

Customer Account Application Pack

This pack contains the forms you will need to complete to open an Isle of Man Post Office account which will enable you to post mail on account, and (where applicable) access our Click and Dispatch service. The account facility is free of charge, customers are required to setup payment using Direct Debit, and the payment term is 14 days.

Please complete the relevant forms thoroughly, and contact us on 698420 or finance@iompost.com should you have any queries.

Marketplace sellers and organisations will receive an annual credit of **up to £5,000** and need to complete and provide the following:

- Customer Account Application Form – excluding References (page three and four)
- Direct Debit Form (page six)
- Proof of Address (must be a utility bill dated within three months of this application)
- Company Search (where applicable)

Organisations requiring an account with an annual credit of **over £5,000** need to complete and are subject to the following:

- Customer Account Application Form (page three and four)
- Bank Consent Form (page five)
- Direct Debit Form (page six)
- Company Search

Getting your post to us

Once you have received confirmation that your account is setup, there are various ways to hand your mail to us for dispatch:

- Daily or ad-hoc collections – *fee payable*, see *Supplementary Pricing Information for Businesses* available [here](#)
- Deliver your mail to one of our counters – *no fee payable*

To arrange a mail collection, please call customer services on 664664

Payment arrangements

All customers are required to pay their account by monthly Direct Debit, collected on the **25th of each month**. Should you anticipate any trouble making any due payments, please contact our finance team on 698420 to discuss. Failure to meet Direct Debit payments may result in your account facility being withdrawn.

If your spend increases over time, and you run out of credit before payment is taken each month, please contact our Finance Team to discuss your needs on 698420.

Next Steps

Customer Account Application Forms can be emailed to finance@iompost.com, however, we must receive hard copies of Bank Consent & Direct Debit Forms so these should be posted. Account opening times depends upon anticipated spend:

- **Marketplace Sellers and organisations with an annual credit of up to £5,000**
We aim to open accounts and confirm arrangements within five working days of receipt of completed forms.
- **Organisations with an annual credit of over £5,000**
Additional customer due diligence can take up to six weeks to complete due to external references. We will contact you once this is completed and with account details. In the meantime you are able to pay upfront by calling Finance on 698410.

Click & Dispatch

Click & Dispatch is an online mail and parcel dispatch solution for IOMPO customers to manage their shipping requirements, print labels, store and manage addresses, submit online customs declarations and much more. To find out more, visit www.iompost.com/click-and-dispatch

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Click & Dispatch is compatible with the latest versions of Chrome, Internet Explorer, Firefox and Safari, and can be used on both Mac and PC.

To use Click and Dispatch you will need:

- JavaScript enabled
- PDF viewer such as Adobe Reader Label Printer
- Ability to print manifests (A4), postage labels (4x6 inches) and customs documentation (4x6 inches and A4).
If you anticipate sending a lot of Special Delivery, Tracked 48, Signed For or International Tracked and/or Signed items, we recommend the use of a label printer.

Did you know that Isle of Man Post Office Business Solutions can provide simple, efficient and effective mailing solutions for any size of business?

Outbound Mailing Solutions Outbound mailing solutions to save you valuable time and money whilst ensuring your comms make the right decision.	Storage Solutions From secure physical to digital storage, our Storage Solutions offer ways to lessen the load and ensure your records are readily accessible.
Mail Franking – We collect, weigh, zone, frank (apply postage) and dispatch your items directly in to the mail stream.	Scanning - Document scanning can help you save valuable space, time, and money, whilst remaining GDPR compliant.
Mail Production – We can print, envelop and post your mailings whether big or small. Our print processes are certified to ISO 27001 and ISO 9001 so you can have peace of mind that your data – and your client's – is secure.	Data Capture - We'll convert yesterday's paper into tomorrow's easily searchable digital archive.
Business Collections - From one-offs to regular weekday collections, we ensure your mail is turned around quickly and efficiently.	
Inbound Mailing Solutions Our inbound mail solutions mean we can open, sort and scan your post, allowing you quick, efficient and remote access to your mail.	Customer Communication Solutions Discover how to make your business stand out from the crowd.
Mail Opening - No one gets to your mail as soon as we do! We can even scan it and deliver it electronically saving you and your workforce valuable time.	Business Reply and Freepost - Need a written response to your customer letters? Business Reply or Freepost could be the solution.
Early Deliveries - We can sort your mail and deliver as soon early as we can (subject to operational constraints).	Door 2 Door - If you're looking to drive footfall or acquire new customers, Door 2 Door is the GDPR compliant means of being able to reach your target customers.
PO Box - Looking for a safe and secure alternative address to receive your mail? A PO Box may be the answer.	Response Handling - We are proud to provide the best value for money, high-quality data and payment capture services.

If these services are of interest to you or your business, please contact us via sales@iompost.com for more information or visit our [website](#).

Customer Account Application Form

Please complete the form below. Completed forms should be returned to:

Isle of Man Post Office, Finance Department, Postal Headquarters, Douglas, ISLE OF MAN, IM2 1AA

Name/Company Name			
Company Registration number <i>(if applicable)</i>			
VAT Registration number <i>(if applicable)</i>			
Address/Registered Company Address			
Type of business			
Are credit facilities required? Y/N			
Estimated annual spend in GBP			
Name and address of Payment Company (if different from above) and relationship with main company (e.g. Holding Company)			
Bank name and address			
Account Name			
Account Number		Sort Code	
Principal Director and place of residence			
Address to which accounts should be sent <i>(if different from Registered office address)</i>			
Telephone number			
Contact name (for general contact)		Email	
Contact name (for finance matters and if different to the above)		Email	

Signed in acceptance of Terms and Conditions *Terms & Conditions available at www.iompost.com		Date	
Name			
Position in company			
References (If estimated annual spend is below £5,000, you are not required to complete this section) Please supply two Trade References - Please note that we do not accept utility company references			
1. Trade Reference			
a) Contact name			
Company			
Address			
Vendor Account Number			
Vendor Account Name			
2. Trade Reference			
b) Contact name			
Company			
Address			
Vendor Account Number			
Vendor Account Name			

For Post Office Use Only	
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Isle of Man Post Office takes your privacy seriously. The information you provide on this form, will only be used for the delivery of this service and held in accordance with the Isle of Man Data Protection Legislation. For the full Privacy Notice and any service specific notices, please visit iompost.com/privacy or a paper copy can be obtained by writing to: Data Protection Officer, Isle of Man Post Office, Postal Headquarters, Spring Valley Industrial Estate, Douglas, IM2 1AA

BANK CONSENT FORM

(If planned annual spend is below £5000, please **DO** complete this section) Please complete the form below and return a hard copy in the post to:-

**Finance Department
Isle of Man Post Office
Postal Headquarters
Douglas
ISLE OF MAN
IM2 1AA**

This will be sent to your bank to request a reference.

Please note that you may incur a fee associated with this and you are advised to check with your bank for details and cost.

To The Manager

Bank name and address			
Account name			
Account number		Sort Code	

Please accept this as my/our authorisation to debit the aforementioned account with any fee that may apply in order to provide a banker's reference to Isle of Man Post Office.
Yours faithfully

Signature:

Name:

Position:

Date:

Instructions to your Bank or Building Society to Pay by Direct Debit



Please fill in the whole form using a ball point pen and send to:
Isle of Man Post Office, Spring Valley, Douglas, ISLE OF MAN, IM2 1AA

Name and Full Postal Address of your Bank or Building Society

Name of Bank/Building Society
Address
Postcode

Name(s) of Account Holders

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Bank/Building Society Account Number

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Branch Sort Code

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Originator's Identification Number

6	5	9	0	0	4
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Reference Number

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Instructions to your Bank or Building Society

Please pay Isle of Man Post Office Direct Debits from the account detailed in this Instruction subject to the safeguards assured by the Direct Debit Guarantee. I understand that this Instruction may remain with Isle of Man Post Office and, if so, details will be passed electronically to my bank/building society.

Signature(s)
Date

Isle of Man Post Office's Privacy Notice is available to view at www.iompost.com/Privacy. Should you have any queries please contact the Isle of Man Post Office's Data Protection Officer on +44 (0)1624 698485 or dpo@iompost.com

Banks and building societies may not accept Direct Debit Instructions for some types of account.

This Guarantee should be detached and retained by the payer.

The Direct Debit Guarantee



- ☐ This Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits
- ☐ If there are any changes to the amount, date or frequency of your Direct Debit Isle of Man Post Office will notify you 5 working days in advance of your account being debited or as otherwise agreed. If you request Isle of Man Post Office to collect a payment, confirmation of the amount and date will be given to you at the time of the request
- ☐ If an error is made in the payment of your Direct Debit, by Isle of Man Post Office or your bank or building society, you are entitled to a full and immediate refund of the amount paid from your bank or building society

If you receive a refund you are not entitled to, you must pay it back when Isle of Man Post Office asks you to

You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required. Please also notify us.