

Become a Reseller FAQ

1. How long will it take for my account to be reviewed?

Upon receipt of your successfully submitted application and relevant documents accounts will be opened. Due to the current Covid 19 situation applications may take longer than usual and please allow 5 days for your application to be renewed.

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 Customs and 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
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. **Having a consistent cursor scrolling when attaching documents?**

Try using different web browsers.

14. **Unable to submit your application form? Try/check the below:**

All 7 sections have a green tick against them

All terms are agreed and showing as green

The terms document is green

Minimum of 3 documents have been attached

15. **Not showing a submit button.**

After selecting summary the application returns to the top of the form. Check all details and scroll to the bottom of the form. Submit button will show.

16. **What happens next?**

After pressing the "Submit" button below you will receive an automated receipt by email with an application number in the subject field and we will be in touch. Due to the current Covid 19 situation applications may take longer than usual and please allow 5 days for your application to be renewed. If the email is not received the application has not been submitted successfully.