com.



www.guernseypost.com/fedex

Business Redirection Costs

Month	Within Bailiwick	To UK, IOM, Jersey	To Europe	To Rest of World
1	£60.00	£119.00	£173.00	£227.00
3	£103.00	£270.00	£432.00	£562.00
6	£162.00	£486.00	£756.00	£864.00
12	£270.00	£918.00	£1,512.00	£1,620.00

Costs for renewing an existing Business Redirection service

Month	Within Bailiwick	To UK, IOM, Jersey	To Europe	To Rest of World
1	£45.00	£104.00	£158.00	£212.00
3	£88.00	£255.00	£417.00	£547.00
6	£147.00	£471.00	£741.00	£849.00

PO Boxes

A PO Box is a secure and private destination for your post, only available to Guernsey Post account holders. They are available at Envoy House and Town Post in Guernsey, Le Huret in Alderney and The Avenue in Sark (subject to availability).

A set up charge and annual fees apply. **Contact Customer Services for more information on 711720.**



Customer Services 711720

Additional Business Information

Timed Collection/Delivery

Guernsey Post are pleased to be working in partnership with Timed Postal Service Limited (T.P.S) who provide both Timed Delivery and Timed Collection services.

T.P.S Ltd are a well established courier company who have been servicing businesses and individuals with bespoke postal requirements across the island for many years.

For further information on Timed Delivery and Collection rates and timings please contact the T.P.S team on:

Mobile: 07781 123732

Email: tpsLtd@cwgsy.net

Local Tracked

This service is designed to support local businesses and their customers, offering a Guernsey wide, tracked delivery service.

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 or email commercial@guernseypost.com.

UK Import VAT

UK Import VAT is payable on post containing commercial or sold goods. It is also payable on all gifts with a value over £39*.

Prepayment of UK Import VAT

It is possible to prepay Import VAT at the time of posting at any of our branches for items with a value up to £900.00*. 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 by contacting our Commercial Team on 726241 or email commercial@guernseypost.com.

Border Force (Customs)

Please be aware that all parcels with a value exceeding £900.00* or items for temporary importation regardless of the value e.g. repairs or valuations, are subject to Border Force clearance procedures. Therefore the intended recipient should expect to receive a C88A form from Border Force, this form must be completed and returned to Border Force before the item is released for delivery.

For more information plus terms and conditions on all these services, contact our Commercial Team team on 726241 or email commercial@guernseypost.com.



Commercial Team 726241



commercial@guernseypost.com

*This figure is subject to change.

Find out more

For more information about any of our services, tariffs or terms and conditions, visit www.guernseypost.com or call Customer Services on 711720.



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