



International Fully Tracked Services

Customer Guide

v1.4

For more information:

Call: 01915 740 840 | Email: newsales@whistl.co.uk | Visit: <https://www.whistl.co.uk>

Table of Contents

1.0 Overview	4
2.0 Services	5
2.1 Delivery Speeds	5
2.2 Service Coverage	5
2.3 Available Formats	5
2.4 Weights and Dimensions	5
2.5 Force Majeure Events	6
2.6 Confirmation of Delivery	6
2.7 Compensation	6
2.8 Duty6	
3.0 Consignment Detail	8
3.1 Delivery Address	8
3.2 Recipient Details	8
3.3 Collection Date	8
3.4 Volumetrics	8
3.5 Item Contents (Product Information)	8
3.6 Shipper Information	10
4.0 Preparing your items	11
4.1 Labelling	11
4.2 Item Packaging	12
5.0 Manifesting	13
6.0 Presentation	14
6.1 Segregation	14
6.2 Container Cards	14
6.3 Consumables	14
6.4 Multi-Parcel Consignments	14
7.0 Collections	15
7.1 Changing a collection time	15
7.2 Changing or adding a collection location	15
7.3 Customer Health and Safety procedures	15
7.4 Unloading and handover at customer premises	15
7.5 Contingency	15
8.0 Delivery	16
8.1 Item Tracking	16
8.2 Tools to help with Tracking	16
8.3 Consumer Notifications	16
8.4 Address Queries & Requests for Information	17
8.5 International Customs Held	17
8.6 Delivery Delay	18
8.7 Delivery Attempts	18
8.8 Delivery Success	18
8.9 Denial of Receipt	18
8.10 Refused Delivery	19
8.11 Damaged Items	19
8.12 Lost Items	19
8.13 Undeliverable Items	19
8.14 Replacement Items	19
9.0 Invoicing	20
9.1 Known Surcharges	22
9.2 Querying an Invoice	23
9.3 Accounts on Stop	23
10.0 Forecasting	24
11.0 Supporting You	26
11.1 Implementation	26

11.2 Customer Services.....	26
11.3 Raising queries and issues	26
11.4 Web Chat for WISMO (Where Is My Order) queries	26
11.5 When should I use Web Chat?	26
11.6 Technical Support	27
11.7 When to raise a technical support query.....	27
11.8 Raising a query.....	27
12.0 Data Protection	28
12.1 Data Processing carried out by Whistl	28
12.2 Tracked via the Whistl CMS.....	28
12.3 Third Party Processors (Tracked via the Whistl CMS).....	29
12.4 Data Sharing (Tracked via the Whistl CMS)	30
12.5 How Whistl treats Personal Data (Tracked via Whistl CMS).....	30
13.0 Procedures for handling non-compliant items	32
13.1 Consignment Details.....	32
13.2 Presentation	33
13.3 Collections & consumables.....	35
13.4 Delivery.....	35
13.5 Compensation and Transit Liability for Loss	35
Appendix A	36
Example Container Cards.....	36
Appendix B	37
Example Invoices	37
Appendix C	39
Invoice Backing Data.....	39
Appendix D	40
Dangerous Goods in Limited Quantities (LQ).....	40
Appendix E	41
Example Authority Letter.....	41
Appendix F	43
Claims Process.....	43
Whistl International Fully Tracked Customer Guide Version Control.....	44

1.0 Overview

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

Product & Service		Description
International Tracked	Standard	International business to consumer and business to business tracked service offering Confirmation of Delivery and compensation for loss and damage as standard.
	Standard Road	International business to consumer and business to business tracked service offering Confirmation of Delivery and compensation for loss and damage as standard.
	Premium	International business to consumer and business to business express tracked air service offering POD and compensation for loss and damage as standard.

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

International Destination Guide

Service information, by destination, on our International Tracked service. Highlighting destination level differences in the delivery process.

2.0 Services

2.1 Delivery Speeds

The delivery speed for each of our products is measured from the first physical scan of an item. 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
International Tracked	Standard	Dependent upon destination country. Please refer to your customer price list as supplied by our international team.			
	Standard Road				
	Premium				

2.2 Service Coverage

Our International tracked services have the following coverage:

International	
European Union	Rest of World
✓	✓

2.3 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		Large Letters	Packets	Small Parcels	Parcels	Large Parcels
International Tracked	Standard		✓ ¹	✓ ²	✓	
	Standard Road				✓	
	Premium				✓	

2.4 Weights and Dimensions

The following formats are available on our services:

Product	Format	Maximum Dimensions	Maximum Weight
International Tracked	Packets	0.68m length. 0.43m width. 1.27m length plus girth	20kg
	Small Parcels	0.68m length. 0.43m width. 2.13m length plus girth	20kg
	Parcels	60cm length. 600x400x400mm. ³	30kg

¹ USA is a USPS service and as such a customer clearance standing instruction form is required at account set up

² USA only

³ For USA, please note that Length plus Width plus Height should not exceed 120cm x 60cm x 60cm

2.5 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.

2.6 Confirmation of Delivery

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

Product & Service		COD	NON POD	POD
International Tracked	Standard	✓		
	Standard Road	✓		✓
	Premium	✓		✓

2.6.1 COD (Confirmation of Delivery)

Items will be tracked to the point of delivery. Receipt of a signature to effect delivery will depend upon the destination country delivery service used and will vary by destination.

2.6.2 POD

Delivery will not be effected unless a signature is received.

2.7 Compensation

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

Product & Service		Transit Liability	Compensation
International Tracked	Standard		✓
	Standard Road		✓
	Premium		✓

£ Optional

2.7.1 Compensation

Compensation may be claimed on items classed as lost and is limited to the lesser of an item's cost price and £50. Carriage is excluded. The definition of what constitutes loss can be found in **section 8.12**. For International services, compensation may also be claimed for Damage; the definition of damage can be found in **section 8.11**.

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

2.8 Duty

Orders despatched outside of the European Union may incur duty charges depending upon the type of products despatched and the total value of the order. When despatching an item on our Premium International service, customers may choose to specify duty on the item as Delivered Duty Paid (DDP), or Delivery at Place (DAP). Items despatched on our Standard International services will be despatched as Delivery at Place (DAP). For country specific guidance and assistance in calculating duties, you may wish to refer to websites such as www.dutycalculator.com. Please note that Whistl does not operate such websites and takes no responsibility for their accuracy, completeness or operation.

2.8.1 Delivery at Place (DAP / DDU)

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

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

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

In addition to duties and taxes the local courier may also apply an admin fee that the receiver will need to pay.

2.8.2 Delivered Duty Paid (DDP)

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

When despatching an item as Delivery Duty Paid, the shippers accept to pay in full any charges passed back, along with an admin fee.

3.0 Consignment Detail

Irrespective of the integration method used to access Whistl's Tracked Services, you must supply item and consignment level information. A consignment is an item, or group of items⁴, despatched to the same recipient against the same order.

Consignment and item detail are used by our systems to ensure the correct final mile carrier and service are selected. Failure to provide accurate item and consignment detail may impact the ability of our carriers to effect delivery and could lead to surcharges or other costs being applied. Incorrect item detail can also result in items being declared as the wrong format, routed through invalid carrier services or being held by customs.

3.1 Delivery Address

All items must include a recipient name and delivery address in accordance with our address standards. To meet the required address standards each address includes one premise element, one thoroughfare element, one locality element and the Postcode as a minimum. Other elements may be included.

For example:

John Smith	Recipient Name
5 Avenue Anatole	Premise and thoroughfare
Paris	Locality / Area
75007	Postcode / Zip Code
France	Country

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

3.2 Recipient Details

All items should be addressed to a recipient, business deliveries require a company name also. Customers wishing to use notifications must ensure a recipient email address and mobile phone number are provided when producing labels.

When shipping internationally we recommend that a recipient telephone number is always provided. At a minimum a recipient email should be supplied. When supplied, these may be used as follows:

- In-transit delivery notifications
- To contact the recipient to collect taxes and duties due (and facilitate release from customs)
- To contact the recipient to confirm information or retrieve additional information (i.e. Passport Number) where required by the destination country in order for the goods to be released by customs

3.3 Collection Date

The despatch date (collection date) of an item will be used to determine the expected delivery date and assist in producing the carrier tracking label. When despatching an item, items are cross referenced against a carrier's routing matrix or gazetteer to help produce routing information and the tracking barcode(s) featured on the item. Should an incorrect despatch date be supplied, items may be incorrectly routed through our carriers, leading to a miss-route through the carrier's network.

3.4 Volumetrics

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

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

3.5 Item Contents (Product Information)

When sending items internationally, or to the Channel Islands, you will need to provide additional information regarding the contents of your parcels. This information forms the customs declaration to the receiving country or territory.

Where customs information is required, it is advised that declarations are accurate and complete. This helps minimise the risk of increased transit times due to customs procedures and checks. Customs information is supplied as part of your label request and may be manually entered, supplied via an import file or as part of an API integration to your own or third party system

⁴ Consignment sizes are limited to a maximum of 9 parcels per consignment on International orders

For detailed information on mandatory fields, please refer to the Integration guide – Part and fully tracked services.

Field		Definition	Example
Product Type or Category	M	A short-form description of the product, sometimes referred to as a customs description. Should be specific and accurate, "Goods" is not an acceptable term.	Mobile Phone
Product Description	M	An accurate and specific commercial product description of the product, used in the commercial invoice for the product	XPhone V 250GB Black Limited
Product SKU	M	A unique value used to reference the product in your own system or selling site	12312341
Commodity or Harmonised Code	M	A globally recognised code describing the product sold. Recommended that a full 10 digit code is used, although an 8 digit code will suffice.	8517120000
Value	M	Sale price of the product	1.00
Quantity	M	Quantity of the sold product	5
Currency	M	Currency the order was sold in	GBP
Country of Origin	M	Also known as country of manufacture. Where the goods were manufactured. Customs will want to see this to ensure that nothing is imported that contravenes local laws.	GB
Carriage Value	F	The amount charged to the recipient for shipping the item. To be left blank if zero.	10.00
Insurance or Other Value	F	Any additional charges, for example Insurance, charged to the recipient. To be left blank if zero.	1.00

M = Mandatory information

Failure to supply will mean you may not be able to create labels or your parcels will be returned to you.

R = Recommended information

Tighter customs controls may make these fields mandatory in the future. These fields should be populated to help reduce risk of customs delay

F = Possible future requirements

3.5.1 Commodity & Harmonised Codes

It is a mandatory requirement that the commodity code for the product being shipped is provided. Commodity codes, also known as HS codes, are designed to eliminate language barriers and are a globally recognised coding system recognised in countries that are members of the WTO, including the EU.

Basic commodity codes are 8 digits long, however to be fully compliant we recommend classifying your products using the 10 digit format as this is universally recognised at both export and import level. For more information, please refer to <https://www.gov.uk/trade-tariff>

3.5.2 Product Description

We would highly recommend that product descriptions are clear and that using vague terms such as 'clothing' is not acceptable and may result in issues with your items been held or delayed customs.

Vague Description	Clear Description
Nuts	Hexagonal Aluminium Bicycle Nut
Clothing	Men's knitted Jumper, 70% cotton, 30% polyester
Footwear	Ladies leather shoe

3.5.3 Prohibited Items

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

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

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

3.5.4 Dangerous Goods and Restricted Items

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

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

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

3.6 Shipper Information

When shipping items to the Channel Islands or Internationally, it is important to ensure that the correct shipper is declared for customs purposes.

As standard, our system will utilise the Registered Company Name supplied to us when setting up your account as the shipper. Depending upon the service used, additional information may also be supplied to our carriers for customs purposes:

- Registered Company Address
- VAT Number
- EORI Number
- Returns Goods Relied (RGR) number

3.6.1 Shipping on Behalf of Others

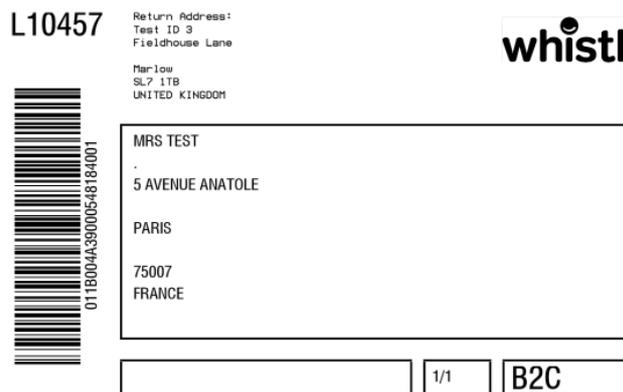
If you ship on behalf of others (for example: Fulfilment Operations and Resellers) it will be important for you to ensure your customer is declared as the shipper. Our Implementation Team should be made aware of this when setting up your account so that dedicated Collection Points or Departments can be setup for each of your customers, against which details regarding their Registered Company information will be held and passed to our carriers.

4.0 Preparing your items

4.1 Labelling

4.1.1 Address & Tracking Labels

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



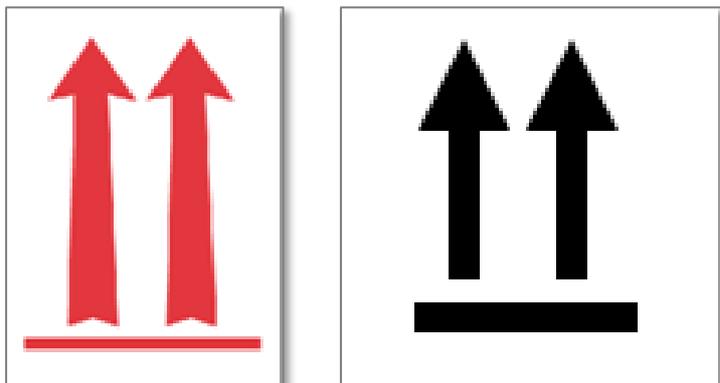
When labelling your items, it is essential you ensure the following:

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

Failure to ensure the above may lead to delays in processing your items and could incur a relabeling surcharge⁵. We would recommend that all customers periodically check their labels to ensure ongoing compliance, avoid scan failures and any related impacts.

4.1.2 "Orientation Arrows" - Liquids

Where liquids are allowed on our international services please check with your Whistl account manager prior to shipping as not all destinations or services allow this. Our carriers require that packaging containing liquids should include "Orientation Arrows" on two opposite faces of combination packs containing liquids



4.1.3 Labelling Dangerous Goods packaged as Limited Quantities

⁵ For more information regarding surcharges, please refer to **13.0 Procedures for handling non-compliant items**

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

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

4.2 Item Packaging

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

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

- Packaging should be durable, strong and include sufficient cushioning for fragile items
- Packages should be sealed using tape of sufficient strength and using strapping where possible
- Packing should avoid using reflective and shiny surfaces
- Items should not be despatched using cylindrical tubes, triangular tubes should be used instead
- When reusing packaging, item labels and stickers should be removed
- Fragile items should be suitably packaged, labels and stickers should not be used as a substitute for the correct packaging
- Item contents should be secure within their packaging with movement limited
- Packaging should not be banded
- All liquids should be secured in a plastic bag to contain leaks, with suitable rigid outer packaging and cushioning⁶
- All items should be packaged for despatch, point of sale packaging is not sufficient (for example DVD player boxes should be placed in an additional box or polybag for transit and labels should not be applied directly to the DVD player box).
- If despatching an item as a Large Letter, movement should be restricted to ensure the dimensions of the package do not alter in transit

All contents in large plastic bags or sacks (compost, sand, etc.), must be securely packaged in a cardboard box filling any void space to prevent items moving within the box during transport. The inner bag/sack must be entirely sealed to ensure no leakage of contents and be restricted to a single bag per box.

⁶ Please refer <https://www.whistl.co.uk/restricteditems> for more information on liquids accepted for transit and **section 4.1.2** for additional labelling requirements

5.0 Manifesting

There is no need to manifest your items to Whistl. Our system is designed to automatically pre-advise items throughout the day to our carriers as part of API calls and file transfers.

6.0 Presentation

6.1 Segregation

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

3	
Product	International Tracked
Service	All services
Formats	All formats

6.2 Container Cards

Items despatched using courier services should be presented with a corresponding container card⁷. The container card must be affixed to each container to ensure work may be processed through the correct processing channel when received by our depot. Failure to provide a container card may result in items being misprocessed or failing to meet our carrier injection windows.

6.3 Consumables

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

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

The initial allocation will be based on your forecast figures and agreed with your Account Manager. Replenishment will be determined by your two week rolling and containers will be exchanged on a one for one basis unless forecast figures dictate additional requirements. If additional containers are required, these should be ordered as part of our reordering process. For more information on forecasting, please refer to **10.0 Forecasting**.

6.3.1 Reordering consumables

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

6.4 Multi-Parcel Consignments

On consignment services, consignments containing multiple parcels must be presented as part of the same collection. Failure to do so may result in a consignment being quarantined or items failing to receive a consignment rate.

For more information, please refer to **13.0 Procedures for handling non-compliant items** and **9.0 Invoicing**. The following services are consignment services: **International Premium**.

For items sent outside of the European Union on our Standard service, these will be treated as per item services but declared to customs at a consignment level. It is therefore essential that multi-parcel consignments be presented in the same collection to avoid recipients incurring higher duty charges.

⁷ For an example container card, please refer to Appendix A - Example Container Card

7.0 Collections

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

7.1 Changing a collection time

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

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

7.2 Changing or adding a collection location

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

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

7.3 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.

7.4 Unloading and handover at customer premises

Customers provided with Whistl containers are responsible for loading and unloading the containers when and where directed by the Whistl driver. Where Tracked and Tracked Premium services are accessed, Tracked Premium containers should be loaded last onto a vehicle to ensure prioritisation when unloaded at our depots. All mailings handed over to a Whistl driver must be accompanied by a consignment docket. At handover, the Whistl employee will sign, time and date both copies of the consignment docket. In the event of a vehicle seal being used, the seal number will be noted and a signature obtained to confirm the seal numbers match. The customer and Whistl's driver will each retain one copy of the consignment docket.

7.5 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.

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

8.0 Delivery

International courier items are handed over to a variety of carriers offering fully tracked services and may be tracked from receipt through to delivery. B2C items despatched on International and B2B services will be delivered using traditional couriers. In some cases, International items may also be delivered on fully tracked postal services.

8.1 Item Tracking

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

International Courier	<p>International courier services are fully tracked from receipt into Whistl's network, within our carrier networks and through to delivery. Item tracking is received from our carriers hourly and events may be used to indicate where delays have occurred, delivery has been effected or delivery attempts have occurred.</p> <p>Item tracking from carriers will typically occur Monday to Friday due to the operating hours of International carriers and final mile delivery agents. Whilst items are moved from the UK to the destination country, there may also be a break in tracking information.</p> <p>On our International Premium service, items will be tracked to the item within Whistl's network and tracking from our carriers will be received at a consignment level. Carrier events received are recorded against each item in the consignment. Charges, for example Duty, will be received and charged at a Consignment level, but displayed in tracking against each item in the consignment.</p>
------------------------------	---

8.2 Tools to help with Tracking

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

8.2.1 Web Despatch Portal - <https://despatch.whistl.co.uk/Account/Login?ReturnUrl=%2F>

Our Web Despatch Portal includes item level search by UPI (Unique Parcel Identifier), Consignment Number and a range of additional search fields. Customers may view both normalised and carrier events, with tracking information updated near-real time by our carriers.

Web Despatch includes a number of different reporting and download options, in addition to our live status tracking screen which categorises delivery events and uses colour coding to draw attention to and flag items requiring your attention.

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

8.2.2 Track My Item Portal - <https://trackmyitem.whistl.co.uk/tracking>

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

8.2.3 Tracking Export & API

Customers who wish to take tracking information into their own systems may choose to access our tracking API or take scheduled tracking files to an SFTP location. For more information, please refer to the Part & Fully Tracked Integration Guide this can be supplied by your account manager on request.

8.3 Consumer Notifications

Consumer notifications are offered as standard for all part and fully tracked services. They can be customised to meet a customer's branding and scheduled to despatch in-line with tracking events. In addition to standard notifications, a number of different uplifts and carrier supplied communications are also available.

8.3.1 Bespoke Emails

Customisable email templates allow you to use your own text and branding to message recipients during the delivery process, you can also customise the text in your recipient's local language. With a range of tracking triggers available, you may choose from a variety of communication points for emails to be sent.

We work with you to tailor your emails and include your own branding, providing you a great free of charge way engage with recipients at the start of the delivery process.

Foreign language and destination specific notifications are supported, however the text must be supplied and translation will not be carried out by Whistl. Please note that foreign characters are not supported and romanised characters should be used where possible.

Emails are free of charge and also include tracking links through to our delivery partners, some of whom will be able to provide additional enhanced tracking visibility through to delivery.

8.3.2 Carrier Emails (International)

On occasion our carriers may directly contact recipients. Carrier emails are at the discretion of the final mile carrier and may be sent for the following reasons:

- Address Queries
- Re-route to a pick-up location
- Duty and Taxes payments
- Additional identification information or recipient tax ID
- General customs queries

By ensuring accurate contact information is included in your declaration, carriers are able to keep your recipients informed and liaise directly to resolve in-transit issues and effect delivery.

8.3.3 Final Mile Emails

Subject to the carrier and local end carrier used. Whistl can send notifications direct to your recipients which link through to the final mile carrier website.

Communications are Whistl branded and are designed to guide recipients to the delivery carrier and provide a more local-look delivery experience.

By keeping recipients informed, first time delivery success increases and you receive fewer queries about items in transit.

When combined with bespoke emails, you are able to communicate with customers using your own branding and then pass your recipient into the care of the final mile carrier for delivery.

8.4 Address Queries & Requests for Information

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

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

Should a query be raised by our carrier, you will be contacted by your Internal Account Executive and asked to update the delivery information for the item. From the point of a query being raised, the carrier must be updated within two working days of the corrected detail. If you are unable to correct the detail within the given time period, the item will be returned to you as undeliverable and if applicable, an undeliverable surcharge applied⁸.

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

8.5 International Customs Held

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

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

⁸ For more information on the procedures for handling items when an address query is not resolved, please refer to 13.0 Procedures for handling non-compliant items

A tax ID may be required by a destination, items will be held in customs until supplied by the recipient or retailer. The examples below are subject to change:

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

8.6 Delivery Delay

When a delivery delay is encountered (for example an in country delay), Whistl may be notified by our carriers and our customer services team will keep you apprised. Delays may also be identified using reports produced by our support teams and our status report⁹ in Despatch Manager.

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

Should you need to query a delay, for instance where an item does not appear to be moving from its last tracking event¹⁰, these may be escalated using Click-to-Chat in the Despatch Manager portal, or direct via our WISMO (Where Is My Item) support team. When raising your query, you will need to supply the items tracking number.

Please note that no compensation is payable for delay in processing, handover or delivery.

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

8.7 Delivery Attempts

These will vary by country and end local courier.

8.8 Delivery Success

For fully tracked services, successful delivery will be indicated by tracking events¹¹. The despatch service will dictate the type of delivery confirmation available. Delivery is not captured on our part tracked InSight service.

8.9 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.

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

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

⁹ Please refer to our Web Despatch User Guide for more information

¹⁰ There may be instances on our International Tracked services where tracking events do not appear at weekends or a between handover between our carriers to the final mile delivery agent. These periods are to be expected and do not impact the overall delivery expectation of the item.

¹¹ Delivery confirmation may not always be available for items despatch to the USA or Canada on our Standard service

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

8.10 Refused Delivery

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

8.11 Damaged Items

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

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

8.12 Lost Items

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

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

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

8.13 Undeliverable Items

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

Items will be returned within 5 working days of the receipt of the item into the Whistl network unless a prior agreement is in-place for items to be returned weekly

8.14 Replacement Items

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

If an item label is reprinted and reused, it will be treated as a duplicate item by our operation and delivery delays may occur. For more information on our procedures for handling duplicate items, please refer to **section 13.2** for more information.

9.0 Invoicing

Our Tracked Services are typically invoiced on a Tuesday for the preceding week's traffic. A week is defined as Monday to Sunday by Whistl. Invoices¹² are sent by email and/or post. Items become billable when they are

¹² For an example invoice, please refer to

Appendix B

Example Invoices

invoice

whistl

Whistl UK Limited
1 Globeside Business Park
Fieldhouse Lane
Marlow
Buckinghamshire
SL7 1 HY
Tel: +44 (0)1628 891 644
www.whistl.co.uk
VAT Reg. No. GB 991 2657 87

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

Invoice for mailings during week ending 16/04/17
Invoicing Week 2017/15 2

3 Invoice No. IN16PP17000
Invoice/Tax Date 25/05/17
VAT Registration No.
4 Account No. 521001
Client ID L20001
Purchase Order No.
Reference No.

Packets and Parcels Delivery Service

Date 5	Format	Items Reference	Unit Price	Net Amount
07/04/17	48 NON POD Small Parcel 0-15000g 0-15,000g	10	1.00000	10.00
10/04/17	48 NON POD Packet (Highlands & Islands) 0-1500g 0-1,500g	10	1.00000	10.00
10/04/17	48 NON POD Packet 0-1500g 0-1,500g	5	1.00000	5.00
11/04/17	Relabelling Fee	5	1.00000	5.00
11/04/17	Undeliverable Return 0-1,500g	1	1.00000	1.00
11/04/17	Fuel Surcharge (1.5%) 7	5	1.00000	5.00
Total Items		36	Total GBP Excl. VAT	36.00
			20% VAT	7.20
			Total GBP Incl. VAT	43.20

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

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

receipt scanned and are invoiced against the label creation date of an item. Surcharges are invoiced against the date upon which the surcharge occurs. Services are billed per item or per consignment using the information declared when creating the tracking label or actual processing information will be used:

invoice



Whistl UK Limited
 1 Globeside Business Park
 Fieldhouse Lane
 Marlow
 Buckinghamshire
 SL7 1 HY
 Tel: +44 (0)1628 891 644
 www.whistl.co.uk
 VAT Reg. No. GB 991 2657 87

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

Invoice for mailings during week ending 16/04/17
 Invoicing Week 2017/15 **2**

3 Invoice No. IN16PP17000
 Invoice/Tax Date 25/05/17
 VAT Registration No.
4 Account No. 521001
 Client ID L20001
 Purchase Order No.
 Reference No.

Packets and Parcels Delivery Service

Date	Format	Items	Reference	Unit Price	Net Amount
07/04/17	48 NON POD Small Parcel 0-15000g 0-15,000g	10		1.00000	10.00
10/04/17	48 NON POD Packet (Highlands & Islands) 0-1500g 0-1,500g	10		1.00000	10.00
10/04/17	48 NON POD Packet 0-1500g 0-1,500g	5		1.00000	5.00
11/04/17	Relabelling Fee	5		1.00000	5.00
11/04/17	Undeliverable Return 0-1,500g	1		1.00000	1.00
11/04/17	Fuel Surcharge (1.5%) 7	5		1.00000	5.00
Total Items		36	Total GBP Excl. VAT		36.00
			20% VAT		7.20
			Total GBP Incl. VAT		43.20

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

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

Per Item	Each package in a consignment or order is invoiced separately
Per Consignment	A consignment as a whole is invoiced, where all items in the consignment are received on the same processing day. If a consignment is received over more than one processing day, for the purpose of invoicing – each processing day will be treated as a separate consignment. Invoice backing data will be to the consignment level and based on per kilo or per article basis.

Declared	Information regarding an orders weight, delivery address, dimensions and required services and features is supplied when creating an item. These declared elements are used when invoicing the customer. Should the actual item received differ to the declared, the item is handled in line with our procedures for handling non-compliant items and surcharging may apply.
Actual	The actual weight and/or volumetric weight of the item/consignment is used for invoicing. Should any other elements of the item received differ to the declared information, the item is handled in line with our procedures for handling non-compliant items and surcharging may apply.

Our international tracked services are invoiced as follows:

Product & Service		Per Item	Per Consignment
International Tracked	Standard	Actual	
	Standard Road	Actual	
	Premium		Actual

9.1 Known Surcharges

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

Surcharge	Description
Relabelling	An item is relabelled by Whistl or its carrier. Visible in item tracking.
Fuel Surcharge	Calculated against the unit price of the item where the movement of an item has occurred ¹³ .
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. More information on surcharge triggers may be found in our Procedures for handling non-compliant items.

9.1.1 Reversions

If items are incorrectly presented, a reversion may occur to correct the Zone, Country, Weight Band, Format or Service. At point of invoicing Whistl may not be aware of these reversions, therefore when notified by our carriers a reversion will be addressed in a later invoice via a credit and re-invoice process if not already covered by our oversize surcharges (OS1-4). For more information on reversions, please refer to **section 13 Procedures for handling non-compliant items**.

9.1.2 Unknown Surcharges

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

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

¹³ Please refer to your international contracts for more information on our Fuel Surcharges

When unknown surcharges occur, these will be invoiced when Whistl is notified by our carriers. This may occur in a different invoicing week to the original invoicing week and will be supported by the UPI of the item and a description of the charge.

Please refer to **section 13 Procedures for handling non-compliant items** for more information.

9.1.3 Duty Charges

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

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

9.2 Querying an Invoice

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

If you would like to query multiple invoices, a separate query should be raised against each effected invoice. To help us in resolving your query, please include the following information when raising your query:

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

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

9.3 Accounts on Stop

There may be occasions when Whistl Credit Control needs to place an account on stop.

When an account is placed on stop:

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

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

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

11.0 Supporting You

11.1 Implementation

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

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

11.2 Customer Services

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

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

11.3 Raising queries and issues

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

We try to resolve queries relating to postal services within one working day, however any resolution will be entirely dependent upon the complexity of the query and matters outside our control, such as receiving a reply from one of our carriers. Should a resolution take longer than this, our team will keep you updated on the progress of your query.

Our Customer Services team will try to resolve queries related to courier services to the same time period. If however a query requires Whistl to contact our carriers for more information or assistance, we will need to wait to receive their response, following which our team will provide you feedback. Responses from carriers may take up to two working days and should a resolution take longer than this, our team will keep you updated on the progress of your query.

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

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

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

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

If the web chat team are unable to help, your query will be passed to our second line support team. Queries may be passed over should a more detailed carrier investigation be required or more specialised support is needed.

The team is available between the hours of 8:30AM and 5:30PM Monday to Friday and will respond to escalations within 2hrs of receipt during working hours.

11.5 When should I use Web Chat?

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

Reasons why you might use web chat could include:

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

In addition to web chat, you may also email our teams at wismo@whistl.co.uk for international items.

11.6 Technical Support

Technical support issues may be raised with your Customer Services Internal Account Executive who will triage your enquiry and pass to our 2nd Line Support team. Our 2nd Line Support team are experts in customer onboarding and integrations, and work with customers to resolve issues and as an intermediary with our developer teams in should more technical assistance be required.

11.7 When to raise a technical support query

Some examples of technical issues include:

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

11.8 Raising a query

When raising a support query, you will be asked to provide the following information:

- Your Whistl account information, including the Whistl Client ID (for example L12345) you were accessing when the issue occurred
- Details on the system you are using and your type of integration
- A brief description of the issue and any error messages
- The area of the system where the issue occurred and what you were doing when the problem occurred
- The start time of the incident and the impact it is having

You will be provided a reference number by your customer service representative and forwarded an email to confirm your ticket has been raised.

If your issue is critical or has a high impact, our second line support team will contact you within office hours and 2hours of the ticket being raised. Low impact bugs and maintenance requests will be responded to within 1 working day.

12.0 Data Protection

12.1 Data Processing carried out by Whistl

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

12.2 Tracked via the Whistl CMS¹⁴

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

Data Subjects	Recipients of the Customer's items
Categories of Data	Data subject's name and address, telephone number and email address Any personal data provided by Customers or recipients to Whistl customer services or our Where Is My Order Web Chat service (WISMO) Signatures of recipients Location of recipients delivery address
Processing Operations / Subject Matter	The processing operations are as follows (further detail is set out in this table): <ul style="list-style-type: none"> • Recording • Storage • Retrieval • Use • Disclosure by transmission • Erasure
Purpose	Whistl uses name and address data for the following purposes: <ul style="list-style-type: none"> • To arrange the creation of address labels for delivery of items • To arrange the creation, and use, of a manifest for delivery of items • To arrange the creation, and use, of tracking information relating to delivery • For products that require confirmation of delivery, a signature acts as such confirmation. • Location data is collected as part of the delivery process to show that delivery of a tracked item has taken place. Where an item is machine-processed: <ul style="list-style-type: none"> • The address is read by the sortation machine in order to sort the item to the correct geographical location • Image of the front of the item is recorded, stored using a 3rd-party application, and retrieved to assist with delivery and invoicing queries • When necessary for the purpose, images of the front of items are taken on a random basis to form a test deck which are sent to our third party processors to test and optimise the optical character recognition system on the sortation machine Whistl uses the personal data provided during contact with WISMO and Whistl's customer services, and between Whistl and the Customer to resolve queries and for contract management purposes.
Duration	The duration of the processing is as follows: <ul style="list-style-type: none"> • Processing for sortation takes less than 2 seconds • Images of the front of the item may on occasion be stored for 90 days • Personal shipment data provided via the CMS is stored for 90 days prior to being anonymised by removal of any personal details • Signatures and location data may be retained for 60 days. • Test deck images are taken and used only for a specific instance of testing and optimisation of optical character recognition system - once that instance is complete the processing ends
Deletion of Processed Data	At the end of these periods, the personal data is deleted.

¹⁴ The Whistl CMS (Carrier Management System) supports our Web Despatch system and customers directly integrated via web services

Third Party Processors	Whistl uses third party processors to store envelope images, and in relation to the WISMO service and testing and optimisation of the sortation machine optical character recognition system. Details of the third party processors and their activities are set out below
Data Sharing	Name and address data (in the form of labels, manifest information, information about products or services purchased and tracking information) and recipient email addresses and telephone numbers are shared with Whistl's provider of CMS services, with Whistl's group companies and their chosen suppliers for the provision of customer services or tracking services and with carriers in order to organise and effect delivery of items. The customer may also utilise its own third parties to provide personal data to the Whistl CMS, in relation to the delivery of items, and Whistl will share data with those third parties.

12.3 Third Party Processors (Tracked via the Whistl CMS)

Whistl uses the following third parties to carry on processing on its behalf.

The following Whistl Group company and sub-contractor are used to provide the WISMO service:

Name of third party processor	Parcelhub Limited	Resolvable Limited	ZENDESK
Location	United Kingdom	United Kingdom (with sub-processor in Mauritius)	Germany
Categories of data processed	Name and address Personal data provided by recipients, or Whistl's customer, when using the web chat function in the Carrier Management portal or our TrackMyItem website. Special Category Data	Name and address Personal data provided by recipients, or Whistl's customer, when using the web chat function in the Carrier Management portal or our TrackMyItem website. Special Category Data	Data included in content of communications in LiveChat
Details of processing	Third party processor receives tracking information and makes it available to a recipient, through a log in, on the TrackMyItem web page Recipient of the item sends tracking query to an @whistl.co.uk e-mail address which is transferred to the third party processor for resolution Use of Personal data in Web Chat and its transfer to Whistl Use of personal data, including Special Category Data, to resolve customer service queries	Third party processor receives tracking information and makes it available to a recipient, through a log in, on the TrackMyItem web page Recipient of the item sends tracking query to an @whistl.co.uk e-mail address which is transferred to the third party processor for resolution Use of Personal data in Web Chat and its transfer to Whistl Use of personal data, including Special Category Data, to resolve customer service queries	Platform-hosting and storage
Purpose	Third party processor hosts and maintains the TrackMyItem site which allows customers to track the current status of the item which has been ordered. Personal data (including Special Category Data) provided in Web Chat function in TrackMyItem or provided by email is used to resolve queries from the end-customer and from Whistl's Customer. The Web chat function may also be accessed via a link on our Carrier Management portal.	Personal data (including Special Category Data) provided in Web Chat function in TrackMyItem or provided by email is used to resolve queries from the end-customer and from Whistl's Customer. The Web chat function may also be accessed via a link on our Carrier Management portal.	Third part processor provides the tool to link customer communications to Whistl, Parcelhub or Resolvable agents.

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

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

12.4 Data Sharing (Tracked via the Whistl CMS)

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

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

12.5 How Whistl treats Personal Data (Tracked via Whistl CMS)

- Both of Whistl and the Customer will comply with all applicable requirements of Data Protection Legislation.
- [Whistl](#) acts as a data processor as 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.
- 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.
- Where Whistl processes personal data on behalf of the customer, it will:
 - Process the personal data only on the written instructions of the Customer unless Whistl is required to process it for other purposes by any laws of the European Union which are

- applicable to the services to process. Whistl will give the Customer notice of that requirement unless it is required not to do so;
- Maintain appropriate physical, technical and organisational measures, to protect against unauthorised or unlawful processing of personal data and against accidental loss or destruction of, or damage to, personal data, appropriate to the harm that might result from the unauthorised or unlawful processing or accidental loss, destruction or damage and the nature of the data to be protected, having regard to the state of technological development and the cost of implementing any measures;
 - Ensure that all personnel who have access to and/or process personal data are obliged to keep the personal data confidential;
 - Transfer personal data outside of the European Economic Area only where:
 - o appropriate safeguards in relation to the transfer are in place;
 - o the data subject has enforceable rights and effective legal remedies;
 - o Whistl complies with its obligations under the Data Protection Legislation by providing an adequate level of protection to any personal data that is transferred; and
 - o Whistl complies with reasonable instructions notified to it in advance by the Customer with respect to the processing of the personal data;
 - Assist the Customer, at the Customer's cost, in responding to any request from a data subject and in ensuring compliance with its obligations under the Data Protection Legislation with respect to security, breach notifications, impact assessments and consultations with supervisory authorities or regulators;
 - Notify the Customer within 24 hours on becoming aware of a personal data breach;
 - At the written direction of the Customer, delete or return personal data and any copies to the Customer on termination of the agreement unless required by any applicable laws to store the personal data;
 - Maintain complete and accurate records and information to demonstrate its compliance with the Data Protection Legislation; and
 - The Customer generally authorises Whistl to engage 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.

Where the Customer is an individual or sole trader, Whistl will provide personal information to credit reference agencies, which supply Whistl with information about the individual (such as the financial history of the person). Whistl does this to assess creditworthiness, check identity, manage the account, trace and recover debts and prevent criminal activity. Whistl continues to exchange information about individuals with credit reference agencies on an ongoing basis, including the payment of invoices and about any debts which are not fully paid on time. The credit reference agencies will share that information with other organisations. The identities of the credit reference agencies can be obtained from Whistl's finance department, and the ways in which they use and share personal information, are explained on their websites.

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.htm>

13.0 Procedures for handling non-compliant items

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

Issue
Resultant and corrective actions where applicable

13.1 Consignment Details

<p>The dimensions declared against the consignment do not match the dimensions of the physical items received</p> <p>International Courier services</p> <ul style="list-style-type: none"> Where volumetric charging applies, the actual dimensions for the items within the consignment will be used to calculate the volumetric weight of the consignment and if greater than the actual weight of the consignment, the volumetric weight will be applied for invoicing purposes. Where actual dimensions exceed the maximum dimensions for the declared format, the item will be returned. On consignment level services, our carriers may elect to return all items within a consignment.
<p>The weight declared against the consignment does not match the weight of the physical items received</p> <p>International Courier Services</p> <ul style="list-style-type: none"> The actual weight of the item will be used for invoicing purposes. Where volumetric charging applies, the actual dimensions for the item will be used to calculate the volumetric weight of the item and if greater than the actual weight of the item, the volumetric weight will be applied for invoicing purposes. Where actual weight exceeds the maximum dimensions for the declared format, the item will be returned. On consignment level services, our carriers may elect to return all items within a consignment.
<p>The despatch date declared against the consignment does not match the date the item was despatched</p> <ul style="list-style-type: none"> Customer Status Reporting may be impacted on our Despatch Manager customer portal with items incorrectly displaying the wrong estimated delivery date. An incorrect despatch date may result in an item being allocated to the wrong carrier service or delivery round. This may lead to delivery delays and in the process of rectifying the issue, a relabel surcharge may be applied. For day specific services, an incorrect despatch date may prevent an item being despatched on the required service. The effectiveness of our consumer notifications may be reduced should customers wish to use the expected delivery date to drive notifications or to insert the expected delivery date in consumer emails.
<p>The postcode declared against the consignment is incorrect</p> <ul style="list-style-type: none"> Courier services An invalid postcode may lead to an item being misrouted by our carriers. In this event, delivery delays may occur and in the process of rectifying the issue, a relabel surcharge may be applied. Where a carrier is unable to complete delivery without a corrected postcode, this will be raised to Whistl Customer Services as an Address Query or Request for Information. The delivery of the item will be delayed until a corrected postcode is supplied and a relabel surcharge may also be triggered. Should the actual postcode of an item be handled by a different delivery depot to the declared postcode, items will be treated as undeliverable and returned. A return to sender surcharge may also apply in this instance.
<p>The address declared against the consignment is incorrect</p> <ul style="list-style-type: none"> An incorrect item address may prevent our carriers from effecting delivery. Should this occur, delivery delays may occur and in the process of rectifying the issue, a relabel surcharge may be applied. Where a carrier is unable to effect delivery without a corrected address, this will be raised to Whistl Customer Services as an Address Query or Request for Information. This may impact the delivery speed of the item, a relabel surcharge may be triggered, and if the address query is not resolved, items will be treated as undeliverable and returned. A return to sender surcharge may also apply in this instance.
<p>A recipient name has not been declared against the consignment</p> <ul style="list-style-type: none"> Failure to supply a recipient name will impact B2C deliveries. Should a recipient name not be supplied, this will be raised to Whistl Customer Services as an Address Query and delivery of the item will be delayed until a recipient name is supplied. If as a result of the query the item must be relabelled, a relabel surcharge will be applied. This may impact the delivery speed of the item and if the address query is not resolved, items

may be treated as undeliverable by our carrier and returned. A return to sender surcharge may also apply in this instance.

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

International Services

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

Invalid or no product information declared against the consignment

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

13.2 Presentation

Items received which are incorrectly segregated

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

Items received with no Container card

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

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

Damaged item received

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

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

Item received with unsuitable packaging

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

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

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

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

Item received over 15kg without a clearly marked item weight

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

Item received in point-of-sale packaging for transit

Items received in point-of-sale packaging will be quarantined and returned to the customer on the following working day's collection vehicle. The customer will be notified the items have been quarantined by Whistl Customer Services

the following working day after receipt and undeliverable surcharges may be applied. Delivery will be delayed as a result of this process.

Item received without an approved tracking label

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

Item received with duplicate tracking numbers

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

Items received with poor quality/unreadable tracking labels

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

Items identified as containing hazardous or prohibited goods

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

Incomplete consignment received

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

13.3 Collections & consumables

Items unavailable at collection

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

Delay of collection

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

Late consumable request notification

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

13.4 Delivery

Failure to resolve an address query within the stated time period

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

13.5 Compensation and Transit Liability for Loss

Compensation claim raised for item where a WISMO (Where Is My Item) query has not been raised.

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

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

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

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

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

Compensation claim not submitted with the correct documentation or forms completed

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

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

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

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

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

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

Claim raised

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

Appendix A

Example Container Cards

Tracked	
International (Standard & Premium)	
	
Customer Name:	Collection Date:
ABC Limited	

Appendix B

Example Invoices

invoice

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

Invoice for mailings during week ending 16/04/17
Invoicing Week 2017/15 **2**



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

Tel: +44 (0)1628 891 644
www.whistl.co.uk

VAT Reg. No. GB 991 2657 87

3 Invoice No. IN16PP17000
3 Invoice/Tax Date 25/05/17
 VAT Registration No.

4 Account No. 521001
4 Client ID L20001
 Purchase Order No.
 Reference No.

Packets and Parcels Delivery Service

Date 5	Format	Items Reference	Unit Price	Net Amount	
07/04/17	48 NON POD Small Parcel 0-15000g 0-15,000g	10	1.00000	10.00	
10/04/17	48 NON POD Packet (Highlands & Islands) 0-1500g 0-1,500g	10	1.00000	10.00	
10/04/17	48 NON POD Packet 0-1500g 0-1,500g	5	1.00000	5.00	
11/04/17	Relabelling Fee	5	1.00000	5.00	
11/04/17	Undeliverable Return 0-1,500g	1	1.00000	1.00	
11/04/17	Fuel Surcharge (1.5%) 7	5	1.00000	5.00	
Total Items			36	Total GBP Excl. VAT	36.00
				20% VAT	7.20
				Total GBP Incl. VAT	43.20

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

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

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

B2B 24 By 12 International Premium
 B2B 48 Saturday

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

9

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

For consignment services only, the following fields will apply:

- 10 Number of items contained within the consignments
- 11 Number of compliant consignments
- 12 Consignment weight

Appendix C

Invoice Backing Data

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

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

Appendix D

Dangerous Goods in Limited Quantities (LQ)

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

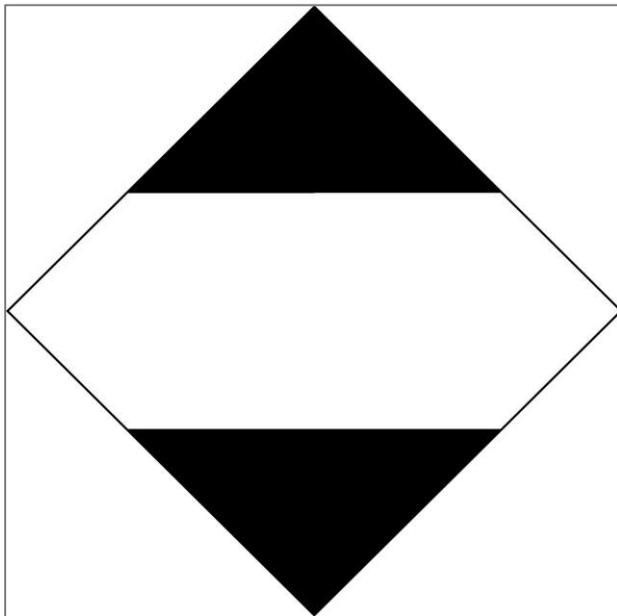
Consignors of dangerous goods packed in Limited Quantities must seek approval to despatch said items in the form of a signed Authority Letter¹⁵. Prior to despatching dangerous goods packed as limited quantities, the following information must be supplied to Whistl Customer Services to be kept on record:

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

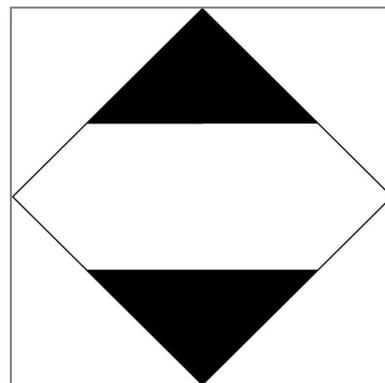
For shipments overseas, which include the off shore Islands around UK including NI, IOW and the Scottish Islands, a Dangerous Goods Note (DGN) is also legally required and must be completed by the consignor.

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

100x100mm



50x50mm



¹⁵ For an example letter, please refer to **Appendix E Example Authority Letter**

Appendix E

Example Authority Letter

Authority Letter

Dangerous Goods in Limited Quantities by Road & Sea



Customer details (in block capitals please)

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

We, the undersigned, confirm that:

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

We will ensure that:

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

Whistl UK Limited, Registered in England and Wales with Company Number: 04417947
Registered Office: 1 Globe Business Park, Finkhouse Lane, Marlow, Buckinghamshire, SL7 1HY

Page 1 of 2
Whistl Authority Letter - Dangerous Goods in Limited Quantities

• Prior to the commencement of any shipping exercise the following standard information is supplied to Whistl Customer Services:

- UN number of all articles and substances likely to be offered for carriage.
- An SDS for all articles and substances where applicable.
- The standard receptacle sizes and combination package variations likely to be shipped.

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

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

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

Declaration on behalf of the shipper and any authorised representatives

Declared on behalf of the shipper:

Approved for carriage by Whistl UK Limited:

Signature: _____

Signature: _____

Print Name: _____

Print Name: _____

Job Title: _____

Job Title: _____

Date: _____

Date: _____

Appendix F

Claims Process

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

1. Before submitting a claim

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

2. Submitting a claim

- Customers should submit no more than one claim form per Client ID per week. All required fields within the form should be completed and the form emailed to Whistl Customer Services
- Attached to the form should be supporting evidence and the filename for each piece of evidence should include the UPI (Unique Parcel Identifier) for the item being claimed against. Supporting evidence includes, but is not limited to:
 - **Proof of order** i.e. the recipients invoice confirming delivery location and items ordered
 - **Proof of cost price** i.e. your invoice from your supplier
- On international services, should you wish to claim compensation for damage, you must also supply proof of damage to the item. This must include sufficient evidence to prove that both the outer packaging and inner item have been damaged in transit

3. Processing a claim

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

4. Successful claims

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

5. Unsuccessful claims

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

Whistl International Fully Tracked Customer Guide Version Control

Document history

Date	Version No.	Section Revised	Revision Summary
05/02/2021	1.0	All	New Customer Guide for International Fully Tracked services. Applicable to items despatched via the Whistl CMS only.
21/11/2022	1.1	Last page	HQ address change
26/07/2023	1.2	12.0 Data Protection	Updated throughout
20/06/2024	1.3	12.0 Data Protection	12.2 Changes to 3 rd Party Processors 12.3 Changes to 3 rd Party Processors 12.5 Change of Controller/Processor status
16/10/2025	1.4	12.0 Data Protection	12.3 Changes to Third Party Processors (Tracked via the Whistl CMS)

Whistl Ltd
Network House
Third Avenue
Marlow
Buckinghamshire
SL7 1EY

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