whistl mail



AllSort

Customer Guide

v1.6

Table of Contents

1.0 AllSort Overview 3
1.1 Who it suits 3
1.2 Minimum volumes 3
1.3 Included services † 3
1.4 Collections 4
1.5 Presentation 4
1.6 AllSort service summary by format 4
1.7 Force Majeure Events 4
2.0 AllSort National (UK) Items 5
2.1 Description † 5
2.2 Addressing layout for national letters, large letters, packets & parcels 5
2.3 Presentation requirements 6
2.4 Size limits – letter, large letter, packet and parcel 6
3.0 AllSort International Mail 7
3.1 Description † 7
3.2 Addressing requirements 7
3.3 Customs declaration 7
3.4 Presentation requirements 7
3.5 Size limits 8
4.0 AllSort BFPO Mail 9
4.1 Description † 9
4.2 Addressing requirements 9
4.3 Customs declaration 9
4.4 Presentation requirements 9
4.5 Size limits 10
5.0 AllSort Returns Policy 11
6.0 Consumables 12
6.1 Re-ordering consumables 12
6.2 Tray labels 12
7.0 Forecasting 13
8.0 Collection Process 14
8.1 Collection times 14
8.2 Collection time change process 14
8.3 Customer Health and Safety procedures 14
8.4 Unloading and handover at customer premises 14
8.5 Contingency 14
8.6 Non-machineable or non-routable mail 14
9.0 Data Protection 15
9.1 Data Processing carried out by Whistl 15
9.2 Third Party Processors 16
9.3 How Whistl treats Personal Data 16
Appendix A 18
AllSort envelope layout requirements for machineable items 18
Appendix B 19
Prohibited items – UK Bound, International & BFPO 19
Appendix C 20
How to address your items correctly by country 20
Appendix D 22
BFPO numbers – static and ship 22
Whistl AllSort Customer Guide Version Control 25

1.0 AllSort Overview

AllSort is an unsorted service for Letters and Large Letters where the service aim is to deliver within the UK in 3 days, an unsorted service for Packets where the service aim is to deliver within the UK in 3 days and an unsorted service for Parcels up to 15kg where the service aim is to deliver within the UK in 3-5 days. We also provide an unsorted service for items delivered internationally or addressed to the BFPO where the service aim is to deliver in 4 – 8 days. †

AllSort offers customers a competitive and flexible service by sorting non-machineable or non-readable unsorted mail. This includes handwritten mail, international mail, BFPO and items outside the Premier or PremierSort specification. AllSort includes all formats such as letters, large letters, packets and parcels.

1.1 Who it suits

AllSort is perfect for businesses currently using Whistl Premier, PremierSort and PremierSort Flex that have additional volumes of mail items that do not meet the specification.

AllSort is also ideal for customers currently using franking machines and send mail items 2nd class within the UK, or for people who send international mail and items to the Armed Forces (BFPO).

AllSort will eliminate the additional costs associated with franking such as lease payments, maintenance charges, meter reset charges, consumable costs and rate update charges. Not only will AllSort save you money, but it will save you time and hassle.

1.2 Minimum volumes

A minimum of 250 items per collection is required. Volume requirements per collection are also geographic dependent.

1.3 Included services †

- Unsorted 3 day service for UK bound letters and large letters.
- Unsorted 3 day service for UK bound packets.
- Unsorted 3-5 day service for UK bound Parcels up to 15kg.
- Unsorted 4-8 day service for International mail.
- Unsorted 4-8 day service for BFPO.
- Handwritten items
- Polywrapped items
- Packets
- Parcels*
- >5mm per item
- >100g per item
- Return of undeliverables for UK bound and BFPO mail only. International mail undeliverables will not be returned.

Excluded Services:

- 1st Class items
- Special delivery
- Recorded delivery

*For Parcels, is the service aim is for the first delivery attempt to be made within 3-5 days. Up to 3 attempts will be made after which the item will be deemed undeliverable and returned.

† The service aims are targets only and the time and date 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). The dates for collection, processing, handover and delivery exclude any day which is a public holiday in any part of the United Kingdom and for international items, any day which is a public holiday in the country in which the recipient is resident or through which the item is transported.

1.4 Collections

Collections from customers will be between Monday and Friday, not including public holidays in any part of the United Kingdom. Saturday collections will be by agreement only. Collection times will be by agreement between the customer and Whistl.

1.5 Presentation

- UK bound mail to be separated by format – letters, large letters, packets, parcels. Items are to be presented in Whistl orange trays with the correct tray labels.
- International mail to be presented in mail trays, unsorted with the correct tray labels. Separation by format is not required.
- BFPO mail to be presented in mail trays, unsorted with the correct tray labels. Separation by format is not required.

1.6 AllSort service summary by format

Service	AllSort										
	National	International	BFPO	0-100g	101-250g	251-500g	501-750g	751-1000g	1001-1250g	1251-2000g	10-15kg
Letters	Y	Y**	Y	Y	N	N	N	N	N	N	N
Large letters	Y	Y**	Y	Y	Y	Y	Y	N	N	N	N
Packets	Y	Y**	Y	Y	Y	Y	Y	Y	Y	Y	N
Parcels	Y	N	Y*	Y	Y	Y	Y	Y	Y	Y	Y

*See weight restrictions for BFPO in **section 4.5.**
**Our International AllSort service does not require sortation by format.

1.7 Force Majeure Events

Whistl is not liable for delay in performing, or failure to perform, any of its obligations if such delay or failure results from any event or combination of events adversely affecting the ability of Whistl to perform its obligations where such event arises from or is attributable to acts, events, omissions or accidents that were beyond the reasonable control of Whistl. These include (without limitation) strikes, lock-outs or other industrial disputes (whether involving the workforce of Whistl or any other party), failure of a utility service, disruption to transport network, act of God, war, riot, civil commotion, epidemic, pandemic, acts (or threat) of terrorism, malicious damage, compliance with any law or governmental order, rule, regulation or direction, acts of local or central government or other competent authorities, seizure or forfeiture under legal process, inherent liability to wastage in bulk or weight, faulty design, latent defect or inherent defect, vice or natural deterioration of the items, insufficient or improper packing, insufficient or improper labelling or addressing, accident, breakdown of plant or machinery, fire, earthquake, explosion, flood, storm, ice, frost or default of Whistl or its carriers or subcontractors and any event or other consequences arising as a result of or in connection with the full or partial withdrawal of the United Kingdom after the transition period from the European Union.

2.0 AllSort National (UK) Items

2.1 Description †

- A 3 day national service within the UK for unsorted letters and large letters that do not meet the machineable item specification.
- A 3 day national service for all packets that do not meet the machineable item specification.
- A 3-5 day national service for parcels up to 15kg.
- Flexible collection times to be arranged between the customer and Whistl.
- Items must have a full address and postcode.
- Pre-printed return address preferred.

AllSort national (UK) service summary

Day 0 Unsorted mail collected from the customer, mail delivered to Whistl sortation centre.

Day 1 Mail recorded, sorted and bagged.

Day 2 Bags of sorted mail delivered to the Royal Mail/3rd party carrier.

Day 3 Letters, Large Letters and Packets delivered, DSA mail delivered by Royal Mail.

Day 3-5 Mail delivered by a 3rd Party Carrier for parcels.

† The times and dates stated are targets only and the time and date 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 above for more details) or by an act or omission of the Customer (or its employees, agents or contractors). The dates for collection, processing, handover and delivery exclude any day which is a public holiday in any part of the United Kingdom.

2.2 Addressing layout for national letters, large letters, packets & parcels

The addressing layout for national letters, large letters, packets and parcels are as follows:

- Envelopes, packets and parcels should not have a pre-printed Whistl indicia.
- The indicia zone must be kept clear for Whistl indicia spraying.
- Return addresses must be provided for all items. Preferably with the return address pre-printed on the envelope, packet or parcel. If return addresses cannot be pre-printed, then the address details must be provided on the tray label.
- The customer must ensure each mailing item is addressed to its recipient so the address is visible and legible at all times (handwriting must be neat).
- Parcels cannot be delivered to a PO Box address for security reasons as they are delivered by a 3rd party carrier.
- A full postcode is required.
- The address should be left justified, keeping the right-hand side clear of any address details for code marking.
- For machineable* letters (DL and C5), the address should appear parallel to the longest edge.
- For machineable large letters (C4), the address should appear parallel to the shortest edge.
- Please refer to **Appendix A** for more information on the AllSort machineable letter envelope layout.

*Machineable items are items that are <100g & <5mm thick that will pass through the sortation machine. Non-machineable items are items that are oversized or polywrapped and don't pass through the sortation machine.

2.3 Presentation requirements

- Mailings that are presented must be separated into different trays according to format (UK only) and destination:
  - UK bound – letters
  - UK bound – large letters
  - UK bound – packets
  - UK bound – parcels
  - International mail (see section 3.0)
  - BFPO (see section 4.0)
- Letters and Large Letters must be supplied in trays, unbranded facing the same direction.
- Goods fulfilment items (Large Letters and Packets) can be presented loose in bags, magnums or alps.
- DL/C5 envelopes should be placed upright, standing on their long edge, C4 envelopes should be placed face down.
- Trays should not be overfilled as it makes handling difficult and can cause envelopes to stick.
- Items must be clearly labelled using the Whistl tray label for the applicable product.
- Items must be presented with an AllSort collection receipt upon collection by Whistl.

2.4 Size limits – letter, large letter, packet and parcel

	Letter	Large letter	Packet	Parcel
				
	E.g. Unfolded letters, postcards, bills, statements DL & C5 size.	E.g. Unfolded A4 letters, brochures & magazines C4 size.	E.g. Books, videos, cassettes, product Samples.	E.g. Large boxes, large jiffy bags.
Machineable	**Length:** 240mm max **Width:** 165mm max **Thickness:** 5mm max **Weight:** 100g max	**Length:** 353mm max **Width:** 250mm max **Thickness:** 4mm max **Weight:** 100g max	N/A	N/A
Non-machineable	**Length:** 240mm max **Width:** 165mm max **Thickness:** 5mm max **Weight:** 100g max * Any letter that is not flexible is polywrapped or cannot be sorted mechanically.	**Length:** 353mm max **Width:** 250mm max **Thickness:** 25mm max **Weight:** 750g max * Any letter that is not flexible is polywrapped or cannot be sorted mechanically.	**Length:** 610mm max **Width:** 460mm max **Thickness:** 460mm max **Weight:** 2kg max	**Length:** 1200mm max **Width:** 600mm max **Thickness:** 600mm max **Volume:** 0.432m³ max **Weight:** 15kg max

3.0 AllSort International Mail

3.1 Description †

- A 4-8 day international service for unsorted letters, large letters and packets.
- AllSort international items are delivered between 4-6 working days in Europe and 6-8 days for rest of the world.
- Flexible collection times to be arranged between the customer and Whistl.
- Items must have a full address including the destination country.
- Items must not carry any perishable items, dangerous substances or prohibited items, these items will be destroyed immediately – see **Appendix B** for a full list of prohibited items.

AllSort international service summary

Day 0 Unsorted mail collected from customer. Mail delivered to Whistl sortation centre Mail sorted and then recorded into international zones.

Day 1 Bags of sorted mail delivered to our international mailing partner Mail sorted to country destination.

Day 2 International mail dispatched.

Day 2-3 Mail in transit to destination country.

Day 4-8 Mail delivered internationally.

† The times and dates stated are targets only and the time and date 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 above for more details) or by an act or omission of the Customer (or its employees, agents or contractors). The dates for collection, processing, handover and delivery exclude any day which is a public holiday in any part of the United Kingdom and for international items, any day which is a public holiday in the country in which the recipient is resident or through which the item is transported.

3.2 Addressing requirements

There are three basic rules:

1. Many countries operate a postcode system. Therefore, please make sure the postcode is on the item.
2. For European destinations the postcode usually goes to the left of the town e.g. 04103 LEIPZIG, 11780 ATHENS.
3. Always write the town and country in capital letters with the full country name appearing last in the address. Do not abbreviate as this can cause confusion e.g. items addressed to Kingston WI may end up in London W1 rather than the West Indies.

Please see **Appendix C** for a full listing of countries and correct addressing examples.

3.3 Customs declaration

If you are sending a package to a destination outside the European Union, you will probably need to add a customs label to the item.

For items with a value up to and including £270 you must attach a completed and signed CN22 label as near as possible to the top left-hand corner on the front of the item, without obscuring the address.

For items with a value over £270 you must attach the top part of the CN22 and a CN23 form in a plastic wallet.

In both cases you will need to sign to certify the item does not contain any dangerous articles prohibited by postal regulations. Please ensure that your item has a CN22 affixed and that you have written the name and address of the person who signed the CN22 on the front of the package.

If you require the CN22 and CN23 customs labels, please contact your Whistl Account Manager.

3.4 Presentation requirements

- All international items must be presented in an agreed consumable.
- International items do not need to be separated by format or country destination.
- Items must be clearly labelled using the correct AllSort tray label for international items.
- On collection items must be presented with an AllSort collection receipt.

3.5 Size limits

	Maximum weight	Description
Letter & postcards	2kg	Personal items, anything you would normally send in the post.
Packets	2kg	Goods, gifts and commercial samples up to 2kg (1kg to Saudi Arabia). Simply write PACKET on the front top left hand corner and attach a Customs declaration.

	Maximum size	Maximum size
Letter or packet	One surface at least 90mm x 140mm	Length, width and depth combined – 900mm (e.g. 300mm Length x 300mm width x 300mm depth) Greatest single dimension – 600mm
Postcode	90mm x 140mm	120mm x 235mm

4.0 AllSort BFPO Mail

4.1 Description †

- A 4-8 day BFPO service for unsorted letters, large letters, packets & parcels.
- Flexible collection times to be arranged between the customer and Whistl.
- Items must have the correct BFPO number.
- Items must not carry any dangerous substance or prohibited items, these items will be destroyed immediately – see **Appendix B** for a full list of prohibited items.

AllSort BFPO service summary

Day 0 Unsorted mail collected from customer.
Mail delivered to Whistl sortation centre.
BFPO mail sorted, recorded & bagged.

Day 1 Bags of sorted mail delivered to BFPO.

Day 2-3 Mail sorted by BFPO Number Mail dispatched by BFPO.
Mail in transit to destination country.

Day 4-8 Mail delivered to BFPO recipient.

† The times and dates stated are targets only and the time and date 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 above for more details) or by an act or omission of the Customer (or its employees, agents or contractors). The dates for collection, processing, handover and delivery exclude any day which is a public holiday in any part of the United Kingdom and for international items, any day which is a public holiday in the country in which the recipient is resident or through which the item is transported.

4.2 Addressing requirements

Each item should be addressed correctly to the addressee as the following:

Name (of addressee)
Unit (e.g. 13 Regiment RA)
Operation Name
BFPO Number (e.g. 40)

- Do not indicate the geographical location (i.e. Germany) – this will prevent the item entering the civil system in the country.
- A return address clearly showing the company name should be shown on each item in the event of a non-delivery.
- For BFPO numbers and locations please see **Appendix D** for more detail.

4.3 Customs declaration

Mail to BFPOs 801 to 825 and to BFPO addresses in EU countries do not need a Customs document.
For all other destinations where mail contains goods (regardless of value) please attach a signed CN22 Customs label to the outside of the item.

HM Customs and Excise pay particular attention to all BFPO mail arriving to or leaving the UK. It is important the sender correctly completes and signs the declaration on Customs label CN22. Local Customs authorities at overseas bases may also have the right to examine mail addressed to HM Forces and may make charges under local regulations.

If you require the CN22 Customs labels, please contact your Whistl Account Manager.

4.4 Presentation requirements

- All BFPO items must be presented in an agreed consumable.
- BFPO items do not need to be separated by format.
- Items must be clearly labelled using the correct tray label for BFPO.
- Upon collection items must be presented with an AllSort collection receipt.

4.5 Size limits

Maximum weight

All BFPO's except the following:	15kg
BFPO ships	11kg (due to operation reasons we are unable to accept items over 11kg to BFPO 203 to 482 and 485 to 495)
BFPO 747	No service available
Exercise & operation	2kg (seek advice of BFPO Number)

Minimum weight

Maximum length	1.05m
Max length and width combined	2.00m

5.0 AllSort Returns Policy

Any undeliverable mailing item will be returned to the UK return address, provided on the mailing item. Where no suitable UK return address can otherwise be identified, Whistl may on occasion open a mailing item to identify a point of return.

Any BFPO item will only be returned to the customer if the company name is clearly shown. The return of BFPO items will be made on the next collection.

Whistl cannot deliver any undeliverable items that carry an international address.

6.0 Consumables

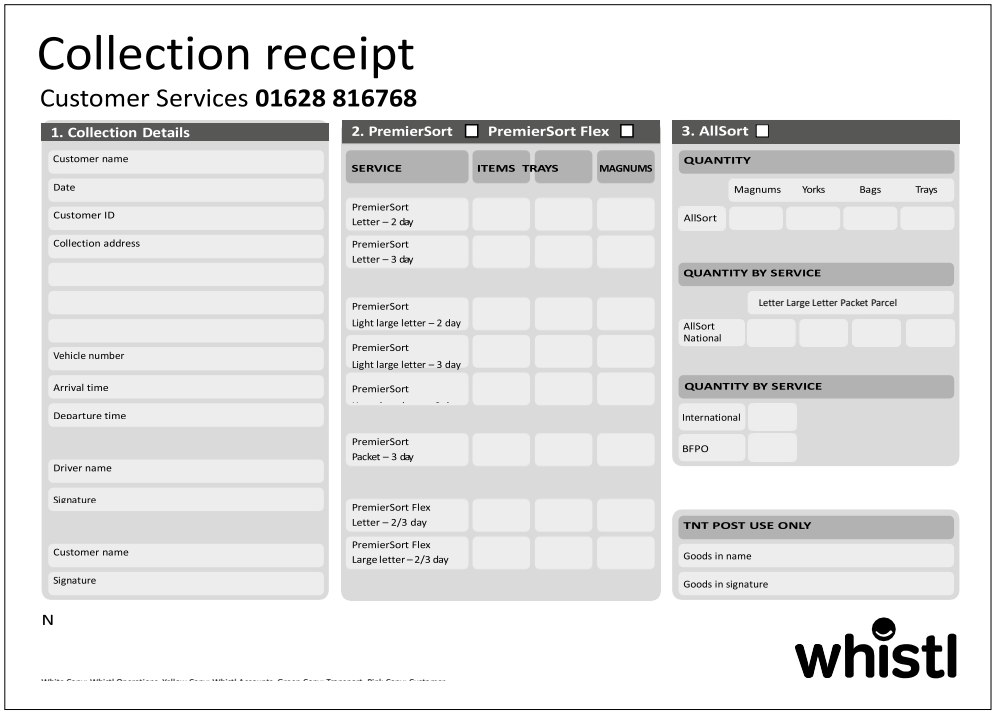
Whistl will supply the relevant equipment required by Whistl customers which will only be used for the final transportation of mail to Whistl centres. Whistl will provide the initial tray and container allocation based on the forecast figures provided by the customer. Whistl Customer Services will determine a replenishment of Whistl trays based on the weekly forecast provided by the customer and exchanged on a one for one basis.

6.1 Re-ordering consumables

The customer will provide Whistl Customer Services with two (working) days' notice of their requirements and Whistl will endeavour to provide the customer's required amounts within the notice period. Please contact Whistl Customer Services on 01628 816768 to re-order consumables.

6.2 Tray labels

Whistl will provide an electronic template of the AllSort tray label during the initial customer go live presentation. There are six formats of tray labels – UK bound letters, UK bound large letters, UK bound packets, UK bound parcels, international items, and BFPO items.



7.0 Forecasting

The customer must provide Whistl Customer Services with a 7 day and 24 hour forecast of their mailing. The forecast will include anticipated volume of mailing items and must provide details of the format and destination of mailing items expected to be handed over on each of the next 7 working days and the day prior to collection.

8.0 Collection Process

8.1 Collection times

Standard collection times will be set up prior to the customer's first collection and will be considered fixed from this point. However, if mutually agreeable to both the customer and Whistl Customer Services, these collection times are flexible.

8.2 Collection time change process

The aim of this process is to ensure requests for new or changes to existing collection times are managed in a controlled way. Whistl Customer Services will coordinate requests and notification of changes to collection times.

Any requests to change collection times must be made by e-mail to Whistl Customer Services and may require at least 14 working days for changes to be processed. Whistl Customer Services will confirm by e-mail, subject to capacity and capability, whether the change of collection time is acceptable.

Although Whistl will endeavour to meet the customer's requirements, this may not be possible in every instance. The final decision regarding the allocation of collection times rests with Whistl.

8.3 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.

8.4 Unloading and handover at customer premises

- Separate mailings must be unloaded into separate containers which will facilitate the revenue protection checks against each mailing.
- Customers provided with Whistl containers are responsible for loading and unloading the containers when and where directed by the Whistl driver.
- All mailings handed over to a Whistl driver must be accompanied by a collection receipt.
- At handover, the Whistl employee will sign, time and date both copies of the collection receipt. Whistl and the customer's driver will each retain one copy of the collection receipt.

8.5 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.

8.6 Non-machineable or non-routable mail

Non-machineable or non-routable mail includes mail for addresses outside the UK, for BFPO addresses, without a full address, or does not comply with, or is not presented in accordance with the specification outlined in the PremierSort Customer Guide. Mail classified as non-machineable or non-routable will be defaulted to Whistl AllSort wherever possible if Whistl so elects. In this case the customer shall pay the current Whistl AllSort rates and handling charge.

If Whistl cannot, or elects not to, process the non- machineable mail, then the items will be returned to the customer at such time as Whistl may elect.

This is likely to be at the same time as a future collection from the customer.

9.0 Data Protection

9.1 Data Processing carried out by Whistl

This section relates to the parties obligations under Data Protection Legislation which means all applicable data protection and privacy legislation in force from time to time in the UK including the Data Protection Act 2018 and the Privacy and Electronic Communications Regulations 2003 as amended and any other laws, regulations and secondary legislation, as amended or updated from time to time, in the UK.

The following table sets out the personal data that Whistl processes when providing delivery services for the Customer:

Data subjects	Recipients of the Customer's mail items.
Categories of Data	Data subject's name and address as printed on the front of the mail item.
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 processes personal data for the following purposes: • Address read manually or by sortation machine in order to sort the mail to the correct geographical location. • Image of the front of the item is recorded, stored using a 3rd-party application, and retrieved to assist with delivery and invoicing queries. • Ahere the video encoding service is used an image of the name and address on the front of an unsorted item is recorded and transmitted to our third party processors to be read.
Duration	The duration of the processing is as follows: • Machine-processing for sortation takes less than 2 seconds. • Manual processing for sortation takes less than 1 day. • Images of the front of the envelope are stored for 90 days. • Video encoded images are accessed for less than 5 minutes.
Deletion of Processed Data	At the end of these periods, the personal data is automatically deleted.
Third party processors	Whistl uses third party processors to store envelope images and in relation to the video encoding service. Details of the third party processors and their activities are set out below.

9.2 Third Party Processors

Whistl may use the following third parties to carry on processing on its behalf:

Name of third party processor	PostNL Data Solutions BV	Straive	Prime Vision BV
Location	Netherlands	Philippines & Vietnam	Netherlands
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.	An image of the name and address on the front of unsorted items.
Details of processing	PostNL Data Solutions receive the personal data from Whistl into their systems and allow personnel from Straive access to read the personal data.	The image is made available by PostNL Data Solutions to view the address.	Prime Vision provide an application for the storage of images.
Purpose	Receipt of the personal data to be read by personnel from Straive (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.	To assist with delivery and invoicing queries.

9.3 How Whistl treats Personal Data

- 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 (https://ico.org.uk/for-organisations/uk-gdpr-guidance-and-resources/controllers-and-processors/controllers-and-processors/how-do-you-determine-whether-you-are-a-controller-or-processor/#2).

- 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;

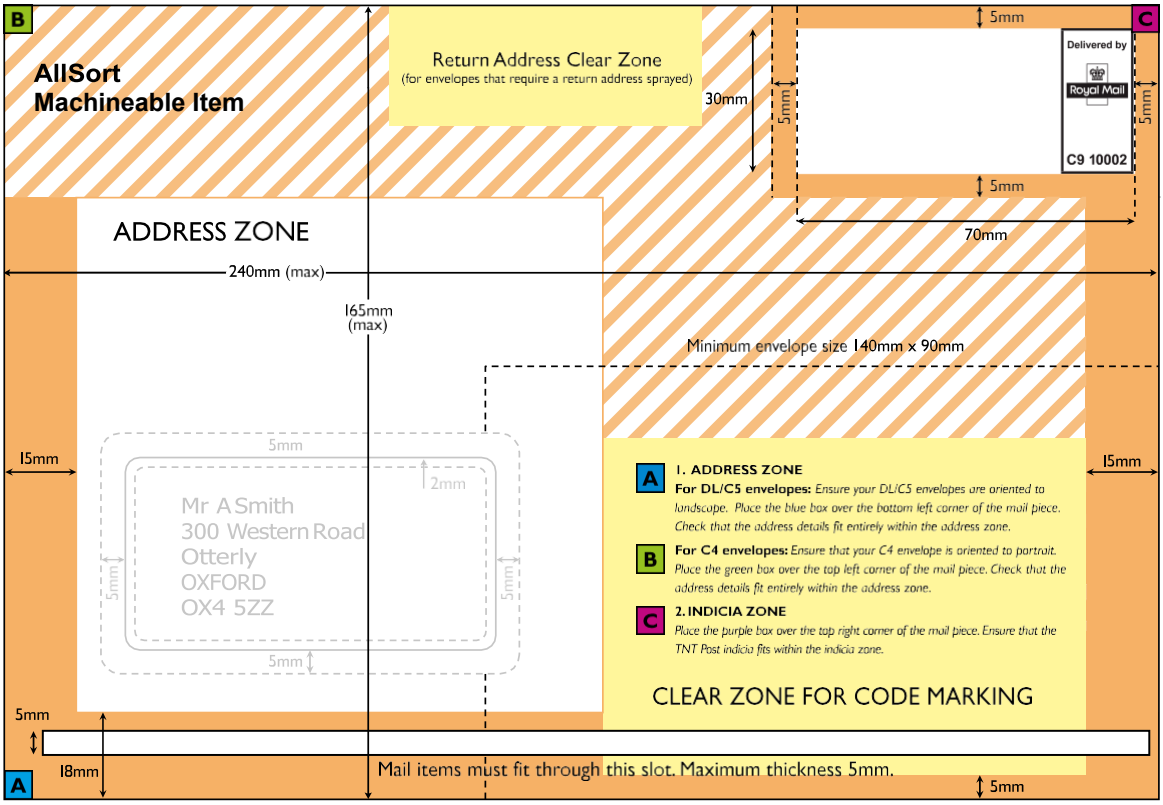
    - maintain appropriate physical, technical and organisational measures, to protect against unauthorised or unlawful processing of personal data and against accidental loss or destruction of, or damage to, personal data, appropriate to the harm that might result from the unauthorised or unlawful processing 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:
  - appropriate safeguards in relation to the transfer are in place;
  - the data subject has enforceable rights and effective legal remedies;
  - 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
  - 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 processors to process personal data. A list of the processors is set out in the section above. 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 processor; or (ii) terminate the provision of the affected service.

Whistl will share the Customer's data with credit reference agencies who may share that data with other organisations to assess credit risk. For more details, please see https://www.experian.co.uk/crain/index.html.

Appendix A

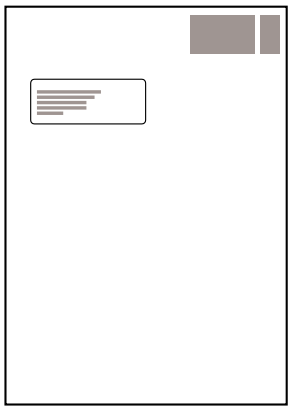
AllSort envelope layout requirements for machineable items



Please note the diagram above is not to scale. The measurements above apply to DL, C5 and C4 machineable items

- The address must be left-justified, keeping the right-hand side clear of any address detail for code marking (this is the yellow shaded areas).
- The address must appear in the Address Zone but must be at least 15mm from any edge and 5mm away from logo/design.
- The Indicia Zone must be kept clear for Whistl indicia spraying.
- Leave clear a zone 18mm from the bottom edge and 15mm from the right edge.
- If you require a return address sprayed (this is the top yellow shaded area), no part of the address can fall within 40mm of the top of the mail piece.





- For DL and C5 envelopes the address should appear parallel to its long edge.
- For C4 envelopes the address should appear parallel to its short edge.

Appendix B
Prohibited items – UK Bound, International & BFPO

Note: this list is not exhaustive

- Aerosols – except inhalers with a volume of 50ml or less.
- Alcoholic liquids with alcohol content higher than 70%.
- Asbestos
- Batteries classed as dangerous goods by the latest edition of the International Civil Aviation Organisation's Technical Instructions.
- Butane lighters and refills.
- Clinical and medical waste.
- Flammable, non-flammable, toxic compressed gases.
- Corrosives
- Counterfeit money or counterfeit postage stamps.
- Drugs of any description unless approved (see below).
- Dry ice
- Environmental waste
- Explosives
- Flammable liquids or solids.
- Lottery tickets excepts for United Kingdom lottery tickets.
- Indecent, obscene or offensive material.
- UN2814 OR UN290 Infectious substances as classified at 6.2 of the 2005-2006 edition technical instructions for the Safe Transport of Dangerous Goods by Air, published by ICAO (International Civil Aviation Organisation).
- Magnetised material with a magnetic field strength of 0.159A/m or more at a distance of 2.1m from the outside of the package.
- Matches
- Oxidising materials or organic peroxides.
- Pesticides
- Toxic liquids, solids or gases.
- Poisons
- All radioactive material and samples classified as radioactive using table 2-12 of the latest edition of the International Civil Aviation Organisation's technical instructions.
- Weapons of war, except as permitted by part exclusions below.
- Ammunition
- Solvent-based paints, varnishes and enamels.
- Water-based paints, varnishes and enamels with volume over 150ml.
- Any other item prohibited by law or, that in the opinion of Whistl, may be harmful or dangerous to Whistl employees.

Appendix C
How to address your items correctly by country

Europe

1. **Austria**
   Herr Franz Huber
   Beethovenstrasse 12
   1010 WIEN
   AUSTRIA

2. **Belgium**
   M. Emile Dubois
   Rue du Diamant 215
   4800 VERVIERS
   BELGIUM

3. **Denmark**
   Mr Thor Nielsen
   Tietgensgade 137
   8800 VIBORG
   DENMARK

   Mr Torben Raldorf
   PO Box 100
   COPENHAGEN
   1004 VIBORG
   DENMARK

4. **Finland**
   Mr Asko Teirila
   PO Box 511
   39140 AKDENMAA
   FINLAND

5. **France**
   M. Robert MARIN
   Rue de l'Eglise Dunes
   82340 AUVILLAR
   FRANCE

   Mme Marie PAGE
   23 Rue de Grenell
   75700 PARIS CEDEX
   FRANCE

When addressing mail to France, write the addressee's surname in CAPITAL letters.

6. **Germany**
   Mrs F Meier
   Weberstr. 2
   53113 BONN 1
   GERMANY

   Mr P Kunde
   Lange Str. 12
   04103 LEIPZIG
   GERMANY

Germany has strict rules about receiving mail which, if ignored, may result in your mail being undelivered.

When addressing mail to Germany always use the new five-digit postcode. Using an old four-digit postcode will cause delay. Put the postcode before the town name and put the house number after the street name.

7. **Greece**
   Mr George Latsis
   Alkamenou 37
   117 80 ATHENS
   GREECE

8. **Iceland**
   Mr Jon Jonsson
   Einimel 80
   107 REYKJAVIK
   ICELAND

9. **Republic of Ireland**
   Mr Gerard Carey 45
   O'Connell Street
   DUBLIN 1
   REPUBLIC OF IRELAND

(Only Dublin has postcodes)

10. **Italy**
    Sig. Giovanni Masci
    via Garibaldi 27
    47037 RIMINI RN ITALY

11. **Luxembourg**
    M. Jaques Muller
    71 route de Longway
    4750 PETANGE
    LUXEMBOURG

12. **Monaco**
    As France

13. **The Netherlands**
    Mr J van Dieten
    Morsstr 111
    2312 BK LEIDEN
    THE NETHERLANDS

There should be a double space between the postcode and the post town.

14. **Norway**
    Herr Hans Hansen
    Svingen 22
    9230 BEKKEHAUG
    NORWAY

15. **Portugal**
    Senhor Carlos Manuel Pereira
    Av das A'Augsa Livres
    Monte Trigo
    7220 PORTEL
    PORTUGAL

    Rosalina Silva
    R Conde Redondo 80
    1192 LISBOA CODEX
    PORTUGAL

16. **Spain**
    Sra Ana Jimenez
    Mimbreras 4
    03201 ELCHE (Alicante)
    SPAIN

The province should be included in brackets after the town.

17. **Sweden**
    Fru Inger Lilja
    Vasavagen 3 4tr
    582 20 LINKOPING
    SWEDEN

18. **Switzerland**
    M.Andre Perret
    Schanzenstrasse 7
    3030 BERNE
    SWITZERLAND

Rest of the World

Australia

1. Mr J Brownhall
   264 High Street
   ALLAMBIE NSW 2100
   AUSTRALIA

The state abbreviation should be inserted on the same line as and between the town and the postcode.

2. **Brazil**
   Sr. Ronaldo Ganclaves
   Av Paulista 952, Apto 16
   B VISTA
   01311-300 Sâo Paulo - SP
   BRAZIL

3. **Bulgaria**
   Dr Tzantcho Gantchev
   Dimo Hadjikimov 6
   1606 SOFIA
   BULGARIA

4. **Canada**
   M. Jen Durand
   150 Rue Nepeau App5
   OTTAWA ON K1P 2P6
   CANADA

5. **Croatia**
   Ana Car
   Ilica 25
   41 000 ZAGREB
   CROATIA

6. **Czech Republic**
   M. Miroslav Ondevejka
   Fibichova 92
   125 02 PRAGUE 3
   CZECH REPUBLIC

7. **Hungary**
   M. Horvath LASZLO
   Budapest
   Kossuth u.7
   1055
   HUNGARY

8. **Israel**
   Mr G Kaul
   27 Rue Yafo
   91999 JERUSALEM
   ISRAEL

9. **Japan**
   Mr Yushi Morimoto
   504 Kasumigaseki 1 chome,
   Chiyoda-ku
   TOKYO 100 JAPAN

10. **Republic of Korea**
    Mr Hong Kil-Dong
    100 Sejongno, Jongno-gu
    SEOUL 110-050
    REPUBLIC OF KOREA

11. **Mexico**
    Mr Joaquim Cepeda
    San Antonio Abad 120 – Piso 4
    06820 CIUDAD DE MEXICO
    MEXICO

12. **New Zealand**
    Mr B Parker
    64 Waterloo Quay
    WELLINGTON 1
    NEW ZEALAND

13. **Poland**
    Mr Jan Kalinkowski
    ul Cicha 5
    62-806 KALISZ
    POLAND

14. **Romania**
    Mr Gheorghe Petraru
    Bd Golescu 38
    77113 BUCHAREST
    ROMANIA

15. **Russia**
    Ivanova I.S. Medyn oulitsa
    Gazagin 7
    103375 MOSCOW K-375
    RUSSIAN FEDERATION

16. **Serbia**
    Mr Stevan Raukovic
    Palmoticeva 2
    11001 BELGRADE
    SERBIA

Items for the former Yugoslavia should be addressed to the relevant Republic.

17. **Republic of Singapore**
    Mr Tan Kay Hui
    532 Chai Chee Road
    SINGAPORE 1646
    REPUBLIC OF SINGAPORE

18. **Slovak Republic**
    M Jan Kemr
    Olsanka 18
    820 01 BRATISLAVA 1
    SLOVAK REPUBLIC

19. **Thailand**
    Mr Sudhorn Yoothong
    13/54-26 Chaeng Waltana Road
    Bang Kehn
    BANGKOK 10002
    THAILAND

20. **Turkey**
    Mr Mazhar Alkan
    Iskele Caddesi 35
    06101 ANKARA
    TURKEY

21. **Ukraine**
    Mrs L Projivalsky
    252001 KIEV
    Prospect F Skaryna
    UKRAINE

22. **USA**
    Mr Joe Engle
    1612 Dexter Street
    FORT WAYNE IN 46805
    UNITED STATES OF AMERICA

    Mr Bill Harrison
    347 L'Enfant Plaza SW
    WASHINGTON DC
    20260-6500
    USA

If only the first half of the postcode is known, this will be sufficient, although both parts are preferred. The abbreviation USA is also acceptable.

Appendix D
BFPO numbers – static and ship

If you require BFPO numbers for exercise and operational areas in the world, please contact BFPO Customer Services Centre on 08457 69 79 78.

Below are BFPO of static locations

BFPO numbers	Location	Country
2	Washington	USA
4	Kathmandu	Nepal
6	Lisbon	Portugal
8	Naples	Italy
10	Nairobi	Kenya
11	Seria	Brunei
12	Belize City	Belize
14	Suffield	Canada
15	Herford	Germany
16	Sennelager	Germany
17	Munster	Germany
18	Maastricht	Holland
19	Monchengladbach	Germany
22	Paderborn	Germany
23	Celle	Germany
26	Casteau	Belgium
28	Brunssum	Holland
30	Hohne/Berlin/Hamburg	Germany
31	Hameln	Germany
35	Elmpt	Germany
36	Osnabruck	Germany
38	Fallingbostel	Germany
39	Bielefeld	Germany
40	Rheindahlen	Germany
44	Dulmen	Germany
47	Gutersloh	Germany
49	Brussels	Belgium
50	Stavanger	Norway
52	Gibraltar	Gibraltar
53	Episkopi	Cyprus
57	Akrotiri	Cyprus
58	Dhekelia	Cyprus
59	Ayios Nikolaos	Cyprus
61	Milan	Italy
62	Valencia	Spain
63	Virginia	USA
65	Rome	Italy
105	Isolated detachments	See table below
109	Ramstein	Germany
113	Mansergh Bks	Germany
115	Heidelberg	Germany
140	JHQ Rheindahlen	Germany
150	Karup	Denmark
599	UKSUPU (Izmir)	Turkey
622	IMATT (SL)	Sierra Leone
655	Mount Pleasant Airport	Falkland Islands
655	Stanley	Falkland Islands
655	Mount Alice	Falkland Islands
655	Byron Heights	Falkland Islands
655	South Georgia	Falkland Islands
677	RAF Ascension	Ascension Island

BFPO numbers	Location	Country
700	PC Div, School of Log	Deepcut
747	DMC Mill Hill	London
777	D Def PCS	London
785	SSVC HQ	London
786	SSVC TV & Radio	London
794	FRACAS Centre	Andover
801	Lisburn	Northern Ireland
802	Ballykelly	Northern Ireland
803	Armagh	Northern Ireland
804	Omagh	Northern Ireland
805	Ballykinler	Northern Ireland
806	Holywood	Northern Ireland
808	Aldergrove	Northern Ireland
1000	London Courier Terminal	London
1001	RAF Brize Norton Courier Terminal	Brize Norton, England

Below are Ship BFPO numbers

BFPO No	HM Ship	BFPO No	HM Ship
200	Ships Office	335	HMS Middleton
204	HMS Albion	338	HMS Monmouth
208	HMS Archer	339	HMS Montrose
210	HMS Argyll	345	HMS Northumberland
212	HMS Ark Royal	346	HMS Nottingham
214	HMS Astute	350	HMS Ocean
215	HMS Atherstone	357	HMS Pembroke
221	HMS Blyth	358	HMS Penzance
222	HMS Bangor	361	HMS Portland
229	HMS Biter	362	HMS Puncher
231	HMS Blazer	363	HMS Pursuer
241	HMS Brocklesby	366	HMS Quorn
243	HMS Bulwalk	368	HMS Ramsey
248	HMS Campbeltown	369	HMS Ranger
251	HMS Cattistock	375	HMS Richmond
252	HMS Charger	376	HMS Roebuck
253	HMS Chatham	377	HMS Raider
254	HMS Chiddingfold	378	HMS Sabre
255	HMS Clyde	380	HMS Sceptre
256	HMS Cornwall	381	HMS Scott
261	HMS Cumberland	382	HMS Severn
271	HMS Dasher	384	HMS Scimitar
274	HMS Dumbarton Castle	386	HMS Shoreham
275	HMS Echo	387	HMS Smiter
276	HMS Enterprise	389	HMS Southampton
277	HMS Edinburgh	390	HMS Sovereign
278	HMS Exeter	391	HMS Spartan
279	HMS Endurance	393	HMS Splendid
280	HMS Explorer	395	HMS Somerset
281	HMS Example	396	HMS Superb
282	HMS Express	398	HMS Sutherland
285	HMS Exploit	399	HMS St Albans
288	HMS Gleaner	401	HMS Talent
289	HMS Gloucester	402	HMS Tireless
292	HMS Grimsby	403	HMS Torbay
300	HMS Hurworth	404	HMS Trafalgar
305	HMS Illustrious	405	HMS Trenchant
309	HMS Iron Duke	406	HMS Triumph
318	HMS Kent	407	HMS Trumpeter
323	HMS Lancaster	408	HMS Turbulent
324	HMS Ledbury	409	HMS Tracker
327	HMS Liverpool	412	HMS Tyne
331	HMS Manchester	418	HMS Vanguard
334	HMS Mersey	419	HMS Victorious

BFPO No	HM Ship	BFPO No	HM Ship
420	HMS Vigilant	443	RFA Gold Rover
421	HMS Vengeance	445	RFA Oakleaf
423	HMS Walney	446	RFA Largs Bay
426	HMS Westminster	447	RFA Lyme Bay
430	HMS York	448	RFA Mounts Bay
431	RFA Wave Ruler	449	RFA Orangeleaf
432	RFA Wave Knight	452	RFA Sir Bedivere
433	RFA Argus	464	RMAS Newton
434	RFA Bayleaf	465	MV Anvil Point
435	RFA Black Rover	466	MV Beachy Head
436	RFA Cardigan Bay	467	MV Eddystone
437	RFA Brambleleaf	468	MV Hartland Point
438	RFA Diligence	469	MV Hurst Point
439	RFA Fort Austin	470	MV Langstone
440	RFA Fort George	478	MV Indomitable
441	RFA Fort Rosalie	482	MV St Brandon
442	RFA Fort Victoria		

Whistl AllSort Customer Guide Version Control

Document history

Date	Version No.	Section Revised	Revision Summary
10/03/2020	All	All	Due to changes to our brand design, the changes made were for design purposes only.
05/02/2021	V1.1	9.0 Data Protection	Changes to Data Protection
21/11/2022	V1.2	Last page	New HQ address change
26/07/2023	V1.3	9.0 Data Protection	Various updates in 9.1, 9.2 and 9.3
23/01/2024	V1.4	All	Design changes
22/02/2024	V1.5	5.0 All Sorts Returns Policy	Change to first sentence to '**Any undeliverable mailing item will be returned to the UK return address provided on the mailing item or otherwise established by Whistl.'**
03/11/2026	V1.6	5.0 All Sorts Returns Policy	Amended with details of process to identify mailing items.

Whistl Ltd
Network House
Third Avenue
Marlow
Buckinghamshire
SL7 1EY

Tel 01628 891644
Email moreinfo@whistl.co.uk
https://www.whistl.co.uk/