



GUIDE TO SERVICES 2018

# Business Accounts

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



# GPL Business Account Services

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# GPL Business Account Services

## Open an Account With Us



### Credit Terms

Your monthly account must be settled in full within 30 days of the end of the month. Changes to your credit limit will be subject to the following review by Guernsey Post.

#### Limit below £5,000

- Trade and Bank references (new account).
- No references are required for change in limit.
- Credit reference check.
- Internal review.
- Review of previous 6 months' history (where applicable).

#### Limit above £5,000 below £15,000

- Trade and Bank references.
- Trade references for any change in limit.
- Credit reference check.
- Internal review.
- Review of previous 12 months' history (where applicable).

#### Limit above £15,000

- Trade and Bank references.
- Credit reference check.
- Internal review.
- Review of previous 12 months' history (where applicable).
- Copy of latest audited accounts.

Customers must ensure all relevant information is provided to enable Guernsey Post to make a credit limit decision.

Starting a credit account with Guernsey Post, opens up a wide range of very useful business services, including Freepost, PrePaid Postage, PO Boxes, International and Business Reply Services, and FedEx UK and FedEx International for Business.

All you have to do is complete our Account Facilities application form and Bank Consent form. You will find them on our website [www.guernseypost.com/forms](http://www.guernseypost.com/forms).

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

### Credit Terms and Conditions

#### Credit policy

Guernsey Post operates a clear credit policy, with every customer receiving a monthly statement, that must be settled within 30 days of the end of the month.

Without a credit account, Guernsey Post can only provide business services with advance payment. For those businesses which take advantage of our credit facilities, every legal entity is regarded as a separate customer.

#### Invoicing and payment

Guernsey Post operates monthly payment terms as standard. Customers are required to pay within 30 days of the statement date (or as otherwise agreed in writing with Guernsey Post), providing they remain within their credit limits. Any balance that goes beyond the agreed credit limit must be paid immediately.

Guernsey Post is unable to issue payment terms that deviate from its declared policy and cannot enter into informal arrangements with customers. Guernsey Post operates strict payments terms of 30 days, should payment for services provided not be received within the 30 days, then Guernsey Post reserves the right to suspend services to the customer. Guernsey Post reserves the right to charge customers a £50 administration fee on all accounts that have not been paid within 30 days of the relevant statement date.

#### Credit limits

The limits for our business services reflect the individual needs and abilities of our customers. The determining factors include their trading history with Guernsey Post, trading references, reports from credit referencing agencies, general trading history and, in some cases, the trading history of their officers and directors.

The minimum requirement for a credit limit in excess of £1,000, is a satisfactory bank reference. Guernsey Post reserves the right to insist on a bank guarantee or Merchant's Deposit for limits in excess of £1,000. Limits are reviewed periodically on request and also when applying for additional products and services.

#### General

Guernsey Post reserves the right to refuse a credit application without explanation, as well as the right to close any existing account at any time. Guernsey Post also reserves the right to vary, change or amend any, or all, of the terms and conditions for its credit account services. All credit accounts are in accordance with the Bailiwick of Guernsey law.

#### Direct Debit

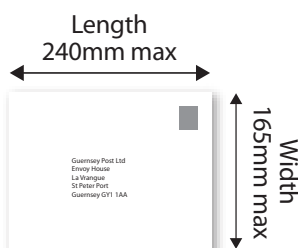
With a monthly direct debit you can spread the cost of delivery evenly throughout the year, avoiding large invoices. Direct Debit will also enable you to factor monthly charges into your budget more easily. For more information please call our Customer Services team on 711720.

NEW

# GPL Business Account Services

## Business Postal Rates

### Letter

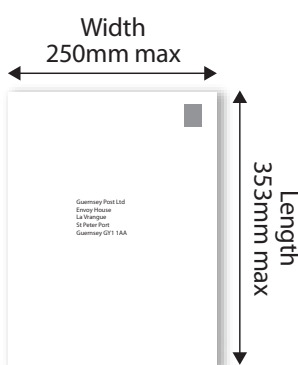


Thickness 5mm max  
Weight 100g max

#### Minimum Size

The minimum length for any item posted is 140mm, minimum width 90mm, and the minimum thickness is 0.25mm.

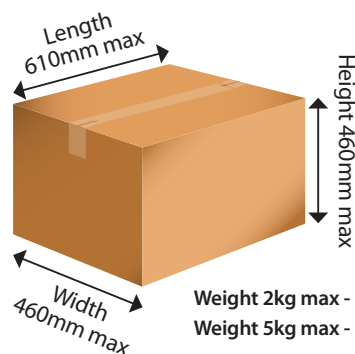
### Large Letter



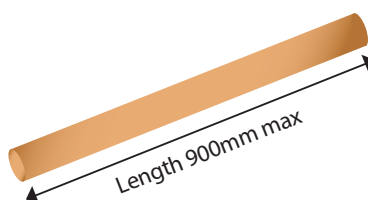
Thickness 25mm max (Bailiwick & UK)  
Weight 750g max

*Note: International Large Letter maximum thickness is 20mm = 5mm thinner than UK Large Letters*

### Parcel (formerly Packet)



Weight 2kg max - Bailiwick  
Weight 5kg max - UK, Jsy, IOM



We have a series of special rates for business customers.

These discounted rates are only available to PPI (Postage Paid Impressions) customers. See page 71 to check if you qualify for a PPI account and find information regarding our Ebilling service, which is a simpler more cost-effective way to pay for postage avoiding all the associated franking machine costs.

**Please note:** These rates are not applicable to Bulk PPI products (page 73).

### Bailiwick

#### Letter

Item weight not over	Postal	Postal + Signed For
100g max	£0.44	£1.54

#### Large Letter (25mm max thickness)

Item weight not over	Postal	Postal + Signed For
100g	£0.61	£1.71
250g	£1.08	£2.18
500g	£1.53	£2.63
750g max	£1.93	£3.03

#### Parcel (formerly known as Packet)

Item weight not over	Postal	Postal + Signed For
100g	£0.99	£2.09
500g	£1.94	£3.04
1000g	£3.12	£4.22
1500g	£4.32	£5.42
2kg max	£5.52	£6.62

### UK, Jersey & Isle of Man

#### Letter

Item weight not over	Postal	Postal + Signed For
100g max	£0.60	£1.70

#### Large Letter (25mm max thickness)

Item weight not over	Postal	Postal + Signed For
100g	£0.92	£2.02
250g	£1.62	£2.72
500g	£2.62	£3.72
750g max	£3.48	£4.58

#### Parcel (formerly known as Packet)

Item weight not over	Postal	Postal + Signed For
500g	£3.73	£4.83
1000g	£5.48	£6.58
1500g	£7.98	£9.08
2000g	£10.48	£11.58
3000g	£16.23	£17.33
4000g	£21.23	£22.33
5kg max	£26.23	£27.33

### Signed For to the UK, CI & IOM

Post can be sent by Signed For within the Bailiwick, 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. Cost £1.10 in addition to postage. For Benefits and Terms and Conditions see page 3.

# GPL Business Account Services

## Business Postal Rates - Europe

We have a series of special rates for business customers.

These discounted rates are only available to PPI (Postage Paid Impressions) customers. See page 71 to check if you qualify for a PPI account and find information regarding our Ebilling service, which is a simpler more cost-effective way to pay for postage avoiding all the associated franking machine costs.

**Please note:** These rates are not applicable to Bulk PPI products (page 73).

### Europe

#### Letter

Item weight not over	Postal
20g	£0.74
100g max	£1.52

#### Parcel (formerly known as Packet)

Item weight not over	Postal
100g	£2.25
250g	£4.05
500g	£6.48
1000g	£12.24
1500g	£17.88
2kg max	£23.52

#### Large Letter (20mm max thickness)

Item weight not over	Postal
100g	£1.79
250g	£3.47
500g	£5.59
750g max	£8.44

## Business Postal Rates - ROW

We have a series of special rates for business customers.

These discounted rates are only available to PPI (Postage Paid Impressions) customers. See page 71 to check if you qualify for a PPI account and find information regarding our Ebilling service, which is a simpler more cost-effective way to pay for postage avoiding all the associated franking machine costs.

**Please note:** These rates are not applicable to Bulk PPI products (page 73).

### Rest of World

#### Letter

Item weight not over	Postal
20g	£0.83
100g max	£2.29

#### Parcel (formerly known as Packet)

Item weight not over	Postal
100g	£3.77
250g	£6.02
500g	£9.98
1000g	£15.68
1500g	£21.18
2kg max	£26.68

#### Large Letter (20mm max thickness)

Item weight not over	Postal
100g	£2.73
250g	£5.55
500g	£9.43
750g max	£11.23

# GPL Business European / Rest of World Postal Rates

## International Tracked & Signed

### Benefits:

- Priority handling.
- Items electronically tracked up to final delivery overseas.
- Automatic insurance up to £50.
- Up to £250 insurance available (exclusions apply, subject to destination and payment of additional fee of £3.00).
- Signature taken on delivery (copy not available).
- Proof of posting.
- *In some countries only* - Returned free of charge if not delivered, providing the return address is supplied.
- Available to 65 countries (see list to the right).

Maximum compensation for cash and money,<sup>1</sup> and instruments sent via International Tracked & Signed is £100. Additional compensation is not available for electronic devices such as mobile telephones, smart phones, tablets, notebooks, personal digital assistants and Blackberrys. Standard compensation is £50.

Loss claims for International Signed to Europe should not be submitted until 20 working days after the estimated delivery date, for items worldwide allow 25 days. All loss claims must be submitted within 6 months of the postal date. *See website for details.*

<sup>1</sup>Cash/money includes coins, notes of any currency, securities of any kind payable to the bearer, travellers cheques and postal orders.

For more information on individual country exclusions, contact Customer Services.

\* Please note that the maximum Large Letter depth to Europe and worldwide is 5mm smaller (at 20mm) than the maximum Channel Island, UK and Isle of Man Large Letter dimension (25mm).

**International Tracked & Signed** is a fully tracked service from posting to delivery overseas, which requires a signature on delivery. Available from all Guernsey Post branches, International Tracked comes with electronic tracking and operates to 65 countries, although it is not time guaranteed.

**International Tracked & Signed** is available to selected destinations only:

### European Countries:

Aland Islands	Czech Rep. (EU)	Hungary (EU)	Moldova	Slovenia (EU)
Andorra (EU)	Denmark (EU)	Iceland	Netherlands (EU)	Spain (EU)
Austria (EU)	Faroe Islands	Ireland (Rep.)(EU)	Poland (EU)	Sweden (EU)
Belarus	Finland (EU)	Italy (EU)	Portugal (EU)*	Switzerland**
Belgium (EU)	France (EU)**	Latvia (EU)**	Romania (EU)	Turkey
Bulgaria (EU)	Greenland	Liechtenstein	Russian Fed.	Vatican City
Canary Isles (EU)	Germany (EU)	Lithuania (EU)	San Marino (EU)	State (EU)
Croatia (EU)	Gibraltar	Luxembourg (EU)	Serbia	
Cyprus (EU)	Greece (EU)	Malta (EU)	Slovak Rep. (EU)	

### Other Countries:

Argentina	Cayman Islands	Indonesia	Singapore	Tonga
Barbados	Cook Islands	Japan	Sth Korea (Rep)	United Arab Emirates
Belize	Ecuador	Lebanon	Thailand	Uganda
Cambodia	Georgia	Malaysia	Trinidad & Tobago	USA
Canada	Hong Kong	New Zealand**		

(EU) - Member of European Union \*Additional insurance is not available. \*\*Please note that these International Tracked countries do not allow cash to be sent through their postal networks.

## Letter Postage + £6.95

Item weight not over	Europe	Rest of World
20g	£7.69	£7.78
100g max	£8.47	£9.24

## Large Letter Postage + £6.95

Item weight not over	Europe	Rest of World
100g	£8.74	£9.68
250g	£10.42	£12.50
500g	£12.54	£16.38
750g max	£15.39	£18.18

## Parcel<sup>2</sup> Postage + £6.95

Item weight not over	Europe	Rest of World
100g	£9.20	£10.72
250g	£11.00	£12.97
500g	£13.43	£16.93
1000g	£19.19	£22.63
1500g	£24.83	£28.13
2kg max	£30.47	£33.63

## Europe/Rest of World Dimensions for International Tracked & Signed

### Postcard

Minimum Size	Maximum Size
90mm x 140mm	120mm x 235mm

### Letter

Minimum Size	Maximum Size
90mm x 140mm Thickness: 0.25mm	240mm x 165mm Thickness: 5mm

### Large Letter

Minimum Size	Maximum Size
166mm x 241mm Thickness: 0.25mm	353mm x 250mm Thickness: 20mm*

\* Please note that the maximum Large Letter depth to Europe and worldwide is 5mm smaller (at 20mm) than the maximum Channel Island, UK and Isle of Man Large Letter dimension (25mm).

### Parcel<sup>2</sup> (formerly known as Packet)

Minimum Size	Maximum Size
251mm x 354mm Thickness: 0.25mm	Length, + width + height combined = 900mm The greatest single dimension must not exceed - 600mm

### Rolled Parcel (formerly known as Rolled Packet)

Minimum Size	Maximum Size
Length + twice diameter - 170mm The greatest single dimension must not be less than - 100mm	Length plus twice diameter must not exceed - 1040mm Length must not be greater than - 900mm

# GPL Business European / Rest of World Postal Rates

## International Tracked

(formerly *Airsure*)

### Benefits:

- Priority handling.
- Items electronically tracked up to final delivery overseas (but no signature on delivery).
- Automatic insurance up to £50.
- Up to £250 insurance available (exclusions apply, subject to destination and payment of additional fee of £3.00).
- Proof of posting.
- Available to 50 countries (see table above-right).
- *In some countries only* - Returned free of charge if not delivered, providing the return address is supplied.

Allow 3-5 working days for International Tracked items sent to Europe, and 5-7 working days for items to worldwide destinations.

Maximum compensation for cash and money,<sup>1</sup> and musical instruments sent via International Tracked is £100. Additional compensation is not available for electronic devices such as mobile telephones, smart phones, tablets, notebooks, personal digital assistants and Blackberrys. Standard compensation is £50.

Loss claims for International Tracked to Europe should not be submitted until 20 working days after the estimated delivery date, for items worldwide allow 25 days. All loss claims must be submitted within 6 months of the postal date. See website for details.

<sup>1</sup>Cash/money includes coins, notes of any currency, securities of any kind payable to the bearer, travellers cheques and postal orders.

For more information on individual country exclusions, contact Customer Services.

For a fast, secure and reliable international service, International Tracked is hard to beat for sending a Letter or Parcel. Available from all Guernsey Post branches, International Tracked comes with electronic tracking and operates to 50 countries, although it is not time guaranteed.

**International Tracked** delivers to the following European and Worldwide Countries:

European Countries:			Other Countries:
Aland Islands	Gibraltar	Norway	Australia**
Andorra	Greece (EU)	Poland (EU)	Canada
Austria (EU)	Greenland	Portugal (EU)*	Hong Kong
Belgium (EU)	Hungary (EU)	Russian Federation	India
Canary Islands (EU)	Iceland	San Marino (EU)	Israel
Croatia (EU)	Ireland (Rep of) (EU)	Serbia	Lebanon
Cyprus (EU)	Italy (EU)	Slovak Republic (EU)	Malaysia
Denmark (EU)	Latvia (EU)**	Slovenia (EU)	New Zealand**
Estonia (EU)	Liechtenstein	Spain (EU)	Singapore
Faroe Islands	Lithuania (EU)	Sweden (EU)	South Korea (Rep. of)
Finland (EU)	Luxembourg (EU)	Switzerland**	USA
France (EU) **	Malta (EU)	Turkey	
Germany (EU)	Netherlands (EU)	Vatican City Ste (EU)	

(EU) - Member of European Union. \*Additional insurance is not available. \*\*Please note that these International Tracked countries do not allow cash to be sent through their postal networks.

## Letter Postage + £6.05

Item weight not over	Europe	Rest of World
20g	£6.79	£6.88
100g max	£7.57	£8.34

## Large Letter Postage + £6.05

Item weight not over	Europe	Rest of World
100g	£7.84	£8.78
250g	£9.52	£11.60
500g	£11.64	£15.48
750g max	£14.49	£17.28

## Parcel<sup>2</sup> Postage + £6.05

Item weight not over	Europe	Rest of World
100g	£8.30	£9.82
250g	£10.10	£12.07
500g	£12.53	£16.03
1000g	£18.29	£21.73
1500g	£23.93	£27.23
2kg max	£29.57	£32.73

## Europe/Rest of World Dimensions for International Tracked & Signed

### Postcard

Minimum Size	Maximum Size
90mm x 140mm	120mm x 235mm

### Letter

Minimum Size	Maximum Size
90mm x 140mm Thickness: 0.25mm	240mm x 165mm Thickness: 5mm

### Large Letter

Minimum Size	Maximum Size
166mm x 241mm Thickness: 0.25mm	353mm x 250mm Thickness: 20mm*

\* Please note that the maximum Large Letter depth to Europe and worldwide is 5mm smaller (at 20mm) than the maximum Channel Island, UK and Isle of Man Large Letter dimension (25mm).

### Parcel<sup>2</sup> (formerly known as Packet)

Minimum Size	Maximum Size
251mm x 354mm Thickness: 0.25mm	Length, + width + height combined = 900mm The greatest single dimension must not exceed - 600mm

### Rolled Parcel (formerly known as Rolled Packet)

Minimum Size	Maximum Size
Length + twice diameter - 170mm The greatest single dimension must not be less than - 100mm	Length plus twice diameter must not exceed - 1040mm Length must not be greater than - 900mm

# GPL Business European / Rest of World Postal Rates

## International Signed

### Benefits:

- Global coverage, covers 169 countries.
- International standard service and delivery times.
- Automatic insurance up to £50.
- Up to £250 insurance available (exclusions apply, subject to destination and payment of additional fee of £3.00).
- Online tracking in the UK.
- Signature taken on delivery (copy not available).
- Proof of posting.
- *In some countries only* - Returned free of charge if not delivered, providing the return address is supplied.

Maximum compensation for cash and money<sup>1</sup>, and musical instruments sent via International Signed is £100. Additional compensation is not available for electronic devices such as mobile telephones, smart phones, tablets, notebooks, personal digital assistants and Blackberrys. Standard compensation is £50.

Loss claims for International Signed to Europe should not be submitted until 20 working days after the estimated delivery date, for items worldwide allow 25 days. All loss claims must be submitted within 6 months of the postal date. See website for details.

<sup>1</sup>Cash/money includes coins, notes of any currency, securities of any kind payable to the bearer, travellers cheques and postal orders.

For more information on individual country exclusions, contact Customer Services.

**International Signed** is an International Standard service with the additional security of proof of posting and signature on delivery (copy of signature not available). This very useful service can be used for almost every international destination (which is not covered by the International Tracked & Signed Service) and can be purchased at any of our branches.

**International Signed** delivers to the following European and Countries Worldwide:

European Countries:			Other Countries:
Albania*	Kosovo	Ukraine	Covers countries not listed in Europe. Please contact our Customer Services team for further information or visit our website.
Armenia	Kyrgyzstan	Uzbekistan*	
Azerbaijan	Macedonia		
Bosnia-Herzegovina	Montenegro*		
Estonia (EU)	Norway*		
Kazakhstan*	Tajikistan*		
	Turkmenistan		

\*Please note that these International Signed countries do not allow cash to be sent through their postal networks.

## Letter Postage + £6.05

Item weight not over	Europe	Rest of World
20g	£6.79	£6.88
100g max	£7.57	£8.34

## Europe/Rest of World Dimensions for International Tracked & Signed

### Postcard

Minimum Size	Maximum Size
90mm x 140mm	120mm x 235mm

### Letter

Minimum Size	Maximum Size
90mm x 140mm Thickness: 0.25mm	240mm x 165mm Thickness: 5mm

### Large Letter

Minimum Size	Maximum Size
166mm x 241mm Thickness: 0.25mm	353mm x 250mm Thickness: 20mm*

\* Please note that the maximum Large Letter depth to Europe and worldwide is 5mm smaller (at 20mm) than the maximum Channel Island, UK and Isle of Man Large Letter dimension (25mm).

## Large Letter Postage + £6.05

Item weight not over	Europe	Rest of World
100g	£7.84	£8.78
250g	£9.52	£11.60
500g	£11.64	£15.48
750g max	£14.49	£17.28

### Parcel<sup>2</sup> (formerly known as Packet)

Minimum Size	Maximum Size
251mm x 354mm Thickness: 0.25mm	Length, + width + height combined = 900mm The greatest single dimension must not exceed - 600mm

## Parcel<sup>2</sup> Postage + £6.05

Item weight not over	Europe	Rest of World
100g	£8.30	£9.82
250g	£10.10	£12.07
500g	£12.53	£16.03
1000g	£18.29	£21.73
1500g	£23.93	£27.23
2kg max	£29.57	£32.73

### Rolled Parcel (formerly known as Rolled Packet)

Minimum Size	Maximum Size
Length + twice diameter - 170mm The greatest single dimension must not be less than - 100mm	Length plus twice diameter must not exceed - 1040mm Length must not be greater than - 900mm



# GPL Business Account Services

## Special Delivery for Businesses

### Sending items Special Delivery for repair or valuation.

When sending goods and gifts check Customs and Import VAT details, Border Force Clearance, see page 56-57.

Please be aware that postal Parcels and Large Parcels with a value exceeding £873.00 or items for temporary importation regardless of the value e.g. repairs or valuations, are subject to Border Force clearance procedures. Please turn to page 56 for more information.

There is no next day delivery guarantee available on items to be sent for repair and valuation.

### 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%

Only customs cleared items, gifts under £39\* or where VAT prepaid and documents can be guaranteed for 9am delivery to the UK.

We cannot guarantee any items that cannot be flown i.e. Perfume, Lithium Batteries (as individual items), Aerosols, Nail Varnish.

### We cannot guarantee delivery by 9am the next working day to the following postcode areas:

Postcodes	Location	Postcodes	Location	Postcodes	Location
<b>Mainland</b>	<b>Area</b>	<b>Island</b>	<b>Area</b>	<b>Island</b>	<b>Area</b>
AB 30-39, 41-45, 51-56	Aberdeen	IM (all except IM1)	Isle of Man	PH 15-50	Perthshire
BD 23-24	Mid Yorkshire	IV (all except IV1)	Inverness	PL 29 (3)	Devon
BT 35, 44, 47, 51, 53, 54, 70-71, 76, 77, 81, 92-94	Northern Ireland	LA 18, 20	Cumbria, Lancashire	PO 30-41	Isle of Wight
DG 9 (7&9)	West of Scotland	LD 1-4, 6	Chester and N. Wales	SY 25	North Wales
FK 17-21	Falkirk	NN 4-6, 10	Northampton	TR 12-13, 17-26	Cornwall
GY 1-9	Guernsey	KA 27, 28	Arran, Cumbrae	YO 41, 43, 51, 60-62	Mid Yorkshire
HG 3	Mid Yorkshire	KW All	NE Scotland	ZE 1-3	Shetland Islands
HS 1-9	Outer Hebrides	PA 20-49	Paisley		

\*subject to change

Regular business customers can gain a series of extra benefits from our Special Delivery Service.

### Guaranteed next working day delivery

With Special Delivery we guarantee delivery for documents and goods to most UK destinations (including Northern Ireland, and Jersey) by 1pm the next working day.

Item weight	Insurance options - up to		
	£500	£1,000	£2,500
1g - 100g	£8.25	£9.75	£13.25
101g - 500g	£9.75	£11.25	£14.75
501g - 1kg	£12.50	£14.00	£17.50
1001g - 2kg	£16.25	£17.75	£21.25
2001g - 5kg	£29.70	£31.20	£34.70
5001g - 10kg	£34.75	£36.25	£39.75
10001g - 15kg	£39.75	£41.25	£44.75
15001g - 20kg	£52.70	£54.20	£57.70

Delivery to some destinations takes a little longer, but we still guarantee delivery by 5.30pm within three working days (see page 16 for details).

Special Delivery cannot be used for delivery to an Admail address.

Document packages must be clearly marked 'DOCUMENTS'.

Special Delivery items cannot be posted in Postboxes.

### Despatch arrangements

Business customers, who make frequent use of our Special Delivery service, are provided with online access to streamline the despatch 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 (see page 70) or a Bulk Mail contract.

### Guaranteed next working day delivery (before 9am)

Item weight	Insurance options - up to		
	£500	£1,000	£2,500
1g - 100g	£19.64	£21.14	£24.64
101g - 500g	£22.32	£23.82	£27.32
501g - 1kg	£24.20	£25.70	£29.20
1001g - 2kg	£28.31	£29.81	£33.31

Business customers can apply to join the prepaid VAT scheme for items posted from Guernsey to the UK.

This service cuts delivery time for customers as it removes the need to present all items to Border Force on arrival in the UK.

Import VAT can also be prepaid

at the time of posting at any of our branches. Contact our Customer Services for further details.

Subject to customs clearance procedures, see pages 56-57.

### Guaranteed Saturday 1pm delivery

We offer a guaranteed delivery service on a Saturday (except for the Bailiwick of Guernsey - subject to final destination).

See the table on page 16 for the latest acceptable time on the day of posting for guaranteed Saturday delivery.

# GPL Business Account Services

## FedEx UK for Businesses

FedEx UK is the service of choice for sending important or time-sensitive documents (items of no commercial value) to the UK mainland. Currently it is available to our FedEx account holders and at our Envoy House or Smith Street branches. Account holders can call Customer Services to arrange a free collection.

For more information about FedEx UK and International regarding insurance, sizes and weights please refer to pages 19-20.

We have a full range of ready-to-use, self-sealing Fed Ex UK packaging in a choice of sizes. Each design has been proven many millions of times and every one is available free of charge when you use our FedEx service. See examples on page 26.

### IMPORTANT INFORMATION

It is the responsibility of the sender to check the following details regarding their shipment, including but not limited to, before sending the shipment:

- Customs duties potentially payable in the receiving country
- Clearance procedures and if a third party clearance broker is required
- VAT payable due to the value of the item

For further country specific information please visit: [www.fedex.com](http://www.fedex.com)

Prices shown exclude fuel surcharges. FedEx services and charges are subject to change - for the most up to date information on our FedEx services please visit our website [www.guernseypost.com](http://www.guernseypost.com) or call Customer Services on 711720.

For a full list of all FedEx UK delivery destinations and delivery timescales, please refer to the website [www.guernseypost.com/fedex](http://www.guernseypost.com/fedex) or visit [www.fedex.com](http://www.fedex.com).

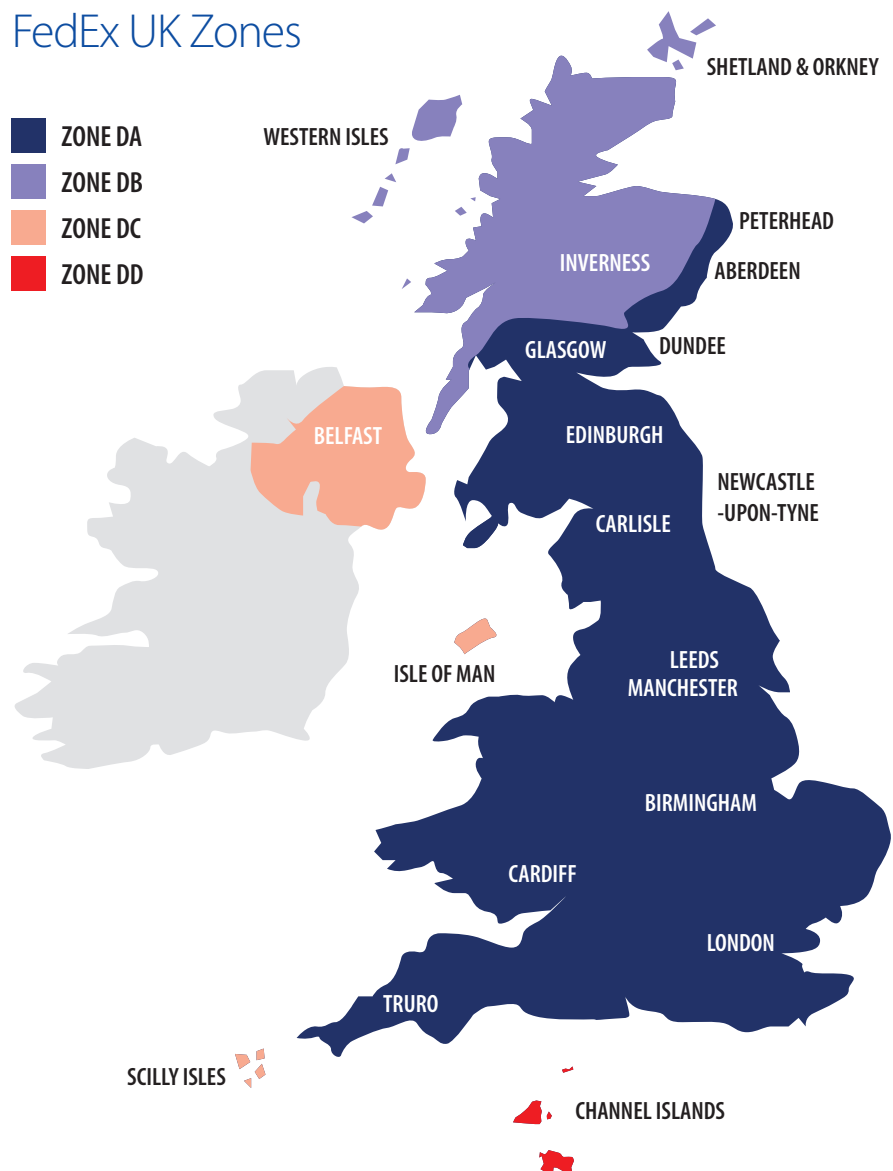
### FedEx Pak 0.5kg - 2.5kg

Item weight kg	Zone DA	Zone DA	Zone DA	Zone DA	Zone DB	Zone DC	Zone DD
Pak	Before 9am	Before 10am	Before 12pm	Next Day	Next Day	Next Day	Next Day
0.5	£54.57	£37.70	£27.08	£20.42	£29.57	£41.50	£45.36
1.0	£55.07	£38.20	£27.58	£20.92	£30.07	£42.00	£45.86
1.5	£55.57	£43.62	£32.05	£21.42	£30.57	£42.50	£46.36
2.0	£56.07	£44.12	£32.55	£21.92	£31.07	£43.00	£46.86
2.5	£56.57	£44.62	£33.05	£22.42	£31.57	£43.50	£47.36

If non-FedEx branded packaging is used different FedEx rates will apply.

## FedEx UK Zones

- ZONE DA
- ZONE DB
- ZONE DC
- ZONE DD



# FedEx International Rates for Business

## FedEx Envelope up to 0.5kg/FedEx Pak 0.5kg - 2.5kg

For documents up to 2.5kg, we recommend the FedEx Envelope or FedEx Pak, shown on page 25. Otherwise the rates for packages apply.

### Europe

Item weight kg	Zone R	Zone S	Zone T	Zone U	Zone V
<b>FedEx Envelope 0.5</b>	£32.92	£32.92	£35.75	£37.14	£43.14
<b>FedEx Pak</b>					
0.5	£33.50	£33.50	£37.61	£38.06	£44.39
1.0	£38.00	£38.00	£42.40	£42.27	£49.89
1.5	£40.17	£40.17	£46.10	£44.17	£53.10
2.0	£43.17	£43.17	£50.80	£47.50	£59.89
2.5	£46.33	£46.33	£56.70	£51.50	£65.39

### Rest of World

Zone A	Zone B	Zone C	Zone D	Zone E
£34.14	£43.14	£43.65	£54.19	£53.19
£36.39	£44.39	£44.90	£55.44	£54.44
£39.87	£49.89	£50.45	£63.60	£62.23
£44.67	£55.67	£55.90	£71.30	£68.95
£51.17	£58.90	£61.15	£77.20	£79.70
£60.67	£65.90	£67.90	£84.20	£90.70

## Packages 0.5kg - 70kg

Any type of packaging including FedEx Box and FedEx Tube, shown on page 25.

0.5	£34.00	£34.00	£38.11	£43.33	£53.31	£40.87	£57.31	£56.15	£59.23	£65.23
1.0	£38.50	£38.50	£43.90	£47.17	£62.96	£47.77	£65.40	£65.15	£68.20	£68.34
1.5	£41.67	£41.67	£47.60	£49.17	£64.40	£57.93	£68.47	£69.69	£75.07	£74.36
2.0	£43.67	£43.67	£51.30	£54.17	£72.15	£62.44	£74.79	£73.62	£84.57	£81.01
2.5	£46.83	£46.83	£55.20	£57.17	£75.47	£65.94	£78.38	£77.75	£90.16	£89.51
3.0	£48.77	£48.77	£58.42	£59.63	£78.67	£69.95	£80.85	£81.35	£94.65	£96.48
3.5	£50.37	£50.37	£61.44	£61.13	£82.23	£71.31	£84.08	£85.51	£101.52	£102.92
4.0	£53.75	£53.75	£65.20	£63.63	£85.93	£73.52	£88.18	£88.68	£106.25	£108.23
4.5	£55.23	£55.23	£68.08	£65.08	£89.52	£77.40	£92.42	£92.71	£112.10	£114.55
5.0	£57.73	£57.73	£71.98	£68.65	£94.08	£79.52	£96.63	£96.32	£118.97	£120.75
5.5	£60.70	£60.70	£74.24	£71.73	£98.30	£82.60	£99.87	£99.27	£125.35	£126.85
6.0	£62.08	£62.08	£78.00	£73.18	£100.62	£85.68	£103.85	£103.38	£131.85	£133.12
6.5	£65.37	£65.37	£80.64	£75.62	£105.05	£88.86	£107.97	£107.48	£138.35	£139.38
7.0	£68.65	£68.65	£84.28	£77.93	£109.25	£92.04	£111.95	£111.70	£143.63	£145.67
7.5	£70.93	£70.93	£89.91	£79.38	£114.57	£95.10	£115.95	£115.82	£151.13	£150.93
8.0	£73.42	£73.42	£94.06	£82.57	£118.00	£98.28	£120.05	£119.03	£157.92	£156.08
8.5	£75.60	£75.60	£98.80	£85.02	£121.32	£101.48	£122.05	£122.13	£163.76	£162.37
9.0	£78.87	£78.87	£101.66	£87.47	£126.77	£104.54	£126.03	£126.25	£170.59	£168.52
9.5	£81.27	£81.27	£104.69	£89.78	£129.08	£108.72	£130.92	£130.47	£176.55	£174.90
10.0	£83.53	£83.53	£108.54	£92.22	£133.17	£110.90	£134.90	£134.03	£182.52	£180.07
15.0	£101.07	£101.07	£139.35	£111.83	£176.39	£136.59	£176.98	£177.52	£245.12	£247.12
20.0	£123.95	£123.95	£167.63	£131.43	£224.08	£163.43	£219.07	£220.00	£307.72	£312.95
25.0	£142.39	£142.39	£198.35	£149.77	£269.80	£193.48	£259.00	£262.62	£369.52	£378.83
<b>per additional 0.5</b>	<b>£1.55</b>	<b>£1.55</b>	<b>£1.87</b>	<b>£3.17</b>	<b>£3.82</b>	<b>£3.16</b>	<b>£4.06</b>	<b>£4.968</b>	<b>£5.90</b>	<b>£7.10</b>
50.0	£219.89	£219.89	£291.85	£308.27	£460.80	£351.48	£462.00	£510.62	£664.52	£733.83
70.5	£283.44	£283.44	£368.52	£438.24	£617.42	£481.04	£628.46	£713.98	£906.42	£1,024.93

For more information about additional weights and prices, call Customer Services.

# GPL Business Account Services

## PO Boxes for Business

### Setting up a PO Box

To apply for a PO Box, complete the PO Box application form available from any of our branches, or from Customer Services and our website.

Send it to Customer Services, FREEPOST, Guernsey Post Ltd, Envoy House, La Vrangué, St. Peter Port, GUERNSEY, GY1 5SS.

Please note: If you do not already have an account with us, then you will need to apply for one in addition to submitting the application form, see page 60.

### Additional Addressees

Additional addressees may also use the holder's PO Box. You must declare the number of such addressees at the time of applying for the PO Box and advise us of any new additional addressees within a month of establishing any additional addressee.

No of Addressees	Cost per Additional Addressee
First 10	£27.14
Next 90	£16.38
Next 400	£11.26
Next 250	£5.12
After 750	No additional charge

Where we find additional addressees who have not been declared, we reserve the right to add them to the list and apply a fee of £50 for them for the remainder of the year of charge.

**Please Note:** We cannot offer redirection facilities unless the PO Box is closed. All items must be redirected to a single new address in that instance or to another PO Box. This arrangement can be maintained for a maximum of 4 months.

We reserve the right to refuse an application for a PO Box without explanation, to close the Box at any time, or to vary, change or amend all, or any of, the terms and conditions relating to PO Box facilities offered by us. Please contact our Customer Services for full details.

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. Post received, bearing the full and correct PO Box address, will be available for collection from the times set out below. You will be notified of any Express/Signed For items with a notification card in your PO Box. Please note that Express/Signed For items cannot be collected before the collection times shown below. Parcels are not normally placed in your boxes and must be delivered instead to an alternative conventional postal address.

**Please note:** Post can be collected earlier than 8.45am from Envoy House, but because our quality control procedures are not finished until that time, customers are requested to check post taken from their boxes before leaving Envoy House. We cannot accept responsibility for incorrectly sorted post if it is collected before that time.

### Annual fees and opening times

Branches	Opening times	Post available	One-off set up charge	Annual fee
Envoy House, Guernsey	7am - 6.30pm Mon- Fri. 7am - 12pm Sat.	8.00am local mail* 8.45am all registered mail 9.00am all other mail	£102.50	£174.00
Smith Street, Guernsey	8.45am - 4.45pm Mon - Fri. 8.45am - 11.45am Sat.	9.15am	£102.50	£532.00
Victoria St, Alderney	9am - 12.30pm, 1.30pm - 5pm Mon - Fri. 9am - 12.30pm Sat.	9.00am	£102.50	£92.00
The Avenue, Sark	8.30am - 1pm and 2pm - 5pm Mon - Sat.	8.30am	£102.50	£92.00

\*excluding registered mail

### Terms and Conditions:

- All fees will be invoiced in advance.
- The service is available for 12 month periods.
- The PO Box facility will be granted only for the permanent address in the Bailiwick at which an applicant resides (residential only) or trades in Guernsey. A change of address must be notified to us.
- Subject to availability of boxes, there is no maximum number of PO Boxes per customer per permanent address.
- The box number and dedicated postcode will become part of the address and should be shown on the holder's letterheads, invoices, statements etc. Incorrectly addressed post may be delayed or returned to sender. The postcode used in the address should be that of the PO Box and NOT that of the holders' premises.
- Guernsey Post will not disclose the full address of the user of the PO Box to anyone requesting the information unless there is a legal requirement to do so, or disclosure is made under Section 29, Crime and Taxation, of the Data Protection (Bailiwick of Guernsey) Law, 2001.
- A key to the box will be issued to the holder so that only his or her representative may obtain the correspondence.
- It is essential therefore to safeguard the key against loss or misuse. This is the responsibility of the box holder. If lost, a charge of £75.00 will be raised to replace the lock and issue a new key.
- No additional keys will be issued. However, the box holder may have additional keys cut at his or her expense. All keys must be surrendered when the box is given up.
- A notification card will be issued for Special Delivery, Express and Signed For items, as these will not be put into the box but will be handed over to the person presenting the card.
- Items may not be collected outside the normal opening hours specified above. Items must be collected at least once per month. We may treat an item that is not collected within that time as undeliverable in accordance with the undeliverable post policy, outlined in 'Customer Information' p90.
- There is a chargeable 3 month notice period. During this period, or for up to 4 months after it, all the post may be redirected to a single address or another PO Box (see page 29 for Redirection service).
- After the expiration of any post redirection service following on from, or concurrent with, the notice period for the PO Box facility, all post received will be deemed to be undeliverable and either returned to sender or destroyed in accordance with our undeliverable post policy.

# GPL Business Account Services

## Timed Collection/Delivery

### Terms and Conditions of use

- Monthly payment or direct debit options available.
- Customers can commence service at any time.
- Timed Delivery customers must have a PO Box (see page 69 for information on PO Boxes) or a large user postcode to access this service and will only receive post that is delivered to that PO Box address or postcode.
- A service level agreement will be signed prior to the start of the service to ensure customers are fully aware of the specification.
- One month's notice required for change of delivery location.
- Rolling contract.

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.

#### Benefits:

- Consistency of a timed collection.
- Less manpower required.
- Flexible collection times.
- Collection typically within five minutes of allocated time.

### Timed Delivery

This service enables business customers to receive post at a guaranteed time.

#### Benefits include:

- Consistent delivery time to manage business processes (e.g. banking and fulfillment of orders).
- Flexible delivery times.
- Delivery typically within five minutes of allocated time.

### Cost for a Collection/Delivery service

We offer a standard 12 month contract for a Timed Delivery or Collection service, please contact Customer Services on 711720 for more information.

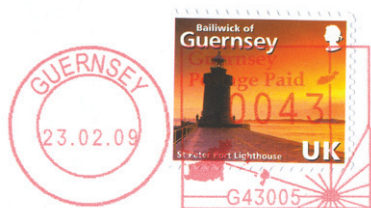
### How to set up a Timed Collection/Delivery

Simply complete the **Timed Collection/Delivery application form** available from any branch, from Customer Services or our website.

Send to Customer Services, FREEPOST, Guernsey Post Ltd, Envoy House, La Vrangue, St Peter Port, GUERNSEY, GY1 5SS.

**Please note:** You will need an account with Guernsey Post to set up your Timed Collection or Delivery Service, see page 60.

## Franking



## Mailroom Franking

(Mail collection, franking & posting)

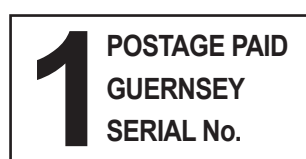
One easy way for any business to reduce the cost of collecting, processing and sending post, is through our Mailroom Franking service. Please call Customer Services for more information or see Ebilling, page 69, as an alternative cost-effective way to pay for postage.

For information on Franking in Branch see page 76.

# GPL Business Account Services

## Postage Paid Impressions (PPI)

Postage Paid Impressions or PPI is a dedicated business service aimed at customers sending medium to large quantities of post. With PPI, the postage on your items is preprinted instead of franked or stamped. PPI is ideal for posting Letters, Large Letters, Parcels and Large Parcels.



### How to apply

To find out if you qualify for PPI facilities please contact our Customer Services Department on 711720.

### PPI rates

There is no additional charge for using the PPI service and, as you will benefit from our discounted Business Rates (see page 61), you will actually be saving money by moving to PPI. PPI customers are also entitled to a Special Delivery volume discount (see page 66).

### Terms and Conditions

- You must use a Postage Paid Impression (PPI) on your Letters, Large Letters, Parcels and Large Parcels.
- The PPI must include the service used, the words 'Postage Paid' and 'Guernsey', and the serial number allocated upon acceptance of your application. The font must be Arial, (see below left).
- A correctly completed postal docket must accompany all postings
- The PPI must go in the top right hand corner on the address side of the item and should not be smaller than 40mm x 20mm as illustrated.
- The PPI must be placed on a solid light background and is subject to approval by us.

### PPI mail presentation

- Pre-sort mail into destination, i.e. Bailiwick, UK, Jersey, International and then by format, Letter, Large Letter or Parcel.
- Mail should be banded together by destination and placed into white postal sacks.
- UK and International mail can be placed in the same sack and labelled UK/INT.
- Local (Guernsey and the Bailiwick) should be in a separate sack labelled 'Local'.
- If using more than one sack please number each individual sack. e.g. 1 of 4, 2 of 4 etc.
- Your eBilling postal docket must accompany your mail and should be placed in the white sack marked with the number one.
- Postal sacks should be taken to any Guernsey Post branch before final collection of the day (times vary - see page 80 for branch details). Only post received in time and with a correctly completed postal docket will be processed that day to connect with the evening despatch to the UK.
- If postings are to be collected by Guernsey Post they must be ready at the agreed time.
- Priority items including Special Delivery should be presented at the mail counters or handed to staff, not placed in postal PPI sacks.

**The PPI discount rate will only apply if the mail presentation criteria is followed.**

## eBilling

Contact Customer Services or visit our website for more information or to set up an account.

Available to business account holders only, the eBilling service is a simpler more cost-effective way to pay for postage.

For the cost of a simple postage paid (PPI) rubber stamp all the associated franking machine costs can be avoided.

Business Account holders will also have the benefit of being able to access up-to-date accurate postage records and the Special Delivery Discount.

### Benefits:

- eBilling is a free business service.
- Account holders receive 30 days credit on each posting.
- A Direct Debit option is available.
- Business rates apply.
- Account holders can access their postage history at any time.
- Notes on postage submission appear as points of reference on statements.
- eBilling is accessible from any computer, anytime, anywhere.

# GPL Business Account 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.

### Freepost rates

The postage value for Freepost is charged at the local rate plus a small premium, making it a very cost effective package for local companies marketing in the UK. A licence must be purchased in advance before this service can be accessed.

Annual licence fee	£85.00
Premium per item	3p

### How to use Freepost

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 3p premium for every reply received. You are also required to pay a yearly licence fee of £85.00.

### Freepost dimensions

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

**Thickness:** minimum for envelopes is 0.25mm

**Weight:** as Letter, Large Letter and Parcel format.

Responses received from the UK will be delivered to you within 3 working days and delivered next day for local responses.

### How to apply

Please complete the Freepost application form available from any of our branches. Alternatively download one from our website.

Send to Customer Services, FREEPOST, Guernsey Post Ltd, Envoy House, La Vrangue, St. Peter Port, GUERNSEY, GY1 5SS.

**Please note:** You will need an account with Guernsey Post to set up your Freepost Service, see page 60.

## 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.

### Business Reply rates

Postage for this service is charged at the local rate plus a small premium, making it a very cost effective package for island companies marketing in the UK. A special licence must be purchased before the service can be used.

Annual licence fee	£85.00
Premium per item	3p

### How to use Business Reply

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 dimensions

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

**Thickness:** minimum for envelopes is 0.25mm

**Weight:** as Letter, Large Letter and Parcel formats.

### How to apply

Create your own Business Reply Service by completing the **Business Reply Service application** form available from any of our branches, or from Customer Services and our website.

Send to Customer Services, FREEPOST, Guernsey Post Ltd, Envoy House, La Vrangue, St. Peter Port, GUERNSEY, GY1 5SS.

**Please note:** You will need an account with Guernsey Post to set up your Business Reply Service, see page 60.

### Terms and Conditions

- Letter, Large Letter and Parcel size and weight limits apply.
- UK responses delivered within three working days.
- Next day delivery for local responses.
- Reply cards and envelopes must be preprinted in accordance with our guidelines and approved by us prior to printing.

# GPL Business Account Services

## International Business Reply

Our International Business Reply service is aimed at Bailiwick businesses who want a simple, cost effective way for customers in other parts of the world to get back to them.

### International Business Reply rates

For this service you need a licence that costs £115.00 per year to renew. You pay the normal postage plus a 3p premium for every reply received.

Annual licence fee	£115.00
Premium per item	3p

### How to use International Business Reply

To make this service work for your company, simply include one of our international reply cards or envelopes, in your outward postings to your overseas customers, saving them the need to calculate and pay for the postage. Your responses are sent direct to your Guernsey address by the Standard International service and you pay only for the items you receive.

### International Business Reply dimensions

**Size:** minimum 140mm x 90mm, maximum for cards 148mm x 105mm, maximum for envelopes 235mm x 165mm.

**Item weight:** 50g per item

**Paper weight for cards:** 120gsm

### Benefits:

- Extremely cost effective.
- Items are returned direct to your Guernsey address by the Standard International service.
- You pay only for items received.
- You can have your own business logo on reply cards and envelopes (providing it complies with Guernsey Post design guidelines).

### How to apply

To arrange your International Business Reply service, just complete the International Business Reply application form, available from any branch or from Customer Services and our website.

Send to Customer Services, FREEPOST, Guernsey Post Ltd, Envoy House, La Vrangué, St. Peter Port, GUERNSEY, GY1 5SS.

**Please note:** You will need an account with Guernsey Post to set up your International Business Reply Service, see page 60.

### Terms and Conditions

Response items are restricted to 50g per item. Reply cards and envelopes must be preprinted in accordance with our guidelines and approved by us prior to printing. Please contact Customer Services for details of design guidelines and destinations available with this service.

## Bulk Mail

Are you looking for a large-scale solution?

### Cassandra Fish

Head of Customer Relationships

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Tel: +44 (0)1481 733531

Mobile: +44 (0)7781 143225

### Jill Thomas

Commercial Director

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Whether you are looking for established route networks into the UK, Europe or Internationally; we offer a wide range of products to suit your needs. In the unlikely event that we don't have the readymade solution you are looking for - we will find you one.

By working closely with our partners, Guernsey Post can offer you a whole range of personalised solutions to suit the demands of your business.

Our dedicated Bulk Mail Account Managers will ensure that your mail is processed smoothly and that you are getting the best value for your postings.