

# Schools Caller Service Information

## What is it?

The Schools Caller Service aims to make the management of your school's mail hassle free. During annual school closures your mail will be held securely at your local An Post Delivery Office.

## Why is this service necessary?

An Post is legally obliged to return to sender any mail that cannot be successfully delivered while your school is closed (Mid-term breaks, Christmas, Easter, etc).

In order to prevent this we have created a dedicated service which means that you can be confident that you will not miss any postal communication\* and have access to your mail during Delivery Office hours.

## How to set the service up?

**Schools outside Dublin:** All you need to do is complete the application form and send it along with payment to your local An Post Delivery Office. For further information, call Customer Service on 1850 57 58 59.

**Schools in Dublin:** Customers applying for the service in Dublin should return the application form and payment to: Annual Fee Billing Unit, An Post, Room 2D, GPO, O'Connell Street Lower, Freepost, Dublin 1.

**Payment and Costs:** The cost of setting up the Schools Caller Service until 31st August 2011 is €130. The cost for the service from September 2011 to August 2012 for the following school year is €260. Payment should be made by cheque, money order or bank draft. Unfortunately cash cannot be accepted at the Delivery Offices.

## What happens next?

Your account will take about 5 working days to set up.

**Once your account has been set up and mail is being held please ensure that the nominated person / persons brings photographic identification and the letter signed by the board of management authorising them to collect the mail.**

For any future closures simply send an e-mail to [schoolsout@anpost.ie](mailto:schoolsout@anpost.ie) to notify us of your school's closure dates at least 3 working days in advance of each closure. Your mail will then be held securely during these dates.

\*Please see Terms and Conditions on the reverse for rules governing national registered items



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# Terms & Conditions

1. Where the applicant is a school, the form must be signed by the Principal or another signatory authorised by the Principal. Where the applicant is a limited company this form must be signed by the Company Secretary and one other Director. In the case of partnerships, the signature of each partner is required (attach details on a separate piece of paper, if necessary).
2. PO Box/Caller Services may only be used for legitimate purposes and should not contain or promote indecent, obscene or objectionable material or the sale or transit of firearms, other dangerous materials or medical products/medicines.
3. An Post reserves the absolute right to refuse any application or discontinue a PO Box/Caller Service.
4. The Services should be provided for customers only, in their own name, under a registered trade name or a name agreed in advance with An Post.
5. A PO Box/Caller Service Box is rented for both letters and parcels.
6. Unless other opening hours are specified by An Post, collections can be made during normal working hours Monday to Friday. Contact your local An Post Delivery Office for details.
7. Annual fees for PO Box/Caller Services for schools run from September to August. Services may commence on any date subject to payment of the proportionate part of the yearly fee. A minimum charge of six months will apply in all cases.
8. An Post reserves the right to communicate with a PO Box/Caller Service customer at the company registered address (for companies) or at the Geo-validated residential address.
9. A letter signed by the board of management must be produced on the school letterhead authorising a nominated person / persons to collect the mail. The nominated person / persons must produce this letter at the local Delivery Office along with photographic identification when collecting school mail.
10. An Post will require at least 5 working days notice to put in place a Schools Caller Service.
11. Once the service has been set up, schools are required to notify An Post by e-mail to **[schoolsout@anpost.ie](mailto:schoolsout@anpost.ie)** at least 3 working days prior to the school closure stating the dates during which the school will be shut and mail should be held.
12. Customers requiring their mail to be forwarded to another Delivery Office will incur a delay in delivery of at least one working day and are subject to an additional fee.
13. An Post will not refund the fee if the customer cancels the service after its commencement.
14. Unless otherwise required by law, An Post shall not be liable for any loss including consequential loss howsoever arising and/or arising from the provision or failure or delay in providing any service under these Terms and Conditions. In relation to direct loss, An Post's maximum liability will be limited to the amount of the fee paid for the service.
15. An Post reserves the right to terminate any PO Box/Caller Service if it receives any third party objection to the use of the PO Box name and/or number.
16. **Registered Post Items:** Please note that we are legally required to return to sender any national registered items after 3 working days if they have not been collected.



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# Application for Schools Caller Service

School Name:

Principal's Name:

School Address:

  
  
  

Telephone No:

Please insert school stamp in the box above if available.

## An Post

I wish to apply for Schools Caller Service facilities at my local An Post Delivery Office for the school at the above address.

I have enclosed a letter signed by the board of management on school letter head nominating an authorised person/persons to collect the mail.

I have read and I fully understand the terms & conditions.

Principal's Signature\*:

Date:

\*Or other signatory authorised by the Principal

## Dates of First School Closure (e.g. Summer Holidays):

Start Date:

End Date:

Please note that all future school closures must be notified by email to [schoolsout@anpost.ie](mailto:schoolsout@anpost.ie)

**Dublin Applicants:** Customers applying for a Schools Caller Service facility in Dublin should return this application form along with the appropriate fee to: Annual Fee Billing Unit, An Post, Room 2D, GPO, O'Connell Street Lower, Freepost, Dublin 1.  
**Applicants outside Dublin:** If you are applying for a Schools Caller Service facility outside of Dublin please return this application form along with the appropriate fee to your local Delivery Office. For further information, call Customer Service on 1850 57 58 59.

## For Official Use Only

Delivery Office Informed:

Fee Paid:

Customer Services Informed:



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