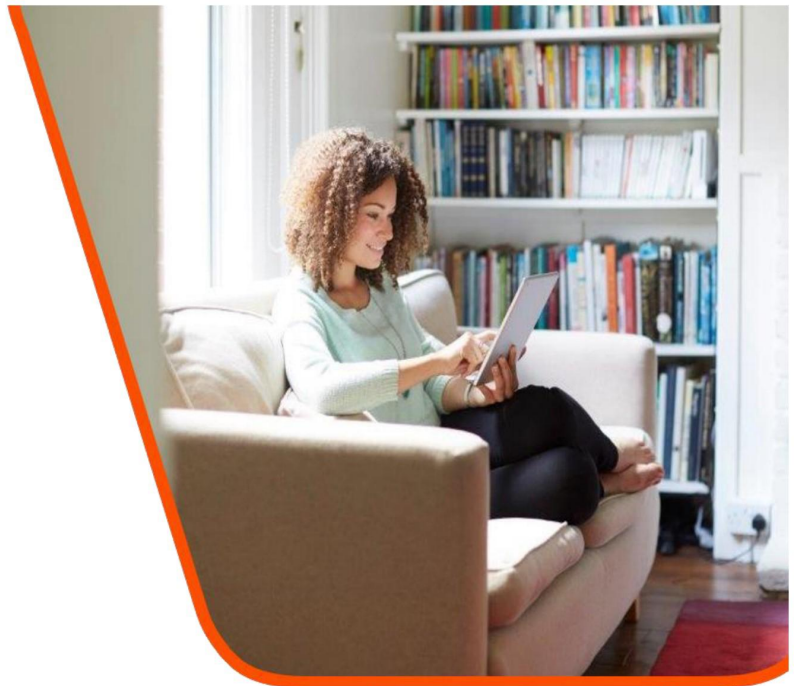




Packets & Parcels



Tracked Services

Customer Guide

v4.1.0

whistl

Table of Contents

1.0 Overview	4
2.0 Services	5
2.1 Delivery Speeds.....	5
2.2 Service Coverage	5
2.3 Available Formats	6
2.4 Weights and Dimensions	6
2.5 Confirmation of Delivery	7
2.5.1 COD (Confirmation of Delivery)	7
2.5.2 NON POD	7
2.5.3 POD	7
2.7 Compensation.....	8
2.7.1 Compensation.....	8
2.8 Transit Liability for Loss	8
2.9 Duty	9
2.9.1 Delivery At Place (DAP).....	9
2.9.2 Delivered Duty Paid (DDP)	9
3.0 Consignment Detail	10
3.1 Delivery Address	10
3.2 Recipient Details	10
3.3 Despatch Date	10
3.4 Volumetrics	10
3.5 Item Contents (Product Information).....	11
3.5.1 Prohibited Items.....	11
3.5.2 Dangerous Goods and Restricted Items	11
4.0 Preparing your items	12
4.1 Labelling	12
4.1.1 Address & Tracking Labels	12
4.1.2 CN22 & CN23 Labels	12
4.1.3 "Orientation Arrows" - Liquids	13
4.1.4 Labelling Dangerous Goods packaged as Limited Quantities	13
4.2 Item Packaging	13
5.0 Manifesting	14
6.0 Presentation	15
6.1 Segregation	15
6.2 Tray Cards	15
6.2.1 Postal services.....	15
6.2.2 Courier services.....	15
6.3 Consumables.....	15
6.3.1 Reordering consumables	15
6.4 Multi-Parcel Consignments	15
7.0 Collections.....	16
7.1 Collections	16
7.1.1 Changing a collection time.....	16
7.1.2 Changing or adding a collection location	16
7.2 Customer Health and Safety procedures.....	16
7.3 Unloading and handover at customer premises.....	16
7.4 Contingency.....	16
8.0 Delivery	17
8.1 Item Tracking	17
8.2 Tools to help with Tracking	17
8.2.1 Despatch Manager	17
8.2.2 Consumer Portal.....	17
8.2.3 Consumer Notifications.....	17
8.2.4 Tracking & Data Files.....	18
8.2.5 Tracking Links.....	18
8.3 Address Queries & Requests for Information	18
8.4 International Customs Held	18
8.5 Delivery Delay.....	19
8.5.1 Postal Services	19
8.5.2 Courier Services	19

8.6	Delivery Attempts	19
8.6.1	Postal Services	19
8.6.2	Courier Services	19
8.7	Delivery Success	19
8.8	Denial of Receipt	19
8.8.1	Postal Services	19
8.8.2	Courier Services	20
8.9	Refused Delivery	20
8.10	Damaged Items	20
8.11	Lost Items	20
8.12	Undeliverable Items	20
8.12.1	Domestic Postal Services	20
8.12.2	Domestic Courier Services	20
8.13	Replacement Items	20
9.0	Invoicing	21
9.1	Domestic Postal Services	21
9.2	Courier Services	21
9.1.1	Known Surcharges	22
9.1.2	Reversions	22
9.1.3	Unknown Surcharges	22
9.1.4	Duty Charges	22
9.2	Querying an Invoice	23
9.3	Accounts on Stop	23
10.0	Forecasting	24
11.0	Supporting You	25
11.1	Implementation	25
11.2	Customer Services	25
11.2.1	Raising queries and issues	25
11.3	Web Chat for WISMO (Where Is My Order) queries	25
11.3.1	When should I use Web Chat?	25
11.4	24/7 Technical Support	25
11.4.1	When to call	25
11.4.2	Unsupported Issues	26
11.4.3	Raising a query	26
11.4.4	Priority Levels	26
11.4.5	Escalations	26
12.0	Data Protection	27
12.1	Data Processing carried out by Whistl	27
12.2	Tracked and Insight via the Whistl CMS	27
12.3	Third Party Processors (Tracked and InSight via the Whistl CMS)	28
12.4	Data Sharing (Tracked and InSight via the Whistl CMS)	29
12.5	InSight via Spot-Light	29
12.6	Third Party Processors (InSight via Spot-Light)	30
12.7	How Whistl treats Personal Data (InSight via Spot-Light; Tracked and InSight via Whistl CMS)	31
13.0	Procedures for handling non-compliant items	32
13.1	Consignment Details	32
13.2	End of Day Manifest	33
13.3	Presentation	34
13.4	Collections & consumables	36
13.5	Delivery	36
13.6	Compensation and Transit Liability for Loss	36
	Appendix A - Example Tray Card	37
	Appendix B - Example Container Cards	38
	Appendix C - Postcode Coverage	39
	Appendix D - Additional Transit Days	40
	Appendix E - Example Invoices	41
	Appendix F - Invoice Backing Data	43
	Appendix G - Dangerous Goods in Limited Quantities (LQ)	44
	Appendix H - Example Authority Letter	45
	Appendix I - Claims Process	47
	Version Control	48

1.0 Overview

This guide is designed to support customers accessing Whistl's range of part and fully tracked domestic and international services:

Product & Service		Description
Part Tracked	InSight	UK part-tracked postal service
Tracked	48	Domestic business to consumer tracked courier service offering leave safe and proof of delivery services. Optional compensation available
	72	Domestic business to consumer tracked courier service offering NON POD and POD services
	B2B48	Domestic business to business tracked courier service offering POD with optional compensation available
Premium Tracked	24	Domestic business to consumer tracked courier service offering NON POD and POD services with optional compensation available
	B2B24	Domestic business to business tracked courier service offering POD with optional compensation available
	By12	Domestic business to business tracked courier service offering POD with optional compensation available
	Saturday by12	Domestic business to business tracked courier service offering POD with optional compensation available
	Sunday	Domestic business to consumer tracked courier service offering NON POD and POD services with optional compensation available
International Tracked	Books	International business to consumer and business to business tracked service for Books. Offering Confirmation of Delivery.
	Standard	International business to consumer and business to business tracked service offering Confirmation of Delivery and compensation for loss and damage as standard
	Standard Road	International business to consumer and business to business tracked service offering Confirmation of Delivery and compensation for loss and damage as standard
	Premium	International business to consumer and business to business express tracked air service offering POD and compensation for loss and damage as standard

When used in conjunction with our customer contracts, this guide helps set a service level expectation whilst covering our full process from creating a label through to presentation and invoicing requirements. Additional supporting information may also be found here:

Despatch Manager User Guide	A user guide to support customers using and integrating with our Despatch Manager system
Web Services Integration Guide	A technical integration guide for customers, and third parties, looking to integrate via web services with our range of tracked services.
InSight Integration Guide	A guide for customers looking to integrate with our InSight service. Ideal for third parties and customers looking for an alternative integration method to Despatch Manager and our CMS.
International Destination Guide	Service information, by destination, on our International Tracked service. Highlighting destination level differences in the delivery process

2.0 Services

2.1 Delivery Speeds

The delivery speed for each of our products is measured from the first physical scan of an item. As a part tracked service, InSight is only measured to carrier handover, whilst 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. Please refer to our customer contract for more information regarding our service levels:

		Delivery		Delivery Speed	
Product & Service		Days	Attempts	Handover to Carrier	1st Delivery Attempt
Part Tracked	InSight	Mon-Sat	1	1-2 days	2/3 days
Tracked ¹	48	Mon-Sat	3	1 day	2 days
	72	Mon-Sat	3		3 days
	B2B48	Mon-Fri	3		1 days
Premium Tracked	24	Mon-Sat	3	0 Days	1 day
	By12	Mon-Fri	3		
	Saturday by12	Sat	3		
	Sunday ²	Sun	3		
International Tracked	Books	Dependent upon destination country. Please refer to the International Destination Guide			
	Standard				
	Standard Road				
	Premium				

2.2 Service Coverage

As a postal service, our part-tracked InSight service has full national coverage to all UK postcodes. Our tracked services have the following coverage:

Product & Service	United Kingdom				International	
	Mainland	Out of Area			European Union	Rest of World
		Channel Islands	Highlands & Islands ³	Northern Ireland		
Tracked	✓	✓	✓	✓		
Premium Tracked	✓					
International Tracked					✓	✓

For postcode coverage, please refer to Appendix C - Postcode Coverage and to the International Destination Guide for destination level detail

¹ Additional transit days and alternative delivery days may apply for some remote and mainland UK postcodes. Please refer to Appendix D - Additional Transit Days 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.

² Our Sunday service is a Next Day service, items must therefore be collected on a Friday evening for injection into our carrier on a Saturday. Only the first delivery attempt will be made on the Sunday.

³ Customers accessing older product range's may have a dedicated zone for the Isle of Man against which, all IM postcodes will apply

2.3 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		Large Letters	Packets	Small Parcels	Parcels	Large Parcels
Part Tracked	InSight	✓	✓			
Tracked	48		✓	✓	✓	
	72		✓	✓	✓	✓
	B2B48				✓	
Premium Tracked	24		✓	✓	✓	
	B2B24				✓	
	By12				✓	
	Saturday by12				✓	
	Sunday		✓	✓		
International Tracked	Books		✓			
	Standard				✓	
	Standard Road				✓	
	Premium				✓	

2.4 Weights and Dimensions

The following formats are available on our services:

Product	Format	Maximum Dimensions	Maximum Weight
Part Tracked	Large Letter	353 x 250 x 25mm	750g
	Packet	610 x 460 x 460mm	2kg
Tracked and Premium Tracked	Packet	450 x 350 x 200mm	1.5kg (3.0kg on 72hr)
	Small Parcels	1.2m length. 2.25m length plus girth.	15kg
	Parcels	1.2m length. 0.23m ³	30kg
	Large Parcels	1.84m length. 2.4m girth. 0.28m ³	30kg
International Tracked	Packets	0.5m length. 0.75m length plus width plus height	6kg
	Parcels	1.2m length. 1200x600x600mm. ⁴	30kg

⁴ For USA, please note that Length plus Width plus Height should not exceed 1.5m

2.5 Confirmation of Delivery

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

Product & Service		COD	NON POD	POD	
Tracked	48		✓	£	
	72		✓	£	
	B2B48			✓	
Premium Tracked	24		✓	£	
	B2B24			✓	
	By12			✓	
	Saturday by12			✓	
	Sunday		✓	£	
International Tracked	Books	✓			
	Standard	✓			✓ Standard
	Standard Road	✓			
	Premium	✓			£ Optional

2.5.1 COD (Confirmation of Delivery)

Items will be tracked to the point of delivery. Receipt of a signature to effect delivery will depend upon the destination country delivery service used and will vary by destination. Please refer to the Whistl International Destination Guide for more information.

2.5.2 NON POD

Our carriers will attempt to effect delivery by obtaining a signature from the recipient address or a neighbor to the left, right or directly opposite. If obtained, this proof of delivery will incur no additional charge. When available, a copy of a signature may be obtained direct from Whistl Customer Services.

If the carrier is not able to affect delivery with a signature, they will affect delivery using special instructions (where provided and appropriate) or identify a safe place. Delivery to a safe place will be confirmed in tracking detail. Example safe places include, but are not limited to: Garage, Outbuilding, Porch, Reception and Shed.

Where an item is left in a safe place, a calling card will be left by the carrier detailing the location – this may also be reflected in tracking information for the item.

2.5.3 POD

Delivery will not be effected unless a signature is received.

For B2B deliveries, a signature will be obtained from the business on the label. For B2C deliveries, a signature will be obtained from the recipient address or a neighbor to the left, right or directly opposite the recipient address. Where an item is delivered to a neighbor, a calling card will be left by the carrier detailing the address of the recipient – this may also be reflected in tracking information for the item.

For the following services⁵, the name of the signee may also be viewed within our Despatch Manager portal.

B2B24	B2B48	By12	Saturday by12
-------	-------	------	---------------

⁵ Our Next Day and Tracked 48 services, a signee may be viewable in our portal depending upon the final mile carrier used. For more information, please speak with your Whistl Account Manager.

2.7 Compensation

Where applicable, compensation is limited to the lesser of an item's cost price and the maximum amount detailed in a customer's contract. Carriage is excluded and claims must be placed in accordance with our claims process detailed in section Appendix K – Claims Process. Compensation is available on the following 2017 product range services⁶:

Product & Service		Transit Liability	Compensation	
Part Tracked	InSight			
Tracked	48	✓	£	
	72	✓		
	B2B48	✓	£	
Premium Tracked	24	✓	£	
	B2B24	✓	£	
	By12	✓	£	
	Saturday by12	✓	£	
	Sunday	✓	£	
International Tracked	Books			
	Standard		✓	✓ Standard
	Standard Road		✓	
	Premium		✓	£ Optional

2.7.1 Compensation

Compensation may be claimed on items classed as lost and is limited to the lesser of an item's cost price and £50.

Carriage is excluded. The definition of what constitutes loss can be found in section 8.11.

For International services, compensation may also be claimed for Damage; the definition of damage can be found in section 8.10.

Compensation may not be claimed for packages containing restricted items (please refer to whistl.co.uk/restricteditems) or for items with weights or dimensions exceeding our Parcel format.

Claims must be placed in accordance with our claims process detailed in Appendix I - Claims Process.

When items are despatched with Optional Compensation, the service name within Despatch Manager and on invoices will include + to denote the inclusion of optional compensation. For example: 24+ POD Packet or 48+ POD Small Parcel (Channel Islands).

2.8 Transit Liability for Loss

Please refer to your Whistl contract to see whether Transit Liability for Loss is offered as part of your Whistl contract.

When available, Transit Liability for Loss is an annual payment where your loss rate exceeds 0.5% of your applicable trading volume within a contracted year. Applicable trading volume is defined as the minimum volume to which you have committed in a contract year, less any items despatched with optional compensation and an items dispatched using services excluded from Transit Liability for Loss. The contract year begins from the date the contract is signed.

To qualify for this payment, you will need to submit claims for lost items throughout the year in line with the claims process detailed in Appendix I - Claims Process. Only successful claims where liability for loss is accepted by Whistl or our carriers will be included for consideration.

Transit Liability for Loss is not paid on the first 0.5% of lost items and is only paid on the difference in items between your loss rate and 0.5%. The claim amount is limited the cost price of the item (excluding carriage) capped at maximum amount per item of £25. The annual payment for Transit Liability for Loss for each item will be the lesser of the average value of your claims over the year and £25.

Transit Liability for Loss may not be claimed on items despatched with optional compensation, containing restricted items (please refer to whistl.co.uk/restricteditems) or sent on excluded services. Excluded services include: All International services, all postal and part tracked services, 72hr tracked services, or items with weights and dimensions greater than a Parcel.

⁶ Please note that for domestic services, compensation and transit liability for loss are only available on our 2017 product range. When items are despatched using compensation, the service description will include a + sign to denote that compensation was requested. For example: **B2B48+ POD Parcel** includes compensation and **B2B48 POD Parcel** does not.

Our 2017 domestic product range may be identified by the use of **POD** or **NON POD** in service descriptions.

2.9 Duty

Orders despatched outside of the European Union may incur duty charges depending upon the type of products despatched and the total value of the order. When despatching an item on our Premium International service, customers may choose to specify duty on the item as Delivered Duty Paid (DDP), or Delivery At Place (DAP). Items despatched on our Standard International services will be despatched as Delivery At Place (DAP).

For country specific guidance and assistance in calculating duties, you may wish to refer to www.dutycalculator.com

2.9.1 Delivery At Place (DAP)

When items are despatched as Delivered At place (DAP), the buyer is responsible for import clearance and any applicable local taxes or import duties.

When applicable, recipients will be contacted direct by our delivery carriers to arrange payment before items are cleared by customs. This may occur whilst the consignment is in-flight to the destination country, or once the consignment is received by customs.

On our Premium International service, should a recipient refuse to pay the duty charges – customers will be given the choice to pay these charges on behalf of the recipient, to pay for the consignment to be returned or destroyed. These charges will be passed back to Whistl via our carriers and invoiced as part of our weekly invoicing cycle.

2.9.2 Delivered Duty Paid (DDP)

When Delivered Duty Paid is selected, customers agree to pay for import clearance and any applicable local taxes or import duties on behalf of their recipient. These charges will be passed back to Whistl by our carriers and applied to a customer's invoice as part of our weekly invoicing cycle.

When dispatching an item as Delivery Duty Paid, customers accept to pay in full any charges passed back.

3.0 Consignment Detail

Irrespective of the integration method used to access Whistl's Tracked Services, you must supply item and consignment level information. A consignment is an item, or group of items, despatched to the same recipient against the same order. Consignment and item detail are used by our systems to ensure the correct final mile carrier and service are selected. Failure to provide accurate item and consignment detail may impact the ability of our carriers to effect delivery and could lead to surcharges or other costs being applied. Incorrect item detail can also result in items being declared as the wrong format, routed through invalid carrier services or being held by customs.

3.1 Delivery Address

All items must include a recipient name and delivery address in accordance with our address standards.

To meet the required address standards each address includes one premise element, one thoroughfare element, one locality element and the Postcode as a minimum. Other elements may be included.

For example:

John Smith	Recipient Name
Meridian, Fieldhouse Lane	Premise and thoroughfare
Marlow	Locality
SL7 1HY	Postcode

All International items and consignments must meet the addressing standards for the destination country.

3.2 Recipient Details

Customers wishing to communicate with recipients should ensure a recipient email address and mobile phone number are provided when producing labels.

When sending internationally, all items should be despatched with a recipient email address and where possible a mobile telephone number. This will ensure our delivery partners are able to pre-advise delivery of items and where additional information is needed to effect delivery, this can be obtained direct from recipients. Where duty charges are applicable, this information is essential to prevent customs delays whilst payment is obtained.

Customers may also need to provide a customer identification number when despatching items outside of the EU. This is a tax ID or passport number for the recipient and may be required for certain destinations in order to facilitate customs clearance, please refer to section 8.4 for more information.

3.3 Despatch Date

The despatch date (collection date) of an item will be used to determine the expected delivery date and assist in producing the carrier tracking label. When despatching an item, items are cross referenced against a carrier's routing matrix or gazetteer to help produce routing information and the tracking barcode(s) featured on the item. Should an incorrect despatch date be supplied, items may be incorrectly routed through our carriers, leading to a mis-route through the carrier's network. For next day services (for example: by 12 Saturday & Sunday), the despatch date would be the proceeding day to the expected delivery date.

3.4 Volumetrics

Weight is a mandatory field and used as part of our routing logic to select the correct format for an item. A default weight may be used as long as items are declared against the correct item format.

The length, width and depth of an item are not mandatory fields however will be used by our system to validate the format selected by our system.

For our InSight service, you may also need to declare the format of an item (for example Large Letter or Parcel), subject to your integration method.

3.5 Item Contents (Product Information)

Items despatched to the Channel Islands or to International destinations should include product information. Please refer to our integration documentation for mandatory and recommended requirements, example information includes:

Field	Description
Country Of Origin	Alpha2 ISO country code of product. May be defaulted to UK and changed where applicable
Product Description	A description of the product
Product Type	Description of the type of the product
Product Harmonised Code	Used for customs documentation. The standard harmonised code. This is a mandatory requirement for destinations outside of the European Union, although a default value may be used in some instances. Please be aware that use of a default value may add time to the delivery process whilst our suppliers source the correct code.
Quantity	The number of this product in the delivery
Product Value	The monetary value of a single instance of the product contained in the package in GBP Sterling (£)
Product SKU	The unique identifier of the product. This is not a mandatory requirement, however in the absence of a Product Harmonised Code this field becomes mandatory.

3.5.1 Prohibited Items

A number of items are prohibited from being handled by Whistl and our carrier partners. A list of prohibited items may be found at www.whistl.co.uk/restricteditems.

The list highlights items which may not be carried by Whistl or its carriers and where there may be exceptions to these requirements. It is the responsibility of the customer to ensure these requirements are adhered to and to check whether or not an item is prohibited before despatching on a Whistl service.

If prohibited items are identified by Whistl or our carriers, the items will be handled in accordance with 13.0 Procedures for handling non-compliant items

3.5.2 Dangerous Goods and Restricted Items

Restrictions may apply to certain types of items being despatched on Whistl services. A list of restricted items may be found at www.whistl.co.uk/restricteditems. The list highlights where restrictions apply and it is the responsibility of the customer to ensure these restrictions are adhered to when despatching items.

Additional labelling and packaging requirements may apply for restricted items, these are highlighted in section 4.0 preparing your Items and at www.whistl.co.uk/restricteditems.

Where items are classed as Dangerous Goods Packaged in Limited Quantities (LQ), please refer to Appendix G - Dangerous Goods in Limited Quantities (LQ).

4.0 Preparing your items

4.1 Labelling

4.1.1 Address & Tracking Labels

In order to ensure items are processed quickly and without incident through our networks, items should be clearly labelled using a Whistl approved address and tracking label. For example:

L100054

Delivered by
Royal Mail

Mike Spencer
87 On The Street
Town Name
City Name
County Name
B26 3YA
LABEL-REFERENCE

Return address:
Anne-Marie Spencer
Village Name
Town Name
County Name

A

L100054

Mike Spencer
87 On The Street
Town Name
City Name
County Name
LABEL-REFERENCE

ParcelShop

A

82
PRTH
VAN 75
C-ROUND 4615
COU-PNET
28/04/15 2DAY
whistl

If directly integrating with Whistl⁷ via Web Services with Key Value Pairs your label designs will be approved as part of our onboarding process and may only be changed with prior approval from Whistl and our carriers. Please refer to our Web Services Integration Guide for more information.

For other integration methods, your label design will be provided by Whistl and our carriers, making it possible for Whistl to add new products and services without the need to maintain label templates or follow a label approval process.

When labelling your items, it is essential you ensure the following:

- Tracking barcode(s) are uninterrupted and where possible placed on a flat or smooth surface
- Human readable elements are clearly visible and not obscured
- Print quality is maintained and all elements clearly readable
- The right label is applied to the correct item

Failure to ensure the above may lead to delays in processing your items and could incur a relabeling surcharge⁸. We would recommend that all customers periodically check their labels to ensure ongoing compliance, avoid scan failures and any related impacts.

4.1.2 CN22 & CN23 Labels

If you are sending goods or gifts outside of the UK, you may need to apply a CN22 or CN22 customs label on items sent using our International Standard service.

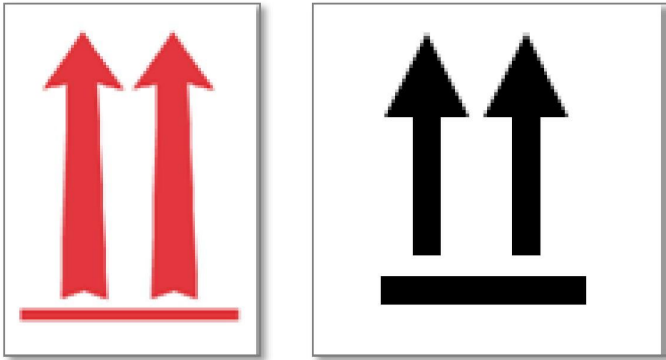
A CN22 is required for packages with a value up to £270 and a CN22 for packages with a value greater than £270.

⁷ Should you integrate via spot-light to access our InSight service, please refer to the InSight spot-light integration guide

⁸ For more information regarding surcharges, please refer to 13.0 Procedures for handling non-compliant items

4.1.3 “Orientation Arrows” - Liquids

Where liquids are allowed, our carriers require that packaging containing liquids should include “Orientation Arrows” arrows on two opposite faces of combination packs containing liquids. Please refer to for information on which liquids may be handled by our network and below for example labels:



4.1.4 Labelling Dangerous Goods packaged as Limited Quantities

An LQ label is required on all consignments that contain Dangerous Goods in small amounts. Example labels, including label sizes and orientation may be found in Appendix G - Dangerous Goods in Limited Quantities (LQ)

For more information on which Dangerous Goods packaged as Limited Quantities may be handled by our network, please refer to www.whist.co.uk/restricteditems.

4.2 Item Packaging

Suitable item packaging is required to ensure items are safely transported through Whistl and our carrier partner networks. Failure to do so may impact our ability to process the items, please refer to 13.0 Procedures for handling non-compliant items for more information.

In order to ensure your items arrive in the best possible condition, please ensure the following:

- Packaging should be durable, strong and include sufficient cushioning for fragile items
- Packages should be sealed using tape of sufficient strength and using strapping where possible
- Items over 15kg should be clearly marked with the item weight⁹
- Items should not be dispatched using cylindrical tubes, triangular tubes should be used instead
- When reusing packaging, item labels and stickers should be removed
- Fragile items should be suitably packaged, labels and stickers should not be used as a substitute for the correct packaging
- Item contents should be secure within their packaging with movement limited
- All liquids should be secured in a plastic bag to contain leaks, with suitable rigid outer packaging and cushioning¹⁰
- All items should be packaged for despatch, point of sale packaging is not sufficient (for example DVD player boxes should be placed in an additional box or polybag for transit and labels should not be applied directly to the DVD player box).
- If dispatching an item as a Large Letter, movement should be restricted to ensure the dimensions of the package do not alter in transit

⁹ If the weight is not present on the carrier label, the customer should add the weight manually in a visible location next to the carrier label. This may be in the form of a sticker identifying the item as a heavy load

¹⁰ Please refer www.whist.co.uk/restricteditems for more information on liquids accepted for transit and section 4.1.2 for additional labelling requirements

5.0 Manifesting

At the end of each day it is essential that your items are manifested to Whistl to enable us to pre-notify our carriers and update our consumer tracking portal www.whist.co.uk/trackmyitem

The end of day manifest may be triggered as part of your API integration or by using our Despatch Manager portal and creating a **Last Manifest of the Day**. Information on triggering your end of day manifest may be found in our Web Services Technical Guide and Despatch Manager User Guide.

Failure to send an end of day manifest may lead to your items being reverted to a different service, a delay to processing, items becoming quarantined or the loss of tracking information. Please refer to for more information.

6.0 Presentation

6.1 Segregation

When presenting your tracked items, you will need to segregate your traffic up to five ways, depending upon the services used. Our part-tracked InSight service is segregated by Format and our fully tracked services by Product:

	1	2	3	4	5
Product	Part Tracked	Part Tracked	Tracked	Premium Tracked	International Tracked
Service	InSight	InSight	All 48hr and 72hr services	All Next Day services	All services
Formats	Large Letters	Packets	All formats	All formats	All formats

6.2 Tray Cards

6.2.1 Postal services

Items dispatched using our InSight service should be presented with a Whistl InSight traycard¹¹. The traycard is used to book in consignments and trigger tracking. Failure to provide the correct traycard may result in the loss of tracking. A traycard must be affixed to each container of traffic; separate traycards are supplied for Large Letters and Packets.

6.2.2 Courier services

Items despatched using courier services should be presented with a corresponding container card¹². 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.

6.3 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.

- InSight items may be presented in bags, magnums or ALPS (subject to an ALP agreement being signed).
- Tracked and Tracked Premium items may be presented in bags, magnums, roll cages or on pallets. In some cases, customers may be allowed to provide tracked items loose loaded on our vehicle. This is by special agreement only, subject to the type of vehicle used to collect and where all other alternatives have been exhausted.
- Segregated work should be presented in different containers

The initial allocation will be based on your forecast figures and agreed with your Implementation 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 10.0 Forecasting.

6.3.1 Reordering consumables

Consumables may be ordered through your Whistl Customer Services Specialist. Outside of peak, requests should be made by 3PM on the proceeding day. In peak, this period extends to two working days. Peak periods are defined as April, September, and October – January. Whistl will endeavor to provide the customer's required amounts within the notice period and would ask where possible that we receive as much notice as possible. To re-order consumables, please contact your Whistl Customer Services Specialist on DPA

6.4 Multi-Parcel Consignments

On consignment services, consignments containing multiple parcels must be presented as part of the same collection. Failure to do so may result in a consignment being quarantined or items failing to receive a consignment rate. For more information, please refer to 13.0 Procedures for handling non-compliant items and 9.0 Invoicing. The following services are consignment services: **B2B24, B2B48, By12, By12 Saturday** and **International Premium**. For items sent outside of the European Union on our Standard service, these will be treated as per item services but declared to customs at a consignment level. It is therefore essential that multi-parcel consignments be presented in the same collection to avoid recipients incurring higher duty charges.

¹¹ For an example tray card, please refer to Appendix A - Example Tray Card

¹² For an example container card, please refer to Appendix C - Example Container Card

7.0 Collections

7.1 Collections

Whistl will agree collection windows prior to a customer's first collection. A schedule will be agreed which ensures forecasted volumes are received by our network in time to meet our carrier injection times. Collection times are considered fixed from this point, however may be changed by agreement between Whistl Customer Services and the customer. Should forecast volumes increase, Whistl may look to adjust collection times to ensure carrier injection windows continue to be met.

For our Premium Tracked Sunday service, items must be collected on a Saturday for injection into our carriers. Saturday collections are by agreement only and may be subject to collected volumes, processing windows and carrier injection times.

7.1.1 Changing a collection time

A request to change a collection time may take up to 5 working days to be processed. The request should be made by email to Whistl Customer Services, copying in your Whistl Account Manager, who will then investigate capability and our capacity to accommodate your request. Whistl Customer Services will then confirm by email whether the change may be made.

Whistl will always work to meet a customer's requirements, however there may be occasions where we are unable to change a collection time where capacity and capability prohibit us from doing so.

7.1.2 Changing or adding a collection location

A request to change a collection location or add a new location should be placed a minimum of 5 working days in advance of the change. The request should be made by contacting your Whistl Account Manager in the first instance. Your Account Manager will then work with Whistl Customer Services to investigate capability and capacity to ascertain whether the change is acceptable. Whistl Customer Services will then confirm by email whether the change may be made.

Whistl will always work to meet a customer's requirements, however there may be occasions where we are unable to change a collection location where capacity and capability prohibit us from doing so.

7.2 Customer Health and Safety procedures

Whistl will require all drivers to wear safety shoes, high visibility jackets and comply with all customer site traffic rules whilst on customer premises. All drivers should only have access to those areas directly related to the handover of mailing items unless previously agreed with Whistl Operations.

7.3 Unloading and handover at customer premises

Customers provided with Whistl containers are responsible for loading and unloading the containers when and where directed by the Whistl driver. Where Tracked and Tracked Premium services are accessed, Tracked Premium containers should be loaded last onto a vehicle to ensure prioritization when unloaded at our depots.

All mailings handed over to a Whistl driver must be accompanied by a consignment docket. At handover, the Whistl employee will sign, time and date both copies of the consignment docket. In the event of a vehicle seal being used, the seal number will be noted and a signature obtained to confirm the seal numbers match. The customer and Whistl's driver will each retain one copy of the consignment docket.

7.4 Contingency

In the event of customer premises being inaccessible for any reason, the customer must notify Whistl Customer Services of any alternative arrangements and any subsequent change to normal practice at the earliest opportunity.

A zero collection charge may apply if Whistl Customer Services is not notified before 10:30AM on the day of the collection.

8.0 Delivery

As a postal service, items despatched using our part tracked InSight service will be handed over to Royal Mail for final mile delivery using Whistl's Downstream Access contract with Royal Mail. As a part tracked service, tracking is available from receipt into Whistl's network through to handover downstream at the recipients local Royal Mail Inward Mail Centre. Domestic and International courier items are handed over to carriers offering fully tracked services and may be tracked from receipt through to delivery. Domestic B2C services are typically delivered using lifestyle couriers, whilst items despatched on International and B2B services will be delivered using traditional couriers. In some cases, International items may also be delivered on fully tracked postal services.

8.1 Item Tracking

When tracking items, customers may view normalised and carrier tracking events.

Carrier events are events supplied direct by a carrier to Whistl and may also be viewed on a carrier website when tracking an item direct. As tracking event descriptions may vary between carriers, our normalised events allow Whistl to use a standardised list of carrier events across all carriers to assist with reporting and increase consumer understanding of the delivery process.

Postal Services	Our InSight service may be tracked from Receipt through to handover to Royal Mail. As a part tracked service, items are receipted within Whistl's network at point of processing and include a handover event to indicate when items are presented to Royal Mail
Domestic Courier	Domestic courier services are fully tracked from receipt into Whistl's network, within our carrier networks and through to delivery. Item tracking is received from our carriers hourly and events may be used to indicate where delays have occurred, delivery has been affected or delivery attempts have occurred.
International Courier	International courier services are fully tracked from receipt into Whistl's network, within our carrier networks and through to delivery. Item tracking is received from our carriers hourly and events may be used to indicate where delays have occurred, delivery has been affected or delivery attempts have occurred. Item tracking from carriers will typically occur Monday to Friday due to the operating hours of International carriers and final mile delivery agents. Whilst items are moved from the UK to the destination country, there may also be a break in tracking information. On our International Premium service, items will be tracked to the item within Whistl's network and tracking from our carriers will be received at a consignment level. Carrier events received are recorded against each item in the consignment. Charges, for example Duty, will be received and charged at a Consignment level, but displayed in tracking against each item in the consignment.

8.2 Tools to help with Tracking

To help our customers manage their item deliveries, Whistl has provided a number of tools and features to help track items and manage the expectations of recipients:

8.2.1 Despatch Manager

For items created via API or in Despatch Manager, our Despatch Manager platform includes item level search by UPI (Unique Parcel Identifier), Consignment Number and a range of additional search fields. Customers may view both normalised and carrier events, with tracking information updated near-real time by our carriers.

Links through to live web chat also ensure customer service support is at your finger tips, allowing for a more seamless customer experience where you can segway from viewing an item's tracking through to additional support from Whistl.

8.2.2 Consumer Portal

Where items have been created in Despatch Manager or via API - recipients may search for items using Whistl's consumer tracking portal and searching by UPI (typically the item barcode) or Consignment Number. Tracking information is in line with our Despatch Manager platform and only normalised events will be shown. The portal also includes a dedicated FAQ section for consumers and a Customer Help section also

www.whistl.co.uk/trackmyitem

8.2.3 Consumer Notifications

Where items have been created in Despatch Manager or via API, email notifications from Whistl are free of charge and can also include tracking links which link directly through to our consumer portal with the latest tracking information for

your items. With a range of tracking events available, you can choose when to email your customers, using different email templates for each of your brands.

For International services, when available - consumer notifications are handled by our carriers direct with the recipient via email or SMS. This may include discussions regarding Duty payments or notifications to advise items are out for delivery.

8.2.4 Tracking & Data Files

For items created in Despatch Manager or via API, order detail files may be exported using our Despatch Manager portal and scheduled tracking files can be returned to you via FTP to enable you to update your own websites and systems. Tracking files may be configured to show normalized events, carrier events or both and these are ideal methods to confirm dispatch of your items and support seller platform requirements.

Customers integrated via our spot-light portal may receive an item export file which includes tracking information plus the actual weight and format of the item received.

8.2.5 Tracking Links

Customers which integrate direct with Whistl using web services have the added benefit of taking a tracking link back through an API call. This allows you to use your own systems to send email notifications with tracking links through to our consumer portal.

For International services tracking links will point towards our carrier portals to provide a local look delivery experience.

8.3 Address Queries & Requests for Information

For our courier services, if a courier is unable to deliver an item due to a problem with the address, an address query or request for more information will be raised by the carrier with Whistl Customer Services. Example queries include, but are not limited to:

- Incorrect item postcode
- Address does not exist
- Unable to locate address, or house name
- Incorrect recipient contact information
- Outstanding customs information

Should a query be raised by our carrier, you will be contacted by your customer services specialist and asked to update the delivery information for the item. From the point of a query being raised, the carrier must be updated within two working days of the corrected detail. If you are unable to correct the detail within the given time period, the item will be returned to you as undeliverable and if applicable, an undeliverable surcharge applied¹³.

Should the query result in a new address label being applied to the item, a relabel surcharge may apply.

8.4 International Customs Held

Items may be held by customs. Example reasons may be, but are not limited to:

- PO Box Address Supplied
- Address Query
- Items or products not manifested

A tax ID may be required by a destination, in the examples below if a tax ID is not, or cannot be, supplied as part of the file import, items will be held in customs until supplied by the recipient or retailer. The examples below are subject to change:

Destination	Description
Uruguay, Peru, Chile, Ecuador, Columbia	Held for a tax ID irrelevant of value
India	Held for tax ID for KYC – proof of identity and photo ID documents
Israel	Shipments with value greater than £40 held until ID number is supplied
Norway	Held to obtain the consignee's ID process
Thailand	Shipments with a value greater than £70 held until ID number is supplied
Turkey	Shipments with a value greater than 75 Euros held for duty acceptance
Pakistan	Held to obtain the consignee's ID to accelerate clearance process
Russia	Held for a tax ID irrelevant of value
South Africa	Held to obtain the consignee's acceptance to pay duty
Switzerland	Held to obtain the consignee's acceptance of duty payment as a clearance option

¹³ For more information on the procedures for handling items when an address query is not resolved, please refer to 13.0 Procedures for handling non-compliant items

8.5 Delivery Delay

8.5.1 Postal Services

If a recipient is querying an item due for delivery, our Despatch Manager portal may be used to confirm when the item was received by Whistl and handed over to Royal Mail. As a part tracked service, it is not possible to track items after handover and identify delivery delays which may occur in Royal Mail's network. A delay will have occurred in Whistl's network should an item be shown as handed over more than two working days after receipt. **Please note that no compensation is payable for delay in postal processing, handover or delivery.**

8.5.2 Courier Services

When a delivery delay is encountered (for example an in-country delay), Whistl may be notified by our carriers and our customer services team will keep you apprised. Delays may also be identified using reports produced by our support teams and our status report¹⁴ in Despatch Manager.

Before raising a query, it is recommended that you first review the tracking information for the item to check detail related to the delay is not included. For example, if an item has been misrouted in a carrier network or a query against the item has been raised with Whistl Customer Services.

Should you need to query a delay, for instance where an item does not appear to be moving from its last tracking event¹⁵, these may be escalated using Click-to-Chat in the Despatch Manager portal, or direct via our WISMO (Where Is My Item) support team. When raising your query, you will need to supply the items tracking number. **Please note that no compensation is payable for delay in processing, handover or delivery.**

Items presented to Whistl which are not compliant with the procedures and processes detailed in this guide may also incur delivery delays, please refer to our procedures for handling non-compliant items in section 12 for more detail.

8.6 Delivery Attempts

8.6.1 Postal Services

An item is returned to a recipient's Royal Mail delivery office after the first delivery attempt if the recipient is not home, the item will not fit through a letterbox or there is no 'leave with neighbour' option. Items will be held at a recipient's local delivery office for up to 18 days, following which Royal Mail will return the item on a 3 day service to the return address detailed on the item.

8.6.2 Courier Services

Please refer to the International Destination Guide for destination specific guidance on delivery attempts.

Our Tracked and Tracked Premium Services include a maximum of three delivery attempts. A Calling Card will be left by the delivery carrier if the deliver agent is unable to deliver the item. For items delivered by a Courier, the card is scanned by the courier and linked to the parcel. Customers may then quote this calling card barcode number for us to find information on the parcel. The card will include the following information:

- Date of attempt
- Number of items to be delivered
- Couriers name and contact number
- How many attempts have been made and when the courier will make the next attempt

For day specific services (ie. Sunday), should the first delivery attempt fail, subsequent attempts will be made on the following working days. When all delivery attempts for an item are exhausted, the item will be classed as undeliverable.

8.7 Delivery Success

For fully tracked services, successful delivery will be indicated by tracking events¹⁶. The despatch service will dictate the type of delivery confirmation available. Delivery is not captured on our part tracked InSight service.

8.8 Denial of Receipt

8.8.1 Postal Services

Should a recipient deny receiving an item sent on a postal service, it is recommended that they first check to ensure they have not received a calling card from Royal Mail. They should also check any known Safe Places and with Neighbours in case a calling card was not left. As a part tracked service, items may not be tracked after handover to Royal Mail – therefore Whistl is unable to assist where items have not been delivered.

¹⁴ Please refer to our Despatch Manager User Guide for more information

¹⁵ There may be instances on our International Tracked services where tracking events do not appear at weekends or a between handover between our carriers to the final mile delivery agent. These periods are to be expected and do not impact the overall delivery expectation of the item.

¹⁶ Delivery confirmation may not always be available for items despatch to the USA or Canada on our Standard service

8.8.2 Courier Services

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.

If an item is delivered to a neighbour or safe place, this should be detailed on the calling card left by the courier. If a calling card is not left, the recipient should ensure they have checked their known safe locations and with neighbours in the first instance.

If all options are exhausted, denial of receipt issues may be escalated to your Whistl Customer Services Specialist. These issues will be raised direct with our carriers who will investigate the query by contacting the courier for more information.

Should your intention be to raise a claim against an item where receipt is denied, please note that when available on the service used, compensation or transit liability for loss may only be claimed on POD (Proof of Delivery) services. When claiming for Denial of Receipt (DOR), a DOR letter must be signed by the recipient and supplied as part of the claims process. For information on our claims process, please refer to Appendix I - Claims Process

8.9 Refused Delivery

Should a recipient refuse delivery of an item, it will be treated as undeliverable and returned to the sender. Redelivery may not be rearranged for refused items and an undeliverable surcharge may apply.

8.10 Damaged Items

Items which are received damaged, or become damaged during the delivery process may be treated as undeliverable. Where the damage to an item is deemed as superficial, impacting the packaging only, delivery may still be affected or the item repackaged for transit. To help avoid damage occurring to your items, please ensure all items comply with our packaging requirements in section 4.2

If an item is damaged in transit, on International fully tracked services you may be able to place a claim if compensation for damage is offered on the service used. Applicable services are listed in your Whistl Customer Contract with full terms and conditions. For our process on claiming for damage, please refer to Appendix I - Claims Process

8.11 Lost Items

On occasion, an item may become lost during the delivery process.

An item is defined as lost if it has not received a delivery scan (for example Delivery, delivery to a leave safe location or refused delivery by the recipient) or has received events indicating damage in transit, return to sender or an undeliverable scan event.

In order for an item to be classed as lost, it must first be physically receipt scanned by Whistl, or our carriers. Manifest and data receipt events do not constitute an item being physically received.

Should your intention be to raise a claim against an item you believe to be lost in transit, please note that the item must have been sent on a service where compensation is available as standard, has been selected as an optional extra or transit liability is available. More detail on applicable services may be found in section 2.7 and claims process in Appendix I - Claims Process

8.12 Undeliverable Items

8.12.1 Domestic Postal Services

Postal items are returned direct to the sender Return Address on the item label by Royal Mail.

No additional surcharges will be applied by Whistl for undeliverable postal items and items will not be tracked. Whistl accepts no responsibility for the return of items by Royal Mail.

8.12.2 Domestic Courier Services

Courier items are returned to the sender via Whistl once received back in to our network. Undeliverable items may be identified by RTS (Return to Sender) tracking events and Whistl is unable to influence the speed of return. A surcharge will apply for the return of undeliverable items. Please refer to your Whistl Contract for full details on pricing.

Items sent abroad will be returned within two working days upon receipt back in to our network. Please refer to the International Destination Guide for destination specific guidance on their return to the UK.

Domestic items will be returned within 7 working days of the first Return to Sender scanning event unless a prior agreement is in-place for items to be returned weekly.

8.13 Replacement Items

If a replacement item is despatched, the item must be despatched upon a new tracking label with a new unique reference. The original despatch should not be reprinted and reused.

If an item label is reprinted and reused, it will be treated as a duplicate item by our operation and delivery delays may occur. For more information on our procedures for handling duplicate items, please refer to section 13.3 for more information.

9.0 Invoicing

Our Tracked Services are typically invoiced on a Tuesday for the preceding week's traffic. A week is defined as Monday to Sunday by Whistl. Invoices¹⁷ are sent by email and/or post.

9.1 Domestic Postal Services

Items are invoiced against the date we physically process the item in our network. This is the equivalent of our Receipt Scan in tracking information. Items are invoiced using the actual format and weight of the item processed in our network. A per item price is generated against the corresponding weight-band for the format of the item received¹⁸.

If an item is received which is not compliant with our InSight service it will be invoiced as an InSight Exception. Please be aware that tracking is not available for these items, although the tracking number (or barcode on the package) may be captured for invoicing backing. Example occurrences of non-compliance include, but are not limited to:

- No tracking barcode on an item or barcode is not readable
- Item exceeds maximum weight or dimensions for an InSight Packet
- Item is destined for a non-UK address, including BFPO
- Items were not presented with an InSight traycard
- Item received with duplicate barcode

For more information, please refer to 13.0 Procedures for handling non-compliant items

9.2 Courier Services

Items sent on courier services become billable when they are receipt scanned and are invoiced against the label creation date of an item. Surcharges are invoiced against the date upon which the surcharge occurs.

Services are billed per item or per consignment using the information declared when creating the tracking label or actual processing information will be used:

Per Item	Each package in a consignment or order is invoiced separately
Per Consignment	A consignment as a whole is invoiced, where all items in the consignment are received on the same processing day. If a consignment is received over more than one processing day, for the purpose of invoicing – each processing day will be treated as a separate consignment. Invoice backing data will be to the consignment level and based on a per kilo or per article basis.
Declared	Information regarding an orders weight, delivery address, dimensions and required services and features is supplied when creating an item. These declared elements are used when invoicing the customer. Should the actual item received differ to the declared, the item is handled in line with our procedures for handling non complaint items and surcharging may apply.
Actual	The actual weight and/or volumetric weight of the item/consignment is used for invoicing. Should any other elements of the item received differ to the declared information, the item is handled in-line with our procedures for handling non complaint items and surcharging may apply.

Our tracked services are invoiced as follows:

Product & Service		Per Item	Per Consignment
Tracked	48	Declared	
	72	Declared	
	B2B48		Declared
Premium Tracked	24	Declared	
	B2B24		Declared
	By12		Declared
	By12 Saturday		Declared
	Sunday	Declared	
International Tracked	Books	Actual	
	Standard	Actual	
	Premium		Actual

¹⁷ For an example invoice, please refer to Appendix E - Example Invoices

¹⁸ In some instances, Whistl may choose to offer customers Daily Average Weight Billing or Weekly Average Weight Billing. A daily average weight is calculated, by format, for the items processed on a given processing day and then invoiced against the corresponding weight band. A weekly average weight is calculated, by format, for the items processed within the invoicing week and then invoiced against the corresponding weight band.

9.1.1 Known Surcharges

Items sent on courier services can incur surcharges. Please refer to your contract for more information and pricing:

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 ¹⁹ .
Undeliverable (Return to Sender)	A per item charge for the return of an item from Whistl or our carriers. Visible in item tracking.
OS1	An item declared as a Packet, was received with dimensions or a weight equivalent to a Small Parcel or Parcel.
OS2	An item declared as a Small Parcel, was received with dimensions or a weight equivalent to a Parcel or Large Parcel.
OS3	An item declared as a Parcel, was received with dimensions or a weight equivalent to a Large Parcel.
OS4	An item has been received which exceeds the maximum dimensions or a weight for a 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 our Procedures for handling non-compliant items.

9.1.2 Reversions

If items are incorrectly presented, a reversion may occur to correct the Zone, Country, Format or Service. At point of invoicing Whistl may not be aware of these reversions, therefore when notified by our carriers a reversion will be addressed in a later invoice via a credit and re-invoice process if not already covered by our oversize surcharges (OS1-4). For more information on reversions, please refer to our Procedures for handling non-compliant items.

9.1.3 Unknown Surcharges

There may be occasions when items sent abroad or items incorrectly presented/declared incur additional surcharges from our carriers. These are unknown at the point of invoicing. Example occurrences may include, but are not limited to:

- Prohibited items identified and secure destruct charges applied
- End of day manifest not completed, therefore items presented with no carrier pre-advice
- Items which exceed the maximum dimensions for the declared service.
- International recipient refuses delivery of the item and additional return or destruction charges apply
- An international item is held in storage for a prolonged period and incurs storage charges

When unknown surcharges occur, these will be invoiced when Whistl is notified by our carriers. This may occur in a different invoicing week to the original invoicing week and will be supported by the UPI of the item and a description of the charge. Please refer to section please refer to our Procedures for handling non-compliant items for more information.

9.1.4 Duty Charges

Orders despatched outside of the European Union may incur duty charges depending upon the type of products despatched and the total value of the order. Duty charges will be passed through to customers and appear on invoices in the following instances:

Duty Charge	Description
Duty Refused by Consignee	Where consignments are despatched as Delivered At Place (DAP) and a recipient refuses to pay import duties, customers may elect to pay these duties on their recipient's behalf. Upon agreement, these charges will be passed back to Whistl for onward invoicing to our customer and appear on an invoice in the same invoicing week as the charge is received by Whistl.
Delivered Duty Paid (DDP)	Where consignments are despatched as Delivery Duty Paid (DDP), import duty charges will be passed back to Whistl for onward invoicing to our customer and appear on an invoice in the same invoicing week as the charge is received by Whistl.
Delivered Duty Paid (DDP) Admin	Where consignments are despatched as Delivery Duty Paid (DDP) or Duty is Refused by the Consignee – an admin charge will be passed back to Whistl for onward invoicing to our customer and appear on an invoice in the same invoicing week as the charge is received by Whistl.

¹⁹ Please refer to your domestic and international contracts for more information on our Fuel Surcharges

9.2 Querying an Invoice

Should you wish to query an invoice, you must raise your query within 14 days of the invoice date with your Customer Service Specialist. No set-off, deduction or withholding is permitted.

If you would like to query multiple invoices, a separate query should be raised against each affected invoice.

To help us in resolving your query, please include the following information when raising your query:

- Your company name
- Your account number and the Client ID against which the query relates
- The number and date of the invoice being queried
- The reasons for your query
- If applicable, any affected UPI's or supporting information

We aim to resolve invoice queries within 20 working days, but the resolution time will depend upon the complexity of the query and you have provided Whistl with the required information.

9.3 Accounts on Stop

There may be occasions when Whistl Credit Control needs to place an account On-Stop.

When an account is placed on-stop:

- You will be unable to produce labels for our Tracked services or despatch items, irrespective of your integration method
- Our operation will be unable to book your work into our systems or process your traffic
- Collections will be cancelled with immediate effect

Example reasons for why an account may be placed on-stop include, but are not limited to:

- Payment on an account is overdue and a third dunning letter is issued
- An account exceeds its credit limit and Whistl is unable to secure a higher credit limit
- A customers Direct Debit bounces

10.0 Forecasting

The customer must provide Whistl Customer Services with an accurate two week rolling forecast of their mailings using our forecasting template.

This forecast will support our Operational and Commercial forecasting, helping us to manage your collection and consumable requirements and volumes through our network and into our carriers.

Our forecasting tool is managed by your Customer Services Specialist and must be supplied every Friday to the contact included in your template.

Should any of your mailings exceed your forecast, please contact the individual on your template as soon as possible to discuss any extra requirements.

For an example forecasting template, please see below:

Packets and
Parcels



Rolling Forecast:

Week Start Date:

Customer Name:

Collection Address:

Weekdays

Client ID	Stream	Format
L10161	Allsort	Large Letters

Monday 25/04/2016

Volume	Consumable Type	Consumable Count	Container Type	Container Count
10,000	Bags	100	Magnum	3

Tuesday 26/04/2016

Volume	Consumable Type	Consumable Count	Container Type	Container Count
10,000	Bags	100	Magnum	3

Weekend

Client ID	Stream	Format
L10161	Allsort	Large Letters

Saturday 30/04/2016

Volume	Consumable Type	Consumable Count	Container Type	Container Count
10,000	Bags	100	Magnum	3

Sunday 01/05/2016

Volume	Consumable Type	Consumable Count	Container Type	Container Count
10,000	Bags	100	Magnum	3

Collection Depot:

Collection Point ID:

Please Return To:



Wednesday 27/04/2016

Volume	Consumable Type	Consumable Count	Container Type	Container Count
10,000	Bags	100	Magnum	3

Thursday 28/04/2016

Volume	Consumable Type	Consumable Count	Container Type	Container Count
10,000	Bags	100	Magnum	3

Friday 29/04/2016

Volume	Consumable Type	Consumable Count	Container Type	Container Count
10,000	Bags	100	Magnum	3

24

Whistl Tracked Services Customer Guide

v4.1.0

WHI000005_0024

11.0 Supporting You

11.1 Implementation

Tracked Services customers will have the support of a dedicated Whistl Implementation Manager to help with migrating to Whistl. Implementation support is supplied once a contract has been agreed, through to a customer's first trading date and the first two trading weeks.

Acting as liaisons between the wider Whistl business and our IT suppliers – our Implementation team project manage a customer's migration and assist in areas such as file creation and system training.

11.2 Customer Services

As part of your relationship with Whistl, you will be provided a dedicated Internal Account Executive to assist with the every-day running of your account. Any service, operational or invoice queries should be raised direct with your representative who will manage your complaints, escalations and queries on your behalf.

When contacting Whistl Customer Services, we aim to answer phone calls within 3 rings and aim to acknowledge emails within two hours.

11.2.1 Raising queries and issues

The complexity of a query will determine how long a query will take to resolve.

We try to resolve queries relating to postal services within one working day, however any resolution will be entirely dependent upon the complexity of the query and matters outside our control, such as receiving a reply from one of our carriers. Should a resolution take longer than this, our team will keep you updated on the progress of your query. Our Customer Services team will try to resolve queries related to courier services to the same time period. If however a query requires Whistl to contact our carriers for more information or assistance, we will need to wait to receive their response, following which our team will provide you feedback. Responses from carriers may take up to two working days and should a resolution take longer than this, our team will keep you updated on the progress of your query.

11.3 Web Chat for WISMO (Where Is My Order) queries

Our web chat for customers is a quick and effective way to query items in transit. You can access web chat from our Despatch Manager help page, or by selecting the Click to Chat icon in Despatch Manager.

By integrating web chat with Despatch Manager, we allow for a more seamless customer experience, allowing you to segway from viewing an item's tracking through to additional support from Whistl.

Web chat is available 7 days per week (excluding bank holidays) from 8AM to 11PM and acts as first line support for customers using our Tracked Services.

If the web chat team are unable to help, your query will be passed to our second line support team. Queries may be passed over should a more detailed carrier investigation be required or more specialised support is needed. The team is available between the hours of 8:30AM and 5:30PM Monday to Friday and will respond to escalations within 2hrs of receipt during working hours.

11.3.1 When should I use Web Chat?

Web chat is only designed for queries regarding items in transit. Should you have a question regarding your account or a technical query, please contact your primary Whistl contact.

Reasons why you might use web chat could include:

- An item in transit has not received tracking events for several days
- Delivery of an item is overdue and an expected delivery date is needed
- The item is showing as on-hold or more information has been requested by a carrier
- A recipient has contacted you with a complaint and additional assistance is needed
- You require additional information about the item to better manage your recipients expectations

In addition to web chat, you may also email our wismo@whistl.co.uk team direct.

11.4 24/7 Technical Support

Whistl offer a 24/7 Technical Support Line to help customers raise technical support issues in relation to our Tracked Services. Supplied by our software provider IRS, the Technical Support line is designed to support trading customers accessing these services through our suite of APIs and Despatch Manager platform only. Available 24hrs a day and 7 days per week²⁰, the support line may be contacted by calling the following telephone number: DPA

11.4.1 When to call

Our support line is designed specifically to support technical issues, some examples of technical issues include:

²⁰ The support line will not be available on 25th December

- The system is not responding and you cannot access the API or website
- The API is not returning a response
- The API or Despatch Manager is returning unexpected error messages
- You are unable to print labels
- There are issues with the labels such as missing data
- No tracking data is visible in the system
- Tracking data files are not being sent/received as expected
- You are unable to upload files to Despatch Manager
- Label response speeds have slowed

11.4.2 Unsupported Issues

If you are not yet trading with Whistl, you should contact your Implementation Manager in the first instance. The line is only available for Tracked Services and is unable to assist with issues related to Whistl Sort Software or different Whistl platforms. In these instances, please contact your primary Whistl contact.

11.4.3 Raising a query

When contacting the Technical Support Line with your query, please follow the listed process, supplying information where required:

- Please identify yourself to the service desk as a Whistl customer using our Tracked Services platform
- Please provide the operator the following contact information:
Your Company name as it appears on your Whistl invoice
Your Whistl Client ID, for example. L12345
Your full name, email address and a contact telephone number
- You will be asked to provide a brief description of the issue you are experiencing, please confirm:
Whether your issues related to our Despatch Manager platform or an API integration
A brief description of the issue and the impact the problem is having on your business
If you operate from multiple sites, which sites are affected by the issue
- The service desk will provide you with a call reference number. To ensure quick and accurate resolution, please retain this reference and quote it in all subsequent communications with the helpdesk.
- Based on the information you have supplied, the helpdesk will assign your query a priority level and confirm this to you. The priority level will indicate the service aims for resolution.

When a Technical Support query is raised, your query will be logged by the support line and the details of your call escalated to our IT provider to be actioned and looked into. The support line do not provide first line support.

11.4.4 Priority Levels

Technical support queries will be assigned a priority level when the call is raised. Our supplier will aim to provide an initial response acknowledging the call and a resolution to the timings below:

Priority Level	Description	Initial Response	Resolution Time
Critical	A critical production issue that severely impacts use of the service, for example unable to print labels or access any part of the application. The issue prevents business operations or ability to despatch on time, and no reasonable workaround exists	<= 30mins	<= 2hrs
High	Major functionality is unavailable or not working correctly. Significant performance degradation is experienced, including label printing speed. The situation is causing a high impact to customer operations whilst a reasonable workaround exists	<= 30mins	<= 4hrs
Medium	There is a partial, or non-critical loss of use of the service with a medium-to-low impact on customers. Customer business may continue to function with a short-term workaround	<= 60mins	<= 24hrs
Low	Inquiry regarding a routine technical issue. Information requested on application capabilities, navigation, installation or configuration. Bug impacting a small number of users. Acceptable workaround available	<= 24hrs	<= 72hrs

11.4.5 Escalations

If you do not agree with the defined priority level, do not receive a resolution within the timescales above or wish to raise a complaint regarding our support line – please escalate this to your Whistl Account Manager and Internal Account Executive. If you are undergoing a Whistl Integration / Implementation, please escalate to your Whistl Implementation Manager in the first instance.

12.0 Data Protection

12.1 Data Processing carried out by Whistl

This section relates to the parties obligations under Data Protection Legislation which means (i) up to 25 May 2018, the Data Protection Act 1998 (as amended), and (ii) after 25 May 2018, the General Data Protection Regulation ((EU) 2016/679) (GDPR), and any implementing laws, regulations and secondary legislation of the United Kingdom (and any amendments or successor legislation to the GDPR).

12.2 Tracked and Insight via the Whistl CMS²¹

The following table sets out the personal data that Whistl processes when providing delivery services for the Customer using our fully tracked and part tracked Insight service via the Whistl CMS

Data Subjects	Recipients of the Customer's items
Categories of Data	Data subject's name and address, telephone number and email address Any personal data provided by Customers or recipients to Whistl customer services or our Where Is My Order Web Chat service (WISMO)
Processing Operations / Subject Matter	The processing operations are as follows (further detail is set out in this table): Recording Storage Retrieval Use Disclosure by transmission Erasure
Purpose	Whistl uses name and address data for the following purposes: To arrange the creation of address labels for delivery of items To arrange the creation, and use, of a manifest for delivery of items To arrange the creation, and use, of tracking information relating to delivery Where an item is machine-processed: The address is read by the sortation machine in order to sort the item to the correct geographical location Image of the front of the item is recorded, stored and retrieved to assist with delivery and invoicing queries When necessary for the purpose, images of the front of items are taken on a random basis to form a test deck which are sent to our third party processors to test and optimise the optical character recognition system on the sortation machine Where the video encoding service is used an image of the name and address on the front of an unsorted item, which cannot be machine-read, is recorded and transmitted to our third party processors to be read Whistl uses the personal data provided during contact with WISMO and Whistl's customer services, and between Whistl and the Customer to resolve queries and for contract management purposes.
Duration	The duration of the processing is as follows: Processing for sortation takes less than 2 seconds Images of the front of the item are stored for 90 days Video encoded images are accessed for less than 5 minutes Test deck images are taken and used only for a specific instance of testing and optimisation of optical character recognition system - once that instance is complete the processing ends All other personal data is held for the duration of the contract with the customer.
Deletion of Processed Data	At the end of these periods, the personal data is deleted.
Third Party Processors	Whistl uses third party processors in relation to the video encoding service, the wismo service and testing and optimisation of the sortation machine optical character recognition system. Details of the third party processors and their activities are set out below.
Data Sharing	Name and address data (in the form of labels, manifest information and tracking information) are shared with whist's provider of cms services and with carriers in order to organise and effect delivery of items. The customer may also utilise its own third parties to provide personal data to the whistl cms, in relation to the delivery of items, and whistl will share data with those third parties.

²¹ The Whistl CMS (Carrier Management System) supports our Despatch Manager system and customers directly integrated via web services

12.3 Third Party Processors (Tracked and InSight via the Whistl CMS)

Where the video encoding service is used, Whistl uses the following third parties to carry on processing on its behalf:

Name of third party processor	PostNL Shore BV	SPI TECHNOLOGIES INC
Location	Netherlands	Philippines and Vietnam
Categories of data processed	An image of the name and address on the front of unsorted items which cannot be machine-read	An image of the name and address on the front of unsorted items which cannot be machine-read
Details of processing	PostNL Shore receive the personal data from Whistl into their systems and allow personnel from SPI Technologies Inc access to read the personal data.	The image is made available by PostNL Shore to view the address
Purpose	Receipt of the personal data to be read by personnel from SPI Technologies Inc (see below). Image is auto deleted once used.	To manually read addresses which cannot be machine-read. The address is then sent to the Supplier and the image of the Personal Data is deleted.

The following third party processor is used to provide the WISMO service:

Name of third party processor	Parcel2go.com Limited
Location	United Kingdom
Categories of data processed	Name and address Personal data provided by recipients, or whistl's customer, when using the web chat function in despatch manager or our TrackMyItem website.
Details of processing	Third party processor receives tracking information and makes it available to a recipient, through a log in, on the TrackMyItem web page Use of Personal data in Web Chat and its transfer to Whistl
Purpose	Third party processor hosts and maintains the TrackMyItem site which allows customers to track the current status of the item which has been ordered. Personal data provided in Web Chat function in TrackMyItem is used to resolve queries from the end-customer and from Whistl's Customer. The Web chat function may also be accessed via a link on our Despatch Manager portal.

The following third party processor is used to test and optimise the optical character recognition system on Whistl's sortation machine:

Name of third party processor	Matthews International Corporation
Location	United States of America
Categories of data processed	Images of item labels containing the name and address of the recipient
Details of processing	Use of the image to test, and optimise, the capabilities optical character recognition system
Purpose	Third party processor uses the personal data to optimise the performance of the optical character recognition system in whistl's parcel sortation machines.

12.4 Data Sharing (Tracked and InSight via the Whistl CMS)

Whistl shares the following personal data with other data controllers in the following ways in relation to the provision of delivery services:

Party	Personal Data	Activity	Purpose
CMS Services Provider	Name, address, email address and telephone number	Creation of address label Creation of manifest Creation of tracking information Receipt and update of tracking information Share manifest with the Carrier Share tracking information with Whistl	The purpose of all activities is to deliver the item to the recipient and allow tracking of the item
	Any personal data about the recipient provided during customer service contact	Customer services information which is relevant for the service will be shared with the CMS provider	The purpose is to resolve queries from the recipient
	Any personal data provided during contact between Whistl and the Customer in relation to queries and technical issues	Relevant information will be shared with the CMS service provider	The purpose is to resolve queries and technical issues originating from the Customer
Carriers	Name, address, email address and telephone number	Receive personal data on the item label, in the manifest and the tracking data Share personal data in updating tracking data for CMS service provider and Whistl	The purpose of all activities is to deliver the item to the recipient and allow tracking of the item
	Any personal data about the recipient provided during customer service contact	Customer services information which is relevant for the service will be shared with the Carrier	The purpose is to resolve queries from the recipient

12.5 InSight via Spot-Light

The following table sets out the personal data that Whistl processes when providing delivery services for the Customer when using the InSight via Spotlight service:

Data subjects	Recipients of the Customer's items
Categories of Data	Data subject's name and address Any personal data provided by recipients to Whistl customer services
Processing Operations / Subject Matter	The processing operations are as follows (further detail is set out in this table): - Recording - Storage - Retrieval - Use - Disclosure by transmission - Erasure
Purpose	Whistl uses name and address data for the following purposes: - Where an item is machine-processed: - The address is read by the sortation machine in order to sort the item to the correct geographical location - Image of the front of the item is recorded, stored and retrieved to assist with delivery and invoicing queries - When necessary for the purpose, images of the front of items are taken on a random basis to form a test deck which are sent to our third party processors to test and optimise the optical character recognition system on the sortation machine - Where the video encoding service is used an image of the name and address on the front of an unsorted item, which cannot be machine-read, is recorded and transmitted to our third party processors to be read Whistl uses the personal data provided during contact with Whistl's customer services to resolve queries and for contract management purposes.
Duration	The duration of the processing is as follows: - Processing for sortation takes less than 2 seconds - Images of the front of the item are stored for 90 days

	- Video encoded images are accessed for less than 5 minutes - Test deck images are taken and used only for a specific instance of testing and optimisation of optical character recognition system - once that instance is complete the processing ends - All other personal data is held for the duration of the contract with the customer.
Deletion of Processed Data	At the end of these periods, the personal data is deleted.
Third Party Processors	Whistl uses third party processors in relation to the video encoding service and testing and optimisation of the sortation machine optical character recognition system. Details of the third party processors and their activities are set out below.
Data Sharing	Name and address data are shared with carriers in order to organise and effect delivery of items. The customer may also utilise its own third parties to provide personal data in relation to the delivery of items, and whistl will share data with those third parties.

12.6 Third Party Processors (InSight via Spot-Light)

Where the video encoding service is used, Whistl uses the following third parties to carry on processing on its behalf:

Name of third party processor	PostNL Shore BV	SPI TECHNOLOGIES INC
Location	Netherlands	Philippines and Vietnam
Categories of data processed	An image of the name and address on the front of unsorted items which cannot be machine-read	An image of the name and address on the front of unsorted items which cannot be machine-read
Details of processing	PostNL Shore receive the personal data from Whistl into their systems and allow personnel from SPI Technologies Inc access to read the personal data.	The image is made available by PostNL Shore to view the address
Purpose	Receipt of the personal data to be read by personnel from SPI Technologies Inc (see below). Image is auto deleted once used.	To manually read addresses which cannot be machine-read. The address is then sent to the Supplier and the image of the Personal Data is deleted.

The following third party processor is used to test and optimise the optical character recognition system on Whistl's sortation machine:

Name of third party processor	Matthews International Corporation
Location	United States of America
Categories of data processed	Images of item labels containing the name and address of the recipient
Details of processing	Use of the image to test, and optimise, the capabilities optical character recognition system
Purpose	Third party processor uses the personal data to optimise the performance of the optical character recognition system in whistl's parcel sortation machines.

12.7 How Whistl treats Personal Data (InSight via Spot-Light; Tracked and InSight via Whistl CMS)

- Both of Whistl and the Customer will comply with all applicable requirements of Data Protection Legislation.
- Although the overall purpose of the data processing described above is agreed with the Customer (to deliver relevant items provided by the Customer to the addressees of each item), Whistl retains control over the manner in which it processes the relevant personal data in order to fulfil the purpose concerned. Accordingly, Whistl will in general be acting as a data controller when processing personal data as set out above, in line with the relevant guidance from the Information Commissioner in the UK.
- The table above sets out the scope, nature and purpose of processing, the duration of the processing and the types of personal data and categories of data subject which are subject to processing.
- The Customer confirms that any personal data provided to Whistl by the Customer or on its behalf has been collected and disclosed in accordance with the Data Protection Legislation. When using Whistl's services, the Customer will take reasonable steps to ensure that no irrelevant or unnecessary information about individuals is provided to Whistl for or on behalf of the Customer.
- If and to the extent that Whistl processes any personal data on behalf of the Customer in connection with the performance by Whistl of its services (in circumstances in which the Customer controls both the purpose and the manner of the processing and the processing is carried out by Whistl solely on behalf of the Customer, it will:
 - process the personal data only on the written instructions of the Customer unless Whistl is required to process it for other purposes by any laws of the European Union which are applicable to the services to process. Whistl will give the Customer notice of that requirement unless it is required not to do so;
 - maintain appropriate physical, technical and organisational measures, to protect against unauthorised or unlawful processing of personal data and against accidental loss or destruction of, or damage to, personal data, appropriate to the harm that might result from the unauthorised or unlawful processing or accidental loss, destruction or damage and the nature of the data to be protected, having regard to the state of technological development and the cost of implementing any measures;
 - ensure that all personnel who have access to and/or process personal data are obliged to keep the personal data confidential;
 - transfer personal data outside of the European Economic Area only where:
 - o appropriate safeguards in relation to the transfer are in place;
 - o the data subject has enforceable rights and effective legal remedies;
 - o Whistl complies with its obligations under the Data Protection Legislation by providing an adequate level of protection to any personal data that is transferred; and
 - o Whistl complies with reasonable instructions notified to it in advance by the Customer with respect to the processing of the personal data;
- assist the Customer, at the Customer's cost, in responding to any request from a data subject and in ensuring compliance with its obligations under the Data Protection Legislation with respect to security, breach notifications, impact assessments and consultations with supervisory authorities or regulators;
- notify the Customer within 24 hours on becoming aware of a personal data breach;
- at the written direction of the Customer, delete or return personal data and any copies to the Customer on termination of the agreement unless required by any applicable laws to store the personal data;
- maintain complete and accurate records and information to demonstrate its compliance with the Data Protection Legislation; and
- the Customer generally authorises Whistl to engage sub-processors to process personal data. A list of the sub-processors will be maintained by Whistl. This list will be updated by Whistl and Whistl will give the Customer notice of any proposed change. If the Customer reasonably objects to a change, Whistl may either (at its option): (i) give the Customer an option to pay for the provision of the service without the use of the new sub processor; or (ii) terminate the provision of the affected service.

13.0 Procedures for handling non-compliant items

The following tables detail the actions which Whistl may take in the event that items are received which do not comply with the requirements and procedures detailed in this guide. Issues of non-compliance may lead to delays in the processing and delivery of items, in addition to carrier surcharging. The information is laid out in the following format:

Issue
Resultant and corrective actions where applicable

13.1 Consignment Details

The dimensions declared against the consignment do not match the dimensions of the physical items received Postal services - Where the actual dimensions exceed the maximum dimensions for the declared format, the item will be reverted to the correct format. Items will be invoiced based on the actual format of the item. - Should an item exceed the maximum dimensions for a Packet, the item in question will be reverted to an untracked Parcel and all tracking data lost. This will appear on the customer's invoice as either an InSight exception or standard parcel. Domestic Courier services - Where the actual dimensions exceed the maximum dimensions for the declared format, the item will be reverted to the correct format by our carriers. If the item format may not be carried by the service selected, the item will also be reverted to a different service, thereby incurring delivery delays. During this process, item tracking may be lost and a relabel surcharge incurred. When notified by our carriers that a format reversion has occurred, an oversize surcharge (OS1, OS2, OS3 and OS4) will be applied. - Should a service reversion occur, this will be addressed in a supplementary invoice as part of a credit and re-invoice process. If a carrier is unable to revert an item to a different format and/or service, the item will be returned and an undeliverable surcharge applied. Should any additional surcharges from our carriers be incurred, these will be passed over to the customer as part of a supplementary invoice. - Should the declared dimensions result in the item being misrouted to the wrong carrier, the above will still apply and any additional costs incurred from our carriers will be passed over to the customer. International Courier services - Where volumetric charging applies, the actual dimensions for the items within the consignment will be used to calculate the volumetric weight of the consignment and if greater than the actual weight of the consignment, the volumetric weight will be applied for invoicing purposes. - Where actual dimensions exceed the maximum dimensions for the declared format, the item will be returned. On consignment level services, our carriers may elect to return all items within a consignment.
The weight declared against the consignment does not match the weight of the physical items received Postal services - Items will be invoiced using the actual weight of the item. Where the weight exceeds the maximum weight for the declared format, the item will be reverted to the correct format. - Should an item exceed the maximum weight for a Packet, the item in question will be reverted to an untracked Parcel and all tracking data lost. This will appear on the customer's invoice as either an InSight exception or standard untracked parcel. Domestic Courier services - Where the actual weight of an item exceeds the maximum weight for the declared format, the item will be reverted to the correct format by our carrier. If the item format may not be carried by the service selected, the item will also be reverted to a different service, thereby incurring delivery delays. During this process, item tracking may be lost and a relabel surcharge incurred. When notified by our carriers that a format reversion has occurred, an oversize surcharge (OS1, OS2, OS3 and OS4) will be applied. - Should a service reversion occur, this will be addressed in a supplementary invoice as part of a credit and re-invoice process. If a carrier is unable to revert an item to a different format and/or service, the item will be returned and an undeliverable surcharge applied. Should any additional surcharges from our carriers be incurred, these will be passed over to the customer as part of a supplementary invoice. International Courier Services - The actual weight of the item will be used for invoicing purposes. Where volumetric charging applies, the actual dimensions for the item will be used to calculate the volumetric weight of the item and if greater than the actual weight of the item, the volumetric weight will be applied for invoicing purposes. - Where actual weight exceeds the maximum dimensions for the declared format, the item will be returned. On consignment level services, our carriers may elect to return all items within a consignment.
The despatch date declared against the consignment does not match the date the item was despatched Postal services - Customer Status Reporting may be impacted on our Despatch Manager customer portal with items displaying the wrong estimated delivery date. - The effectiveness of our consumer notifications may be reduced should customers wish to use the expected delivery date to drive notifications or to insert the expected delivery date in consumer emails.

Courier services

- Customer Status Reporting may be impacted on our Despatch Manager customer portal with items incorrectly displaying the wrong estimated delivery date.
- An incorrect despatch date may result in an item being allocated to the wrong carrier service or delivery round. This may lead to delivery delays and in the process of rectifying the issue, a relabel surcharge may be applied.
- For day specific services, an incorrect despatch date may prevent an item being despatched on the required service.
- The effectiveness of our consumer notifications may be reduced should customers wish to use the expected delivery date to drive notifications or to insert the expected delivery date in consumer emails.

The postcode declared against the consignment is incorrect**Postal services**

- An invalid postcode will impact the delivery speed of an item, or its actual delivery. Where an invalid postcode is identified by Whistl's operation, Whistl will attempt to correct the postcode at point of despatch. This may result in the loss of tracking visibility.
- If we cannot locate the correct postcode, the item will be returned to the customer.

Courier services

- An invalid postcode may lead to an item being misrouted by our carriers. In this event, delivery delays may occur and in the process of rectifying the issue, a relabel surcharge may be applied.
- Where a carrier is unable to complete delivery without a corrected postcode, this will be raised to Whistl Customer Services as an Address Query or Request for Information. The delivery of the item will be delayed until a corrected postcode is supplied and a relabel surcharge may also be triggered.
- Should the actual postcode of an item be handled by a different delivery depot to the declared postcode, items will be treated as undeliverable and returned. A return to sender surcharge may also apply in this instance.

The address declared against the consignment is incorrect**Postal services**

- Incorrect addresses will only be identified by Royal Mail when delivery is attempted. Delivery delays may occur and should Royal Mail be unable to identify the correct address from the information on the item label, the item will be treated as undeliverable and returned by Royal Mail to the Return Address detailed on the item.

Courier services

- An incorrect item address may prevent our carriers from effecting delivery. Should this occur, delivery delays may occur and in the process of rectifying the issue, a relabel surcharge may be applied.
- Where a carrier is unable to effect delivery without a corrected address, this will be raised to Whistl Customer Services as an Address Query or Request for Information. This may impact the delivery speed of the item, a relabel surcharge may be triggered, and if the address query is not resolved, items will be treated as undeliverable and returned. A return to sender surcharge may also apply in this instance.

A recipient name has not been declared against the consignment**Courier services**

- Failure to supply a recipient name will impact B2C deliveries. Should a recipient name not be supplied, this will be raised to Whistl Customer Services as an Address Query and delivery of the item will be delayed until a recipient name is supplied. If as a result of the query the item must be relabelled, a relabel surcharge will be applied. This may impact the delivery speed of the item and if the address query is not resolved, items may be treated as undeliverable by our carrier and returned. A return to sender surcharge may also apply in this instance.

An invalid recipient email address, or no recipient email address, has been declared against the consignment**Domestic services**

- Email notifications to consumers will not be triggered.

International Services

- Email notifications to consumers will not be triggered. Where communication with recipients is required for customs clearance, customers will be contacted for more information by Whistl Customer Services and items will be held until valid contact information is supplied. For prolonged periods of time, this may incur a storage charge.

Invalid or no product information declared against the consignment

Failure to supply accurate product information on items despatched to destinations outside of the EU or to the Channel Islands will result in the items being held in customs until sufficient information is supplied. Customs issues will be escalated by our carriers to Whistl Customer Services who will then contact the customer to notify the issue and seek the outstanding detail. Failure to provide this detail in a timely manner will result in the items being treated as undeliverable or storage charges being applied.

13.2 End of Day Manifest

Non receipt of an end of day manifest**Postal services**

- If an end of day manifest is not received - Whistl shall be entitled to hold / quarantine work until the end of day manifest is triggered. Whistl will accept no responsibility for impact or delays to item delivery in this event. In the event of an item being placed in quarantine, the customer will be notified the following working day.
- Alternatively Whistl shall be entitled to process the items on our AllSort service, with customers losing all item level related data. Whistl may process on the alternative service without notifying the customer in advance. Items may appear on the customer invoice either as Allsort or P&P InSight Exceptions, depending on the processing route.

Courier services

- If an end of day manifest is not received, items will not be pre-advised to Whistl or our carriers. Items will be processed using a skeleton scan until the manifest is received. Should a problem with the item be identified before the manifest is received, the item will be relabelled by our carriers and all tracking information lost.
- In some instances our carriers may apply a surcharge for items received with no pre-advice, where this occurs surcharges will be invoiced to the customer on a supplementary invoice following notification by our carrier.

13.3 Presentation

Items received which are incorrectly segregated

Postal services

- As detailed in this guide, postal items should be segregated by Format. Items will be processed in-line with the actual format of the item or the format declared. For example, if items are presented incorrectly as Large Letters, they will be reverted to packet format. If all items are presented as packet format, we may process all items at the larger format. Failure to segregate properly may lead to processing delays.
- Should courier items be presented mixed with postal items, they will be processed using our untracked AllSort service, all tracking will be lost and delivery will be delayed. Items will either appear on invoices as InSight exceptions or as standard untracked items.

Courier services

- As detailed in this guide, courier items should be segregated between International Tracked, Domestic Tracked and Domestic Tracked Premium items. Failure to do so may impact the delivery speed of the items.
- Where postal items are presented mixed with courier items, items may be quarantined and delivery delayed. In the event of an item being placed in quarantine, the customer will be notified the following working day and provided the choice for the items to be returned or processed using our untracked AllSort service. If processed as AllSort, tracking visibility will be lost, delivery times will be extended. Items will appear on invoicing as an InSight exception.
- On occasion, Whistl may choose to expedite carrier handover and handover directly in to carriers, should this occur and postal items have been incorrectly mixed with courier items, these will be quarantined by our carriers and the customer provided the option for the items to be relabelled or returned. Delivery delays should be expected and where labelling occurs, tracking information for the items in question will be lost. Returned items may be processed on our AllSort service. If processed as AllSort, tracking visibility will be lost, delivery times will be extended. Items will appear on invoicing as an InSight exception.

Items received with no Traycard or Container card

Whistl requires each container to be accompanied by a format specific InSight Traycard or Tracked Services Container Card. If no card is supplied, Whistl shall be entitled to hold / quarantine work until the card is supplied. Whistl will accept no responsibility for impact or delays to item delivery in this event.

Alternatively Whistl shall be entitled to process the items on our AllSort service (if the item dimensions are within the maximum dimensions for the service), with customers losing all item level related data. Whistl may process on the alternative service without notifying the customer in advance. Items may appear on the customer invoice either as Allsort or P&P InSight Exceptions, depending on the processing route.

Damaged item received

Should an item with damaged packaging be received by Whistl or our carriers, the item will be treated as undeliverable and where possible, returned to the customer. If the despatch method is for a courier service, this will incur an undeliverable surcharge.

If the damaged item contains a liquid which has leaked outside of the packaging or Dangerous Goods despatched in Limited Quantities, this will be treated as prohibited goods in accordance with our procedure for handling prohibited items.

Item received with unsuitable packaging

Items received with unsuitable packaging (for example: poor quality packaging, lack of cushioning for fragile items, sub-standard tape) may be rejected by our carriers and treated as undeliverable, incurring an undeliverable surcharge.

In some instances, unsuitable packaging may lead to an item being classified as prohibited or hazardous, this will be treated as a prohibited goods in accordance with our procedure for handling prohibited items.

Should an item become damaged in transit due to unsuitable packaging, our carriers will make a decision on whether to deliver an item. Should the item be identified as unsuitable for delivery, it will be treated as undeliverable and incur an undeliverable surcharge.

In some instances, unsuitable packaging may lead to the physical dimensions of an item being altered and a customer incurring a format reversion. For example, Large Letters have a maximum height of 25mm – items placed in unsuitable packaging may experience movement in transit, resulting in the height of the package changing and exceeding the limit.

Item received over 15kg without a clearly marked item weight

For health and safety purposes, items over 15kg must be clearly marked as weighing over 15kg or with the actual weight. Where an item is received with no clear markings, the item in question may be quarantined or a relabel surcharge applied. Delivery delays may occur and where relabelling occurs, tracking information for the items in question may be lost.

Item received in point-of-sale packaging for transit

Items received in point-of-sale packaging will be quarantined and returned to the customer on the following working day's collection vehicle. The customer will be notified the items have been quarantined by Whistl Customer Services the following working day after receipt and undeliverable surcharges may be applied. Delivery will be delayed as a result of this process.

Item received without an approved tracking label

Postal services

- Whistl staff will attempt to visually check the presence of an approved Whistl Tracking Label when received into our depot. Should multiple items be identified to not include an approved tracking label, the shipment will be quarantined. The customer will be provided the choice for the items to be returned or processed on our untracked AllSort service as an InSight exception. If processed as Allsort, all tracking visibility will be lost.
- Where the majority of items received include a tracking label, those items identified during process to not include an approved label will be automatically processed on our untracked AllSort service. Item tracking will be lost.

Courier services

- Whistl staff will attempt to visually check the presence of an approved Whistl Tracking Label when received into our depot. Any courier item identified without an approved label, will be quarantined and the customer contacted the following working day. The options will be for the item to be processed on our untracked AllSort service (if the item dimensions and weight are within the maximum dimensions for the service) or returned to the customer – thereby incurring delivery delays. Should an item be returned, this will incur an undeliverable surcharge.
- On occasion, Whistl may choose to expedite carrier handover and handover direct to carriers. Should this occur, a small numbers of items without an approved tracking label be identified and the items include an address label, these will be automatically relabelled by our carriers. Tracking information for the items in question will not be available and delivery speeds may be extended. In some cases, our carrier may quarantine the items in question, providing Whistl the option for the items to be relabelled for a charge or returned to the customer. Where items are returned, they will be treated as undeliverable and an undeliverable surcharge applied.

Item received with duplicate tracking numbers**Postal services**

- Where an item is received with a tracking number already receipted by Whistl, the item in question will be processed on our AllSort service as an InSight exception. Item tracking will be lost.

Courier services

- Where an item is received with a tracking number already receipted by Whistl, the item in question will be quarantined and the customer provided the option for the item to be processed on our untracked AllSort service (if permitted by the service), as an InSight exception or returned to the customer – thereby incurring delivery delays. Should an item be returned, this will incur an undeliverable surcharge.
- On occasion, Whistl may choose to expedite carrier handover and handover direct to carriers, should this occur and small numbers of items with duplicate tracking labels be identified, these may be relabelled by our carriers. Tracking information for the items in question will not be available and delivery speeds may be extended. In some cases, our carrier may quarantine the items in question, providing Whistl the option for the items to be relabelled for a charge or returned to the customer. Where items are returned, they will be treated as undeliverable and an undeliverable surcharge applied.

Items received with poor quality/unreadable tracking labels**Postal services**

- Should multiple items be identified with poor quality/unreadable tracking labels, the shipment will be quarantined and the customer provided the choice for the items to be returned or processed on our untracked AllSort service as an InSight exception. Item tracking will be lost.
- If the majority of items include readable tracking labels, those items with poor quality/unreadable tracking labels will be automatically processed on our untracked AllSort service as an InSight exception. Item tracking will be lost.

Courier services

- Where an item is received with poor quality/unreadable tracking labels by Whistl, the item in question will be quarantined and the customer provided the option for the item to be processed on our untracked AllSort service (if permitted by the service) as an InSight exception or returned to the customer – thereby incurring delivery delays. Should an item be returned, this will incur an undeliverable surcharge.
- On occasion, Whistl may choose to expedite carrier handover and handover direct to carriers, should this occur and small numbers of items with poor quality tracking labels be identified, these will be automatically relabelled by our carriers. Tracking information for the items in question will not be available and delivery speeds may be extended. In some cases, our carrier may quarantine the items in question, providing Whistl the option for the items to be relabelled for a charge or returned to the customer. Where items are returned, they will be treated as undeliverable and an undeliverable surcharge applied.

Items identified as containing hazardous or prohibited goods**Postal services**

- Should prohibited or hazardous items be identified by Whistl, the items will be automatically quarantined and if it is safe to do so, returned to the customer on the next available collection vehicle. Should it be unsafe to return the items in question, the items will be destroyed and any resulting costs passed to the customer via a supplementary invoice.
- Where prohibited or hazardous items are identified by Royal Mail, the items will be destroyed. Should Whistl be notified of the destruction by Royal Mail, the customer will be notified.

Courier services

- Should prohibited or hazardous items be identified by Whistl, the items will be automatically quarantined and if it is safe to do so, treated as undeliverable and an undeliverable charge applied. Should it be unsafe to return the items in question, the items will be destroyed and any resulting costs passed to the customer via a supplementary invoice.
- Items classed as prohibited or hazardous due to leaking contents will also be automatically quarantined and if it is safe to do so, treated as undeliverable and an undeliverable charge applied. Should it be unsafe to return the items in question, the items will be destroyed and any resulting costs passed to the customer via a supplementary invoice. Any costs incurred as a result of the leak, to other items, equipment or facilities will also be passed to the customer.
- Should prohibited or hazardous items be identified by Whistl's carriers, the items will be treated as undeliverable and an undeliverable surcharge applied if it is safe to do so, or destroyed if it is not. Should an item be destroyed, any resulting surcharges or costs will be passed to the customer via a supplementary invoice.
- On our Premium International service: Costs will be applied at a consignment level and if safe to return, a consignment returned in full – irrespective of whether not all of the parcels contained within the consignment contain the hazardous or prohibited goods. In some instances, should liquids be identified on our Premium International Service, our carrier may choose to automatically revert the consignment in full to a road service. This will occur without forewarning and items will still be invoiced in-line with our Premium International service.

Incomplete consignment received**Courier Services**

- Consignments may include a single or multiple items. Where multiple items are declared, consignment must be received in full by Whistl and processed on the same working day. If a consignment is received over more than one processing day, for the purpose of invoicing – each processing day will be treated as a separate consignment. Incomplete consignments despatched outside of the EU may be quarantined and held for a maximum of two working days until the missing items are supplied.

13.4 Collections & consumables**Items unavailable at collection**

If a pre-notified shipment is not available for collection on the nominated day, that shipment will be considered void and will be logged by Whistl Customer Services. A wasted costs charge will apply, unless the posting is cancelled by midday on the day the collection is due, and if no other mail is collected.

Delay of collection

If the customer is unable to meet the agreed collection time, and Whistl is not bound to agree a later collection time, Whistl may refuse to accept the handover of the mailing.

Late consumable request notification

If a request for consumables is received after the 15.00 hrs deadline the consumables will be fulfilled two working days after the request was made.

13.5 Delivery**Failure to resolve an address query within the stated time period**

Should an address query not be resolved within two working days, the item will be treated as undeliverable and an undeliverable surcharge applied.

13.6 Compensation and Transit Liability for Loss**Compensation claim raised for item where a WISMO (Where Is My Item) query has not been raised.**

Should Whistl Customer Services or our carriers identify that a WISMO query was not raised for an item in advance of a compensation claim being raised, the claim will be rejected.

On occasion, before a claim is rejected, Whistl may choose to first submit the claim to our carriers for review. Should our carrier then agree to make a compensation payment, the claim will be accepted.

Compensation claim raised more than 14 calendar days of the despatch date

Claims raised for domestic items with despatch dates greater than 14 calendar days will be rejected by Whistl customer services.

Claims raised for International items with despatch dates greater than 14 calendar days will be rejected by Whistl customer services should the expected delivery date be greater than 14 days before the claim was raised.

On occasion, before a claim is rejected, Whistl may choose to first submit the claim to our carriers for review. Should our carrier then agree to make a compensation payment, the claim will be accepted.

Compensation claim not submitted with the correct documentation or forms completed

Failure to raise a compensation claim using the correct Whistl claim form or correct supporting evidence will be rejected by Whistl Customer Services. A customer may re-submit their claim but must ensure the claim is resubmitted within the required time period to submit a claim.

Compensation claim raised for item excluded from compensation (as per [whistl.co.uk/restricted items](http://whistl.co.uk/restricted-items))

Where compensation claims are raised for items excluded from compensation, claims will be rejected by Whistl Customer Services.

On occasion, before a claim is rejected, Whistl may choose to first submit the claim to our carriers for review. Should our carrier then agree to make a compensation payment, the claim will be accepted.

Compensation claim raised for item where compensation or transit liability for loss is not available

Compensation and transit liability are only available on the services detailed in sectioned 2.7. Where claims are received on items not despatched with transit liability or compensation, the claims will be rejected by Whistl customer services.

Claim raised

Compensation and transit liability are only available on the services detailed in sectioned 2.7. Where claims are received on items not despatched with transit liability or compensation, the claims will be rejected by Whistl customer services.

Appendix A - Example Tray Card

Customer Identification Card	
 01L1000211L22ZZ	
Customer Name:	
Test Customer Name	
Customer Number e.g "P0001111" or "L0001111" or "N0001111"	
L1000211	
TNT Post Service:	
L - Packet & Parcel InSight	
Mailing type:	
2 - UK Bound Large letter	
Indicia Printing:	Return Address Printing:
1 - Print an indicia	2 - Do not print a return address
Return Address to be printed:	Collection Date (DD/MM/YY):

Appendix B - Example Container Cards

Packets & Parcels Tracked whistl	Packets & Parcels Premium Tracked whistl
Customer Name: Acme Toys Collection Date: 22/03/2018	Customer Name: Acme Toys Collection Date: 22/03/2018

Packets & Parcels

International Tracked

whistl

Customer Name:

Acme Toys

Collection Date:

22/03/2018

Appendix C - Postcode Coverage

Our out of area zones are defined by the following postcode districts:

Highlands and Islands ²²					Northern Ireland	Channel Islands
AB36	IV36	IV88	PA46	PH37	BT	GY
AB37	IV37	IV89	PA47	PH38		JE
AB38	IV38	IV9	PA48	PH39		
AB55	IV39	IV90	PA49	PH40		
AB56	IV4	IV91	PA50	PH41		
FK18	IV40	IV92	PA51	PH42		
FK19	IV41	IV93	PA52	PH43		
FK20	IV42	IV94	PA53	PH44		
FK21	IV43	IV95	PA54	PH45		
HS1	IV44	IV96	PA55	PH48		
HS2	IV45	IV97	PA56	PH49		
HS3	IV46	IV98	PA57	PH50		
HS4	IV47	IV99	PA58	PO30		
HS5	IV48	KA27	PA59	PO31		
HS6	IV49	KA28	PA60	PO32		
HS7	IV5	KW1	PA61	PO33		
HS8	IV50	KW10	PA62	PO34		
HS9	IV51	KW11	PA63	PO35		
IM1	IV52	KW12	PA64	PO36		
IM2	IV53	KW13	PA65	PO37		
IM3	IV54	KW15	PA66	PO38		
IM4	IV55	KW16	PA67	PO39		
IM5	IV56	KW17	PA68	PO40		
IM6	IV57	KW2	PA69	PO41		
IM7	IV58	KW3	PA70	TR21		
IM8	IV59	KW4	PA71	TR22		
IM9	IV6	KW5	PA72	TR23		
IM99	IV60	KW6	PA73	TR24		
IV1	IV61	KW7	PA74	TR25		
IV10	IV62	KW8	PA75	ZE1		
IV11	IV63	KW9	PA76	ZE2		
IV12	IV64	PA20	PA77	ZE3		
IV13	IV65	PA21	PA78	ZE4		
IV14	IV66	PA22	PA79	ZE5		
IV15	IV67	PA23	PA80			
IV16	IV68	PA24	PH15			
IV17	IV69	PA25	PH16			
IV18	IV7	PA26	PH17			
IV19	IV70	PA27	PH18			
IV2	IV71	PA28	PH19			
IV20	IV72	PA29	PH20			
IV21	IV73	PA30	PH21			
IV22	IV74	PA31	PH22			
IV23	IV75	PA32	PH23			
IV24	IV76	PA33	PH24			
IV25	IV77	PA34	PH25			
IV26	IV78	PA35	PH26			
IV27	IV79	PA36	PH27			
IV28	IV8	PA37	PH28			
IV29	IV80	PA38	PH29			
IV3	IV81	PA39	PH30			
IV30	IV82	PA40	PH31			
IV31	IV83	PA41	PH32			
IV32	IV84	PA42	PH33			
IV33	IV85	PA43	PH34			
IV34	IV86	PA44	PH35			
IV35	IV87	PA45	PH36			

²² Please note that customers accessing older product ranges may also access an out of area zone for the Isle of Man. Please refer to your Contract for more information and note that where applicable, all IM postcodes will fall within this zone.

Appendix D - Additional Transit Days

Listed below are additional transit days which may apply to mainland domestic postcodes. This may occur due to reduced service days, the type of vehicle required to deliver larger items (for example Large Parcels) or the rural nature of the location. Where a carrier only delivers three days in a week for example, the transit time adjustment recognises the maximum possible delivery speed with service days from the earliest to the latest day in a working week.

Formats	Postcodes	Transit Times	Service Days
All	BA1, BA11-15, BA20, BA3, BA5, BA6, BA9	+1 Working Days	Mon to Fri
All	CA5-9, CA21-22	+1 Working Days	Mon to Fri
All	CV2	+1 to 3 Working Days	Tue to Sat
All	DD3-11, KY9-10, KY14-16, PH3-16	+1 Working Days	Mon to Sat
All	DG7-9,	+1 Working Days	Mon-Fri
All	DG10-14, DG16, TD9	+1 Working Days	Mon to Sat
All	DY1, DY13	+1 Working Days	Mon to Sat
All	EH35-40, EH42-46, TD1-8, TD10-14	+1 Working Days	Mon to Sat
All	FK14, G83-84, ML11-12	+1 Working Days	Mon to Sat
All	HR8	+1 to 3 Working Days	Mon to Sat
All	LE3, LE5, LE19	+1 to 4 Working Days	Mon to Sat
All	HU1, HU11, HU12	+1 to 3 Working Days	Mon to Sat
All	KA16, KA19	+1 to 4 Working Days	Mon to Sat
All	DD3-11, KY9-10, KY14-16, PH3-16, FK18-19, FK21	+1 Working Days	Mon to Sat
All	ML11	+1 to 3 Working Days	Tue to Sat
All	NG15, NG18, NG22	+1 Working Days	Tue to Fri
All	NW6	+1 Working Day	Tue to Thu
All	OL6	+1 to 4 Working Days	Wed - Fri
All	OX16	+1 to 2 Working Days	Wed - Fri
All	PH3, PH4, PH10-11	+1 Working Day	Mon – Fri
All	PL	+1 Working Day	Mon - Fri
All	S80	+1 Working Day	Tue - Fri
All	SA	+1 Working Day	Mon - Fri
All	TD7, TD9, TD15	+1 to 2 Working Days	Mon – Fri
All	WR11, WR6, WR99	+1 to 3 Working Days	Mon – Sat
All	WV1	+1 to 3 Working Days	Tue – Thu

Appendix E - Example Invoices

invoice

1

Customer Name
Attn: Accounts Payable
Address Line 1
Address Line 2
TOWN
POST CODE

2

16/04/17
2017/15

3

Invoice No.
Invoice/Tax Date
VAT Registration No.

4

Account No.
Client ID
Purchase Order No.
Reference No.

5

07/04/17
10/04/17
10/04/17
11/04/17
11/04/17
11/04/17

6

48 NON POD Small Parcel 0-15000g 0-15,000g
48 NON POD Packet (Highlands & Islands) 0-1500g 0-1,500g
48 NON POD Packet 0-1500g 0-1,500g
Relabelling Fee
Undeliverable Return 0-1,500g
Fuel Surcharge (1.5%)

7

10
10
5
5
1
5

8

1.00000
1.00000
1.00000
1.00000
1.00000
1.00000

9

10.00
10.00
5.00
5.00
1.00
5.00

10

Total Items

11

36

12

Total GBP Excl. VAT
20% VAT
Total GBP Incl. VAT

13

36.00
7.20
43.20

14

PAYMENT TERMS:
This invoice is due 14 days from invoice date on 07/10/15.

15

Whistl UK Limited
1 Globeside Business Park
Fieldhouse Lane
Marlow
Buckinghamshire
SL7 1 HY
Tel:

DPA

www.whistl.co.uk

16

VAT Reg. No. GB 991 2657 87

- 1 Your account name and invoice address
- 2 Invoicing week and mailing week end date
- 3 Invoice number and tax date
- 4 Your Whistl account number and client ID
- 5 The service, format, zone and weight band of the items invoiced
- 6 The invoice will show rolled up volumes by service, format, weight band and day
- 7 A fuel surcharge, this will have a standard value of 1 item associated to it
- 8 The payment terms agreed in your contract

When items are sent on consignment level services, a different invoice template will be used for invoicing lines. The following services are invoiced at a Consignment level:

B2B 24 By 12 International Premium
B2B 48 Saturday

Additional Charges					
Description	Items	Unit Price	VAT	Net Amount	
Relabelling Fee	1	1.00	Y	1.00	
Undeliverable Return	1	1.00	Y	1.00	
Subtotal:	401			1.91	
Domestic Premium Tracked					
Description	Items	Unit Price	VAT	Net Amount	
24 POD Packet 0-1500g	1	1.00	Y	1.00	
24+ POD Parcel 0-30000g	1	1.00	Y	1.00	
Subtotal:	401			1.91	
Domestic Tracked (B2B)					
Description	Items	Consign	Weight (g)	VAT	Net Amount
B2B 48 Parcel 0-150,000g	10	2	5,000	Y	6.70
Subtotal:	10	2	5,000		6.70
International Tracked Standard Road					
Description	Items	Unit Price	VAT	Net Amount	
Germany 251-500g	1	1.00	Y	1.00	
Subtotal:	401			1.91	

9 Per Item and Consignment services will all be grouped by product

For consignment services only, the following fields will apply:

10 Number of items contained within the consignments

11 Number of compliant consignments

12 Consignment weight

Appendix F - Invoice Backing Data

Customers receiving invoices via email may also receive a digital backing file by email with their invoice which includes item level supporting detail with the Consignment Number or Unique Parcel Identifier (UPI) for each item. If you would like to receive a backing file, please ensure you provide your Whistl contact with email details to whom your invoices and backing data should be sent

Column Name	Definition
Document No.	Invoice number
Product Name	Service name and weight band
Diver Weight Range	Weight band
Client ID	6 digit customer ID
Collection Point ID	Alpha or numeric collection point ID
Department ID	Alpha or numeric department code ID
Process Date	Part-Tracked: Processing date Tracked: Label print date Surcharges or Additional Charges: Date of occurrence
Customer Reference No.	On item level services, the UPI for the item. This will be blank on consignment level services.
Consignment Reference	The client site order reference supplied to route genie.
Quantity	Number of items on the reporting line (Determined by Process Date, Product Name, Customer Reference No. and Consignment No.)
Unit Price	On item level services, the unit price for the item On consignment level services, the average unit price per item in the consignment
Item Weight (kg)	On item level services, the item weight. On consignment level services, the average item weight.
Total Amount	On item level services, the total amount for the reporting line
Consigment No.	On consignment level services, the consignment number for the items. This will be blank on item level services.
Unit Price 1	On consignment level services, the first unit price
Unit Price 2	On consignment level services, the subsequent unit price
Consignment Amount (LCY)	On consignment level services, the total amount for the reporting line
Weight (g)/Quantity 1	On international services, the first weight break before the subsequent. On domestic consignment level services, the first item
Weight (g)/Quantity 2	On international services, the total weight over the first weight break On domestic consignment level services, the number of subsequent items

Appendix G - Dangerous Goods in Limited Quantities (LQ)

Failure to adhere to the below requirements will result in items being classed as Prohibited or Hazardous. These items will be handled in accordance with 13.0 Procedures for handling non-compliant items

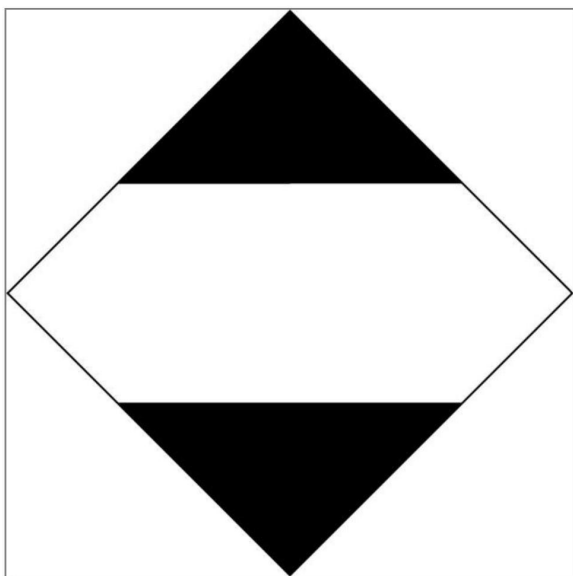
Consignors of dangerous goods packed in Limited Quantities must seek approval to despatch said items in the form of a signed Authority Letter²³. Prior to despatching dangerous goods packed as limited quantities, the following information must be supplied to Whistl Customer Services to be kept on record:

- The UN Numbers of the products to be sent
- A copy of the relevant MSDS forms
-

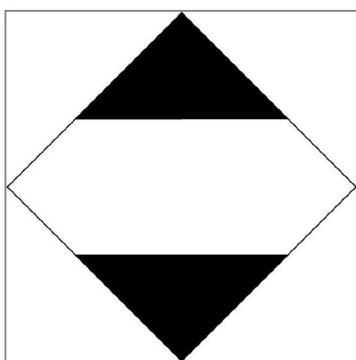
For shipments overseas, which include the off shore Islands around UK including NI, IOW and the Scottish Islands, a Dangerous Goods Note (DGN) is also legally required and must be completed by the consignor.

The LQ label below is required on all consignments that contain Dangerous Goods in Limited Quantities for all Road and Sea journeys. Whistl require all their consignors to use these labels in this orientation, the dimensions are not optional they are the only two that are allowed. If the parcel can accommodate the larger label then it is this label that must be applied, the use of the smaller label is for small parcels only.

100x100mm



50x50mm



²³ For an example letter, please refer to Appendix H - Example Authority Letter

Appendix H - Example Authority Letter

Authority Letter
Dangerous Goods in Limited Quantities by Road & Sea



Customer details (in block capitals please)

Company Name:	
Account Number:	
Account Holder:	
DG Trained Contact Name:	
Emergency Contact Name:	
Emergency Telephone Number:	

We, the undersigned, confirm that:

- Only goods which are authorised in the Whistl Tracked Services Customer Guide will be selected and offered for carriage
- We understand and are required to comply with the requirements for the carriage of Dangerous Goods in Limited Quantities by Road as outlined in the latest edition of the ADR Regulations (European Agreement concerning the International carriage of Dangerous Goods by Road).
- We understand that we are required to comply with the requirements for the carriage of Dangerous Goods in Limited Quantities by Sea as outlined in the latest edition of the IMDG Regulations (International Maritime Dangerous Goods Code)
- We will comply with any applicable regulations set forth by the states of origin, transit and destination;

We will ensure that:

- Dangerous Goods exceeding the Limited Quantities limits as per ADR & IMDG Regulations will not be offered for Carriage to Whistl.
- Whistl will not be requested to carry any other dangerous goods other than Dangerous Goods in Limited Quantities by Road & Sea.
- The packages containing Dangerous Goods in Limited Quantities by Road are properly packed in compliance with the ADR & IMDG Regulations, strong robust boxes & trays in accordance with applicable LQ limits:
 - Maximum net quantities per inner packaging and per package are not exceeding the quantities indicated in Chapter 3.2 Table A Column 7a & Chapter 3.4 Dangerous Goods Packed in Limited Quantities of the ADR Regulations & Chapter 3.2 Dangerous Goods List, Column 7a & Chapter 3.4 Limited Quantities of the IMDG Code.
 - The maximum gross mass of a combination packaging does not exceed 30kg and for a shrink or stretch wrapped tray does not exceed 20kg as per Chapter 3.4.2 & 3.4.3 of the ADR Regulations and Chapter 3.4.2 of the IMDG Code
 - The packages are marked in compliance with the ADR, IATA or IMDG Regulations
 - If the goods contained therein contain liquids then the package must also show orientation arrows on two opposing sides

Whistl UK Limited, Registered in England and Wales with Company Number: 04417947

Registered Office: 1 Globeville Business Park, Fieldhouse Lane, Marlow, Buckinghamshire, SL7 1HY

Page 1 of 2

Whistl Authority Letter - Dangerous Goods in Limited Quantities

- Prior to the commencement of any shipping exercise the following standard information is supplied to Whistl Customer Services:
 - UN number of all articles and substances likely to be offered for carriage.
 - An SDS for all articles and substances where applicable.
 - The standard receptacle sizes and combination package variations likely to be shipped.

Our employees understand the requirements for the carriage of Dangerous Goods Regulations by Road & if relevant IMDG by Sea.

We accept and understand that offering articles or substances in violation of these regulations may be in breach of national law and may be subject to penalties and we accept responsibility for any such violation.

Whistl will have no liability whatsoever for any delay or damage caused by our non-compliance with any of the above terms.

Declaration on behalf of the shipper and any authorised representatives

Declared on behalf of the shipper:

Approved for carriage by Whistl UK Limited:

Signature: _____

Signature: _____

Print Name: _____

Print Name: _____

Job Title: _____

Job Title: _____

Date: _____

Date: _____

Appendix I - Claims Process

Where compensation for loss, and or damage, is available on a service, the following process must be followed to raise a claim. Failure to do so may result in a claim being rejected:

1. Before submitting a claim

- Claims should only be raised for items after a WISMO (Where Is My Item) query has been raised
- Claims must be raised with Whistl Customer Services within 14 calendar days of the despatch date (domestic services) and 14 calendar days of the expected delivery date (international services)
- Claims should be compiled on a Whistl claim form with a single line of information per claim
- Claims may not be raised for items excluded from compensation, detailed at [whistl.co.uk/restricted items](http://whistl.co.uk/restricted-items)
- Claims should not be raised against items where compensation or transit liability for loss is not available.

2. Submitting a claim

- Customers should submit no more than one claim form per Client ID per week. All required fields within the form should be completed and the form emailed to Whistl Customer Services
- Attached to the form should be supporting evidence and the filename for each piece of evidence should include the UPI (Unique Parcel Identifier) for the item being claimed against. Supporting evidence includes, but is not limited to:
 - **Proof of order** ie. the recipients invoice confirming delivery location and items ordered
 - **Proof of cost price** ie. your invoice from your supplier
- If you are claiming for Denial of Receipt (DOR) on a domestic POD service, you may also wish to submit a signed DOR letter from a recipient. If this is not provided with your initial submission, you will need to provide the form at a later date to progress your claim.
- On international services, should you wish to claim compensation for damage, you must also supply proof of damage to the item. This must include sufficient evidence to prove that both the outer packaging and inner item have been damaged in transit

3. Processing a claim

- Upon receipt of a claim form, Whistl customer services will acknowledge the claim within two working days. As part of this review process, a claim may be rejected, for example if:
 - The claim was submitted outside of the claim period
 - The contents of the package are prohibited or restricted
 - Compensation is not available on the service used
 - The item is not classed as lost
 - Required supporting paperwork has not been supplied with the claim
 - Required supporting paperwork has been supplied in the wrong format
- Once investigations for all of the submitted claims have been completed, the outcome of the claims will be confirmed by Whistl Customer Services within 45 calendar days of the claim being raised

4. Successful claims

- Where compensation is offered as standard, or additional compensation has been purchased, successful claims will be paid as a credit within two weeks of confirmation
- Where items are eligible for Transit Liability for Loss, successful claims will be recorded and any payments due calculated at the end of the contract year in line with the terms and conditions detailed in the corresponding Whistl Customer Contract and section 2.8 of this guide.

5. Unsuccessful claims

- Unsuccessful claims may be escalated to Whistl Customer Services and a customer's Account Manager

Version Control

Version		Section	Changes
2.0	7/10/16	1.0	Updated to include International services
		2.0	Change to section name from Included Services to Domestic Services Changes made to make terminology clearer throughout section
		3.0	Addition of new section, International Services. All subsequent sections changed. For example: 3.0 Item Detail renumbered to 4.0
		4.0	Item Detail section name changed to Consignment Detail Introduction text updated to include Customs requirements and all sub sections updated to include International specific requirements and to make domestic terminology clearer
		5.0	All sections updated to make terminology clearer and add International specific requirements
		7.0	Segregation requirements for Courier services updated with International
		9.0	Introduction and all sections updated to cover International services with additional clarification provided for Damaged and Lost items.
		10.0	All sections updated to include International, including guidance for new Consignment Billing on B2B Domestic services
		11.0	Forecasting requirements updated
		13.0	Procedures for handling non-compliant items updated to include International services. Changes made to domestic procedures to add clarity.
		Appendix C	Section name changed to Example Container Cards Updated to include Domestic and International example cards
		Appendix D	Example container card moved to Appendix C International Destination Guide Added
		Appendix D	International destination guide added
		Appendix N	Claims process added
		Appendix H	Normalised events moved to Despatch Manager User Guide, Appendix removed
		Appendix M	Images for example Authority Letter updated with larger text
2.1	28/11/16	2.0, 5.0, 7.0	Updated to include new B2B24 service and changes to OOA zones.
		9.1	New section added to add clarity to tracking expectations across Domestic and International
		9.2	Previous section moved from 9.1 to 9.2 and renamed: Tools to help with Tracking
		12.2	Contact information for WISMO queries added
2.2	6/03/17	Appendix J	Content removed, Prohibited and Restricted items may now be found at www.whistl.co.uk/restricteditems
		3.0	Updated to remove International Economy service and change product name to International Tracked
		3.4	New footnote added to add delivery confirmation expectations for International Standard when items despatched to USA or Canada
		4.2	Recipient Contact Information section added with greater clarity on providing recipient contact information when despatching items
		4.5.4	Updated to add clarity to provision of product information on International orders
3.0	27/03/17	10.0	Invoicing methods for International Courier Service updated, including changes to Undeliverable Surcharges and volumetric billing on standard services
		All Sections	New 2017 Product Range All sections updated to accommodate our new 2017 Product Range. Content only applicable to customers accessing the 2017 product range and signed up to the associated customer contract. Customers still accessing our 2016 product range should continue to use our v2.2 guide.
3.1	12/05/17	All Sections	Minor spelling and grammar changes
		9.0	Section numbering updated
3.2	26/05/17	Appendix F	Invoice examples updated and backing data column definitions added
3.2.	20/06/17	All Sections	Updates to contents to improve linking between sections
1		2.2.1	Correction to Channel Islands postcode to change GU to GY
4.0	-	All sections	Removal of International Standard Road service Comprehensive changes to formatting, section names, section numbering and updates to terminology and text to improve clarity Where possible, example images from appendices moved into content and appendices removed
		2.0 & 3.0	Merger of Domestic and international service sections Addition of references to International Destination Guide where features are destination specific Movement of postcode listings to appendices New maximum dimensions for international services Update of confirmation of delivery terminology for international services
		9.0	Merger of content for International and Domestic invoicing
		9.2	Guidelines for placing invoice queries updated and aligned with contractual terms
		Appendix C	Postcode Coverage for domestic services updated and changed
		Appendix D	Additional Transit Days for domestic services updated and changed
4.1	03/05/18	Section 12	New section titled Data Protection added to guide