whistl parcels

Carrier Guide

V2.4

whistl

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1.0 Overview

This guide is designed to support customers accessing the specifications for each carrier in Whistl's parcel services in the table below:

Product & Service		Description
Tracked	48	Domestic business to consumer tracked courier service offering leave safe and proof of delivery services. Optional compensation available
	ETA48	Domestic business to consumer tracked courier service with 2hr delivery notifications. Leave safe, proof of delivery and optional compensation available.
	72	Domestic business to consumer tracked courier service offering NON POD and POD services.
Premium Tracked	24	Domestic business to consumer tracked courier service offering NON POD and POD services with optional compensation available
	ETA24	Domestic business to consumer tracked courier service with 2hr delivery notifications. Leave safe, proof of delivery and optional compensation available.
	Saturday	Domestic business to consumer tracked courier service offering NON POD and POD services with optional compensation available
	Timed Options	Domestic business to consumer tracked courier service offering NON POD and POD services with optional compensation available

2.0 DPD

2.1 Service Summary

DPD 10:30	DPD 12:00	Next Day	Saturday & Sunday
Premium timed parcel delivery service ensures your parcels arrive at their destination at the start of the working day	Get your consignments to your customers before noon the following working day	For assured parcel delivery in the UK before close of business the following working day	Giving you nationwide coverage, 7 days a week

2.1.1 Delivery Speeds

The delivery speed for each of our products is measured from the first physical scan of an item. Fully tracked services are measured to the first delivery attempt of the carrier. The delivery speeds and times set out in this guide are service aims only and the actual times for processing and delivery are not guaranteed. Whistl will not be liable for the speed of collection, processing, handover and delivery which are affected (directly or indirectly) by any event or circumstance outside Whistl's reasonable control (see below for more details) or by an act or omission of the Customer (or its employees, agents or contractors).

Product & Service		Delivery		Delivery Speed	
		Days	Attempts	Handover to Carrier	1st Delivery Attempt
Tracked[1]	48	Sun-Sat	1	1 day	2 days
Premium Tracked	24	Sun-Sat	1	0 Days	1 day

2.1.2 Service Coverage

Our tracked services have the following coverage. For our latest listing, please refer to the following location: https://www.dpd.co.uk/pdf/dpd_highlandsislandsinscotland.pdf or https://www.dpd.co.uk/content/products_services/uk_delivery_services.jsp

Product & Service	United Kingdom				
	Mainland	Out of Area / Offshore			
		Channel Islands	Highlands & Islands	Northern Ireland	Isle Of Man
Tracked	✓	✓	✓	✓	✓
Premium Tracked	✓				

[1] Additional transit days and alternative delivery days may apply for some remote and mainland UK postcodes. Please refer to https://www.dpd.co.uk/pdf/dpd_highlandsislandsinscotland.pdf or https://www.dpd.co.uk/content/products_services/uk_delivery_services.jsp for more information. Items destined for Out Of Area or offshore (OOA) postcodes may take up to 7 days for a first time delivery attempt to take place.

2.1.3 Available Formats

The following formats are available on our services. Smaller items may still be dispatched on services where only a larger sized format is available:

Product and Service		Expresspak	Parcel
Tracked	48	✓	✓
Premium Tracked	24	✓	✓

2.1.4 Weights and Dimensions

The following formats are available on our services:

Product	Format	Carrier Maximum Dimensions	Girth L+W+H	Maximum Weight
Tracked and Premium Tracked	Expresspak	Length 53cm x Width 40cm x Height 10cm	103cm	5.0kg
	Parcel	Length 100cm x Width 60cm x Height 70cm	230cm	30kg

2.1.5 Confirmation of Delivery

Confirmation of delivery will be received in line with the following table:

Product & Service		POD
Tracked and Premium Tracked	Expresspak	✓
	Parcel	✓

2.1.6 Delivery Images (POD)

When an item is delivered the delivery driver will take a photo either handing the item to the householder or on the floor with the door open, if a copy of this image is required please contact the WISMO team (Where Is My Item – email **wismo@parcelhub.co.uk** or call DPA to request from the carrier directly but only do this if one isn't available after checking on the carriers own website. You can however see the name of the person who signed for the item in the portal.

2.1.7 Delivery Attempts

DPD wants your customers to receive their deliveries right first time, but occasionally they will leave a calling card, and will let the end recipient know straight away. DPD will also send a text or email so the end recipient can rearrange their deliveries and don't have to wait until they get home. And DPD will send them an SMS and email along with a picture of where the calling card was posted.

2.1.8 Carrier SMS & Email (Domestic)

Input the parcel receiver's email address and mobile number, and they'll receive a notification of their one-hour delivery window.

2.1.9 Safe Place Photo

Items delivered to your leave safe location on domestic fully tracked services using DPD will include a photograph of the safe place location taken by the delivery driver. This is not guaranteed as there may be occasions when a safe place photo is not possible due to location or technical restrictions. If you require to see this photo if delivery is disputed, please contact the WISMO team (Where Is My Item – email **wismo@parcelhub.co.uk** or call DPA DPA

Your customers will be offered the leave safe location option as part of options for 'not going to be in' however they must accept full responsibility for items left at the leave safe location.

2.1.6 ETA

Once the end recipient receives either an SMS or email with the award winning 1hour predict delivery window they have the ability to arrange delivery to a neighbour, leave safe, amend delivery date, upgrade delivery or arrange delivery to a pick up shop. All of these options enhance the customer experience and the ability to deliver on 1st attempt.

2.1.7 Fulfilment by Amazon

Should you wish to ship to FBA locations you can only use DPD, shipping to FBA locations using any other carrier is not permitted, should you send items using any other carrier your items will most likely become delayed or returned.

2.2 Compensation

Compensation is standard on all DPD product range services:

Product and Service		Compensation
Tracked and Premium Tracked	Expresspak	✓
	Parcel	✓

2.2.1 Types of Available Compensation

Compensation is available on the following				
Loss	Damage	Disputed delivery	Delivery Delay / Service Failures	Carriage / Transit Liability
✓	✓	✓	✓	✓

2.2.2 Lost Items

On occasion, an item may become lost during the delivery process. In order for an item to be classed as lost, it must first be physically receipt scanned by DPD. Manifest and data receipt events do not constitute an item being physically received.

Compensation on a 'lost item' is limited to the lesser of an item's cost price and capped at £100.

2.2.3 Damaged Items

In the rare occasion an item is delivered damaged you may be asked to provide photographic evidence of both the packaging and the contents. If the contents is damaged then prior to payment by DPD they may request the item is returned to them, failure by the end customer to return the item will result in NO payment made by DPD to the shipper.

If recipient is not willing to hold goods and packaging until claim is completed these can be returned to the shipper but must be done using the outbound carrier, the out bound carrier must be used to ensure there is no dispute on exactly when the damaged happened or perhaps the damage has increased.

Compensation on a 'damage' is limited to the lesser of an item's cost price and capped at £100.

2.2.4 Denial of Receipt

If item tracking indicates an item to have been delivered with a signature or POD, there may be occasions when a recipient denies receipt of the item.

For items that are disputed delivery the query team or the carrier may as part of the investigation process contact the end recipient directly and request a denial of receipt letter is submitted.

2.2.5 Delivery Delay

Compensation is only available on a timed service where the delivery has been made outside of the time requested, there is a 30minute grace period then the service is downgraded to the next available service for example requested a pre-10.30 delivery was made at 11.15 the service is amended to a pre noon and the compensation is the difference between the timed services.

2.2.6 Transit Liability / Carriage

Carriage / Transit Liability is ONLY claimable as part of successful claim relating to loss or disputed delivery.

2.2.7 Claim Timeframes

The initial query must be raised to our WISMO team within 14 calendar days from the date of despatch Claims must be submitted to our claims team via query website (claims portal) within **28 days of despatch** and any supporting evidence should be uploaded at this time.

Compensation may not be claimed for packages containing restricted or prohibited items (please refer to https://www.dpd.co.uk/ts-and-cs.jsp you will need to review the standard T&C's within this link or for items with weights or dimensions exceeding our Parcel format.

As part of our contract with DPD all end recipients will have the option to leave safe as part of the 'Inflight 'delivery options, however this is still down to driver discretion for example if it's raining and the safe place is outside the driver may not leave as requested, also when leaving safe is selected by the end recipient they will have to tick the disclaimer when setting up the option to accept all responsibility if choosing to have the item delivered this way.

Compensation is only payable pending a successful investigation and agreement from the carrier

Please note on DPD only they require a Declaration of no other insurance form to also be completed.

Claims must be placed in accordance with our claims process detailed in section **Appendix F of our Domestic Fully Tracked Customer Guide.**

2.3 Prohibited Items, Dangerous Goods and Restricted Items

It is the responsibility of the customer to ensure these requirements are adhered to and to check whether or not an item is prohibited, dangerous or restricted before despatching on a DPD service.

If items are identified by Whistl or our carriers, please refer to our **Domestic Fully Tracked Customer Guide.**

Additional labelling and packaging requirements may apply for restricted items, these are highlighted in section **4.0 Preparing Your Items in our Domestic Fully Tracked Customer Guide.**

Where items are classed as Dangerous Goods Packaged in Limited Quantities (LQ), please refer to our **Domestic Fully Tracked Customer Guide.**

For further detail please refer to the Carrier link https://www.dpd.co.uk/ts-and-cs.jsp it's also important to note that as Whistl is the collecting carrier, any restrictions should also be checked against the Whistl restricted item list.

2.4 Presentation Requirements

2.4.1 Segregation

When presenting your DPD tracked items, there is currently no requirement to segregate any items.

2.4.2 Container Cards

Items dispatched using courier services should be presented with a corresponding container card[2]. The container card must be affixed to each container to ensure work may be processed through the correct processing channel when received by our depot. Failure to provide a container card may result in items being misprocessed or failing to meet our carrier injection windows.

2.4.3 Consumables

As part of our onboarding process, we will agree the most appropriate consumables to be used in the collection and transportation of your items into our network.

- Items may be presented in Pallets boxes or on Pallets. Depending on the collection vehicle, bags may be used by prior approval
- Segregated work should be presented in different containers

The initial allocation will be based on your forecast figures and agreed with your Account Manager. You must ensure your forecast is accurate and kept up to date. Replenishment will be determined by Whistl using your two week rolling forecast and containers will be exchanged on a one for one basis unless Whistl agrees otherwise in writing (including email). If additional containers are required, these should be ordered as part of our reordering process. For more information on forecasting, please please refer to our **Domestic Fully Tracked Customer Guide.**

[2] For an example container card, please refer to **Appendix A - Example Container Card in our Domestic Fully Tracked Customer Guide**. Specific carrier container cards are provided during the account set-up.

2.5 Known Surcharges

Items sent on courier services can incur surcharges. The DPD known surcharges are detailed below. Please refer to your contract for details of these specific prices:

Surcharge	Description
Return to Sender (undeliverable)	Where delivery of an item is refused, or the carrier is unable to achieve delivery or the item is undeliverable for any other reason.
Fuel Surcharge	An additional charge equal to a percentage of the per item charges will be added to the price for all Tracked and Tracked Premium services to take account of the cost of fuel.
3rd Party For Domestic	When a third party collection from a non-standard collection point within the UK Mainland area is made, returning the item to the main collection site
3rd Party For Offshore	When a third party collection from a non-standard collection point within an offshore (Highlands, Islands, Northern Ireland)area is made, returning the item to the main collection site
3rd Party For Ireland	When a third party collection from a non-standard collection point within the Republic of Ireland area is made, returning the item to the main collection site
4th Party For Domestic	When a third party collection from a non-standard collection point within the UK Mainland area is made, delivering the item to a site that is different from the main collection site
4th Party For Offshore	When a third party collection from a non-standard collection point within an offshore (Highlands, Islands, Northern Ireland)area is made, delivering the item to a site that is different from the main collection site
4th Party For Ireland	When a third party collection from a non-standard collection point within the Republic of Ireland area is made, delivering the item to a site that is different from the main collection site
Scottish delivery Zone	A delivery to the Scottish delivery zone
Congestion Charge (London)	A delivery within the London Congestion Zone

Known surcharges will be invoiced when notified by our carrier against the date the surcharge occurred. Oversize surcharges will only apply to domestic and offshore services and surcharges may not appear on invoices for up to three weeks following initial receipt. More information on surcharge triggers may be found in **section 13 Procedures for handling non-compliant items in our Domestic Fully Tracked Customer Guide.**

2.5.1 Unknown Surcharges

Section 9 of our Domestic Fully Tracked Customer Guide states how Whistl deals with any other surcharges which are levied in connection with your items.

3.0 Evri (formerly known as Hermes)

3.1 Service Summary

Next Day	Standard
Faster deliveries for the orders your customers just can't wait to get, great service for those small to medium sized parcels	An affordable option for those less urgent deliveries, with a range of service features, also includes a large parcel option

3.1.1 Delivery Speeds

The delivery speed for each of our products is measured from the first physical scan of an item. Fully tracked services are measured to the first delivery attempt of the carrier. The delivery speeds and times set out in this guide are service aims only and the actual times for processing and delivery are not guaranteed. Whistl will not be liable for the speed of collection, processing, handover and delivery which are affected (directly or indirectly) by any event or circumstance outside Whistl's reasonable control (see below for more details) or by an act or omission of the Customer (or its employees, agents or contractors).

		Delivery		Delivery Speed	
Product & Service		Days	Attempts	Handover to Carrier	1st Delivery Attempt
Tracked[3]	STANDARD	Mon-Sat	3	1 day	2 days
	STANDARD -ETA	Mon-Sat	3		2 days
	72	Mon-Sat	3		3 days
Premium Tracked	NEXTDAY	Mon-Sat	3	0 Days	1 day
	NEXTDAY-ETA	Mon-Sat	3		

3.1.2 Service Coverage

Our tracked services have the following coverage. For our latest listing, please refer to https://www.whistl.co.uk/trackedpostcodeareas

Product & Service	United Kingdom			
	Mainland	Out of Area		
		Channel Islands	Highlands & Islands	Northern Ireland
STANDARD	✓	✓	✓	✓
STANDARD - ETA	✓		✓	✓
72	✓	✓	✓	✓

[3] Additional transit days and alternative delivery days may apply for some remote and mainland UK postcodes. Please refer to www.whistl.co.uk/trackedpostcodeareas for more information. Items destined for Out Of Area (OOA) postcodes may take up to 7 days for a first time delivery attempt to take place.

NEXTDAY	✓			
NEXTDAY - ETA	✓			

3.1.3 Available Formats

The following formats are available on our services. Smaller items may still be dispatched on services where only a larger sized format is available:

Product and Service		Packets	Parcels	Large Parcels
Tracked	STANDARD	✓	✓	
	STANDARD - ETA	✓	✓	
	72			✓
Premium Tracked	NEXTDAY	✓	✓	
	NEXTDAY- ETA	✓	✓	

3.1.4 Weights and Dimensions

The following formats are available on our services:

Product	Format	Maximum Dimensions	Maximum Weight
Tracked and Premium Tracked	Packet	1.2m length. 2.25m length plus girth.	2.0kg
	Parcels	1.2m length. 0.23m3	15kg
	Large Parcels[4]	1.84m length. 2.4m length + Girth	30kg

3.1.5 Confirmation of Delivery

Confirmation of delivery will be received in line with the following table:

Product & Service		NON POD	POD	Consignee Only (HPOD)
Tracked	STANDARD	✓	£	£
	STANDARD – ETA	✓	£	£
	72	✓	£	
Premium Tracked	NEXTDAY	✓	£	£
	NEXTDAY - ETA	✓	£	£

£ = OPTIONAL

3.1.6 Delivery Images (POD)

Delivery images have replaced signatures after covid, a delivery image as proof of delivery will consist of the delivery driver handing the item to the householder and / or the item will be on the floor with the front door open with the receivers feet visible. If a copy of the delivery image is required please locate on the carrier direct website however if this isn't available please contact the WISMO team (Where Is My Item – email **wismo@parcelhub.co.uk** or call **DPA**) to request from the carrier directly.

3.1.7 Delivery Attempts

Evri (formerly known as Hermes) services include a maximum of three delivery attempts, depending on the level of customer contact information a digital calling card may be used or a paper version left by the carrier.

3.1.8 Carrier SMS & Email (Domestic)

On Domestic deliveries Evri (formerly known as Hermes) will email and text (ETA only) recipients on the day of delivery. Regardless of the service or format selected customer will receive a 2hour delivery window, end recipients can update their delivery preferences using the Evri APP if downloaded.

3.1.9 Safe Place Photo

[4] Please ensure you speak to your Whistl account manager before shipping items of this size as we may require operational sign off and specialist vehicle may be needed.

Items delivered to leave safe locations on domestic fully tracked services using Evri (formerly known as Hermes) will include a photograph of the safe place location taken by the delivery driver. This is not guaranteed as there may be occasions when a safe place photo is not possible due to location or technical restrictions. This photo if available can be viewed using the customer portal in the same way you would view a POD however if this isn't downloadable please contact the WISMO team (Where Is My Item – email **wismo@parcelhub.co.uk** or call DPA) if required.

3.1.10 ETA

When items are despatched on ETA services, recipients will receive Email and an SMS notifications to advise a delivery window. Communications are sent direct from the delivery carrier and will include links back to the carrier websites where recipients may be provided the option to re-direct to a property of their choice or specify a safe place location.

Items sent via Evri (formerly known as Hermes) 24hr and 48hr services will automatically receive email based ETA notifications. Delivery windows for this inclusive service will be limited to 2hrs only. Also Included in the ETA contracts is a single SMS to the end recipient on the day delivery is due to also advise of the 2-hour delivery window.

3.1.11 Fulfilment by Amazon

Should you wish to ship to FBA locations you can only use DPD, more information on this carrier is included in this guide, shipping to FBA locations using Evri (formerly known as Hermes) is not permitted, should you send items using these despatch methods your items will most likely become delayed or returned.

3.2 Compensation

Compensation[5] is available on the following services

Product & Service		Compensation
Tracked	STANDARD	£
	STANDARD – ETA	£
	72	
Premium Tracked	NEXTDAY	£
	NEXTDAY – ETA	£

£ = OPTIONAL

3.2.1 Types of Available Compensation

Compensation is available on the following				
Loss	Damage	Disputed delivery	Delivery Delay / Service Failures	Carriage / Transit Liability
✓		✓		

3.2.2 Lost Items

On occasion, an item may become lost during the delivery process. In order for an item to be classed as lost, it must first be physically receipt scanned by Evri (formerly known as Hermes). Manifest and data receipt events do not constitute an item being physically received.

Any claims for lost parcels or parcels that have stopped tracking in the Evri (formerly known as Hermes) network will only be issued once a parcel has stopped tracking for 10 days.

Compensation on a 'lost item' is limited to the lesser of an item's cost price and capped at £25.

3.2.3 Damaged Items

Damaged items using this carrier are not eligible for Compensation. For further information on the process relating to damaged items and ensuring they meet the packaging criteria, please refer to section **8.10 in our Domestic Fully Tracked Customer Guide.**

3.2.4 Denial of Receipt

If item tracking indicates an item to have been delivered with a signature or POD, there may be occasions when a recipient denies receipt of the item.

[5] Compensation is easily identified within the set up and services as 'Cover'

For items that are disputed delivery the query team or the carrier may as part of the investigation process contact the end recipient directly and request a denial of receipt letter is submitted, if this is not received from the end recipient the carrier is unlikely to make a compensation payment.

Compensation on an item where 'denial of receipt' has been claimed' is limited to the lesser of an item's cost price and capped at £25.

3.2.5 Delivery Delay

Delivery or service delay relating to items that have been delivered or processed outside of SLA are not eligible for compensation with this carrier.

3.2.6 Transit Liability / Carriage

Carriage / Transit Liability is excluded from any compensation process and is not available for any tracked services with this carrier.

3.2.7 Claim Timeframes

Claims must be submitted to our claims team via query website (claims portal) within **28 days of despatch** and any supporting evidence should be uploaded at this time.

Compensation may not be claimed for packages containing restricted items (please refer to https://www.evri.com/send/what-i-can-and-cannot-send or for items with weights or dimensions exceeding our Parcel format.

Evri (formerly known as Hermes) have different contracts for compensation 'cover', your implementation manager at point of set up will ensure you are aware of how to access the compensation services, however this will only be given if compensation was added at point of quoting with your account owner.

Compensation is only payable pending a successful investigation and agreement from the carrier

Claims must be placed in accordance with our claims process detailed in section **Appendix F of our Domestic Fully Tracked Customer Guide.**

3.3 Prohibited Items, Dangerous Goods and Restricted Items

It is the responsibility of the customer to ensure these requirements are adhered to and to check whether or not an item is prohibited, dangerous or restricted before despatching on a Evri (formerly known as Hermes) service.

If items are identified by Whistl or our carriers, please refer to our **Domestic Fully Tracked Customer Guide.**

Additional labelling and packaging requirements may apply for restricted items, these are highlighted in **section 4.0 Preparing Your Items in our Domestic Fully Tracked Customer Guide.**

Where items are classed as Dangerous Goods Packaged in Limited Quantities (LQ), please refer to our **Domestic Fully Tracked Customer Guide.**

For further detail please refer to the Carrier link https://www.evri.com/send/what-i-can-and-cannot-send it's also important to note that as Whistl is the collecting carrier, any restrictions should also be checked against the Whistl restricted item list.

3.4 Presentation Requirements

3.4.1 Segregation

When presenting your tracked items, you will need to segregate your traffic up to two ways, depending upon the services used:

	1	2
Product	Tracked	Premium Tracked
Service	All 48hr and 72hr services	All Next Day services
Formats	All formats	All formats

3.4.2 Container Cards

Items dispatched using courier services should be presented with a corresponding container card[6]. The container card must be affixed to each container to ensure work may be processed through the correct processing channel

[6] For an example container card, please refer to **Appendix A - Example Container Card in our Domestic Fully Tracked Customer Guide**. Specific carrier container cards are provided during the account set-up.

when received by our depot. Failure to provide a container card may result in items being misprocessed or failing to meet our carrier injection windows.

3.4.3 Consumables

As part of our onboarding process, we will agree the most appropriate consumables to be used in the collection and transportation of your items into our network.

- Items may be presented in Pallets boxes or on Pallets. Depending on the collection vehicle, bags may be used by prior approval
- Segregated work should be presented in different containers

The initial allocation will be based on your forecast figures and agreed with your Account Manager. Replenishment will be determined by your two-week rolling and containers will be exchanged on a one for one basis unless forecast figures dictate additional requirements. If additional containers are required, these should be ordered as part of our reordering process. For more information on forecasting, please refer to our **Domestic Fully Tracked Customer Guide.**

3.5 Known Surcharges

Items sent on courier services can incur surcharges. The Whistl parcel known surcharges are detailed below. Please refer to your contract for details of these specific prices:

Surcharge	Description
Relabelling	An item is relabelled by Whistl or its carrier. Visible in item tracking.
Fuel Surcharge	Calculated against the unit price of the item where the movement of an item has occurred[7].
Return to Sender	A per item charge for the return of an item from Whistl or our carriers. Visible in item tracking.
OS1	Declared as a Packet, actual dimensions or weight equivalent to Parcel or Small Parcel
OS2	Declared as a Small Parcel, actual dimensions or weight equivalent to Parcel or Large Parcel
OS3	Declared as a Parcel, actual dimensions or weight equivalent to Large Parcel
OS4	Actual dimensions or weight exceed Large Parcel

Known surcharges will be invoiced when notified by our carrier against the date the surcharge occurred. Oversize surcharges (OS1-4) will only apply to domestic services and surcharges may not appear on invoices for up to three weeks following initial receipt. More information on surcharge triggers may be found in **section 13 Procedures for handling non-compliant items in our Domestic Fully Tracked Customer Guide.**

3.5.1 Unknown Surcharges

Section 9 of our Domestic Fully Tracked Customer Guide states how Whistl deals with any other surcharges which are levied in connection with your items.

[7] Please refer to your domestic contracts for more information on our Fuel Surcharges

4.0 Yodel

4.1 Service Summary

XPRESS	XPECT	OFFSHORE
A next day and two day service designed to effectively manage small to medium sized parcels	A premium service providing a two-hour delivery window on the morning of delivery	A two or three day service to offshore locations such as the Channel Isles.

4.1.1 Delivery Speeds

The delivery speed for each of our products is measured from the first physical scan of an item. Fully tracked services are measured to the first delivery attempt of the carrier. The delivery speeds and times set out in this guide are service aims only and the actual times for processing and delivery are not guaranteed. Whistl will not be liable for the speed of collection, processing, handover and delivery which are affected (directly or indirectly) by any event or circumstance outside Whistl's reasonable control (see below for more details) or by an act or omission of the Customer (or its employees, agents or contractors).

		Delivery		Delivery Speed	
Product & Service		**Days**	**Attempts**	**Handover to Carrier**	**1st Delivery Attempt**
Tracked[8]	48	Mon-Sat	3	1 day	2 days
	72	Mon-Sat[9]	3	1 day	3 days
Premium Tracked	24	Mon-Sat	3	0 Days	1 day

4.1.2 Service Coverage

Our tracked services have the following coverage. For our latest listing, please refer to the following location: https://www.yodel.co.uk/remote-areas-and-transit-times/

Product & Service	United Kingdom			
	Mainland	Out of Area		
		Channel Islands	Highlands & Islands	Northern Ireland
Tracked	✓	✓	✓	✓
Premium Tracked	✓			

[8] Additional transit days and alternative delivery days may apply for some remote and mainland UK postcodes. Please refer to https://www.yodel.co.uk/remote-areas-and-transit-times/ for more information. Items destined for Out Of Area (OOA) postcodes may take up to 7 days for a first time delivery attempt to take place.
[9] Delivery days vary by offshore location and 3rd party partner. Please refer to https://www.yodel.co.uk/yodel-services/yodel-uk-delivery/offshore/ for more information

4.1.3 Available Formats

The following formats are available on our services. Smaller items may still be dispatched on services where only a larger sized format is available:

Product and Service		Xpress Mini	Xpress Parcel	Xpect Mini	Xpect Medium	Xpect Parcel	Xpect Large Parcels
Tracked	48	✓	✓	✓[10]	✓	✓	✓
Premium Tracked	24		✓	✓	✓	✓	

4.1.4 Weights and Dimensions

The following formats are available on our services:

Product	Format	Maximum Dimensions	Maximum Weight
Tracked and Premium Tracked	Xpress Mini	50cm longest Length. 0.031m3	3.0kg
	Xpress Parcels	90cm longest Length. 0.113m3	17kg
	Xpect Mini	50cm longest Length. 0.031m3	3.0kg
	Xpect Medium	90cm longest Length. 0.113m3	17kg
	Xpect Parcel	120cm longest Length. 0.23m3	30kg
	Xpect Large Parcel	170cm longest Length. 0.28m3	30kg

4.1.5 Confirmation of Delivery

Confirmation of delivery will be received in line with the following table:

Product & Service		NON POD	POD
Tracked and Premium Tracked	Xpress mini	✓	
	Xpress Parcel	✓	✓
	Xpect Mini	✓	✓
	Xpect Medium	✓	✓
	Xpect Parcel and XL	✓	✓
	Offshore	✓	✓

4.1.6 Delivery Images (POD)

Delivery images have replaced signatures after covid, a delivery image as proof of delivery will consist of the delivery driver handing the item to the householder and / or the item will be on the floor with the front door open with the receivers feet visible. If a copy of the delivery image is required please locate on the carrier direct website however if this isn't available please contact the WISMO team (Where Is My Item – email wismo@parcelhub.co.uk or call DPA to request from the carrier directly.

4.1.7 Delivery Attempts

Yodel Services include a maximum of three delivery attempts, depending on the level of customer contact information a digital calling card may be used or a paper version left by the carrier. For items sent to offshore locations these may only receive 1 delivery attempt before the end recipient is requested to collect from a local post office.

4.1.8 Carrier SMS & Email (Domestic)

On Domestic deliveries, Yodel will email recipients on the day of delivery. The Xpect service will include additional features and a 2hr delivery window, the remaining Express and offshore will receive a 4hr delivery window as standard, it's important to note that SMS is only sent if an email has not been opened or is undelivered, SMS is not available on the Xpress mini and Offshore services so valid email addresses are really important on all services.

[10] Xpect Mini 48hour is only available as a NON POD

4.1.9 Safe Place Photo

Items delivered to leave safe locations on domestic fully tracked services using Yodel will include a photograph of the safe place location taken by the delivery driver. This is not guaranteed as there may be occasions when a safe place photo is not possible due to location or technical restrictions. If you require to see this photo if delivery is disputed, please contact the WISMO team (Where Is My Item – email wismo@parcelhub.co.uk or call DPA DPA

4.1.10 ETA

When items are despatched on the Xpect services the end recipient will receive ETA notifications, recipients will receive Email notifications to advise a 2-hour delivery window. Communications are sent direct from Yodel and will include links back to their website where recipients may be provided the option to re-direct to a property of their choice or specify a safe place location for more information on the Yodel Inflight service please refer to https://www.yodel.co.uk/yodel-services/service-enhancements/inflight

4.1.11 Fulfilment by Amazon

Should you wish to ship to FBA locations you can only use DPD, more information on this carrier is included in this guide, shipping to FBA locations using Yodel is not permitted, should you send items using these despatch methods your items will most likely become delayed or returned.

4.2 Compensation

Compensation is standard on the following new Yodel 2020 product range services:

Product and Service		Compensation – POD must be selected
Tracked and Premium Tracked	Xpress Mini	
	Xpress Parcel	✓
	Xpect Mini[11]	✓
	Xpect Medium	✓
	Xpect Parcel	✓
	Xpect XL Parcel	✓
	Offshore	✓

4.2.1 Types of Available Compensation

Compensation is available on the following and only on POD services				
Loss	Damage	Disputed delivery	Delivery Delay / Service Failures	Carriage / Transit Liability
✓		✓		

4.2.2 Lost Items

On occasion, an item may become lost during the delivery process. In order for an item to be classed as lost, it must first be physically receipt scanned by Yodel. Manifest and data receipt events do not constitute an item being physically received.

Compensation on a 'lost item' is limited to the lesser of an item's cost price and capped at £50.

4.2.3 Damaged Items

Damaged items using this carrier are not eligible for Compensation, for further information on the process relating to damaged items and ensuring they meet the packaging criteria please refer to **section 8.10 within our Domestic Fully Tracked Customer Guide**.

4.2.4 Denial of Receipt (Disputed Delivery)

If item tracking indicates an item to have been delivered with a signature or POD, there may be occasions when a recipient denies receipt of the item.

For items that are disputed delivery the query team or the carrier may as part of the investigation process contact the end recipient directly and request a denial of receipt letter is submitted, if this is not received from the end recipient the carrier is unlikely to make a compensation payment.

[11] Xpect Mini 48hour is only available as a NON POD

Compensation on an item where 'denial of receipt' has been claimed' is limited to the lesser of an item's cost price and capped at £50.

4.2.5 Delivery Delay
Delivery or service delay relating to items that have been delivered or processed outside of SLA are not eligible for compensation with this carrier.

4.2.6 Transit Liability / Carriage
Carriage / Transit Liability is excluded from any compensation process and is not available for any tracked services with this carrier.

4.2.7 Claim Timeframes
Claims must be submitted to our claims team via query website (claims portal) within **28 days of despatch** and any supporting evidence should be uploaded at this time.

Compensation may not be claimed for packages containing restricted or prohibited items (please refer to https://www.yodel.co.uk/prohibited-and-restricted-items) or for items with weights or dimensions exceeding our Parcel format.

Compensation is only payable pending a successful investigation and agreement from the carrier.

Claims must be placed in accordance with our claims process detailed in section **Appendix F of our Domestic Fully Tracked Customer Guide**.

4.3 Prohibited Items, Dangerous Goods and Restricted Items
It is the responsibility of the customer to ensure these requirements are adhered to and to check whether or not an item is prohibited, dangerous or restricted before despatching on a Yodel service.

If items are identified by Whistl or our carriers, please refer to our **Domestic Fully Tracked Customer Guide.**

Additional labelling and packaging requirements may apply for restricted items, these are highlighted in **section 4.0 Preparing Your Items in our Domestic Fully Tracked Customer Guide.**

Where items are classed as Dangerous Goods Packaged in Limited Quantities (LQ), please refer to our **Domestic Fully Tracked Customer Guide.**

For further detail please refer to the Carrier link https://www.yodel.co.uk/prohibited-and-restricted-items, it's also important to note that as Whistl is the collecting carrier that any restrictions should also be checked against the Whistl restricted item list.

4.4 Presentation Requirements

4.4.1 Segregation
When presenting your Yodel tracked items, you will need to segregate your traffic up to two ways, depending upon the services used:

	1	2
Product	Tracked	Premium Tracked
Service	48 Hour and 72 Hour[12]	24 Hour
Formats	All	All

4.4.2 Container Cards
Items despatched using courier services should be presented with a corresponding container card[13]. The container card must be affixed to each container to ensure work may be processed through the correct processing channel when received by our depot. Failure to provide a container card may result in items being misprocessed or failing to meet our carrier injection windows.

4.4.3 Consumables
As part of our onboarding process, we will agree the most appropriate consumables to be used in the collection and transportation of your items into our network.

[12] Includes offshore items in any 48 hour presentation
[13] For an example container card, please refer to **Appendix A - Example Container Card in our Domestic Fully Tracked Customer Guide**. Specific carrier container cards are provided during the account set-up.

- Items may be presented in Pallets boxes or on Pallets. Depending on the collection vehicle, bags may be used by prior approval
- Segregated work should be presented in different containers

The initial allocation will be based on your forecast figures and agreed with your Account Manager. You must ensure your forecast is accurate and kept up to date. Replenishment will be determined by Whistl using your two week rolling forecast and containers will be exchanged on a one for one basis unless Whistl agrees otherwise in writing (including email). If additional containers are required, these should be ordered as part of our reordering process. For more information on forecasting, please refer to our **Domestic Fully Tracked Customer Guide.**

4.5 Known Surcharges

Items sent on courier services can incur surcharges. The Royal Mail Retail known surcharges are detailed below. Please refer to your contract for details of these specific prices:

Surcharge	Description
Relabelling	An item is relabelled by Whistl or its carrier. Visible in item tracking.
Fuel Surcharge	Calculated against the unit price of the item where the movement of an item has occurred[14].
Return to Sender	A per item charge for the return of an item from Whistl or our carriers. Visible in item tracking.
Non Machinable Parcel	Items that do not travel on a flat or inclined conveyor, items without outer packaging, items where outer packaging does not keep the Parcel stable when moved along, up or down a conveyor, items where labels can only be read manually, items with protruding parts including metals, items where packaging is at risk of splitting when moved on a conveyor due to how they are packed or the contents therein, all hazardous material and any item that has the potential to injure an individual or damage equipment or damage other parcels if moved on the automated machinery.
Xpress surcharge	For items shipped on XPRESS services where the item exceeds one or more of the following: 17kg weight, 90cm length or 0.113m3 volume.
Out of Gauge (OGL1 / OGV1)	For items shipped on any service (other than the XPECT XL service) where the item is between 120cm & 170cm in length and/or 0.23m^3 & 0.28m^3 in volume.
Out of Gauge (OGL2 / OGV2 or OGL3 / OGV3)	For items shipped on any service where the item exceeds one or more of the following: 30kg weight, 170cm length or 0.28m^3 volume
XPRESS Mini Surcharge	For items shipped on XPRESS Mini services where the item exceeds one or more of the following: 3kg weight, 50cm length or 0.0315m^3 volume.

Known surcharges will be invoiced when notified by our carrier against the date the surcharge occurred. Oversize surcharges (OGL1 etc.) will only apply to domestic and offshore services and surcharges may not appear on invoices for up to three weeks following initial receipt. More information on surcharge triggers may be found in **section 13 Procedures for handling non-compliant items of our Domestic Fully Tracked Customer Guide.**

4.5.1 Unknown Surcharges

Section 9 of our Domestic Fully Tracked Customer Guide states how Whistl deals with any other surcharges which are levied in connection with your items.

[14] Please refer to your domestic contracts for more information on our Fuel Surcharges

5.0 Royal Mail

5.1 Service Summary

Tracked 24®	Tracked 48®
A next day service designed to effectively manage letterboxable to medium sized parcels	A two day service for letterboxable to medium sized parcels

5.1.1 Delivery Speeds

The delivery speed for each of our products is measured from the first physical scan of an item. Fully tracked services are measured to the first delivery attempt of the carrier. The delivery speeds and times set out in this guide are service aims only and the actual times for processing and delivery are not guaranteed. Whistl will not be liable for the speed of collection, processing, handover and delivery which are affected (directly or indirectly) by any event or circumstance outside Whistl's reasonable control (see below for more details) or by an act or omission of the Customer (or its employees, agents or contractors).

		Delivery		Delivery Speed	
Product & Service		**Days**	**Attempts**	**Handover to Carrier**	**1st Delivery Attempt**
Tracked[15]	48	Mon-Sat	1	1 day	2 days
Premium Tracked	24	Mon-Sat	1	0 Days	1 day

5.1.2 Service Coverage

Our tracked services have the following coverage. For our latest listing, please refer to https://www.royalmail.com/sites/royalmail.com/files/2020-06/royal-mail-uk-parcel-services-user-guide-01-july-2020.pdf - go to Appendix A on this site

Product & Service		United Kingdom			
		Mainland	Out of Area		
			Channel Islands	Highlands & Islands	Northern Ireland
Tracked	48	✓	✓	✓	✓
Premium Tracked	24	✓			✓

[15] Additional transit days and alternative delivery days may apply for some remote and mainland UK postcodes. Please refer to https://www.royalmail.com/sites/royalmail.com/files/2020-06/royal-mail-uk-parcel-services-user-guide-01-july-2020.pdf for more information. Items destined for Out Of Area (OOA) postcodes may take up to 7 days for a first time delivery attempt to take place.

5.1.3 Available Formats

The following formats are available on our services. Smaller items may still be dispatched on services where only a larger sized format is available:

Product and Service		Letterbox able	Parcel
Tracked	48	✓	✓
Premium Tracked	24	✓	✓

5.1.4 Weights and Dimensions

The following formats are available on our services:

Product	Format	Maximum Dimensions	Maximum Weight
Tracked and Premium Tracked	Letterbox able	35.3cm length, 25cm width, 2.5cm height	1kg
	Parcel	40cm length, 25cm width, 30cm height	5kg

5.1.5 Confirmation of Delivery

Confirmation of delivery will be received in line with the following table:

Product & Service		NON POD	POD
Tracked	48	✓	£
Premium Tracked	24	✓	£

5.1.6 Delivery Images (POD)

Delivery images have replaced signatures after covid, a delivery image as proof of delivery will consist of the delivery driver handing the item to the householder and / or the item will be on the floor with the front door open with the receivers feet visible. If a copy of the delivery image is required please locate on the carrier direct website however if this isn't available please contact the WISMO team (Where Is My Item – email wismo@parcelhub.co.uk or call DPA to request from the carrier directly. You can however see the name of the person who signed for the item within the portal.

5.1.7 Delivery Attempts

Royal Mail service offers 1 delivery attempt, if no one is available to receive the item then a something for you card is left with instructions for redelivery with the end recipient, Royal Mail have a vast array of alternative arrangements the end customer can use to ensure the item is delivered or collected from a local delivery centre or post office at a convenient date / time. If no collection or redelivery arranged the item will be returned after 18 days and will potentially incur a return to sender surcharge.

5.1.8 Carrier SMS & Email (Domestic)

On Domestic deliveries Royal Mail will email and text recipients the day before a delivery with an ETA 4hour window and then on the day of delivery with a 2hour delivery window.

5.1.9 Safe Place Photo

From May 2023 if you're not home and your parcel won't fit through the letterbox or need a signature Royal Mail will leave safe or with a neighbour, safe place photos are at the end recipients own risk and a photo may be taken which if available is viewable on the Royal Mail website.

5.1.10 ETA

When items are despatched on ETA services, recipients will receive Email and SMS notifications to advise a 2 hour delivery window. Communications are sent direct from Royal Mail Retail and will include links back to their website where recipients may be provided the option to re-direct to a property of their choice or specify a safe place instructions.

5.1.11 Fulfilment by Amazon

Should you wish to ship to FBA locations you can only use DPD, more information on this carrier is included in this guide, shipping to FBA locations using Royal Mail is not permitted, should you send items using these despatch methods your items will most likely become delayed or returned.

5.2 Compensation

Compensation is standard on the following 2020 product range services:

Product & Service		Compensation	
		POD	NON POD
Tracked	48	✓	✓
Premium Tracked	24	✓	✓

Compensation is available on the following				
Loss	Damage	Disputed delivery	Delivery Delay / Service Failures	Carriage
✓	✓	✓		✓

5.2.2 Lost Items

On occasion, an item may become lost during the delivery process. In order for an item to be classed as lost, it must first be physically receipt scanned by Royal Mail. Manifest and data receipt events do not constitute an item being physically received.

Compensation on a 'lost item' is limited to the lesser of an item's cost price and capped at £100.

5.2.2 Damage

For damaged items Royal Mail will require photographic evidence of both the packaging and the item(s) within, damaged items depending on damage may be requested to be returned to Royal Mail of which a free post address will be provided, failure for the end recipient to return the damaged item as requested will delay any compensation payment.

Compensation on a 'damaged' is limited to the lesser of an item's cost price and capped at £100.

5.2.4 Denial of Receipt (disputed delivery)

If item tracking indicates an item to have been delivered with a signature or POD, there may be occasions when a recipient denies receipt of the item.

For items that are disputed delivery the query team or the carrier may as part of the investigation process contact the end recipient directly and request a denial of receipt letter is submitted, if this is not received from the end recipient the carrier is unlikely to make a compensation payment.

Compensation on an item where 'denial of receipt' has been claimed' is limited to the lesser of an item's cost price and capped at £100.

5.2.5 Delivery Delay

Delivery or service delay relating to items that have been delivered or processed outside of SLA are not eligible for compensation with this carrier.

5.2.6 Transit Liability / Carriage

Carriage / Transit Liability is excluded from any compensation process and is not available for any tracked services with this carrier.

5.2.7 Claim Timeframes

Royal Mail require a minimum of 10 calendar days before raising a claim, and within 80 days of the date of Despatch and any supporting evidence should be uploaded at this time.

Compensation may not be claimed for packages containing restricted or prohibited items, please refer to https://business.help.royalmail.com/app/answers/detail/a_id/867/~/prohibited-goods---uk or for those items with weights or dimensions exceeding our Parcel format

Compensation is only payable pending a successful investigation and agreement from the carrier

Claims must be placed in accordance with our claims process detailed in section **Appendix F in our Domestic Fully Tracked Customer Guide**.

5.3 Prohibited Items, Dangerous Goods and Restricted Items

It is the responsibility of the customer to ensure these requirements are adhered to and to check whether or not an item is prohibited, dangerous or restricted before despatching on a Royal Mail service.

If items are identified by Whistl or our carriers please refer to our **Domestic Fully Tracked Customer Guide.**

Additional labelling and packaging requirements may apply for restricted items, these are highlighted in **section 4.0 Preparing Your Items in our Domestic Fully Tracked Customer Guide.**

Where items are classed as Dangerous Goods Packaged in Limited Quantities (LQ), please refer to our **Domestic Fully Tracked Customer Guide.**

For further detail please refer to the Carrier link https://www.royalmail.com/sites/royalmail.com/files/2020-06/royal-mail-uk-parcel-services-user-guide-01-july-2020.pdf or https://www.royalmail.com/sites/default/files/royal-mail-prohibited-and-restricted-items-nov-23-2018---23410530_updated April 19.pdf it's also important to note that as Whistl is the collecting carrier that any restrictions should also be checked against the Whistl restricted item list.

5.4 Presentation Requirements

5.4.1 Segregation

When presenting your tracked items, you will need to segregate your traffic up to four ways, depending upon the services used:

	1	2	3	4
Product	Tracked	Tracked	Premium Tracked	Premium Tracked
Service	48 Hour	48 Hour	24 Hour	24 Hour
Formats	Letterbox able	Parcel	Letterbox able	Parcel

5.2.2 Container Cards

Items despatched using courier services should be presented with a corresponding container card[16]. The container card must be affixed to each container to ensure work may be processed through the correct processing channel when received by our depot. Failure to provide a container card may result in items being misprocessed or failing to meet our carrier injection windows.

5.2.3 Consumables

As part of our onboarding process, we will agree the most appropriate consumables to be used in the collection and transportation of your items into our network.

- Items may be presented in York's or in Alps. Depending on the collection vehicle, bags may be used by prior approval
- Segregated work should be presented in different containers

The terms on which you use consumables are set out in your contract with Whistl. The initial allocation will be based on your forecast figures and agreed with your Account Manager. You must ensure that your forecast is accurate and is kept up to date. Replenishment of consumables will be determined by Whistl using your two-week rolling and containers will be exchanged on a one for one basis unless Whistl agrees otherwise in writing (including email). If additional containers are required, these should be ordered as part of our reordering process. For more information on forecasting, please refer to our **Domestic Fully Tracked Customer Guide.**

5.5 Known Surcharges

Items sent on courier services can incur surcharges. The Royal Mail Retail known surcharges are detailed below. Please refer to your contract for details of these specific prices:

Surcharge	Description
Relabelling	An item is relabelled by Whistl or its carrier. Visible in item tracking.
Fuel Surcharge	Calculated against the unit price of the item where the movement of an item has occurred[17].
Return to Sender	A per item charge for the return of an item from Whistl or our carriers. Visible in item tracking.

[16] For an example container card, please refer to **Appendix A - Example Container Card in our Domestic Fully Tracked Customer Guide**. Specific carrier container cards are provided during the account set-up.
[17] Please refer to your domestic contracts for more information on our Fuel Surcharges

Item greater than 31.5 litres	Actual dimensions exceed 31.5 litres volumetrically
Oversized Letterbox able	National reversion of all Letterbox able items where items are declared as Letterbox able but have weight and/or dimension in excess of Letterbox able product

Known surcharges will be invoiced when notified by our carrier against the date the surcharge occurred. Oversize surcharges (Greater than 31.5l, oversized Letterbox able) will only apply to domestic services and surcharges may not appear on invoices for up to three weeks following initial receipt. More information on surcharge triggers may be found in **section 13 Procedures for handling non-compliant items in our Domestic Fully Tracked Customer Guide**.

5.5.1 Unknown Surcharges

Section 9 of our Domestic Fully Tracked Customer Guide states how Whistl deals with any other surcharges which are levied in connection with your items.

6.0 Amazon Shipping

6.1 Service Summary

amazon shipping

A next day and two-day service designed to effectively manage a range of small to large sized parcels.

6.1.1 Delivery Speeds

The delivery speed for each of our products is measured from the first physical scan of an item. Fully tracked services are measured to the first delivery attempt of the carrier. The delivery speeds and times set out in this guide are service aims only and the actual times for processing and delivery are not guaranteed. Whistl will not be liable for the speed of collection, processing, handover and delivery which are affected (directly or indirectly) by any event or circumstance outside Whistl's reasonable control (see below for more details) or by an act or omission of the Customer (or its employees, agents or contractors).

		Delivery		Delivery Speed	
Product & Service		Days	Attempts	Handover to Carrier	1st Delivery Attempt
Tracked[18]	48	Mon-Sat	3	1 day	2 days
Premium Tracked	24	Mon-Sat	3	0 Days	1 day

6.1.2 Service Coverage

Amazon Shipping gives national coverage except for Northern Ireland, this area is not available through this carrier. Amazon Shipping also uses Royal Mail for certain postcodes where they currently have no delivery partner, this will equate to around 5% of traffic.

Product & Service	United Kingdom			
	Mainland	Out of Area		
		Channel Islands	Highlands & Islands	Northern Ireland
Tracked	✓	✓	✓	
Premium Tracked	✓			

[18] Additional transit days and alternative delivery days may apply for some remote and mainland UK postcodes. Some Items destined for Out Of Area that are particularly remote (OOA) postcodes may take up to 7 days for a first time delivery attempt to take place.

6.1.3 Available Formats

The following formats are available on our services. Smaller items may still be dispatched on services where only a larger sized format is available:

Product and Service		Small Parcel	Standard Parcel	Medium Parcel	Large Parcel	Extra Large Parcel
Tracked	48	✓	✓	✓	✓	✓
Premium Tracked	24	✓	✓	✓	✓	✓

6.1.4 Weights and Dimensions

The following formats are available on our services:

Product	Format	Maximum Dimensions (CM)	Maximum Weight (KG)
Tracked and Premium Tracked	Large Letter	35.3 x 25 x 2.5	0.750
	Small Parcel	45 x 35 x 16cm	2
	Standard Parcel	50 x 40 x 30cm	7
	Medium Parcel	61 x 46 x 46cm	15
	Large Parcel	67 x 51 x 51cm	20
	Extra Large Parcel	120 x 60 x 60cm	23

6.1.5 Confirmation of Delivery

Confirmation of delivery will be received in line with the following table:

Product & Service		NON POD
Tracked and Premium Tracked	Large Letter	✓
	Small Parcel	✓
	Standard Parcel	✓
	Medium Parcel	✓
	Large Parcel	✓
	Extra Large Parcel	✓

6.1.6 Delivery Attempts

Amazon Shipping Services include a maximum of three delivery attempts over 3 consecutive days, depending on the level of customer contact information a digital calling card may be sent by the carrier. For items handed over to Royal Mail consumers will see 1 delivery attempt but a calling card will be left for the consumer to rearrange delivery OR this can be arranged through the Royal Mail APP if downloaded.

6.1.7 Carrier SMS & Email (Domestic)

On Domestic deliveries, Amazon Shipping will both email and SMS the consumer on the day of delivery, please ensure valid email addresses and mobile numbers are included in shipment requests, these are important on all services to ensure delivery information is passed to the consumer. For items delivered by Royal Mail consumers will still experience both SMS and Email from both Royal Mail and Amazon Shipping, if the consumer has the Royal Mail APP and push notifications are switched these will also be received.

6.1.8 Delivery Photo

Only items that are leave safe locations on domestic fully tracked services using Amazon Shipping will include a photograph of the location taken by the delivery driver. Please note that this only happens if a leave safe has been selected in the delivery settings by the consumer otherwise an item will be returned after a delivery attempted x3 times before becoming a return If an item is delivered to the recipient no image is taken. This is not guaranteed as there may be occasions when a photo is not possible due to location or technical restrictions. If you require to see this photo if delivery is disputed, please contact the WISMO team (Where Is My Item – email wismo@parcelhub.co.uk or call DPA). For the small number of items delivered using Royal Mail, photos are also taken and these are available to view using the Royal Mail website along with geo location.

6.1.9 ETA

When items are despatched the end recipient will receive ETA notifications on the delivery date, recipients will receive Email and SMS notifications to advise a 2-4 hour delivery window. Communications are sent direct from Amazon Shipping and will include links back to their website where recipients may be provided the option to leave safe with instructions or deliver on an alternative day. Items where Royal Mail is the final mile carrier consumers will still receive out for delivery SMS and email but are likely to all day delivery windows.

6.1.10 Fulfilment by Amazon

Should you wish to ship to FBA locations you can only use DPD, more information on this carrier is included in this guide, shipping to FBA locations using Amazon Shipping not permitted, should you send items using these despatch methods your items will most likely become delayed or returned.

6.2 Compensation

Compensation is standard on the following new Amazon Shipping product range:

Product & Service		COMP
Tracked and Premium Tracked	Large Letter	✓
	Small Parcel	✓
	Standard Parcel	✓
	Medium Parcel	✓
	Large Parcel	✓
	Extra Large Parcel	✓

6.2.1 Types of Available Compensation

Compensation is available on the following				
Loss	Damage	Disputed delivery	Delivery Delay / Service Failures	Carriage / Transit Liability
✓	✓	✓		✓

6.2.2 Lost Items

On occasion, an item may become lost during the delivery process. In order for an item to be classed as lost, it must first be physically receipt scanned by Amazon Shipping. Manifest and data receipt events do not constitute an item being physically received.

Compensation on a 'lost item' is limited to the lesser of an item's cost price and capped at £25.

6.2.3 Damaged Items

Compensation on a 'damaged' is limited to the lesser of an item's cost price and capped at £25.

6.2.4 Denial of Receipt (Disputed Delivery)

If item tracking indicates an item to have been successfully delivered along with a GEO location, there may be occasions when a recipient denies receipt of the item.

For items that are disputed delivery the query team or the carrier may as part of the investigation process contact the end recipient directly and request a denial of receipt letter is submitted,

Compensation on an item where 'denial of receipt' has been claimed' is limited to the lesser of an item's cost price and capped at £25.

6.2.5 Delivery Delay

Delivery or service delay relating to items that have been delivered or processed outside of SLA are not eligible for compensation with this carrier.

6.2.6 Transit Liability / Carriage

Carriage / Transit Liability is ONLY claimable as part of successful claim relating to loss or disputed delivery.

6.2.7 Claim Timeframes

Claims must be submitted to our claims team via query website (claims portal) within **28 days of label creation** and any supporting evidence should be uploaded at this time.

Compensation may not be claimed for packages containing restricted or prohibited items (please refer to https://m.media-amazon.com/images/G/02/amazonshipping/Guides/Amazon_Shipping_Dangerous_Goods_Identification_Guide.pdf
or for items with weights or dimensions exceeding our Parcel format.

Compensation is only payable pending a successful investigation and agreement from the carrier.

Claims must be placed in accordance with our claims process detailed in section **Appendix F of our Domestic Fully Tracked Customer Guide**.

6.3 Prohibited Items, Dangerous Goods and Restricted Items

It is the responsibility of the customer to ensure these requirements are adhered to and to check whether an item is prohibited, dangerous or restricted before despatching on an Amazon Shipping service.

If items are identified by Whistl or our carriers, please refer to our **Domestic Fully Tracked Customer Guide.**

Additional labelling and packaging requirements may apply for restricted items, these are highlighted in **section 4.0 Preparing Your Items in our Domestic Fully Tracked Customer Guide.**

Where items are classed as Dangerous Goods Packaged in Limited Quantities (LQ), please refer to our **Domestic Fully Tracked Customer Guide.**

For further detail please refer to the Carrier link https://m.media-amazon.com/images/G/02/amazonshipping/Guides/Amazon_Shipping_Dangerous_Goods_Identification_Guide.pdf, it's also important to note that as Whistl is the collecting carrier that any restrictions should also be checked against the Whistl restricted item list.

6.4 Presentation Requirements

6.4.1 Segregation

When presenting your Amazon Shipping tracked items, you will need to segregate your traffic two ways, depending upon the services used:

Between 1-3% of labels generated are Royal Mail labels, Amazon Shipping do hand over a small % to Out Of Area Postcodes or some new housing estates, as this postcode range can change daily we are unable to issue a definitive postcode listing however these labels will generate a 2 day delivery window and should be presented in the 2 day traffic, should any items be presented incorrectly Amazon Shipping will simply handover to Royal Mail to achieve a 2 day service. Amazon Shipping are always looking to reduce this % and improve their own network size.

	1	2
Product	Premium Tracked	Tracked
Service	1 Day	2 Day
Formats	All	All

6.4.2 Container Cards

Items dispatched using courier services should be presented with a corresponding container card[19]. The container card must be affixed to each container to ensure work may be processed through the correct processing channel when received by our depot. Failure to provide a container card may result in items being misprocessed or failing to meet our carrier injection windows.

6.4.3 Consumables

[19] For an example container card, please refer to **Appendix A - Example Container Card in our Domestic Fully Tracked Customer Guide**. Specific carrier container cards are provided during the account set-up.

As part of our onboarding process, we will agree the most appropriate consumables to be used in the collection and transportation of your items into our network.

- Items may be presented in Pallets boxes or on Pallets. Depending on the collection vehicle, bags may be used by prior approval
- Segregated work should be presented in different containers

The initial allocation will be based on your forecast figures and agreed with your Account Manager. You must ensure your forecast is accurate and kept up to date. Replenishment will be determined by Whistl using your two week rolling forecast and containers will be exchanged on a one for one basis unless Whistl agrees otherwise in writing (including email). If additional containers are required, these should be ordered as part of our reordering process. For more information on forecasting, please refer to our **Domestic Fully Tracked Customer Guide.**

6.5 Known Surcharges

Items sent on courier services can incur surcharges. The Amazon Shipping known surcharges are detailed below. Please refer to your contract for details of these specific prices:

Surcharge	Description
Fuel Surcharge	**An additional charge equal to a percentage of the per item charges will be added to the price for all Tracked and Tracked Premium services to take account of the cost of fuel.**
A1	**A Standard or Medium Parcel has been received which was declared with dimensions and a weight less than the maximum dimensions for a Small Parcel.**
A2	**A Medium Parcel has been received which was declared with dimensions and a weight less than the maximum dimensions for a Standard Parcel.**
A3	**A Large Parcel has been received which was declared with dimensions and a weight less than the maximum dimensions for a Small, Standard or Medium Parcel.**
A4	**An Extra Large Parcel has been received which was declared with dimensions and a weight less than the maximum dimensions for a Small, Standard, Medium or Large Parcel.**
A5	**A parcel has been received which exceeds the dimensions and a weight more than the maximum dimensions and/or weight of an Extra Large Parcel.**
A6	**A small, standard, medium, large or XL parcel has been received which was declared with a weight / dimension format of a large letter**

Known surcharges will be invoiced when notified by our carrier against the date the surcharge occurred. More information on surcharge triggers may be found in **section 13 Procedures for handling non-compliant items of our Domestic Fully Tracked Customer Guide.**

6.5.1 Unknown Surcharges

Section 9 of our Domestic Fully Tracked Customer Guide states how Whistl deals with any other surcharges which are levied in connection with your items.

Whistl Carrier Guide Version Control

Document history

Date	Version No.	Section Revised	Revision Summary
16/12/2020	1.0	All	New Carrier Guide for Whistl Parcel services containing specifications for our carriers; DPD, Hermes, Yodel and Royal Mail.
29/01/2021	1.1	All	Altered the 'Error' references for Domestic Fully Tracked Customer Guide, color corrected the various tables to the same shade of grey.
04/06/2021	1.2	All	Grammatically corrected sections throughout. tidied and neatened tables throughout.
03/08/2021	1.3	All	• 4.1.4 Weights and Dimensions amendments changed • 4.1.8 Carrier SMS & Email changed • 4hr to 2hr • Removed ROI from 0.5 Yodel section additional The below sections have been added ○ 2.1.11 Fulfilment by Amazon ○ 3.1.7 Fulfilment by Amazon ○ 4.1.11 Fulfilment by Amazon ○ 5.1.11 Fulfilment by Amazon ○ 6.1.11 Fulfilment by Amazon Addition of WISMO contact details
14/10/2021	1.4	All	• Removed HPOD from table – HPOD only available through the Hermes Direct carrier (2.1.5 Confirmation of Delivery) • Amended this to section 2.5 instead off 2.4.4 in 2.5 Known Surcharges • Updated as claimable when linked to loss or disputed delivery in 3.2.1 Types of Available Compensation • Amended comment on section 3.2.6 as this is claimable (3.2.6 Transit Liability / Carriage)
11/02/2022	1.5	All	• 4.2.2 Lost Items - Added comment on 10 day period for Hermes claims • 5.1.3 Available Formats - Added new Xpect mini and medium to table • 5.1.4 Weights and Dimensions - Added in new Xpect mini and Medium to table • 5.1.5 Confirmation of Delivery - Added in new Xpect mini and Medium to table • 5.2 Compensation - Added in new Xpect mini and Medium to table • Grammatically corrected sections throughout
16/03/2022	1.6	All	• Amendment of Hermes to Evri following rebrand on 14th March 2022
14/11/2022	1.7	Last page	• HQ address change
14/12/2022	1.8	7.0	• Addition of Amazon Shipping Carrier information
19/12/2022	1.9	5.0 Yodel / 7.0 Amazon Shipping	• Added Xpect mini 24 hour to 5.1.3 Available Formats • Xpect mini 24 comes with POD added to 5.1.5 Confirmation of Delivery • Amazon shipping logo added • Whistl restricted items link added to 7.3 Prohibited Items, Dangerous Goods and Restricted Items
21/02/2022	2.0	7.0 Amazon Shipping	• .2 Compensation, Updated this whole section as compensation was previously not a feature on this carrier • 7.4.1 Segregation, segregation is 2 way (was 3)
04/04/2023	2.1	6.0 Royal Mail /7.0 Amazon Shipping	• 6.2 Compensation - Compensation available on carriage • 7.1.3 Available Formats - XL parcel added to the 48hour service • 7.1.4 Weights and Dimensions - Addition of new large letter product • 7.1.5 Confirmation of Delivery - Added large letter • 7.2 Compensation - Added large letter • 7.5 Known Surcharges - Added A6 to the surcharge list
12/04/2023	2.2	4.0 Evri (formerly known as Hermes)	• 4.1.3 Available Formats -added a packet to the premium services
23/08/2023	2.3	2.0 DPD 3.0 Evri 4.0 Yodel	Updated below sections from signature to delivery images: • 2.1.6 Delivery Images (page 5) • 3.1.6 Delivery Images (page 10) • 4.1.6 Delivery images (page 15)

		5.0 Royal Mail 7.0 Amazon Shipping	• 5.1.6 Delivery Images (page 20) • 5.1.9 Safe Place Photo (page 20) • 6.1.8 Delivery Photo (page 25)
06/09/2023	2.4	1.0 Whistl Parcels	Removal of Whistl Parcels

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