

# getting started

## Your Response Services application form

You can apply for one Response Service with this form. If you want further Response Services, please photocopy this form or print off more copies from [royalmail.com/responseservices](http://royalmail.com/responseservices). Please make sure you have read the terms and conditions that apply for your chosen service. These are available from [royalmail.com/responseservices](http://royalmail.com/responseservices)

### 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](http://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 only.  
If you want further Response Services, please photocopy this form or print off more copies from [royalmail.com/responseservices](http://royalmail.com/responseservices)

**Response Plus (Business Reply Plus/Freepost™ Plus)**  
The choice for 'machinable' response items (suitable for Letters up to 100g only).

**Response Standard (Business Reply/Freepost™)**  
For response items which may not be processed by our machines.

**Special Delivery™ with Response Services**  
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 Licence - please tick the services you intend to use:**

International Business Response Service

International Admail Letters

International Admail Packets

International Stamped Response Letters

International Stamped Response Packets

International Goods Returns Service

**Freepost NAME**  
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 are available from [royalmail.com/responseservices](http://royalmail.com/responseservices) or 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 Response Services User Guide which you can find at [royalmail.com/responseservices](http://royalmail.com/responseservices). Please submit a printer's proof of your items for approval before you print them, as non-compliant Response Plus mail will incur a surcharge. You must submit a printer's proof of any Response Standard items that are C5 or smaller, as detailed in the terms and conditions. Please make sure you have read the terms and conditions at [royalmail.com/responseservices](http://royalmail.com/responseservices)

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 licence confirmation.

## 8 Declaration

Please note that we will hold the information you have provided in accordance with the Data Protection Act. Before you can access your Response Service, please read the Royal Mail terms and conditions for Response Services which are available by accessing our website: [royalmail.com/responseservices](http://royalmail.com/responseservices) and 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 and the other documents referred to in them.

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/addressfinder](http://royalmail.com/addressfinder)
- 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 RRCA-HGEL-BJR  
Response Service Team  
GLASGOW  
G21 1AA

We will contact you to confirm acceptance of your application and issue your Response Service Licence within five working days of receiving this application.

For more information visit [royalmail.com/responseservices](http://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 08456 000 606.

