

Information for Business Solutions Franking Customers



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Franking is cost-effective, professional, and efficient way to send letters and parcels. Isle of Man Post Office collect, weigh, zone and frank your mail before dispatching directly into the mail stream - meaning no delays to your customer communications.

The following services are available to franking customers:

Service	Delivery Guarantees	Tracking	Signature on Delivery	Insurance and/or Compensation
Local Services				
Standard Letter or Large Letter	x	x	x	Up to £20
Local Tracked	x	✓	x	Up to £20
Local Tracked Plus	✓ Next working day by 17:30	✓	✓	Up to £150
UK and Channel Island Services				
Standard Letter or Large Letter	x	x	x	Up to £20
Tracked	x	✓	x	Up to £150
Special Delivery – Next Day	✓ 09:00 or 13:00	✓	✓	Up to £2,500
Special Delivery – Two Day	✓ Two working days by 17:30	✓	✓	Up to £750
Parcelforce express48	✓ Within two working days	✓	✓	Up to £100 but up to £2,500 is available for a fee
International Services				
Standard Letter, Large Letter or Parcel	x	x	x	Up to £20
Tracked	x	✓	x	Up to £50, but up to £250 is available for a fee
Signed	x	✓ (UK only)	✓	
Tracked & Signed	x	✓	✓	
Parcelforce <u>globalvalue</u>	x	x	x	Up to £100 but up to £500 is available for a fee
Parcelforce <u>globalpriority</u>	x	✓	✓ Named confirmation on delivery	Up to £100 but up to £2,500 is available for a fee

Our experienced franking team, unless directed otherwise, will apply the postage for the cheapest service option. If you would like to use an added value service you should write a code from the list below in to the top right hand corner. If sending items using Special Delivery - Next Day you must follow the additional instructions below the table.

Service	Reference code
Local Services	
Local Tracked	LT
Local Tracked Plus	LTP
UK and Channel Island Services	
Tracked	T48
Special Delivery – Next Day	NXTD
Special Delivery – Two Day	SD2
Parcelforce express48	PF48
International Services	
Tracked	INT T
Signed	INT S
Tracked & Signed	INT TS
Parcelforce <u>globalvalue</u>	PF GV
Parcelforce <u>globalpriority</u>	PF GP

Special Delivery - Next Day

If you wish to send any items via Special Delivery - Next Day you must follow the process outlined below:

- On days where you have items to be sent by Special Delivery - Next Day you must email nextday@iompost.com by no later than 1pm with the following information;

Subject line - Organisation Name Special Delivery - Next Day Collection Request

Email body - Brief email outlining the number of items you will be sending via this service.

- Clearly mark any items which need to be sent via Special Delivery - Next Day with NXTD in the top right hand corner.
- Before 3pm a member of the mail team will collect your Special Delivery - Next Day items. This additional collection does not affect any existing collection arrangements you have in place.
- Next Day items will be returned to Postal Headquarters and processed for dispatch via scheduled airline in the early evening.

Notes

- Emails received after 1pm will not receive a collection of Special Delivery - Next Day items
- If adding other items to your Special Delivery - Next Day collection, please ensure Next Day items are banded separately so they can be prioritised accordingly.

Notes

- Customers using Special Delivery - Next Day or a tracked service, will receive a report the next working day with their tracking numbers following dispatch
- Collections will only take place Monday - Friday (excluding public holidays)

Isle of Man Post Office is committed to delivering, collecting and dispatching mail in a timely manner. However, when delays or disruptions to service occur, we aim to keep our valued customers as up to date as possible. To receive updates direct to your inbox please sign up to our mailing list at www.iompost.com/serviceupdates.

Should you require any assistance please contact our Customer Services team on 664664 or customer.services@iompost.com.