

# Business Services 2022

Preferential Business Rates • Services

Postage Rates & Service Details



[www.guernseypost.com](http://www.guernseypost.com)

**GUERNSEY**  
**POST** 

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# Business Services

This leaflet details the products, services and reduced rates that are available to account holding business customers. Complete rate tables, details and terms & conditions for all of these products are available online at

 [www.guernseypost.com](http://www.guernseypost.com)

Visit  [www.guernseypost.com/postage-calculator](http://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

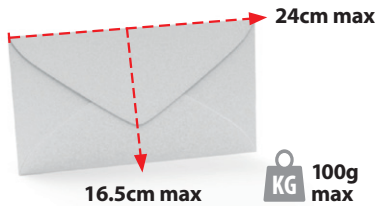
With a monthly direct debit you can spread the cost of delivery evenly throughout the year, avoiding large invoices. Direct Debit will also enable you to factor monthly charges into your budget more easily.

## 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



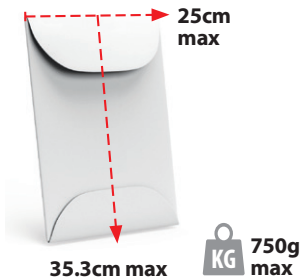
### Worldwide

<b>Dimensions:</b>	<b>Minimum</b>	<b>Maximum</b>
<b>Length:</b>	<b>14cm</b>	<b>24cm</b>
<b>Width:</b>	<b>9cm</b>	<b>16.5cm</b>
<b>Thickness:</b>	<b>0.25cm</b>	<b>0.5cm</b>

### 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



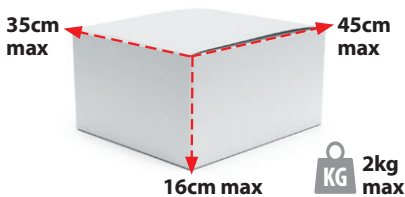
### Worldwide

<b>Dimensions:</b>	<b>Maximum</b>
<b>Length:</b>	<b>35.3cm</b>
<b>Width:</b>	<b>25cm</b>
<b>Thickness:</b>	<b>2.5cm</b>

### For example:

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

## Small Parcel

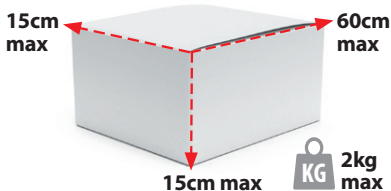


### Bailiwick, UK, IOM, Jersey

<b>Dimensions:</b>	<b>Maximum</b>
<b>Length:</b>	<b>45cm</b>
<b>Width:</b>	<b>35cm</b>
<b>Depth:</b>	<b>16cm</b>

### For example:

- most books
- parts & samples



### Europe and Rest of World

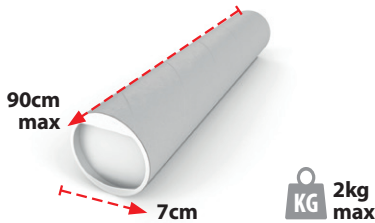
<b>Dimensions:</b>	<b>Maximum*</b>
<b>Length:</b>	<b>60cm</b>



\*Length + width + depth combined must not exceed 90cm

# Format Sizes and Weights

## Roll



**Dimensions:** **Maximum\***

**Length:** **90cm**

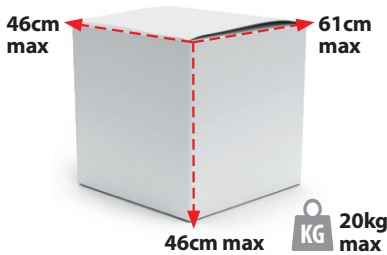
**For example:**

- posters
- large cylindrical packages

**!** \*Length + twice the diameter must not exceed 104cm

**!** For Bailiwick, UK, IOM & Jersey destinations, rolls are classed as medium parcels. For International destinations rolls are classed as small parcels.

## Medium Parcel



## Bailiwick, UK, IOM, Jersey

**Dimensions:** **Maximum**

**Length:** **61cm**

**Width:** **46cm**

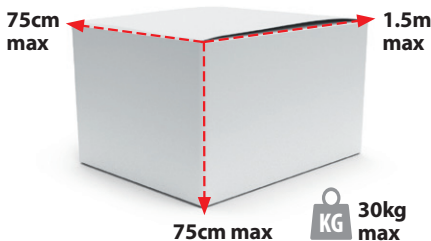
**Depth:** **46cm**

**For example:**

- shoes
- books
- clothes

**!** Refer to Large Parcel for International destinations.

## Large Parcel



## Worldwide

**Dimensions:** **Maximum**

**Length:** **1.5m**

**Width:** **75cm**



**Depth:** **75cm**

**For example:**

- printers
- duvets
- golf clubs

**!** The combined length, width and depth for a Parcel must not exceed 3 metres.

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](http://www.guernseypost.com)

[www.guernseypost.com/business\\_services](http://www.guernseypost.com/business_services)

# Standard Business Postal Rates

Format	Weight (up-to)	Bailiwick	UK, IOM, Jersey	Europe	Rest of World
Postcard	20g	X	X	£1.08	£1.33
Letter	100g	£0.50	£0.77	£2.10	£3.46
Large Letter	100g	£0.71	£1.24	£2.18	£3.48
	250g	£1.28	£1.96	£4.59	£7.81
	500g	£1.74	£3.14	£6.74	£12.11
	750g	£2.17	£3.81	£9.73	£14.96
Small Parcel	250g	£1.70	£3.96	£5.45	£9.07
	500g	£2.22	£4.46	£8.45	£14.53
	1kg	£3.46	£6.30	£13.63	£20.30
	2kg	£6.10	£11.91	£26.18	£34.52
Medium Parcel	1kg	£4.78	£7.08	X	X
	2kg	£6.63	£12.83	X	X
	5kg	£8.82	£26.76	X	X
	10kg	£11.45	£37.47	X	X
	20kg	£15.07	£46.33	X	X

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

*When sending parcels to international destinations, there are no medium parcel options. Anything over 2kg is classed as a large parcel. Large parcel rates can be found on pages 10 & 11.*

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

## Signed For

Letters, Large Letters and Small and Medium Parcels can be sent by Signed For.

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 6 & 7.

### Benefits:

- Proof of posting.
- Signature on delivery.\*
- Includes £50 cover 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 call:



Customer Services **711720**



[www.guernseypost.com](http://www.guernseypost.com)

Format	Weight (up-to)	Bailiwick	UK, IOM, Jersey
Letter	100g	£1.90	£2.17
Large Letter	100g	£2.11	£2.64
	250g	£2.68	£3.36
	500g	£3.14	£4.54
	750g	£3.57	£5.21
Small Parcel	250g	£3.10	£5.36
	500g	£3.62	£5.86
	1kg	£4.86	£7.70
	2kg	£7.50	£13.31
Medium Parcel	1kg	£6.18	£8.48
	2kg	£8.03	£14.23
	5kg	£10.22	£28.16
	10kg	£12.85	£38.87
	20kg	£16.47	£47.73

\* Due to the current COVID-19 pandemic, 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](http://royalmail.com/track-your-item).

# Additional 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, Isle of Man, Jersey and most UK destinations.

Our Special Delivery guarantee is subject to the prepayment of Import VAT where applicable (see page 13 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 cover		
		£500	£1,000	£2,500
Letter	100g	£4.50	£9.50	£14.50
Large Letter	100g	£4.71	£9.71	£14.71
	250g	£5.28	£10.28	£15.28
	500g	£5.74	£10.74	£15.74
	750g	£6.17	£11.17	£16.17
Small Parcel	250g	£5.70	£10.70	£15.70
	500g	£6.22	£11.22	£16.22
	1kg	£7.46	£12.46	£17.46
	2kg	£10.10	£15.10	£20.10
Medium Parcel	1kg	£8.78	£13.78	£18.78
	2kg	£10.63	£15.63	£20.63
	5kg	£12.82	£17.82	£22.82
	10kg	£15.45	£20.45	£25.45
	20kg	£19.07	£24.07	£29.07

**You can choose to upgrade to a Saturday delivery in the Bailiwick for an additional £2.50.**

\* Terms and conditions apply.

\*\* Due to the current COVID-19 pandemic, 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](http://royalmail.com/track-your-item).



# Additional Business Service Options

## Special Delivery To UK, IOM and Jersey

Format	Weight (up-to)	Level of cover		
		£500	£1,000	£2,500
Letter	100g	£8.27	£13.77	£19.27
Large Letter	100g	£8.74	£14.24	£19.74
	250g	£9.46	£14.96	£20.46
	500g	£10.64	£16.14	£21.64
	750g	£11.31	£16.81	£22.31
Small Parcel	250g	£11.46	£16.96	£22.46
	500g	£11.96	£17.46	£22.96
	1kg	£13.80	£19.30	£24.80
	2kg	£19.41	£24.91	£30.41
Medium Parcel	1kg	£14.58	£20.08	£25.58
	2kg	£20.33	£25.83	£31.33
	5kg	£34.26	£39.76	£45.26
	10kg	£44.97	£50.47	£55.97
	20kg	£53.83	£59.33	£64.83

### 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 13.

### Choose to upgrade to a 9am or Saturday delivery<sup>^</sup>

	Additional cost per service upgrade	
	Bailiwick	UK, IOM, Jersey
By 9am (max 2kg)	X	+£12.50
Saturday	+£2.50	+£2.50 <sup>^</sup>

<sup>^</sup>There is currently **no** Saturday Special Delivery service available to Jersey, Herm, Alderney & Sark and some UK and IOM businesses, (refer to website for details).

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



[www.guernseypost.com/locations-opening-hours](http://www.guernseypost.com/locations-opening-hours)

# Additional Business Service Options To Europe and Rest of World

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



[www.guernseypost.com/  
international-tracked-postal-services](http://www.guernseypost.com/international-tracked-postal-services)



Customer Services **711720**

**Letters, Large Letters and Small Parcels under 2kg can be sent by the three international services listed below and on page 9, 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.*



[www.guernseypost.com/fedex](http://www.guernseypost.com/fedex)

## International Tracked & Signed

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.

*These international services have an automatic level of cover of £50. Additional cover of up to £250 is available (exclusions apply) subject to destination and payment of additional fee of £6.50.*

Format	Weight (up-to)	Europe	Rest of World
Letter	20g	£8.58	£8.83
	100g	£9.60	£10.96
Large Letter	100g	£9.68	£10.98
	250g	£12.09	£15.31
	500g	£14.24	£19.61
	750g	£17.23	£22.46
Small Parcel*	250g	£12.95	£16.57
	500g	£15.95	£22.03
	1kg	£21.13	£27.80
	2kg max	£33.68	£42.02

*\*Please note international parcel sizes apply*

### Please note:

**When posting any items containing goods** (*excludes correspondence*) **to any international destination**, you now need to complete an electronic customs declaration form. You can do this through your business portal login. **Contact your account manager if you need any assistance.**

# Additional 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 68 countries.

## International Signed

This is our standard 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 international parcel sizes apply*

Format	Weight (up-to)	Europe	Rest of World
Letter	20g	£7.58	£7.83
	100g	£8.60	£9.96
Large Letter	100g	£8.68	£9.98
	250g	£11.09	£14.31
	500g	£13.24	£18.61
	750g	£16.23	£21.46
Small Parcel*	250g	£11.95	£15.57
	500g	£14.95	£21.03
	1kg	£20.13	£26.80
	2kg max	£32.68	£41.02

## Increase your international cover

Additional level of cover		
£50	£250	£500
Included	+£6.50	(See FedEx)



*Ceramics and glassware are only covered for loss not damage.*

## Please note:

**When posting any items containing goods** (excludes correspondence) **to any international destination**, you now need to complete an electronic customs declaration form. You can do this through your business portal login. **Contact your account manager if you need any assistance.**

# Standard Large Parcel Rates To Bailiwick, UK, Jersey and Isle of Man

- 30kg maximum weight limit.
- Items covered up to £50 for loss or damage. Cover upgrade available up to £250.

This is our standard parcel service for Large Parcels to the Bailiwick, UK, IOM and Jersey.

Ceramics and glassware are only compensated for loss not damage.

Format	Weight (up-to)	Bailiwick	UK, IOM, Jsy
Large Parcel	5kg	£9.25	£16.00
	10kg	£12.25	£18.00
	20kg	£15.25	£28.00
	30kg	£18.25	£45.00

## Increase your Large Parcel cover

	Additional level of cover	
	£50	£250
Bailiwick, UK, IOM, Jersey	Included	+£7.50

## Value Large Parcel Rates To Europe and Rest of World

Refer to p9 for details of electronic customs form requirements.

- 30kg maximum weight limit for individual Large Parcels to most destinations.
- Compensation is not available for lost, delayed or damaged Large Parcels sent by this service.
- No tracking facility is available for this service.

Where value for money is more important than a guaranteed delivery speed, use Value Large Parcel Service to send your non-urgent items to worldwide destinations.

For more information on weight and size limits please

contact  **Customer Services 711720**

or visit  [www.guernseypost.com](http://www.guernseypost.com)

Compensation is not available for lost, delayed or damaged Large Parcels sent by this service.

Format	Weight (up-to)	Europe	ROW
Large Parcel	2kg	£38.00	£63.00
	5kg	£43.00	£83.00
	10kg	£53.00	£103.00
	15kg	£68.00	£133.00
	20kg	£88.00	£165.00
	30kg	£125.00	£230.00

# Priority Large Parcel Service To Europe and Rest of World

- 30kg maximum weight limit for individual Large Parcels to most destinations.
- Items are covered up to £50, however additional cover up to £250 is available for an additional £10.

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

**Refer to p9 for details of electronic customs form requirements.**

Use our Priority service when speed and items of value are your main concern.

Format	Weight (up-to)	Europe	ROW
Large Parcel	2kg	£48.00	£73.00
	5kg	£53.00	£93.00
	10kg	£63.00	£113.00
	15kg	£78.00	£143.00
	20kg	£98.00	£175.00
	30kg	£135.00	£240.00

## Increase your Priority Large Parcel cover

*Please note that ceramics and glassware is only covered for loss not damage.*

	Additional level of cover		
	£50	£250	£500
Europe, Rest of World	Included	+£10.00	(See FedEx)

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

# 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 7 working days notice is given prior to expiry.

### Business Redirection Costs

Month	Within Bailiwick	To UK, IOM, Jersey	To Europe	To Rest of World
1	£50.00	£100.00	£155.00	£201.00
3	£92.00	£234.00	£380.00	£510.00
6	£145.00	£420.00	£683.00	£780.00
12	£248.00	£823.00	£1,350.00	£1,428.00

### Costs for renewing an existing Business Redirection service

Month	Within Bailiwick	To UK, IOM, Jersey	To Europe	To Rest of World
1	£34.00	£84.00	£140.00	£186.00
3	£75.00	£219.00	£365.00	£495.00
6	£126.00	£404.00	£668.00	£765.00

For full details of terms and conditions visit [www.guernseypost.com](http://www.guernseypost.com).

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## 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, Market Street and North Plantation in Guernsey, Victoria Street 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.**

# Additional Business Information

## Timed Collection/ Delivery

Our Timed Collection and Delivery Services give business customers guaranteed timings for both 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 is only available for PO Box holders.* It 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:

To find out more about our Timed Collection and Delivery services please contact our Commercial Team on 726241 or email [commercial@guernseypost.com](mailto:commercial@guernseypost.com).

## LocalTracked

This service is designed to support local businesses and their customers, offering a Guernsey wide, timed, afternoon collection service with a local tracked next day delivery.

*For more information plus terms and conditions on all these services, contact our Commercial Team team on 726241 or email [commercial@guernseypost.com](mailto:commercial@guernseypost.com).*

## 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](mailto: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](mailto: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.

**Refer to p9 for details of electronic customs form requirements.**

## Find out more

For more information about any of our services, tariffs or terms and conditions, visit [www.guernseypost.com](http://www.guernseypost.com) or call Customer Services on 711720.

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