

Jersey Post Online Business Postage Portal

Instructions for use

November 2022

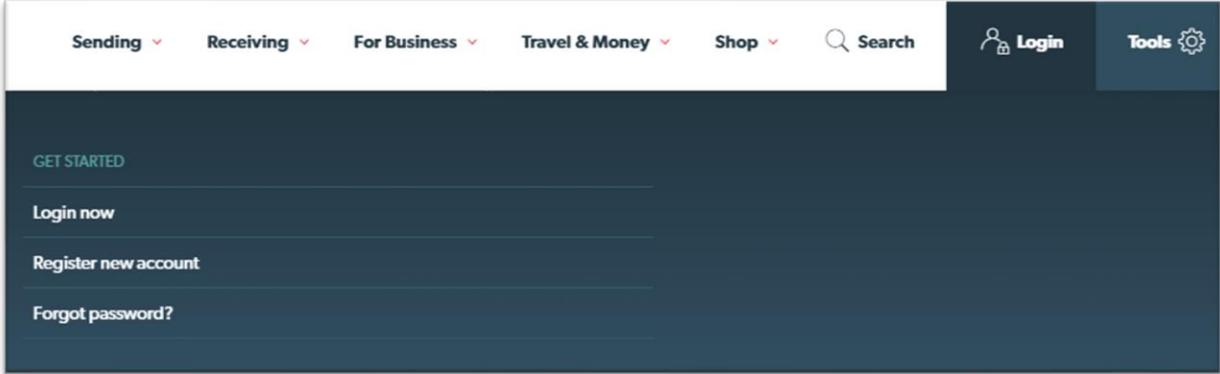
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SET UP

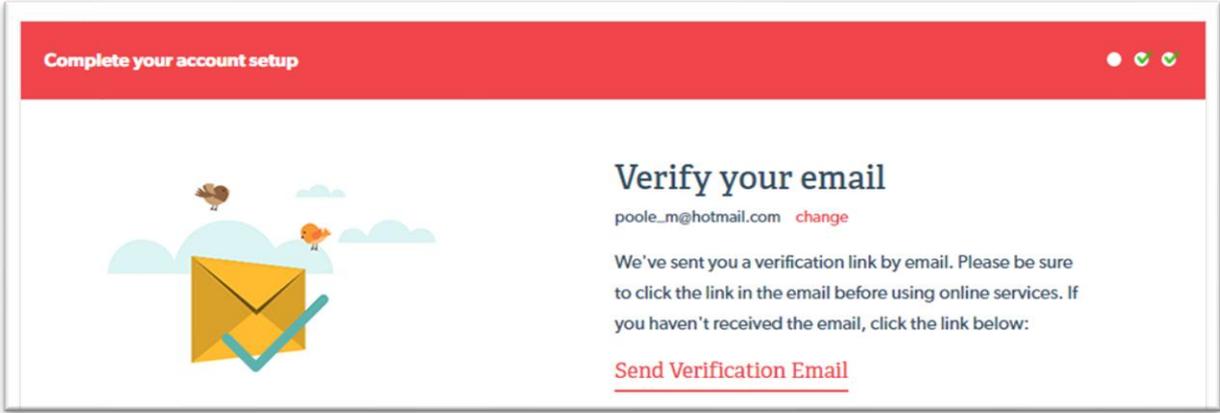
1 REGISTRATION

In order to take advantage of the full range of Jersey Post online services, you will need to register for a JPID unique ID reference via our website at www.jerseypost.com, or, if you are a business client, contact business@jerseypost.com.



FAQ: *Unsure of your login details? You can request a password reset on our website or contact our customer services department if you have any questions.*

After registering, you will need to verify your email address for your account to be fully active.



Once you have successfully registered and verified your email address, please inform your Jersey Post Account Relationship Manager of your JPID, or email business@jerseypost.com, so that we can associate your account with your business.

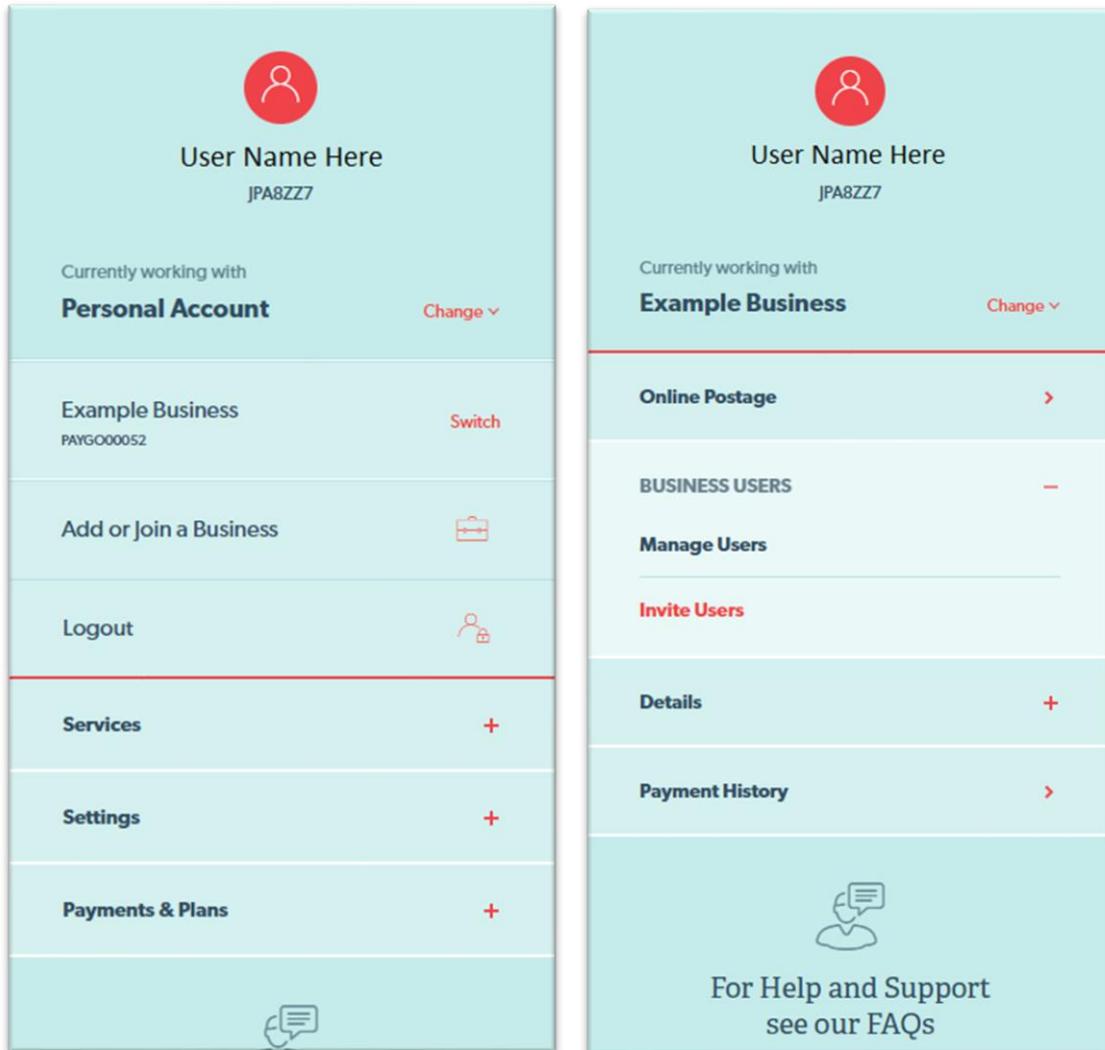
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2 BUSINESS ASSOCIATION

Once your account has been associated with your business, this will allow you to arrange postage online, and, depending on your user level, manage your business profile via the Business Dashboard.

To access your business dashboard, login to the website and click on 'Change' on the right-hand side of your account page - next to 'personal account'. Then click 'Switch' next to the name of your business. You are now working as your business (indicated by the blue menu bar at the top of your screen).



You can connect additional users with your business by clicking on 'Business Users' followed by '[Invite Users](#)'. The following user types are available:

- Admin: add/remove users and edit their capabilities, purchase postage and view all transactions made on behalf of the business.
- User: purchase postage and view transactions made by their account on behalf of the business.

The system will email them a code that can be used to link their account to the business. They should enter this code via the 'Add or Join a Business' link on their account page, selecting 'Join a Business'.

SENDING



3 ONLINE POSTAGE

This service allows to you arrange and print postage labels for items up to 30 kilograms* to the following destinations:

- Jersey (local)
- United Kingdom, Isle of Man and other Channel Islands
- Europe
- Rest of World

When working in the context of your business, click on the 'Online Postage' link from your dashboard.

*The maximum weight you can send varies by destination.

There are six stages to purchasing your postage:

1. Calculating your postage:

- a) Select your destination
- b) Enter the weight of your item and if it's a parcel, the weight and the dimensions - the system will automatically open this section up.
- c) Select the item type

2. Add your premium service options (if applicable):

- a) Do you require additional compensation cover?
- b) Do you need to get it there faster?

Please note; the availability of these options varies by destination.

3. Login

If you are not already logged in, you will be asked to at this stage or, you can choose to proceed as a guest and pay by credit card instead of booking the purchase to your account.

4. Enter the recipient details

- a) First name, last name, email address (recommended in case of customs queries) and mobile number

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- b) Delivery address. If stored previously, this can be added from your saved addresses in your address book. If not, you can save the address for future use.

Ensure the postcode is a valid postcode for the country selected

5. Enter the sender information:

- a) Your name, Company Name and Contact Telephone
- b) Your address (auto filled or manually entered as required)
- c) Enter the delivery contents if applicable

6. What are you sending?

- a) Describe the contents in a few words - e.g. Hat, Books, Clothing
- b) Does your item contain alcohol, tobacco products or fragrances?
- c) The commercial value of your item (not your selling cost)

For items being sent to the UK, you must declare a minimum value of at least £0.01. This is a requirement of Royal Mail who is our delivery partner for the UK

What if I make a mistake? If you enter information incorrectly, you can amend the fields by clicking on the relevant 'Back' button at the bottom left of the page.

The total weight of your items MUST be the same or under the weight you declared when calculating your postage

7. VAT

VAT must be paid on most items sent from Jersey to the UK and on items sold into EU countries. If you don't pre-pay your VAT, the item being sent will be held by customs until the recipient pays the VAT due.

Please note the following general rules on items qualifying for VAT:

- a) As a personal customer:

Any items that you have sold via an online selling website* are subject to VAT.

Any gifts you are sending that exceed a retail value of £39.00 may need to have VAT paid on them. It is advisable to pay this at the time of sending as Royal Mail will add an additional £8 handling fee when they collect the VAT from the recipient.

- b) As a business:

If you are a business sending items that have been sold online*, you will need to pay VAT on any item that you are posting to customers based in the UK. VAT relief was previously allowed for goods less than £15 but this is no longer the case.

*Please note that, due to recent changes in import VAT laws, many marketplaces are now charging VAT to the buyer at the point of sale. This is for sales into the UK and EU countries.

For more information on eBay sales, please see the "Your VAT obligations in the UK & EU" info in the help section on eBay.

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c) Items sold into the UK

If you have sold an item on eBay, you will need to check the transaction document, to see if VAT has been charged. If this is the case, you do not need to pay the VAT again when posting your item. However, you will need to clearly mark your parcel as 'VAT PAID' and stick a paper copy of the transaction record onto the outside of the parcel. This is to ensure no Customs delays, or the possibility of the recipient being charged VAT again, when the item reaches its destination.

d) Items sold into Europe

If you have sold an item on eBay or Amazon, or another marketplace which has charged VAT to the buyer in an EU country, or you are self-declaring VAT via IOSS, you will need to submit your IOSS number. The number will be passed through in the electronic customs pre-declaration, to ensure Customs know VAT has been paid when the item reaches its destination.

You should **not** write the IOSS number on the outside of your parcel.

Pre-paid VAT

Has the VAT been pre-paid on the goods being sent?

Yes, VAT has been pre-paid
You are required to submit your IOSS number.

IOSS Number

Please ensure you submit your number accurately. The IOSS VAT identification number should be 12 digits (IM +10 numerical digits)

For more information on IOSS and paying VAT on the sale of goods into Europe see our [website](#).

8. Confirmation

At this stage, you will see a visual label summary of the postage transaction and the information you've submitted. Check it, before proceeding to payment, to ensure all details are correct. If not, you can go back and edit them.

Please note, once you've completed the payment step and the label is produced, you cannot edit or cancel the transaction.

We are unable to give refunds on portal postage purchases.

After checking your label, you can choose to either 'Add Another Label' to create a new postage label, or 'Confirm & Continue' to pay.

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9. Order Summary

Here you will see a summary of your label/s and the amount to be paid. You can choose to 'Pay on account' or 'Pay with card'. The 'Pay on account' payment will be invoiced to your account and billed accordingly. You will be redirected to a confirmation page and asked to print your postage label. You will also be sent an email confirming your purchase.

You have the option of adding 'Your Reference' here. This will show on your postage summary record, to help identify or reconcile the order. It will not appear on the postage label.

4 POSTAGE SUMMARY

DATE	TRACKING #	CUSTOMER REFERENCE	SENDER	RECIPIENT	PRICE £
02/12/2020	RH100003217JE	test	Miles	Test Test 1 ALGERIA Tel st3	15.38
02/12/2020	RH100003225JE	-	Miles	Test Test 1 ALGERIA Tel st3	15.38

The 'Postage Summary' allows the business user to select by date range or download their sending history. By clicking inside the selection, this will open the summary of the individual item and, if relevant, its tracking number.

5 COURIER SERVICES

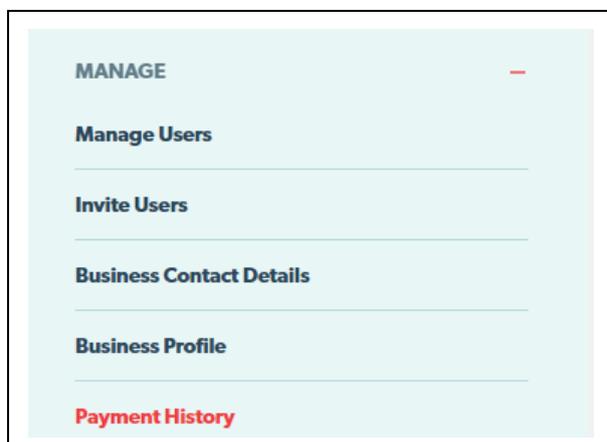
If you have a need to send items by courier, please contact Jersey Post and, as a business user, you can have access to a FEDEX account that include, substantial discounts, free stationery, collections and specialist on Island support. Contact Fedex@jerseypost.com

6 ADDRESS BOOK

Your stored addresses and the option to amend if required.

MANAGING YOUR ACCOUNT

7 MANAGE USERS



Administrators can see and edit employees permitted to use your business account.

8 INVITE USERS

It's easy to add additional users to your business account. If you would like to add another user, please complete the field to generate a unique joining code. **Note: the code only lasts a few hours.**

9 BUSINESS CONTACT DETAIL

The email where your postage confirmation email will be sent.

10 BUSINESS PROFILE

The business name and address associated with your Jersey Post Account.

11 PAYMENT HISTORY

The 'Payment History' tab allows you to view previous transactions made on behalf of your business. Remember, if you are not switched to your business profile the only transactions you will be able to view are those associated with your personal account.

When operating in the context of your business, Administrators can see all transactions made by any user on behalf of the business. Users can only see those business transactions they have made themselves.

Clicking on a line item will open the receipt and provide more details of the transaction. This can be printed for your reference or for reconciliation purposes.