



PremierSort Flex

Customer Guide

v1.5

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1.0 PremierSort Flex Overview

1.1 PremierSort Flex service summary

PremierSort Flex 2 or 3 day service offers customers a competitive and flexible service by sorting machine-readable mail, automatically. The service aim of the PremierSort Flex service is to deliver by the third working day (Mon-Sat) after the day of posting. The geographic location that the mail will be collected from and delivered to will depend on whether it will be a 2 day or 3 day delivery. Whistl will collect and prepare your unsorted mail, saving time and money. *

Summary of PremierSort Flex service

Day 0

- Unsorted mail collected from customers
- Mail delivered to Whistl sortation centre
- Mail machine sorted

Day 1 or Day 2**

- Bags of sorted mail delivered to Royal Mail
- Bags are signed for by the Royal Mail
- Royal Mail local sortation

Day 2 or Day 3**

- Delivered by Royal Mail

* The service aims are targets only and the time and date for processing and delivery are not guaranteed. Whistl will not be liable for the speed of collection, processing, handover and delivery which are affected (directly or indirectly) by any event or circumstance outside Whistl's reasonable control (see below for more details) or by an act or omission of the Customer (or its employees, agents or contractors). The dates for collection, processing, handover and delivery exclude any day which is a public holiday in any part of the United Kingdom.

** Geography dependent

Summary of PremierSort Flex Service

Service	Format Weight Bands						
	Letters (DL/C5)	Large Letters	Packets	0-100g	101-250g	251-500g	500-750g
PremierSort Flex	Y	Y	N	Y	N	N	N

1.2 Force Majeure Events

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

2.0 Entry Qualifications

2.1 Minimum volumes

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

2.2 Addressing standards

The customer must ensure that the addressing standards set out in section 2.2.1 are met. The customer must also ensure that each mailing item is addressed to its recipient so that the address is visible and legible at all times.

Whistl reserves the right to test mailings and postings received from the customer to ensure compliance with the addressing standards. The sample quantity will be the first pre-go live mail items of the forecasted daily collection. Failure to meet required standards will result in Whistl taking action in accordance with the procedures for handling non-compliant postings (see section 9 of the Customer Guide).

Test mail will be collected 7 days prior to the go live date. The customer will be notified of the test results and if successful will go live on the 7th day following the test mail collection.

2.2.1 Mail addressing

Customers shall take into account changes to postcodes and other address information over time and ensure that new records are accurate (e.g. quarterly updates). Cleaning address data should not be a one-off activity, but an ongoing process. If you need further details please contact Whistl Customer Services.

The best way to ensure that customers maintain the accuracy of their address files is to link their databases to Royal Mail's Postcode Address File (PAF®) by using one of the third party products based on PAF® which are available.

PAF® contains over 27 million UK addresses, including 1.7 million business addresses and 1.7 million postcodes, which Royal Mail constantly update to maintain its accuracy.

2.2.2 The elements of an address

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. If there is no thoroughfare element contained in PAF® this need not be included.

To fully explain these requirements, each element is described below.

	J Bloggs	
Organisation	A Posting House	} Premise elements
Sub-building	South Wing	
Building name	Bell House	
Building number	B-25 Bell Complex	
Dependent thoroughfare	The Mews	} Thoroughfare elements
Thoroughfare	300 Western Road	
Double dependent locality	Otterley	} Location elements
Dependent locality	Hedge End	
Posttown	OXFORD	} Postcode elements
Postcode	OX4 5ZZ	

i) Premise elements

Customers must include at least one of these four elements so that a single delivery point is defined. Customers do not have to include all the premise elements (unless the premise elements used do not sufficiently describe an address), even if they are included in PAF®.

ii) Thoroughfare elements

PAF® will give one of three possible combinations:

- *No thoroughfare – no need to include anything in this part of the address*
- *A thoroughfare but not a dependent thoroughfare - include the thoroughfare*
- *Both a dependent thoroughfare and a thoroughfare - include the former. If space allows customers can also include the thoroughfare, though it's not compulsory*

iii) Locality elements

Customers must include at least one locality element. They don't have to include them all, even if they are included in PAF®. The post town shall always be printed in capital letters (upper case). For example BIRMINGHAM on a line on its own. The rest of the address can either be in all capital letters or in capital and non-capital letters.

iv) Address structure

Each address element must be on a separate line with the postcode included as the last line of the address.

Mr AN Other
47 Polmaise Crescent Fallin
STIRLING FK7 7EE

2.3 Address Format

Whichever delivery option is chosen, PremierSort Flex allows significant savings to be realised on postage costs. How much depends on the address format chosen and quality of your mail.

Machine Readable Mail

Whistl's advanced technology has the unique capability to machine-read a higher proportion of printed mail. More mail will qualify for the PremierSort Flex discount depending on the readability rate of the address.

Mailings presented per collection must meet a minimum read rate of 95% to take advantage of the PremierSort Flex pre-sorted savings. If the 95% read rate is not met, the percentage of items qualifying will be charged at the PremierSort Flex agreed rate and the remainder will be charged at the reject rate defined in the contract agreement.

2.4 Suitable fonts and print formats

Comprehensive testing has been completed by our machine supplier to provide a list of recommended fonts that are available to customers. See Appendix A for the recommended fonts to be used.

In order for maximum read rates to be achieved, only certain fonts can be used and the print quality must be of a high standard. For example using typefaces that are more unevenly spaced than others (or printing labels on a dot matrix printer or on a printer where the ink is running low) may cause the item to be rejected by our sortation machines, which means having to resort to manual sortation – this can cause delay and affect the rate charged.

The readability of the address font will always be assessed during the pre-go live test.

2.5 Item dimensions & weight

Any item defined as a letter can be sent through Whistl for sortation provided that it meets the following requirements:

The below specifications reflect the letter envelope:

	Minimum	Maximum
Length (mm)	140	240
Height (mm)	90	165
Thickness (mm)	0.25	5
Weight (grams)	2	100

The below specifications reflect the light large letter size envelope:

	Minimum	Maximum
Length (mm)	241	330
Height (mm)	166	240
Thickness (mm)	1	4
Weight (grams)	2	100

Note: The dimensions above have been determined by combining the Royal Mail specifications and the Whistl sortation machine specifications.

3.0 Indicia for PremierSort Flex

For ease of coordination and sortation of your mail, Whistl has a preference that mail is presented without the Whistl indicia.

For customers who want to provide envelopes that are pre-printed with the Whistl indicia (either directly or via a third party) please follow the guidelines in section 3.1 and 3.2.

3.1 Pre-printed indicia for PremierSort Flex

Mailing items will only be accepted at Whistl DSA Centres if they bear an indicia approved by Whistl. The indicia cannot be used to access retail end-to-end services nor for any other purpose than as set out in the contract agreement and this Customer Guide.

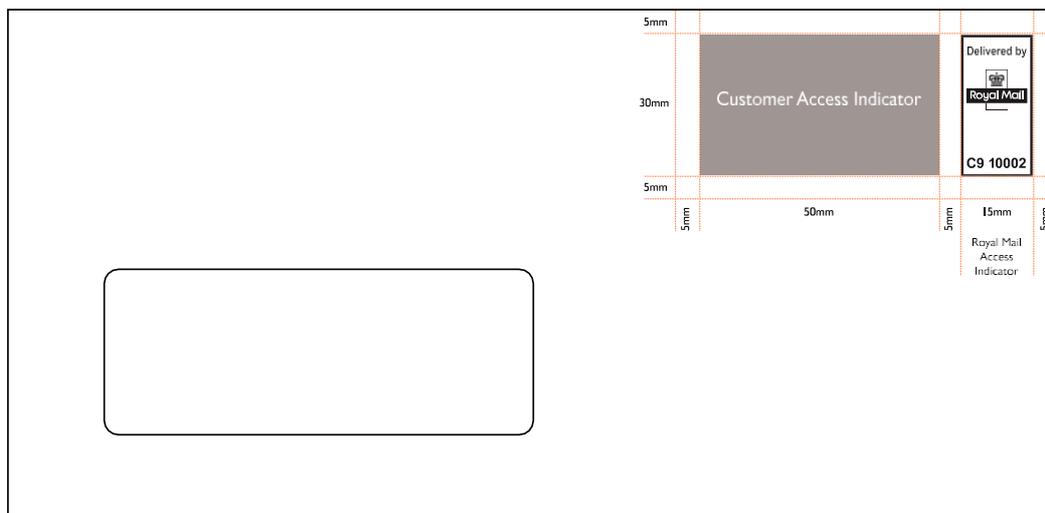
All mailing items must carry a Whistl approved indicia. This indicia comprises:

- Whistl's Access Indicator which clearly identifies:
 - The contract holder's legal entity name
 - A registered design of the contract holder
 - A trademark design of the contract holder

- The Royal Mail Access Indicator, an example of which is set out overleaf. The Royal Mail Access Indicator must not be used on any mailing items except in accordance with the agreement and comprises:
 - A service indicator 'S'
 - The words 'Postage Paid GB'
 - The unique licence number – which will be provided once a credit account has been set up
 - Royal Mail's letter fan device (a registered trademark)

An example of the indicia template to be used can be found within this document.

Indicia positioning template for the large design



Indicia positioning template for the small design



The top and right hand edge of the indicia zone (as set out in the above indicia template) should be aligned exactly to the top and right hand edges of the envelope. The preferred clear zone round the Access indicia is 5mm, there is no minimum clear zone. However the entire indicia must be displayed on the envelope i.e. anything less than 100% of the indicia design on the envelope will constitute non-compliance.

The Whistl unique licence number will be incorporated within the Royal Mail Access indicator for use by the customer. Mailings will not be accepted unless all mailing items show the licence number, which matches the account to which the mailing will be charged.

3.2 Indicia Size

There are 2 specified sizes the customer can choose to use for their pre-printed envelopes.

Note: where envelopes are not pre-printed with the Whistl indicia, only the small standard design indicia will be printed by the station machine.

Customer indicator

- Large customer indicator – maximum area available is 30mm tall x 50mm wide
- Small customer indicator – maximum area available is 20mm tall x 50mm wide

There is no minimum size for the customer indicator but it needs to be visible and any words used need to be in a font larger than 10 point.

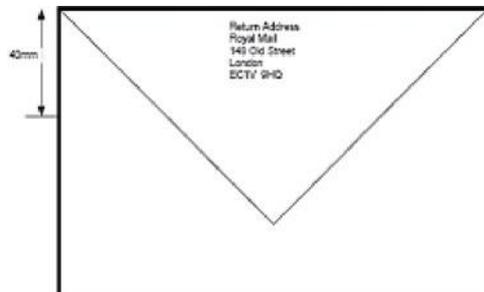
Any variation in size from that submitted by the customer will need to be checked through Whistl machinery before use.

Large PPI ('S') = 30mm tall & 15mm wide	Small PPI ('S') = 20mm tall & 15mm wide
 <p>Total Length: 70mm</p>	 <p>Total Length: 61mm</p>

3.3 Return Addresses and Undeliverable Mail

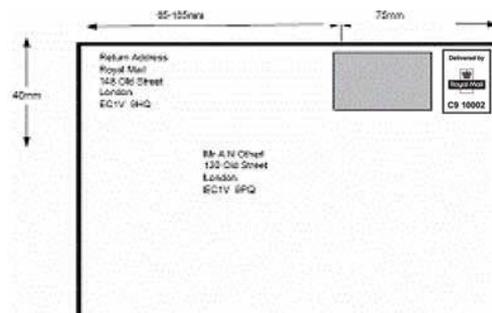
The customer shall ensure that every mailing item is clearly marked on the reverse with a UK Return Address. The below diagram shows the recommended format and positioning of the Return Address for all mailing items. This should be preceded with the words 'Return Address'.

Recommended format and positioning of a return address on the back of an envelope.



The recommended position for a return address is on the reverse of the mailing item, in order to minimise confusion with the delivery address. Where it is not possible to print the return address on the back, it can be printed on the front (see diagram below).

Recommended format and positioning of a return address on the front of the envelope.



Any undeliverable mailing item will be returned to the UK return address, provided on the mailing item.

The format should consist of:

- PO BOX Number (fixed element of the address)
- The Customer Reference Number (variable element of the address. Each customer has one or more unique four digit identification numbers ascribed to them e.g. one number may denote marketing postings; one may denote billing postings)
- The customer's name (fixed element of the address)
- Post Town (fixed element of the address)
- PO Box postcode (fixed element of the address)
The return address should always be prefixed with the words 'Return Address' – this is to ensure optimum processing through Royal Mail's machines

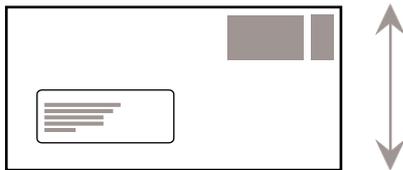
Any alterations with this format should be clarified with the Whistl Account Manager.

4.0 Mail Presentation

Mail must be presented in mail trays provided by Whistl. Mail must be placed in the trays un-banded, all facing in the same direction and the correct way up. Trays should not be overfilled as it makes handling difficult and can cause sticking envelopes. Each tray will need to be clearly identified with a tray label. See section 6.3 for tray labelling.

In the case of letter sized envelopes the mail should be placed with the address the right way up and sitting upright.

E.g.



In the case of light large letter envelopes the mail should be placed in the same direction with the address side facing down.

Note: mail in trays cannot be double stacked.

4.1 Mailing items

The customer must ensure where possible that mailing items of a similar weight, shape or size are securely placed in Whistl trays. The number of mailing items in each tray will depend on the nature of the mailing items. This will normally be determined by their size and thickness.

Mailings that are presented must be separated according to format:

- Letter
- Large letter
- Items will also need to be separated if you require part of your mailing to have the indicia or the return address sprayed by our sortation machine

4.2 Mail sequence

PremierSort Flex mail should be presented in a geographically random order. This maximizes throughput of the process and minimises risk of delay.

The easiest way to make sure the mail is in random order is to stack the 'print file' by surname in alphabetical order.

4.3 Flexibility

Items must be flexible enough to bend into an 'S' along their longest edge.

The 'S' test is intended to indicate when a mail piece is too stiff to be safely handled by the automation equipment without it being damaged by the equipment or it damaging the equipment.

4.4 Non-machineable items

The following are classed as non-machineable:

- Polywrap, plastic or window envelopes without plastic film
- Enclosed inflexible objects such as coins, pens and keys >5mm thick per item
- Heavier than 100g per item
- Metal inserts (e.g. foil or aluminium), as any detection of metal will not allow the item to be machine sorted

4.5 Paper weight

- Envelopes – 70gsm minimum
- Postcards – 200gsm minimum with a minimum thickness of 0.25mm

4.6 Sealing

Each item must be well sealed, taking care to avoid the use of too much gum or excess water which could result in envelopes sticking together.

- Metal clips or staples must not be used
- The items must be sealed on all sides

4.7 Using window envelopes

Please follow these requirements if the address is to be read through a window:

- The window position must be at least 15mm from the left hand edge of the envelope and at least 18mm from its bottom edge
- The maximum gloss value of the window material should be 150 when measured at 60° in accordance with ASTM 2457 standard test method for specular gloss of plastic films
- The window haze should not exceed 75% in accordance with ASTM D1003 standard test method for haze of plastic films
- The item inside the envelope must fit securely and not move around. The address must always be fully visible

The window should not infringe any of the clear zones on the mail piece. See Appendix B for the optimum mail template.

4.8 Address

- All lines of the address must be justified left
- The extremities of the address block must be at least 5mm away from the edge of the label or window
- Excessively skewed addresses cannot be read. The Whistl sortation machine can only tolerate a maximum skew of plus or minus five degrees from the horizontal
- Punctuation should be avoided if possible e.g. don't put commas or full stops at the end of lines

4.9 Address block

The address block is defined as an imaginary box which surrounds the address (including the addressee's name). There must be a 5mm clear zone around this block. See Appendix B for the optimum mail template.

If you want to print a reference number or code near the address this must be printed either:

1. Within the address block as the top line of the address and left justified to form part of the address
Or
2. Outside the 5mm clear zone

4.10 Clear Zones

You should leave the following areas clear of any markings. These areas are called 'clear zones' and are used by Whistl machines to print, read codes and locate the address on mail items. The address must not encroach into any of these clear zones:

- 5mm around the address
- 18mm from the bottom edge and 115mm from the right edge
- A zone 15mm from the right hand edge and 70mm from the bottom edge
- A zone 115mm from the right hand edge and 10mm high with the zone's top edge starting 70mm from the bottom edge of the item

Additionally, no part of the address should fall within 40mm of the top of the mail piece.

4.11 Paper colour

The most suitable colours for envelopes are white, cream or buff. Other colours may be used so long as they are light or pastel shades which contrast by at least 50% in tone with the address.

Please do not use red or dark coloured envelopes as it makes it difficult for our machines to read the address or codes.

4.12 Printing

The address must be darker than the paper, e.g. don't print the address in white ink on dark paper.

Please do not use red or dark colour ink for printing logos, designs or text behind the address, as our machines cannot read against it.

5.0 Consumables

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

Re-ordering equipment

Please contact Customer Services on **0808 262 0808**.

Refer to the notice period for trays and magnums below. Requests for delivery of consumables the next day must be received by no later than 14:30hrs.

5.1 Trays

Whistl will supply the customer with Whistl trays and lids for the sole use of conveying Whistl specific mailings from the customer nominated site to the Whistl Sorting Centre.

Whistl trays and lids must not be used for moving mailing items between either the customer's sites or agent's sites without prior agreement with Whistl Customer Services. Customers should use the tray lid at all times as this will secure the tray label identification.

The customer will provide Whistl Customer Services with notice of their requirements and Whistl will endeavour to provide the customer's required amounts within the notice period.

- 0-200 trays require 24 hours' notice
- 201-400 trays require 48 hours' notice
- 400+ trays require 96 hours' notice

5.2 Magnum

Whistl will supply the magnums with containers for the sole use of conveying Whistl specific mailings from the customer nominated site to the Whistl Sorting Centre.

Whistl magnums must not be used for moving mailing items between either the customer's sites or agent's sites without prior agreement with Whistl Customer Services.

The customer will provide Whistl Customer Services with notice of their requirements and Whistl will endeavour to provide the customer's required amounts within the notice period.

- 0-50 magnums require 24 hours' notice
- 51-100 magnums require 48 hours' notice
- 100+ magnums require 96 hours' notice

5.3 Tray labels

Whistl will provide an electronic template of the tray label during the initial customer set up. There are two formats of tray labels, one being for letters and the other for light large letters.

The customer is required to print off one copy and place it on top of the mail inside every tray that is to be collected. The label should sit facing upright so that it can be visible through the transparent tray lids.

5.4 E-Dockets and Collection Receipt

E-Dockets

This tool has been designed to be easily accessible via the Whistl website. The tool allows you to declare your daily volumes for each of Whistl's unsorted services: PremierSort, PremierSort Flex and AllSort. It allows you to create a unique tray card, which should accompany every mailing.

Whistl will provide the customer with a login at the initial customer implementation. If you are an existing customer please contact your Whistl Account Manager for your login details.

Please refer to the E-Docket Customer Guide for more information.

Collection Receipt

Whistl will provide the customer with a collection receipt booklet during the initial customer set up. The collection receipt is a quadruplicate copy and the customer will be required to complete, sign, time and date the receipt and also have it checked and signed by the Whistl collection driver. Three copies will be retained by the Whistl employee and the other by the customer as a receipt of collection.

The handover of mailing items and the signing of the collection receipt does not constitute acceptance of the mailing items by Whistl. Acceptance of a mailing by Whistl only occurs after Whistl revenue protection and mail verification checks have been completed and all issues have been resolved.

A mailing will be deemed to have been accepted by Whistl and subsequently the Royal Mail.

Example of a collection receipt:

Collection receipt

Customer Services **01628 816768**

1. Collection Details	2. PremierSort <input type="checkbox"/> PremierSort Flex <input type="checkbox"/>	3. AllSort <input type="checkbox"/>																																																																																											
<div style="border-bottom: 1px solid #ccc; padding: 2px;">Customer name</div> <div style="border-bottom: 1px solid #ccc; padding: 2px;">Date</div> <div style="border-bottom: 1px solid #ccc; padding: 2px;">Customer ID</div> <div style="border-bottom: 1px solid #ccc; padding: 2px;">Collection address</div> <div style="border-bottom: 1px solid #ccc; padding: 2px;"></div> <div style="border-bottom: 1px solid #ccc; padding: 2px;"></div> <div style="border-bottom: 1px solid #ccc; padding: 2px;">Vehide number</div> <div style="border-bottom: 1px solid #ccc; padding: 2px;">Arrival time</div> <div style="border-bottom: 1px solid #ccc; padding: 2px;">Departure</div> <div style="border-bottom: 1px solid #ccc; padding: 2px; margin-top: 10px;">Driver name</div> <div style="border-bottom: 1px solid #ccc; padding: 2px; margin-top: 2px;">Signature</div> <div style="border-bottom: 1px solid #ccc; padding: 2px; margin-top: 10px;">Customer name</div> <div style="border-bottom: 1px solid #ccc; padding: 2px; margin-top: 2px;">Signature</div>	<table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <thead> <tr style="background-color: #333; color: white;"> <th style="width: 25%;">SERVICE</th> <th style="width: 25%;">ITEMS</th> <th style="width: 25%;">TRAYS</th> <th style="width: 25%;">MAGNUMS</th> </tr> </thead> <tbody> <tr> <td>PremierSort Letter – 2 day</td> <td></td> <td></td> <td></td> </tr> <tr> <td>PremierSort Letter – 3 day</td> <td></td> <td></td> <td></td> </tr> <tr> <td>PremierSort Light large letter – 2 day</td> <td></td> <td></td> <td></td> </tr> <tr> <td>PremierSort Light large letter – 3 day</td> <td></td> <td></td> <td></td> </tr> <tr> <td>PremierSort Packet – 3 day</td> <td></td> <td></td> <td></td> </tr> <tr> <td>PremierSort Flex Letter – 2/3 day</td> <td></td> <td></td> <td></td> </tr> <tr> <td>PremierSort Flex Large letter – 2/3 day</td> <td></td> <td></td> <td></td> </tr> </tbody> </table>	SERVICE	ITEMS	TRAYS	MAGNUMS	PremierSort Letter – 2 day				PremierSort Letter – 3 day				PremierSort Light large letter – 2 day				PremierSort Light large letter – 3 day				PremierSort Packet – 3 day				PremierSort Flex Letter – 2/3 day				PremierSort Flex Large letter – 2/3 day				<table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <thead> <tr style="background-color: #333; color: white;"> <th colspan="4">QUANTITY</th> </tr> <tr style="background-color: #eee;"> <th></th> <th>Magnums</th> <th>Yorks</th> <th>Bags</th> <th>Trays</th> </tr> </thead> <tbody> <tr> <td>AllSort</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td colspan="5" style="background-color: #333; color: white; text-align: left;">QUANTITY BY SERVICE</td> </tr> <tr style="background-color: #eee;"> <th></th> <th>Letter</th> <th>Large Letter</th> <th>Packet</th> <th>Parcel</th> </tr> <tr> <td>AllSort National</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td colspan="5" style="background-color: #333; color: white; text-align: left;">QUANTITY BY SERVICE</td> </tr> <tr> <td>International</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>BFPO</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td colspan="5" style="background-color: #333; color: white; text-align: left;">TNT POST USE ONLY</td> </tr> <tr> <td colspan="5">Goods in name</td> </tr> <tr> <td colspan="5">Goods in signature</td> </tr> </tbody> </table>	QUANTITY					Magnums	Yorks	Bags	Trays	AllSort					QUANTITY BY SERVICE						Letter	Large Letter	Packet	Parcel	AllSort National					QUANTITY BY SERVICE					International					BFPO					TNT POST USE ONLY					Goods in name					Goods in signature				
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Whistl Green Whistl Accordion Yellow Green Whistl Accordion Green Green Transport Blue Green Customer

6.0 Forecasting Variance

The customer must provide Whistl Customer Services with a variance forecast of their mailing if it varies from the initial forecast provided. The forecast variance will include anticipated volume of mailing items and must provide details of the format of mailing items expected to be handed over on each of the next 7 working days.

7.0 Collection Process

7.1 Collection times

Standard collection times will be set up prior to the customer's first collection and will be regarded as fixed from this point. These collection times are flexible however, if mutually agreeable to both the customer and Whistl Customer Services. Changes to collection times are to be considered by Whistl at the request of the customer.

7.2 Collection Time Change Process

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

Any requests to change collection times must be made by e-mail to Whistl Customer Services and may require at least 14 working days for changes to be processed. Whistl Customer Services will confirm by e-mail, subject to capacity and capability, whether the change of collection time is acceptable. Whilst Whistl will endeavour to meet the customer's requirements, this may not be possible in every instance. The final decision regarding the allocation of collection times rests with Whistl.

7.3 Customer health and safety procedures

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

7.4 Unloading and handover

- Where the customer has been provided with Whistl containers, the customer site is responsible for loading and unloading the containers when and where directed by the Whistl driver.
- All postings handed over to a Whistl driver must be accompanied by a collection receipt. At handover, the Whistl employee will sign, time and date both copies of the collection receipt. Whistl and the customer's driver will each, retain one copy of the collection receipt.

7.5 Contingency

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

8.0 Procedures for Handling Non-compliant Mailings

Whistl reserves the right to sample mailings and postings received from the customer to ensure compliance with the Customer Guide. Failure to meet required standards will result in Whistl taking action in accordance with the procedures for handling non-compliant mailings.

- If after revenue protection, Whistl has identified mailings which fail to comply with the customer Guide, Whistl shall notify the customer by telephone and e-mail. Whistl will offer the customer a reasonable opportunity to inspect the mailing as soon as is reasonably practicable after identifying the error, but no later than 24 hours after notification. If following the customer's inspection (or the expiry of the 24 hour period) Whistl remains satisfied that there has been failure to comply, Whistl may proceed to implement the procedures within this section
- The following table details the actions Whistl may take in the event of non-compliance. In this table, 'Relevant Segment of the Mailing' refers to that part of the posting which relates to an individual mailing in relation to which the non-compliance has been identified

8.1 Collections

Issue	Resultant and corrective actions where applicable
Posting unavailable at collection	If a pre-notified posting is not available for collection on the nominated day despite the pre-notification that posting will be considered void and will be logged by Whistl.
Delay of collection	If the customer is unable to meet the agreed collection time and Whistl is not contacted to agree the delay of the collection, Whistl may not accept the handover of the posting.

8.2 Documentation

Issue	Resultant and corrective actions where applicable
No signed collection receipt	If the relevant collection receipt has not been signed by a customer employee, Whistl will not accept the posting until confirmation of the collection volume has been received.

8.3 Addressing Standards

Issue	Resultant and corrective actions where applicable
Mailing items that fail to meet the addressing standards as specified in Section 2.2 of the Customer Guide	<ul style="list-style-type: none"> • If the amount of reject mail is > 5% of the total mailing, then the items will be manually sorted if Whistl agree it is operationally feasible to process. In this case the customer will be charged at the defined tariff rate for the rejected mail as set out in the contract agreement and the mail will be processed one day later • If the amount of reject mail is less than 5% of the total mailing, then Whistl will agree to sort the rejected mail manually at no extra charge

8.4 Mail Presentation

Issue	Resultant and corrective actions where applicable
The customer hands over mailing items in poor condition	<ul style="list-style-type: none"> • Whistl staff will visually check the condition of the trays of mailing items upon handover. Any posting/ mailing or relevant segment of the mailing obviously damaged or in a generally poor condition will not be accepted by Whistl. • Any mailing items that Whistl employees subsequently discover (prior to acceptance) to be damaged or in generally poor condition will not be processed. Whistl will contact the customer's nominated contact and the customer may collect the mailing items
The customer hands over mailing items that are stuck together	If mailing items within a mailing or relevant segment of the mailing are stuck together then it will not be processed – Whistl will contact the customer. Where Whistl agrees that is practicable to separate the mailing items, Whistl will do so. If, in the opinion of Whistl, the mailing items cannot be separated without damaging them the customer must collect the mailing items

<p>The customer hands over mailing items without a Whistl Tray card placed on top of each tray</p>	<ul style="list-style-type: none"> • Over a 4 week period the customer will be given the opportunity to correct their actions before Whistl reserves the right to charge any applicable surcharges • The process will work as follows: <ul style="list-style-type: none"> - Week 1 – if a customer is identified to be not providing a relevant tray card – the Internal Account Executive (IAE) from the Whistl Customer Services team will contact the customer – the customer is given 1 week to correct the issue - Week 2 – if the customer still hasn't resolved the issue, the IAE will escalate to the customer's Account Manager, who will contact the customer again to help them resolve the issue - Week 3 – if the customer is identified for a 3rd week in a row, the customer will be contacted to be advised that the relevant surcharge will now be charged to them. The surcharge will be charged daily for every time the customer presents items of mail without a relevant tray card until such time as the customer corrects the issue <p>The customer will remain on the monitoring list for a 13 week period, if the corrective action is taken within this time and is consistent then surcharges will no longer apply</p>
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8.5 Non-machineable or non-routable mail

Issue	Resultant and corrective actions where applicable
<p>The customer hands over non-machineable or non-routable mail</p>	<p>Non machineable or non-routable mail (which includes mail for an address outside the United Kingdom, for a BFPO address, without a full address or that does not comply with or is not presented in accordance with the specification outlined in the Premier sort Flex Customer Guide) shall be defaulted to the AllSort product, if possible operationally and Whistl so elects, and the customer shall pay Whistl's then current AllSort rates and handling charge.</p> <p>If Whistl cannot, or elects not to, process the non-machineable mail, then the items will be returned to the customer at such time as Whistl may elect. This is likely to be at the same time as a future collection from the customer</p>

9.0 Data Protection

9.1 Data Processing carried out by Whistl

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

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

Data subjects	Recipients of the Customer's mail items.
Categories of Data	Data subject's name and address as printed on the front of the mail item.
Processing Operations / Subject Matter	The processing operations are as follows (further detail is set out in this table): <ul style="list-style-type: none"> • Recording • Storage • Retrieval • Use • Disclosure by transmission • Erasure
Purpose	Whistl processes personal data for the following purposes: <ul style="list-style-type: none"> • Address read by sortation machine in order to sort the mail to the correct geographical location • Image of the front of the item is recorded, stored using a 3rd-party application, and retrieved to assist with delivery and invoicing queries • Where the video encoding service is used an image of the name and address on the front of an unsorted item, which cannot be machine-read, is recorded and transmitted to our third party processors to be read
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 envelope are stored for 90 days • Video encoded images are accessed for less than 5 minutes
Deletion of Processed Data	At the end of these periods, the personal data is automatically deleted.
Third party processors	Whistl uses third party processors to store envelope images and also in relation to the video encoding service. Details of the third party processors and their activities is set out below.

9.2 Third party processors

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

Name of third party processor	PostNL Data Solutions BV	Straive	Prime Vision BV
Location	Netherlands	Philippines & Vietnam	Netherlands
Categories of data processed	An image of the name and address on the front of unsorted items which cannot be machine-read.	An image of the name and address on the front of unsorted items which cannot be machine-read.	An image of the name and address on the front of unsorted items.
Details of processing	PostNL Data Solutions receive the personal data from Whistl into their systems and allow personnel from Straive	The image is made available by PostNL Data Solutions to view the address.	Prime Vision provide an application for the storage of images.

	access to read the personal data.		
Purpose	Receipt of the personal data to be read by personnel from Straive (see below). Image is auto deleted once used.	To manually read addresses which cannot be machine-read. The address is then sent to the Supplier and the image of the Personal Data is deleted.	To assist with delivery and invoicing queries.

9.3 How Whistl treats Personal Data

- Both of Whistl and the Customer will comply with all applicable requirements of Data Protection Legislation.
- Although the overall purpose of the data processing described above is agreed with the Customer (to deliver relevant items provided by the Customer to the addressees of each item), Whistl retains control over the manner in which it processes the relevant personal data in order to fulfil the purpose concerned. Accordingly, Whistl will in general be acting as a Data Controller when processing personal data as set out above, in line with the relevant guidance from the Information Commissioner in the UK (<https://ico.org.uk/for-organisations/uk-gdpr-guidance-and-resources/controllers-and-processors/controllers-and-processors/how-do-you-determine-whether-you-are-a-controller-or-processor/#2>).
- The table above sets out the scope, nature and purpose of processing, the duration of the processing and the types of personal data and categories of data subject which are subject to processing.
- The Customer confirms that any personal data provided to Whistl by the Customer or on its behalf has been collected and disclosed in accordance with the Data Protection Legislation. When using Whistl's services, the Customer will take reasonable steps to ensure that no irrelevant or unnecessary information about individuals is provided to Whistl for or on behalf of the Customer.
- If and to the extent that Whistl processes any personal data on behalf of the Customer in connection with the performance by Whistl of its services (in circumstances in which the Customer controls both the purpose and the manner of the processing and the processing is carried out by Whistl solely on behalf of the Customer, it will:
 - Process the personal data only on the written instructions of the Customer unless Whistl is required to process it for other purposes by any laws of the European Union which are applicable to the services to process. Whistl will give the Customer notice of that requirement unless it is required not to do so;
 - Maintain appropriate physical, technical and organisational measures, to protect against unauthorised or unlawful processing of personal data and against accidental loss or destruction of, or damage to, personal data, appropriate to the harm that might result from the unauthorised or unlawful processing or accidental loss, destruction or damage and the nature of the data to be protected, having regard to the state of technological development and the cost of implementing any measures;
 - Ensure that all personnel who have access to and/or process personal data are obliged to keep the personal data confidential;
 - Transfer personal data outside of the European Economic Area only where:
 - Appropriate safeguards in relation to the transfer are in place;
 - The data subject has enforceable rights and effective legal remedies;
 - Whistl complies with its obligations under the Data Protection Legislation by providing an adequate level of protection to any personal data that is transferred; and

- Whistl complies with reasonable instructions notified to it in advance by the Customer with respect to the processing of the personal data;
- Assist the Customer, at the Customer's cost, in responding to any request from a data subject and in ensuring compliance with its obligations under the Data Protection Legislation with respect to security, breach notifications, impact assessments and consultations with supervisory authorities or regulators;
- Notify the Customer within 24 hours on becoming aware of a personal data breach;
- At the written direction of the Customer, delete or return personal data and any copies to the Customer on termination of the agreement unless required by any applicable laws to store the personal data;
- Maintain complete and accurate records and information to demonstrate its compliance with the Data Protection Legislation; and
- The Customer generally authorises Whistl to engage processors to process personal data. A list of the processors is set out in the section above. This list will be updated by Whistl and Whistl will give the Customer notice of any proposed change. If the Customer reasonably objects to a change, Whistl may either (at its option): (i) give the Customer an option to pay for the provision of the service without the use of the new processor; or (ii) terminate the provision of the affected service.

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

Appendix A

Recommended machine-readable fonts

Things to avoid

Typical problems that can cause your mail to be rejected are as follows:

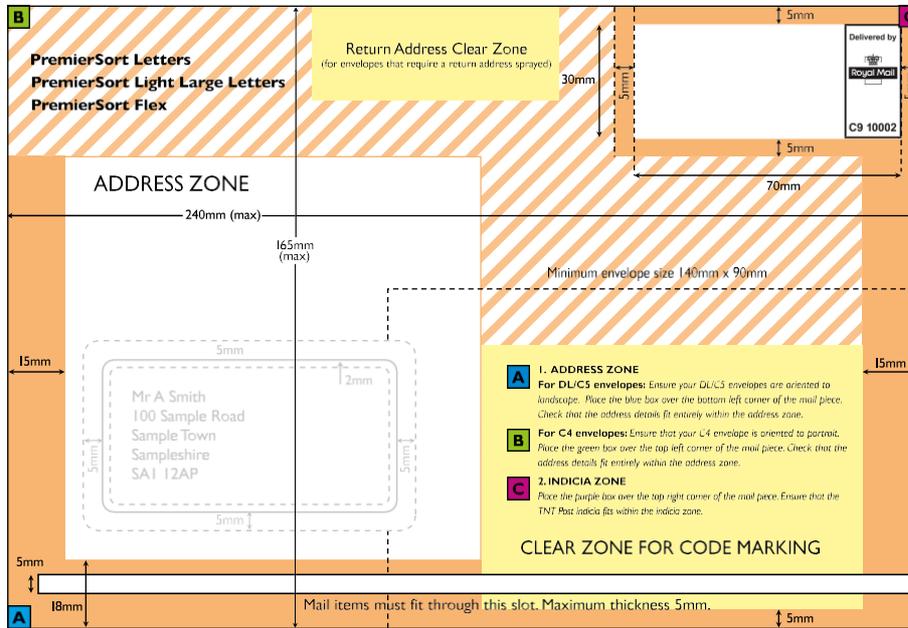
- Characters with incorrect proportions e.g. stretched or condensed typefaces. Over large or small characters.
- Quality of characters that are poorly printed or defined, either because they have been printed by poor quality printers, low resolution dot matrix printers or because the printer needs maintenance – worn ribbon, low on toner etc.

Note: 10 point fonts read consistently better than 12 point fonts. A 12 point in one font may be smaller or larger than a 12 point in another font.

Font	Size
Arial	10pt
Capelli-Plain	10pt
Century-WP	10pt
Classic Typewriter-Plain	10pt
Corporate Mono-Plain	10pt
Courier	10pt
	12pt
Courier New (TT)	10pt
	12pt
Draft Plate-Plain	10pt
Dutch SWA	10pt
Helvetica	10pt
Letter Gothic Plain	10pt
	12pt
Microscan-A	10pt
Microscan-B	10pt
	12pt
New Century Schoolbook	10pt
Palatino	10pt
Pica Plain	10pt
	12pt
Prestige Plain	10pt
	12pt
Souvienne-Plain	10pt
Swiss SWA	10pt
Times Roman	10pt
Weissach-Plain	10pt

Appendix B

Envelope specification

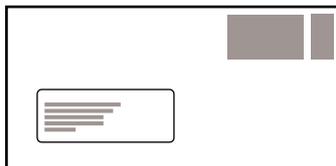


Mail piece guide shown 50% actual size

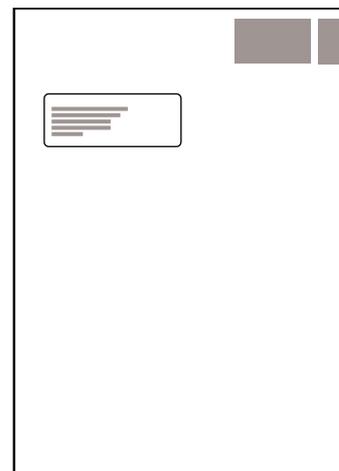
Please note the diagram above is not to scale. The measurements above apply to letter and light large letter envelopes

- The address must appear in the address zone, but must be at least 15mm from any edge and 15mm away from logo/design
- Leave a clear zone 18mm from the bottom edge and 115mm from the right edge
- Leave a clear zone 115mm from the right edge and 5mm high with its top edge 70mm from the bottom edge
- The yellow clear zones must be kept clear for code marking and for a return address to be sprayed by Whistl (if required)

For letters the address should appear
On its long edge



For Light Large Letters, Heavy Large Letters
and Packets the address should appear on its
short edge



PremierSort Flex Customer Guide Version Control

Document history

Date	Version No.	Section Revised	Revision Summary
10/03/2020	1.0	All	Due to changes to our brand design, the changes made were for design purposes only.
05/02/2021	1.1	9.0 Data Protection	Amendments to Data Protection section
04/08/2021	1.2	8.0 Procedures for Handling Non-compliant Mailings	8.4 Post Presentation section added to table
21/11/2022	1.3	Last page	New HQ address change
28/07/2023	1.4	9.0 Data Protection	Updates throughout
23/01/2024	1.5	All	Design Changes

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