

getting started

Your Response Services application form

This form covers applications for both our domestic and international Response Services. If you wish to apply for further Response Services licences, then please photocopy this form or print off more copies. Please make sure you have read the terms and conditions that apply for your chosen service. These include the applicable Response Services specific terms, the terms set out in the applicable Response Services user guide and Royal Mail's general terms and conditions. These documents are available from: royalmail.com/standardresponseservices, royalmail.com/responseservices, royalmail.com/freepost-name, royalmail.com/internationalbusinessmailresponse and royalmail.com/internationalbusinessparcelsreturns.

1 Customer details

(This must be a full postal address and not a PO Box address)

Title: _____ First name: _____ Surname: _____
Company name: _____
Address: _____

Postcode: _____
Telephone: _____ Your position: _____
Email: _____ Fax: _____

2 Delivery name and address

This can be a full postal address or a PO Box address. This address is the one your responses will be delivered to so it's essential it's accurate and matches what is held on Royal Mail's postal address file. To find out exactly how the address must be displayed, please go to royalmail.com/addressfinder. If you have any queries with the address we have for you please call **08456 011 110**.

Address line 1: _____
Address line 2: _____
Address line 3: _____
Address line 4: _____
Address line 5: _____
Postcode: _____

3 Invoice address

Please fill in this section if you want us to send your invoices to a different address from that in section 1. (This must be a full postal address and not a PO Box address)

Title: _____ First name: _____ Surname: _____
Company name: _____
Address: _____

Postcode: _____
Telephone: _____ Your position: _____

Email: _____ Fax: _____

4 The Response Service you want

Please tick the appropriate box to indicate which service you want - tick one domestic Response Service only or any number of the international Response Services. If you want further Response Services, please photocopy this form or print off more copies from royalmail.com/responseservices.

Domestic Response Services - please tick one service only

- Response Plus (Business Reply Plus/Freepost™ Plus)**
The choice for 'machinable' response items (suitable for Letters up to 100g only).
 Are you replacing an old style licence number? Please note the licence number(s) here:
- Response Standard (Business Reply/Freepost™)**
For response items which may not be processed by our machines.
 Are you replacing an old style licence number? Please note the licence number(s) here:
- Royal Mail Special Delivery Guaranteed Returns™**
Guaranteed service for when your customers are returning urgent/valuable items.
Please select the compensation level you require:
- up to £500 up to £1,000 up to £2,500

International Response Services - please tick the services you intend to use:

- International Business Mail Response Standard
 International Business Mail Response Local Look Fully Paid
 International Business Mail Response Local Look Part Paid
 International Business Parcels Returns Standard
 International Business Parcels Returns Local Look Fully Paid
 International Business Parcels Returns Local Look Part Paid

- Freepost NAME - Only complete for Domestic Response Services. This is not applicable for International Response Services.**

The single line address that is easy for your customers to remember.

The Freepost NAME you choose can be your company, business, charity, product, service or campaign name. Freepost NAMES are allocated on a first come first served basis at our discretion and we reserve the right to ask for evidence of your entitlement to use a particular NAME and to revoke a Freepost NAME in the event of a complaint.

Please state in the box below the Freepost NAME you would like to use:

If you are applying to use this NAME on your own behalf, please tick here

If you are authorised to apply for this NAME on behalf of another organisation, please give the name of the organisation, together with contact details:

Organisation: _____ Contact name: _____

Telephone: _____

Contact position: _____

5 Paying for your licence and ongoing usage

On acceptance of your application you will be invoiced for an annual licence fee and then receive invoices for the responses we handle. The latest prices for domestic Response Services are available from royalmail.com/responseservices. The latest prices for international Response Services are available from royalmail.com/internationalbusinessmailresponse and royalmail.com/internationalbusinessparcelsreturns. All prices are available from your Royal Mail Sales Centre on **08457 950 950**.

If you do not yet have a Royal Mail credit account please go to section 6.

If you already have an active Royal Mail credit account, you can have this service added to that account.

Please enter your account number here:

Please now complete section 6. You need to do this even if you already have an account with us.

6 Credit application

In considering your application we will use our credit reference agency to check your details. They will include details of our search and your application on your record, and this will be seen by other organisations undertaking searches. If you are a non-limited company, we may also make searches of the records of the directors/proprietors.

We will monitor and record your payment performance, and such records may be made available to our credit-referencing agency who will share that information with other businesses in assessing applications for credit and in fraud prevention.

Registered company name: _____

Company registration number/charity number: _____

Estimated usage per month: _____

Payment Method: Direct Debit BACS Cheque

Non-limited company* / Sole Trader* / Individual* (*please delete those not applicable)

After completing your estimated usage and payment method, please provide the following additional information which we need for each Proprietor, Partner or Director in order to do credit checks on non-limited companies and individuals (excluding Government Departments).

Proprietor name (full name including any middle names): _____

Date of birth: _____

Trading as: _____

Home address: _____

Postcode: _____

Trading address: _____

Postcode: _____

Please add the details of any other Directors/Partners on a separate piece of paper and attach it to this application form.

7 Design approval

Once you have chosen your Response Service and received your licence number, you should check how to design your reply item by referring to the guidelines in the applicable Response Services User Guide. Please submit a printer's proof of your items for approval before you print them, as non-compliant mail will incur a surcharge. You must submit a printer's proof of any Response items that are C5 or smaller, as detailed in the terms and conditions.

We are always happy to advise you on how to design your items so that we can handle them in the most efficient manner. Details of where to send your proof will be included with your confirmation letter.

8 Declaration

Please note that we will hold the information you have provided in accordance with the Data Protection Act. Before you can apply for your Response Service, please read the applicable Royal Mail terms and conditions for Response Services which are available by accessing our website (see royalmail.com/responseservices for domestic Response Services and royalmail.com/internationalbusinessmailresponse and royalmail.com/internationalbusinessparcelsreturns for international Response Services). Please return this form, fully completed and signed. We recommend that you print out a copy of the terms and conditions for future reference.

I have read, accept and agree to keep to the Royal Mail terms and conditions for Response Services including the applicable Response Services specific terms, the terms set out in the applicable Response Services user guide and Royal Mail's general terms and conditions.

Signed (Response Service licence applicant): _____

Print name: _____

Date: _____

Next Steps

Before you send us the completed form please check:

- the delivery address in section 2 matches what is on royalmail.com/postcode-finder
- you have completed all relevant sections of the application form
- you have signed and dated the form

Please then post your completed application form to:
Freepost RESPONSE SERVICES

Or

Royal Mail Response Services Team
PO Box 740
Barnsley
S73 0ZJ

If we accept your application, we will send you a Response Services confirmation letter to confirm our acceptance and issue you with the details of your Response Services licence within five working days of receiving this application. You must not use the Response Services product until you have received the Response Services confirmation letter.

For more information visit royalmail.com/responseservices or call your Royal Mail Sales Centre on **08457 950 950**. If you are deaf or hard of hearing, we offer a Textphone service on **03456 000 606**.



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