ASK Terminal

ask-terminal.com

Client *onboarding* form

Account opening details for new clients.
Please complete every section and return the form with your supporting documents.

Return to
info@ask-terminal.com

Telephone
+44 20 8590 0011

Version
1.0, November 2026



Client onboarding form

Please complete every section and return this form, with the documents listed in section 8, to info@ask-terminal.com.

1 Client details

Client name	
Registered company name, if different	
Company registration number	
Country of dispatch	
UK contact person, if any	
Email address	
Phone number	
Trade memberships and status	☐ BIFA ☐ AEO ☐ WCA ☐ Other

2 Business model and shipments

Business model	☐ B2B ☐ B2C ☐ B2B2C
Average consignments per day or week	
Typical consignment value (GBP)	
Do consignments qualify as low value imports (£135 or less)?	☐ Yes ☐ No
Will you trade excise goods with us (alcohol, tobacco, vaping products)?	☐ Yes ☐ No
Mode of transport	☐ Air ☐ Road ☐ Sea

3 Importer of record

Who will act as importer of record?	
Importer company name	
Importer UK EORI number	
Importer UK VAT number	
Does the importer have a UK-registered entity with a UK office?	☐ Yes ☐ No
Country of ownership of the entity	

4 Customs clearance instructions

Clearance route	☐ Standard B2B ☐ B2C low value ☐ B2C high value ☐ Other
Delivery terms (Incoterms)	☐ DDP ☐ DAP ☐ FCA ☐ Other
Do you use a UK warehouse or final-mile facility?	☐ Yes ☐ No
If yes, facility address	
Will goods arrive under transit (T1 or T2)?	☐ Yes ☐ No
Customs valuation method	☐ Transaction value ☐ Other
If other, please specify	

5 Shipment profile

Nature of goods (product types)	
Estimated monthly volume (parcels or shipments)	
Average declared value per shipment (GBP)	
Average shipment weight (kg)	
Shipment origin (country or region)	
Final destination country	
Preferred last-mile carrier, if any	
Last-mile service level (for example 24 or 48 hour)	

6 Compliance

Do you accept your responsibilities for UK import compliance?	☐ Yes ☐ No
Do you need ASK Terminal to act as your customs representative?	☐ Yes ☐ No
Main contact for customs matters	
Email address	
Phone number	

7 Contacts

	Main contact	Operations	Finance
Name			
Email			
Phone			

8 Required documents

Please tick each document you have attached.

Certificate of incorporation or business licence	☐ Attached
VAT and EORI certificates (UK or EU)	☐ Attached
Sample commercial invoice	☐ Attached
Sample packing list	☐ Attached
Product list with commodity (HS) codes	☐ Attached
Proof of brand ownership or authorisation, if applicable	☐ Attached
Signed customs representation authority (we will send you the form)	☐ Attached
Proof of registered office address (utility bill or bank letter)	☐ Attached
Copy of a director's passport	☐ Attached
WOWGR certificate, if you trade excise goods	☐ Attached

9 Banking details

Account name	
Account number	
Sort code	
Bank name	
Branch address	
IBAN and BIC, if applicable	
Estimated average monthly spend with us over the next 12 months (GBP)	
Monthly credit requested (GBP)	

10 Credit application

Complete this section only if you are applying for credit. Credit is offered subject to a credit check and our terms and conditions.

Service charges: credit limit requested (GBP)	
Service charges: credit period requested (days)	
Import duty and VAT: credit limit requested (GBP)	
Import duty and VAT: credit period requested (days)	

Declaration

How we use your information. ASK Terminal uses the personal data on this form and in the supporting documents to assess your application, to carry out customs, identity and credit checks, and to manage your account. Our privacy policy at ask-terminal.com/legal/privacy explains how we handle personal data and the rights you have. Questions and requests can be sent to info@ask-terminal.com.

Credit and payment. Any credit facility is subject to a credit check and our terms and conditions. Where credit is granted, service charges are payable within 30 days of the invoice date unless we agree otherwise in writing. Import duty and VAT are payable in advance or on invoice unless we agree otherwise in writing.

Late payment. Interest is charged on overdue, undisputed amounts at 5% per annum from the due date until payment. We may withdraw a credit facility where payments are late. Agreed credit limits apply, and work that would take an account over its limit may be held until payment is received.

Invoice queries. Any query on an invoice must be raised with us in writing within 7 days of the invoice date.

Confirmation. By signing below you confirm that the information on this form is accurate and complete to the best of your knowledge, and that you are authorised to sign for the company named in section 1. We may ask for further documents or decline to open an account. This form is not a binding agreement and is subject to our compliance review.

Authorised signatory

Name	
Position	
Signature	
Date	