

## Become a Reseller FAQ

### 1. How long will it take for my account to be set-up?

Upon receipt of all the relevant documents, all accounts will be opened within 48 hours.

### 2. Can I have price / product availability before I open an account?

Pricing cannot be given until your account has been set-up and all relevant documents have been received. Sales are permitted to advise on product availability prior to account being opened - at their discretion.

### 3. I am not a Computer Reseller

Ingram Micro UK Ltd is a wholesaler and provides products and specific services to resellers; we are unable to accept account applications from end users.

### 4. I am a Sole Trader / Partnership, can I still apply?

Yes, we can accept applications from Sole Traders and Partnerships; your application will be assessed as per our normal process.

### 5. What is a VAT Certificate?

It is a Certificate provided by UK Custom & Excise to companies that qualify for VAT. If you are pending your VAT number, then you can still apply for an account, so please enter 'Pending'; however, we would require a copy to be sent to us once you are in receipt of the certificate. If you do not qualify for VAT, please enter 'Not VAT registered.'

### 6. What is a company registration number?

All companies registered at Companies House are issued with a certificate of incorporation and a registration number. This acts like a birth certificate for the company. It is essential this is provided when applying, as we use this number to identify further sources of information to expedite your application.

### 7. Delivery Address?

If your delivery address is different to your invoice address, please provide alternative proof for the delivery address, so both addresses can be validated.

### 8. What sort of proof of address can I provide?

- There are different types of proof that is acceptable:
- Telephone bill (from the landline number quoted on your application)
- Gas / Electric / Water bill
- Invoice from another supplier
- Rent / Council Tax Bill or Invoice

### **9. Why do I need to provide a utility bill?**

A utility bill is further proof of your trading address, as we must ensure that we are trading with the correct company and invoice accurately.

### **10. Why do I have to supply an e-mail address?**

In order to continue with your application we need a valid email address to forward important correspondence back regarding your account status.

### **11. Direct Debit Forms**

If you have applied for a credit limit on Direct Debit terms, please complete and return the original mandate to us. We cannot accept copies.

### **12. Who is classed as an Authorised Signatory?**

All documents must be signed by a Director or the Proprietor of the company.

### **13. What happens next?**

After pressing the 'Submit' button below, you will receive an automated receipt of application email and we will be in touch within 48 hours to confirm you.