



Carrier Guide

v1.0





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1.0 Overview

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

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

2.0 Whistl Parcels

2.1 Service Summary

	
A great array of services including up to 30kg on a next day service, along with the additional options of HPOD and ETA	A wide range of both formats and features on a 48hr service and access to a large parcel service on both a 48hr and 72hr

2.1.1 Delivery Speeds

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

Product & Service		Delivery		Delivery Speed	
		Days	Attempts	Handover to Carrier	1st Delivery Attempt
Tracked ¹	48	Mon-Sat	3	1 day	2 days
	ETA48	Mon-Sat	3		2 days
	72	Mon-Sat	3		3 days
Premium Tracked	24	Mon-Sat	3	0 Days	1 day
	ETA24	Mon-Sat	3		
	Saturday	Sat	3		

2.1.2 Service Coverage

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

Product & Service	United Kingdom			
	Mainland	Out of Area		
		Channel Islands	Highlands & Islands	Northern Ireland
Tracked	✓	✓ ²	✓	✓

¹ Additional transit days and alternative delivery days may apply for some remote and mainland UK postcodes. Please refer to www.whistl.co.uk/trackedpostcodeareas for more information. Items destined for Out Of Area (OOA) postcodes may take up to 7 days for a first time delivery attempt to take place.

² ETA services are not available to the Channel Islands and ETA notifications are not available on Business deliveries to the Channel Islands

Premium Tracked	✓			
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2.1.3 Available Formats

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

Product and Service		Packets	Small Parcels	Parcels	Large Parcels
Tracked	48	✓	✓	✓	
	ETA48	✓	✓	✓	✓
	72				✓
Premium Tracked	24	✓	✓	✓	
	ETA24	✓	✓	✓	
	Saturday	✓	✓	✓	

2.1.4 Weights and Dimensions

The following formats are available on our services:

Product	Format	Maximum Dimensions	Maximum Weight
Tracked and Premium Tracked	Packet	1.2m length. 2.25m length plus girth.	2.0kg
	Small Parcels	1.2m length. 2.25m length plus girth.	15kg
	Parcels	1.2m length. 0.23m3	30kg
	Large Parcels	1.84m length ³ . 2.4m girth. 0.28m3	30kg

2.1.5 Confirmation of Delivery

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

Product & Service		NON POD	POD	HPOD
Tracked	48	✓	£	£
	ETA48	✓	£	£
	72	✓	£	
Premium Tracked	24	✓	£	£
	ETA24	✓	£	£
	Saturday	✓	£	

£ = Optional

2.1.6 Signature

Where a physical signature has been given on these Whistl services the signature may be viewed via the customer portal, if a signature is not visible but one is required please contact the WISMO team to request from the carrier directly.

2.1.7 Delivery Attempts

Our Tracked and Tracked Premium Services include a maximum of three delivery attempts, depending on the level of customer contact information a digital calling card may be used or a paper version left by the carrier.

2.1.8 Carrier SMS & Email (Domestic)

Our domestic fully tracked carriers will email⁴ and text⁵ recipients on the day of delivery. ETA and business services will include additional features and a 2hr delivery window, whilst items sent via Hermes will receive a 4hr delivery window by email.

³ 1.7m and 0.28m3 on ETA48 Large Parcel service

⁴ Hermes and Yodel deliveries

⁵ All ETA services and Yodel only non-ETA services

2.1.9 Safe Place Photo

Items delivered to leave safe locations on domestic fully tracked services using Hermes will include a photograph of the safe place location taken by the delivery driver. This is not guaranteed as there may be occasions when a safe place photo is not possible due to location or technical restrictions. This may be available in the customer portal and viewable using the request POD function, if this isn't available and is required please contact the WISMO team who will contact the carrier directly.

2.1.10 ETA

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

Items sent via Hermes 24hr and 48hr services will automatically receive email based ETA notifications for no additional charge. Delivery windows for this inclusive service will be limited to 4hrs only.

2.2 Compensation

Compensation is available on the following 2020 product range services⁶: ON Whistl parcel compensation is available on lost items only and where a POD service is selected, Compensation is an optional extra.

Product & Service		Compensation	£ Optional and must also be selected on POD service
Tracked	48 - POD	£	
	ETA48 - POD	£	
	72		
Premium Tracked	24 - POD	£	
	ETA24 - POD	£	
	Saturday	£	

2.2.1 Types of Available Compensation

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

2.2.2 Lost Items

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

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

2.2.3 Damaged Items

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

2.2.4 Denial of Receipt

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

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

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

⁶ Please note that for domestic services, compensation is only available on our 2020 onwards product ranges.

2.2.5 Delivery Delay

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

2.2.6 Transit Liability / Carriage

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

2.2.7 Claim Timeframes

Claims must be raised with the WISMO team within 14 days of the despatch date, claims must be submitted onto the claims portal within 28 days of the date of despatch and any supporting evidence should be uploaded at this time.

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

When items are despatched with Optional Compensation, the service name within the Carrier Management portal and on invoices will include + to denote the inclusion of optional compensation. For example: 24+ POD Packet or 48+ POD Small Parcel.

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

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

2.3 Prohibited Items, Dangerous Goods and Restricted Items

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

If items are identified by Whistl or our carriers, the items will be handled in accordance with Error! Reference source not found. **of our Domestic Fully Tracked Customer Guide**.

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

Where items are classed as Dangerous Goods Packaged in Limited Quantities (LQ), please refer to Error! Reference source not found. **in our Domestic Fully Tracked Customer Guide**.

For further detail please refer to the link www.Whistl.co.uk/restricteditems

2.4 Presentation Requirements

2.4.1 Segregation

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

	1	2
Product	Tracked	Premium Tracked ⁷
Service	All 48hr and 72hr services	All Next Day services
Formats	All formats	All formats

2.4.2 Container Cards

Items despatched using courier services should be presented with a corresponding container card⁸. 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.

⁷ On occasion you may be required to further segregate the premium service by carrier to ensure the items meet onward trunking times

⁸ For an example container card, please refer to Appendix A - Example Container Card in our Domestic Fully Tracked Customer Guide. Specific carrier container cards are provided during the account set-up.

2.4.3 Consumables

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

- Items may be presented in 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 terms on which you use consumables are set out in your contract with Whistl. The initial allocation will be based on your forecast figures and agreed with your Account Manager. You must ensure that your forecast is accurate, and is kept up to date. Replenishment of consumables will be determined by Whistl using your two week rolling forecast and containers will be exchanged on a one for one basis unless Whistl agrees otherwise in writing (including by email). If additional containers are required, these should be ordered as part of our reordering process. For more information on forecasting, please refer to **section Error! Reference source not found. in our Domestic Fully Tracked Customer Guide.**

2.4.4 Known Surcharges

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

Surcharge	Description
Relabelling	An item is relabelled by Whistl or its carrier. Visible in item tracking.
Fuel Surcharge	Calculated against the unit price of the item where the movement of an item has occurred ⁹ .
Return to Sender	A per item charge for the return of an item from Whistl or our carriers. Visible in item tracking.
OS1	Declared as a Packet, actual dimensions or weight equivalent to Parcel or Small Parcel
OS2	Declared as a Small Parcel, actual dimensions or weight equivalent to Parcel or Large Parcel
OS3	Declared as a Parcel, actual dimensions or weight equivalent to Large Parcel
OS4	Actual dimensions or weight exceed Large Parcel

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

2.4.5 Unknown Surcharges

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

⁹ Please refer to your domestic contracts for more information on our Fuel Surcharges

3.0 DPD

3.1 Service Summary

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

3.1.1 Delivery Speeds

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

Product & Service		Delivery		Delivery Speed	
		Days	Attempts	Handover to Carrier	1st Delivery Attempt
Tracked ¹⁰	48	Sun-Sat	1	1 day	2 days
Premium Tracked	24	Sun-Sat	1	0 Days	1 day

3.1.2 Service Coverage

Our tracked services have the following coverage. For our latest listing, please refer to the following location:

https://www.dpd.co.uk/pdf/dpd_highlandsislandsinscotland.pdf or
https://www.dpd.co.uk/content/products_services/uk_delivery_services.jsp

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

¹⁰ Additional transit days and alternative delivery days may apply for some remote and mainland UK postcodes. Please refer to https://www.dpd.co.uk/pdf/dpd_highlandsislandsinscotland.pdf or https://www.dpd.co.uk/content/products_services/uk_delivery_services.jsp for more information. Items destined for Out Of Area or offshore (OOA) postcodes may take up to 7 days for a first time delivery attempt to take place.

3.1.3 Available Formats

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

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

3.1.4 Weights and Dimensions

The following formats are available on our services:

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

3.1.5 Confirmation of Delivery

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

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

3.1.6 Signature

Where a physical signature has been given on these services the signature is not viewable via the customer portal, if one is required please contact the WISMO team to request from the carrier directly but only do this if one isn't available after checking on the carriers own website. You can however see the name of the person who signed for the item in the portal.

3.1.7 Delivery Attempts

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

3.1.8 Carrier SMS & Email (Domestic)

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

3.1.9 Safe Place Photo

Items delivered to your leave safe location on domestic fully tracked services using DPD will include a photograph of the safe place location taken by the delivery driver. This is not guaranteed as there may be occasions when a safe place photo is not possible due to location or technical restrictions. If you require to see this photo if delivery is disputed please contact the WISMO team.

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

3.1.6 ETA

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

3.2 Compensation

Compensation is standard on the all DPD product range services:

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

3.2.1 Types of Available Compensation

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

3.2.2 Lost Items

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

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

3.2.3 Damaged Items

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

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

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

3.2.4 Denial of Receipt

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

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

3.2.5 Delivery Delay

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

3.2.6 Transit Liability / Carriage

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

3.2.7 Claim Timeframes

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

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

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

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

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

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

3.3 Prohibited Items, Dangerous Goods and Restricted Items

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

If items are identified by Whistl or our carriers, the items will be handled in accordance with Error! Reference source not found. **of our Domestic Fully Tracked Customer Guide**.

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

Where items are classed as Dangerous Goods Packaged in Limited Quantities (LQ), please refer to Error! Reference source not found. **in our Domestic Fully Tracked Customer Guide**.

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

3.4 Presentation Requirements

3.4.1 Segregation

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

3.4.2 Container Cards

Items despatched using courier services should be presented with a corresponding container card¹¹. 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.

3.4.3 Consumables

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

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

The initial allocation will be based on your forecast figures and agreed with your Account Manager. You must ensure your forecast is accurate and kept up to date. Replenishment will be determined by Whistl using your two week rolling forecast and containers will be exchanged on a one for one basis unless Whistl agrees otherwise in writing (including email). If additional containers are required, these should be ordered as part of our reordering process. For more information on forecasting, please refer to Error! Reference source not found. **in our Domestic Fully Tracked Customer Guide**.

3.5 Known Surcharges

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

Surcharge	Description
Return to Sender (undeliverable)	Where delivery of an item is refused, or the carrier is unable to achieve delivery or the item is undeliverable for any other reason.
Fuel Surcharge	An additional charge equal to a percentage of the per item charges will be added to the price for all Tracked and Tracked Premium services to take account of the cost of fuel.
3rd Party For Domestic	When a third party collection from a non-standard collection point within the UK Mainland area is made, returning the item to the main collection site

¹¹ For an example container card, please refer to **Appendix C - Example Container Card in our Domestic Fully Tracked Customer Guide**. Specific carrier container cards are provided during the account set-up.



3rd Party For Offshore	When a third party collection from a non-standard collection point within an offshore (Highlands, Islands, Northern Ireland) area is made, returning the item to the main collection site
3rd Party For Ireland	When a third party collection from a non-standard collection point within the Republic of Ireland area is made, returning the item to the main collection site
4th Party For Domestic	When a third party collection from a non-standard collection point within the UK Mainland area is made, delivering the item to a site that is different from the main collection site
4th Party For Offshore	When a third party collection from a non-standard collection point within an offshore (Highlands, Islands, Northern Ireland) area is made, delivering the item to a site that is different from the main collection site
4th Party For Ireland	When a third party collection from a non-standard collection point within the Republic of Ireland area is made, delivering the item to a site that is different from the main collection site
Scottish delivery Zone	A delivery to the Scottish delivery zone
Congestion Charge (London)	A delivery within the London Congestion Zone

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

3.5.1 Unknown Surcharges

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

4.0 Hermes

4.1 Service Summary

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

4.1.1 Delivery Speeds

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

Product & Service		Delivery		Delivery Speed	
		Days	Attempts	Handover to Carrier	1st Delivery Attempt
Tracked ¹²	STANDARD	Mon-Sat	3	1 day	2 days
	STANDARD -ETA	Mon-Sat	3		2 days
	72	Mon-Sat	3		3 days
Premium Tracked	NEXTDAY	Mon-Sat	3	0 Days	1 day
	NEXTDAY-ETA	Mon-Sat	3		

4.1.2 Service Coverage

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

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

¹² Additional transit days and alternative delivery days may apply for some remote and mainland UK postcodes. Please refer to www.whistl.co.uk/trackedpostcodeareas for more information. Items destined for Out Of Area (OOA) postcodes may take up to 7 days for a first time delivery attempt to take place.

NEXTDAY	✓			
NEXTDAY - ETA	✓			

4.1.3 Available Formats

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

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

4.1.4 Weights and Dimensions

The following formats are available on our services:

Product	Format	Maximum Dimensions	Maximum Weight
Tracked and Premium Tracked	Packet	1.2m length. 2.25m length plus girth.	2.0kg
	Parcels	1.2m length. 0.23m3	15kg
	Large Parcels ¹³	3m length. 4.2m length + Girth	30kg

4.1.5 Confirmation of Delivery

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

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

£ = OPTIONAL

4.1.6 Signature

Where a physical signature has been given on these services the signature may be viewed via the customer portal, if a signature is not visible but one is required please contact the WISMO team to request from the carrier directly.

4.1.7 Delivery Attempts

Hermes Services include a maximum of three delivery attempts, depending on the level of customer contact information a digital calling card may be used or a paper version left by the carrier.

4.1.8 Carrier SMS & Email (Domestic)

On Domestic deliveries Hermes will email and text recipients on the day of delivery. Depending on the service selected customer will either receive a 4hour or 2hour delivery window, and recipients can update their delivery preferences using the Hermes APP if downloaded.

4.1.9 Safe Place Photo

Items delivered to leave safe locations on domestic fully tracked services using Hermes will include a photograph of the safe place location taken by the delivery driver. This is not guaranteed as there may be occasions when a safe place photo is not possible due to location or technical restrictions. This photo if available can be viewed

¹³ Please ensure you speak to your Whistl account manager before shipping items of this size as we require operational sign off and specialist vehicle may be needed.

using the customer portal in the same way you would view a POD however if this isn't downloadable please contact the WISMO team if required.

4.1.10 ETA

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

Items sent via Hermes 24hr and 48hr services will automatically receive email based ETA notifications for no additional charge. Delivery windows for this inclusive service will be limited to 4hrs only.

4.2 Compensation

Compensation¹⁴ is available on the following services

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

£ = OPTIONAL

4.2.1 Types of Available Compensation

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

4.2.2 Lost Items

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

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

4.2.3 Damaged Items

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

4.2.4 Denial of Receipt

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

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

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

4.2.5 Delivery Delay

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

4.2.6 Transit Liability / Carriage

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

¹⁴ Compensation is easily identified within the set up and services as 'Cover'

4.2.7 Claim Timeframes

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

Compensation may not be claimed for packages containing restricted items (please refer to <https://www.myhermes.co.uk/send-a-parcel/non-compensation-items> or for items with weights or dimensions exceeding our Parcel format.

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

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

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

4.3 Prohibited Items, Dangerous Goods and Restricted Items

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

If items are identified by Whistl or our carriers, the items will be handled in accordance with Error! Reference source not found. **within our Domestic Fully Tracked Customer Guide**.

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

Where items are classed as Dangerous Goods Packaged in Limited Quantities (LQ), please refer to Error! Reference source not found. **in our Domestic Fully Tracked Customer Guide**.

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

4.4 Presentation Requirements

4.4.1 Segregation

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

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

4.4.2 Container Cards

Items despatched using courier services should be presented with a corresponding container card¹⁵. The container card must be affixed to each container to ensure work may be processed through the correct processing channel when received by our depot. Failure to provide a container card may result in items being misprocessed or failing to meet our carrier injection windows.

4.4.3 Consumables

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

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

The initial allocation will be based on your forecast figures and agreed with your Account Manager. Replenishment will be determined by your two week rolling and containers will be exchanged on a one for one basis unless forecast figures dictate additional requirements. If additional containers are required, these should

¹⁵ For an example container card, please refer to **Appendix A - Example Container Card in our Domestic Fully Tracked Customer Guide**. Specific carrier container cards are provided during the account set-up.

be ordered as part of our reordering process. For more information on forecasting, please refer to Error! Reference source not found. in our **Domestic Fully Tracked Customer Guide**.

4.5 Known Surcharges

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

Surcharge	Description
Relabelling	An item is relabelled by Whistl or its carrier. Visible in item tracking.
Fuel Surcharge	Calculated against the unit price of the item where the movement of an item has occurred ¹⁶ .
Return to Sender	A per item charge for the return of an item from Whistl or our carriers. Visible in item tracking.
OS1	Declared as a Packet, actual dimensions or weight equivalent to Parcel or Small Parcel
OS2	Declared as a Small Parcel, actual dimensions or weight equivalent to Parcel or Large Parcel
OS3	Declared as a Parcel, actual dimensions or weight equivalent to Large Parcel
OS4	Actual dimensions or weight exceed Large Parcel

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

4.5.1 Unknown Surcharges

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

¹⁶ Please refer to your domestic contracts for more information on our Fuel Surcharges

5.0 Yodel

5.1 Service Summary

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

5.1.1 Delivery Speeds

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

Product & Service		Delivery		Delivery Speed	
		Days	Attempts	Handover to Carrier	1st Delivery Attempt
Tracked ¹⁷	48	Mon-Sat	3	1 day	2 days
	72	Mon-Sat ¹⁸	3	1 day	3 days
Premium Tracked	24	Mon-Sat	3	0 Days	1 day

5.1.2 Service Coverage

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

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

¹⁷ Additional transit days and alternative delivery days may apply for some remote and mainland UK postcodes. Please refer to <https://www.yodel.co.uk/remote-areas-and-transit-times/> for more information. Items destined for Out Of Area (OOA) postcodes may take up to 7 days for a first time delivery attempt to take place.

¹⁸ Delivery days vary by offshore location and 3rd party partner. Please refer to <https://www.yodel.co.uk/yodel-services/yodel-uk-delivery/offshore/> for more information

5.1.3 Available Formats

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

Product and Service		Xpress Mini	Xpress Parcel	Xpect Parcel	Xpect Large Parcels
Tracked	48	✓	✓	✓	✓
	72		✓	✓	
Premium Tracked	24		✓	✓	

5.1.4 Weights and Dimensions

The following formats are available on our services:

Product	Format	Maximum Dimensions	Maximum Weight
Tracked and Premium Tracked	Xpress Packet	50cm longest Length. 0.031m3	3.0kg
	Xpress Parcels	90cm longest Length. 0.113m3	17kg
	Xpect Parcel	120cm longest Length. 0.23m3	30kg
	Xpect Large Parcel	170cm longest Length. 0.28m3	30kg
International – Republic Of Ireland	Packet	60cm longest length. L+W+H = max 90cm	2kg
	Parcel	120cm longest length. L+W+H = max 300cm	30kg

5.1.5 Confirmation of Delivery

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

Product & Service		NON POD	POD
Tracked and Premium Tracked	Xpress mini	✓	
	Xpress Parcel	✓	✓
	Xpect Parcel and XL	✓	✓
	Offshore	✓	✓
International	Packet and Parcel	✓	

5.1.6 Signature

Where a physical signature has been given on these services the signature may be viewed via the customer portal, if a signature is not visible but one is required please contact the WISMO team to request from the carrier directly.

5.1.7 Delivery Attempts

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

5.1.8 Carrier SMS & Email (Domestic)

On Domestic deliveries Yodel will email and text recipients on the day of delivery. The Xpect service will include additional features and a 2hr delivery window, the remaining Express and offshore will receive a 4hr delivery window as standard, SMS is standard except on the Xpress mini and Offshore services

5.1.9 Safe Place Photo

Items delivered to leave safe locations on domestic fully tracked services using Yodel will include a photograph of the safe place location taken by the delivery driver. This is not guaranteed as there may be occasions when a safe place photo is not possible due to location or technical restrictions. If you require to see this photo if delivery is disputed please contact the WISMO team.

5.1.6 ETA

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

5.2 Compensation

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

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

5.2.1 Types of Available Compensation

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

5.2.2 Lost Items

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

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

5.2.3 Damaged Items

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

5.2.4 Denial of Receipt (Disputed Delivery)

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

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

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

5.2.5 Delivery Delay

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

5.2.6 Transit Liability / Carriage

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

5.2.7 Claim Timeframes

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

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

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

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

5.3 Prohibited Items, Dangerous Goods and Restricted Items

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

If items are identified by Whistl or our carriers, the items will be handled in accordance with Error! Reference source not found. **in our Domestic Fully Tracked Customer Guide**.

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

Where items are classed as Dangerous Goods Packaged in Limited Quantities (LQ), please refer to Error! Reference source not found. **in our Domestic Fully Tracked Customer Guide**.

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

5.4 Presentation Requirements

5.4.1 Segregation

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

	1	2
Product	Tracked	Premium Tracked
Service	48 Hour and 72 Hour ¹⁹	24 Hour
Formats	All	All

5.4.2 Container Cards

Items despatched using courier services should be presented with a corresponding container card²⁰. The container card must be affixed to each container to ensure work may be processed through the correct processing channel when received by our depot. Failure to provide a container card may result in items being misprocessed or failing to meet our carrier injection windows.

5.4.3 Consumables

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

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

The initial allocation will be based on your forecast figures and agreed with your Account Manager. You must ensure your forecast is accurate and kept up to date. Replenishment will be determined by Whistl using your two week rolling forecast and containers will be exchanged on a one for one basis unless Whistl agrees otherwise in writing (including email). If additional containers are required, these should be ordered as part of our reordering process. For more information on forecasting, please refer to Error! Reference source not found. **of our Domestic Fully Tracked Customer Guide**.

5.5 Known Surcharges

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

¹⁹ Includes offshore and international items in any 48 hour presentation

²⁰ For an example container card, please refer to **Appendix C - Example Container Card in our Domestic Fully Tracked Customer Guide**. Specific carrier container cards are provided during the account set-up.



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 ²¹ .
Return to Sender	A per item charge for the return of an item from Whistl or our carriers. Visible in item tracking.
Non Machineable Parcel	Items that do not travel on a flat or inclined conveyor, items without outer packaging, items where outer packaging does not keep the Parcel stable when moved along, up or down a conveyor, items where labels can only be read manually, items with protruding parts including metals, items where packaging is at risk of splitting when moved on a conveyor due to how they are packed or the contents therein, all hazardous material and any item that has the potential to injure an individual or damage equipment or damage other parcels if moved on the automated machinery.
Xpress surcharge	For items shipped on XPRESS services where the item exceeds one or more of the following: 17kg weight, 90cm length or 0.113m ³ volume.
Out of Gauge (OGL1 / OGV1)	For items shipped on any service (other than the XPECT XL service) where the item is between 120cm & 170cm in length and/or 0.23m ³ & 0.28m ³ in volume.
Out of Gauge (OGL2 / OGV2 or OGL3 / OGV3)	For items shipped on any service where the item exceeds one or more of the following: 30kg weight, 170cm length or 0.28m ³ volume
XPRESS Mini Surcharge	For items shipped on XPRESS Mini services where the item exceeds one or more of the following: 3kg weight, 50cm length or 0.0315m ³ volume.

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

5.5.1 Unknown Surcharges

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

²¹ Please refer to your domestic contracts for more information on our Fuel Surcharges

6.0 Royal Mail

6.1 Service Summary

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

6.1.1 Delivery Speeds

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

Product & Service		Delivery		Delivery Speed	
		Days	Attempts	Handover to Carrier	1st Delivery Attempt
Tracked ²²	48	Mon-Sat	1	1 day	2 days
Premium Tracked	24	Mon-Sat	1	0 Days	1 day

6.1.2 Service Coverage

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

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

²² Additional transit days and alternative delivery days may apply for some remote and mainland UK postcodes. Please refer to <https://www.royalmail.com/sites/royalmail.com/files/2020-06/royal-mail-uk-parcel-services-user-guide-01-july-2020.pdf> for more information. Items destined for Out Of Area (OOA) postcodes may take up to 7 days for a first time delivery attempt to take place.

6.1.3 Available Formats

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

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

6.1.4 Weights and Dimensions

The following formats are available on our services:

Product	Format	Maximum Dimensions	Maximum Weight
Tracked and Premium Tracked	Letterboxable	35.3cm length, 25cm width, 2.5cm height	1kg
	Parcel ²³	40cm length, 25cm width, 30cm height	5kg

6.1.5 Confirmation of Delivery

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

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

6.1.6 Signature

Where a physical signature has been given on these services the signature is not viewable via the customer portal, if one is required please contact the WISMO team to request from the carrier directly but only do this if one isn't available after checking on the carriers own website. You can however see the name of the person who signed for the item within the portal.

6.1.7 Delivery Attempts

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

6.1.8 Carrier SMS & Email (Domestic)

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

6.1.9 Safe Place Photo

Royal Mail will only leave safe if instructed to do so from the end recipient as a preferred option along with an amendment to the delivery date if the end recipient will not be home, safe place photos are at the end recipients own risk and a photo may be taken which if available is viewable on the Royal Mail website.

6.1.10 ETA

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

²³ RM Caveat*****

6.2 Compensation

Compensation is standard on the following 2020 product range services:

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

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

6.2.2 Lost Items

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

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

6.2.2 Damage

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

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

6.2.4 Denial of Receipt (disputed delivery)

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

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

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

6.2.5 Delivery Delay

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

6.2.6 Transit Liability / Carriage

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

6.2.7 Claim Timeframes

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

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

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

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

6.3 Prohibited Items, Dangerous Goods and Restricted Items

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

If items are identified by Whistl or our carriers, the items will be handled in accordance with Error! Reference source not found. **in our Domestic Fully Tracked Customer Guide.**

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

Where items are classed as Dangerous Goods Packaged in Limited Quantities (LQ), please refer to Error! Reference source not found. **in our Domestic Fully Tracked Customer Guide.**

For further detail please refer to the Carrier link <https://www.royalmail.com/sites/royalmail.com/files/2020-06/royal-mail-uk-parcel-services-user-guide-01-july-2020.pdf> or https://www.royalmail.com/sites/default/files/royal-mail-prohibited-and-restricted-items-nov-23-2018---23410530_updated_April_19.pdf it's also important to note that as Whistl is the collecting carrier that any restrictions should also be checked against the Whistl restricted item list.

6.4 Presentation Requirements

6.4.1 Segregation

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

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

6.2.2 Container Cards

Items despatched using courier services should be presented with a corresponding container card²⁴. 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.

6.2.3 Consumables

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

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

The terms on which you use consumables are set out in your contract with Whistl. The initial allocation will be based on your forecast figures and agreed with your Account Manager. You must ensure that your forecast is accurate and is kept up to date. Replenishment of consumables will be determined by Whistl using your two week rolling and containers will be exchanged on a one for one basis unless Whistl agrees otherwise in writing (including email). If additional containers are required, these should be ordered as part of our reordering process. For more information on forecasting, please refer to Error! Reference source not found. **in our Domestic Fully Tracked Customer Guide.**

6.5 Known Surcharges

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

Surcharge	Description
Relabelling	An item is relabelled by Whistl or its carrier. Visible in item tracking.
Fuel Surcharge	Calculated against the unit price of the item where the movement of an item has occurred ²⁵ .

²⁴ For an example container card, please refer to **Appendix C - Example Container Card in our Domestic Fully Tracked Customer Guide.** Specific carrier container cards are provided during the account set-up.

²⁵ Please refer to your domestic contracts for more information on our Fuel Surcharges



Return to Sender	A per item charge for the return of an item from Whistl or our carriers. Visible in item tracking.
Item greater than 31.5 litres	Actual dimensions exceed 31.5 litres volumetrically
Oversized Letterboxable	National reversion of all Letterboxable items where items are declared as Letterboxable but have weight and/or dimension in excess of Letterboxable product

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

6.5.1 Unknown Surcharges

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



Whistl Carrier Guide Version Control

Document history pre-design changes

Date	Version No.	Section Revised	Revision Summary
16/12/2020	1.0	All	New Carrier Guide for Whistl Parcel services containing specifications for our carriers; DPD, Hermes, Yodel and Royal Mail.

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