



PremierSort

Customer Guide

v1.6

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1.0 PremierSort Overview

1.1 Introduction

PremierSort offers customers a competitive and flexible service by sorting machine-readable Letters, Large Letters and Packets.

1.2 Service Summary

1.2.1 PremierSort 2 day

The service offers customers a competitive and flexible service by sorting machine-readable mail automatically. The PremierSort 2 day service is applicable to Letters and the service aim is for items to be delivered the second working day (Mon-Sat) after the day of posting.*

Whistl will collect your unsorted mail, saving time and money.

Day 0

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

Day 1

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

Day 2

- Delivered by Royal Mail

1.2.2 PremierSort 3 day

The PremierSort 3 day service is applicable to customers mailing Letters, and Large Letters. The service aim is for mail to be delivered on the 3rd working day (Mon-Sat) after the day of collection nationally.*

Day 0

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

Day 1

- Mail machine sorted

Day 2

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

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.

Summary of PremierSort services

Service			
	Letters (DL/C5)	Large Letters	0-100g
Letters 2 day	Y	N	Y
Letters 3 day	Y	Y	Y
Large Letters 3 day	N	Y	Y

1.3 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

The minimum volumes a customer must reach per collection, prior to using Whistl's PremierSort service is as follows:

- Letters 10,000 items
- Large Letters 1000 items

If you are currently a Whistl Premier Customer and wish to use the Whistl PremierSort service, please contact your Whistl Account Manager for more information regarding minimum volumes.

2.2 Addressing standards

The Customer must ensure that the Addressing Standards set out in section 2.2.1 are met.

Whistl reserves the right to sample Mailings and Postings received from the Customer to ensure compliance with the addressing standards. The sample quantity will be 10% (or min. 1000, whichever is the greater) 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/ Postings (see **section 8** of the Customer Guide)

2.2.1 Post 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.

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 here:

	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 be either in all capital letters, or in capital and non-capital letters.

iv) Postcode

The address of all mailing items must contain the full and accurate Postcode. The Postcode must be able to generate an address from PAF® which can be matched to the minimum requirements above (at least one premise element, one thoroughfare element and one locality element). The Postcode must always appear in capital letters on its own as the last line of the address. The Postcode must NOT be:

- Printed on the same line as the town or county
- Underlined or punctuated

Two spaces must be included between the two parts of the Postcode. The first part (i.e. OX4) is the outward code; the second (i.e. 5ZZ) is the inward code.

2.3 Address Format

Whichever delivery option is chosen, PremierSort allows significant savings to be realised on postage costs. How much depends on the address format chosen:

Machine Readable Mail

Whistl's advanced technology has the unique capability to machine-read a higher proportion of computer printed mail. More mail will qualify for the pre-sorted 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 pre-sorted savings. If the 95% read rate is not met, the percentage of items qualifying will be taken and the remainder will be charged at the reject rate set out 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, which 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— that can cause delay and affect the rate charged.

2.5 Item dimensions & weight

PremierSort Letters

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

PremierSort Large Letters

	Minimum	Maximum
Length (mm)	140	330
Height (mm)	90	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

Whistl's sortation machine can accept both pre-printed envelopes with the mail indicia, and blank envelopes, which will be printed the same time the mail is sorted through the sortation machine.

Please note that a combination of pre-printed indicia and blank envelopes cannot be accepted and the Customer must indicate whether they will be providing blank or pre-printed indicia envelopes prior to utilizing the PremierSort service.

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 Agreement and this User Guide.

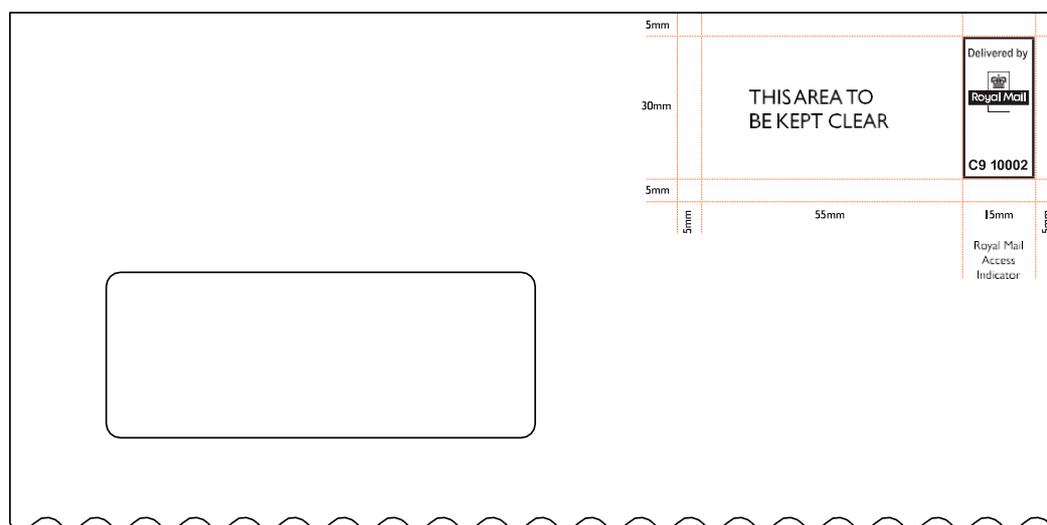
For Heavy Large Letters and Packets customers must either print both the Indicia and Return Address or leave both blank i.e. customers can't print the indicia and leave the Return Address blank and vice versa.

3.1 Pre-printed Indicia for PremierSort

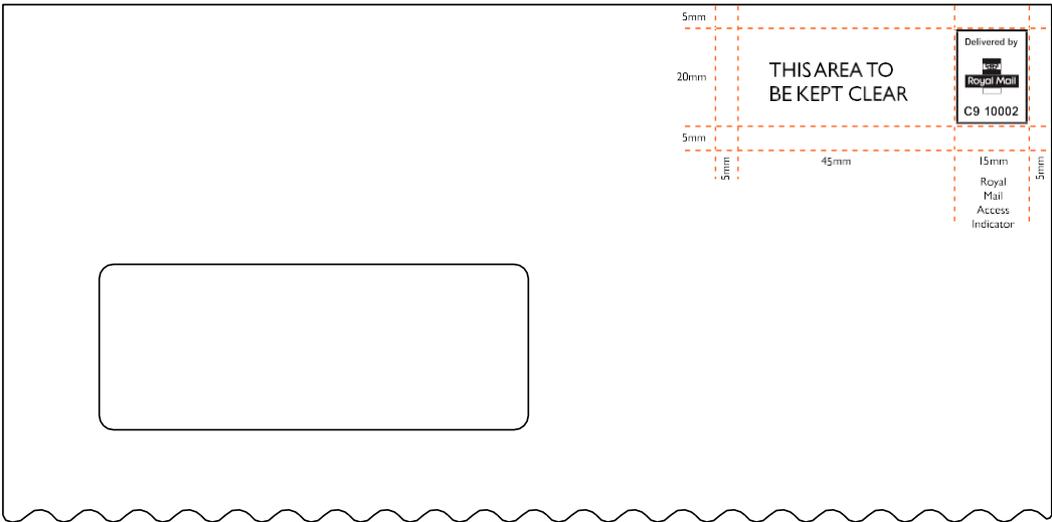
- All Mailing Items must carry a Whistl approved Indicia. The Indicia comprises:
- Whistl's Access Indicator which clearly identifies:
- The Contract holder's legal entity name
- A registered design of the Contract holder
- A trade mark design of the Contract holder
- The Royal Mail Access Indicator, an example of which is set out below. 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'
 - The unique Licence Number – which will be provided once a Credit Account has been set up.
 - The letters 'GB'
 - 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 Indicia must be printed within the Indicia zone (70mm across by 30mm deep with a 5mm clear zone).

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.

Mailing items carrying any other Royal Mail indicia (For example Mailsort 1/2/3 or Pre-stream) or the access indicia of another carrier or Royal Mail customer shall not be posted under the Agreement.

3.2 Indicia Size

There are 2 specified sizes for the Whistl Indicia and three types of designs the customer can choose from when pre-printing the indicia onto a mail item.

The Whistl indicia ideally should be printed in black on white or light coloured paper. Other coloured indicia's are possible, as long as they are in contrast by at least 50% in tone with the envelopes. This should always be checked with Whistl prior to printing.

Note: The indicia must always be the darker in colour printed against a lighter background. Where an all over colour is used on an envelope, it is best to frame the whole indicia area in a rectangle and leave a 2mm white (or light) border around it.

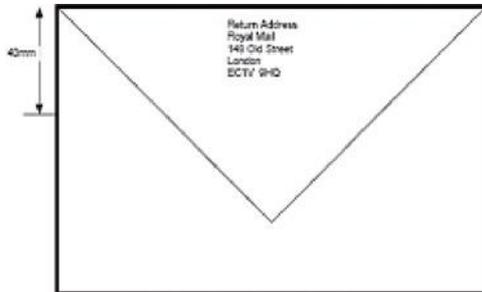
Any variation in size or colour from the specification above will need to be checked through Whistl before use.

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

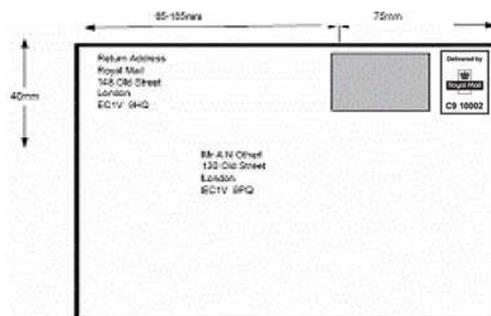
The customer shall ensure that every mailing item is clearly marked on the reverse with a UK Return Address. The below diagram shows the recommended format and positioning of the Return Address for all mailing items. This should be preceded with the words 'Return Address'.

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 below diagram).

Recommended format and positioning of a return address on the front of an 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 transactional 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)*

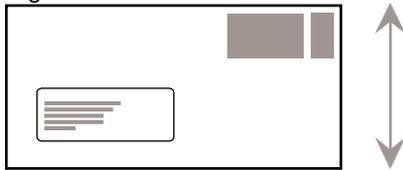
Any alterations with this format should be clarified with your Whistl Account Manager.

4.0 Mail Presentation

Mail must be presented in mail trays which will be 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 over filled as it makes handling difficult and can cause sticking envelopes.

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

E.g.



In the case of Large Letters the mail should be placed flat down with the address facing down.

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 and service:

- 3 day service
- 2 day service
- Letter
- Large Letter
- If you require part of your mailing to be sprayed with an indicia or return address by our sortation machine.

4.2 Mail sequence

PremierSort 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

Please note that this is only applicable to Letters and Large Letters.

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

Format	Non Machineable Items
Letters	Polywrap, plastic or window envelopes without plastic film; enclosed inflexible objects such as coins, pens and keys; >5mm thick per item; heavier than 100g
Large Letters	Polywrap, plastic or window envelopes without plastic film; enclosed inflexible objects such as coins, pens and keys; >5mm thick per item; heavier than 100g

NB: Do not use metal inserts (e.g. foil or aluminium), as any detection of metal will not allow any of the above formats to be machine sorted.

4.5 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
- Packets must be well packaged and securely closed on all edges

4.6 Using window envelopes

If the address is to be read through a window, please follow these requirements:

- 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 templates for each format.

4.7 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 must be avoided (for example, don't put commas or full stops at the end of lines)

4.8 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 for each format.

If you want to print a reference number or code near the address, then 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

4.9 Address Label

If an address label is used, it can be within an address window or applied directly onto the mail item.

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 or Royal Mail machines to print and read codes on mail items and locate the address. The address must not encroach any of these clear zones:

4.10.1 Mandatory Clear Zones for Letter and Large Letter:

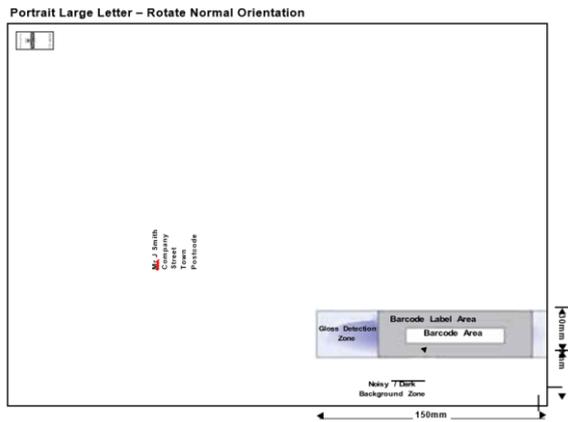
- 5mm around the address
- 18mm from the bottom edge and 115mm from the right edge
- A zone of 15mm from the right hand edge and 70mm from the bottom edge
- A zone of 115mm from the right hand edge and 10mm high with the zone's top edge starting from 70mm from the bottom edge of the item

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

4.10.3 Suggested Clear Zones for Large Letters

Royal Mail may require spraying or applying a barcode on some or all of the Large Letters that we hand over to them. Therefore to minimize the negative visual impact this could have on the creative mail piece, the following clear zones should be met:

- Starting 33mm from the left edge and stretching a total of 30mm wide
- Starting from the bottom left and stretching upwards for a total of 150mm



4.11 Paper colour

If items are to be delivered in envelopes, the most suitable colours for envelopes are white, cream or buff. Other colours are possible, 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. For example 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 relevant equipment required to Whistl customers which will only be used for the final transportation of mail to Whistl centres. Whistl will base the initial tray and container allocation based on the forecast figures provided by the customer. Whistl Customer Services will schedule a replenishment of Whistl trays and magnums based on the weekly forecast provided by the customer.

Re-ordering equipment

Please contact Whistl Customer Services on **01628 816768** referring to the notice period for trays and magnums below. Requests for delivery of consumables the next day must be received by no later than 15.00 hours.

5.1 Trays & tray labels

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

Whistl trays 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 TNT Post will endeavour to provide the customer's required amounts within the notice period.

Magnum Quantity	Tray Quantity	Lead Time Required
0-50	0-200	24hrs Notice
51-100	201-400	48hrs Notice
100+	400+	72hrs Notice

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

Whistl trays and 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.

5.2 E-Dockets and Collection Receipts

E-Dockets

This tool has been designed to be easily accessible via the Whistl website. The tool allows you to declare your daily mail volumes for each of Whistl's Unsorted services: PremierSort, PremierSort Flex and AllSort. It also 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 User Guide for more information.

Collection Receipts

If customers cannot use the Whistl E-docket tool, then we will provide the collection books at the initial customer implementation.

The customer is required to complete the collection receipt with the specific number and type of mailings, number of trays/yorks/magnums/items from the customer nominated site to the Whistl Sorting Centre.

Four signed copies of the collection receipt are required by the customer. This will be checked, timed and dated by the Whistl collection driver and an employee of the customer after the Whistl vehicle is loaded. Three copies will be retained by Whistl 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 Goods In and QMC mail

verification checks have taken place and all, if any, issues have been resolved. A mailing will only then be deemed to have been accepted by Whistl and subsequently the Royal Mail within.

Example of a collection receipt:

Collection receipt

Customer Services

1. Collection Details	2. PremierSort Flex <input type="checkbox"/> FirstSort <input type="checkbox"/> PremierSort <input type="checkbox"/>	3. AllSort <input type="checkbox"/>																																																																																												
<p>Customer name</p> <p>Date</p> <p>Customer ID</p> <p>Collection address</p> <p> </p> <p> </p> <p>Vehicle number</p> <p>Arrival time</p> <p>Departure time</p> <p> </p> <p>Driver name</p> <p>Signature</p> <p> </p> <p>Customer name</p> <p>Signature</p>	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr style="background-color: #ccc;"> <th>SERVICE</th> <th>ITEMS</th> <th>TRAYS</th> <th>MAGNUMS</th> </tr> </thead> <tbody> <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> <tr> <td> </td> <td></td> <td></td> <td></td> </tr> <tr> <td>FirstSort Letters – 1/3 day</td> <td></td> <td></td> <td></td> </tr> <tr> <td> </td> <td></td> <td></td> <td></td> </tr> <tr> <td>PremierSort Heavy 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> </tbody> </table>	SERVICE	ITEMS	TRAYS	MAGNUMS	PremierSort Flex Letter – 2/3 day				PremierSort Flex Large letter – 2/3 day								FirstSort Letters – 1/3 day								PremierSort Heavy large letter – 3 day				PremierSort Packet – 3 day				<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr style="background-color: #ccc;"> <th colspan="5">QUANTITY</th> </tr> <tr> <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: #ccc;">QUANTITY BY SERVICE</td> </tr> <tr> <td></td> <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: #ccc;">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: #ccc;">WHISTL 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					WHISTL USE ONLY					Goods in name					Goods in signature				
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White Copy: Whistl Operations, Yellow Copy: Whistl Accounts, Blue Copy: Whistl Local, Green Copy: Transport, Pink Copy: Customer

6.0 Forecasting

The customer must provide Whistl Customer Services with a daily rolling forecast of their mailing intentions. The forecast 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 Collections

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. For additional adhoc collections, a minimum 24 hour notice period is required prior to 3pm on the working day (Monday-Friday) before collection.

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 Client Services will coordinate requests and notification of changes to collection times.

Any requests for changes to collection times must be made by e-mail to Whistl Client Services and may require at least 14 Working Days for change requests to be processed. Whistl Client 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.

To cancel a collection, the customer must notify Whistl Client Services by email before Midday on the day the collection is due. In the event of a customer not cancelling a collection, the wasted costs will be passed on to the customer using the applicable rates for flexible collection bookings.

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

- Each separate mailing must be unloaded into separate containers which will facilitate the revenue protection checks against each mailing.
- 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 mailings handed over to a Whistl driver must be accompanied by 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 premises being inaccessible for any reason, the Customer must notify Whistl of any alternative arrangements and any subsequent change to normal practice at the earliest opportunity.

8.0 Procedures for Handling Non-compliant Postings

Whistl reserves the right to sample mailings and postings received from the customer to ensure compliance with the Agreement. Failure to meet required standards will result in Whistl taking action in accordance with the Procedures for Handling Non-compliant Mailings/Postings.

- If after Revenue Protection checks Whistl has identified that mailings fail to comply with the Agreement, Whistl shall notify the customer, by telephone and electronically, and offer a reasonable opportunity to inspect the mail as soon as is reasonably practicable after identifying the error but no later than within 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 an error, 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 Posting' means that part of the mailing which

8.1 Collections

Issue	Resultant and corrective actions where applicable
Mail unavailable at collection	If a pre-notified mailing is not available for collection on the nominated day despite the pre-notification that mailing 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.
Delay of collection	If the customer is unable to meet the agreed collection time, and Whistl are not contacted to agree the delay of the collection, Whistl may not accept the handover of the mailing

8.2 Consumables

Issue	Resultant and corrective actions where applicable
Late Consumable request notification	If a request for consumables is received after the 15.00 hrs deadline and there isn't a suitable vehicle to perform the delivery, then the agreed flexible consumable delivery will apply. Alternatively the customer can choose to receive the consumables on the next available delivery vehicle. To agree to either, Whistl Customer Services will require written confirmation from the customer.

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 Post 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 mailing/posting 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 custom
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 the mailing or relevant segment of the mailing will not be processed and 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 the mailing items then 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 • 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
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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 sub-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 access to read the personal data.	The image is made available by PostNL Data Solutions to view the address.	Prime Vision provide an application for the storage of images.

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

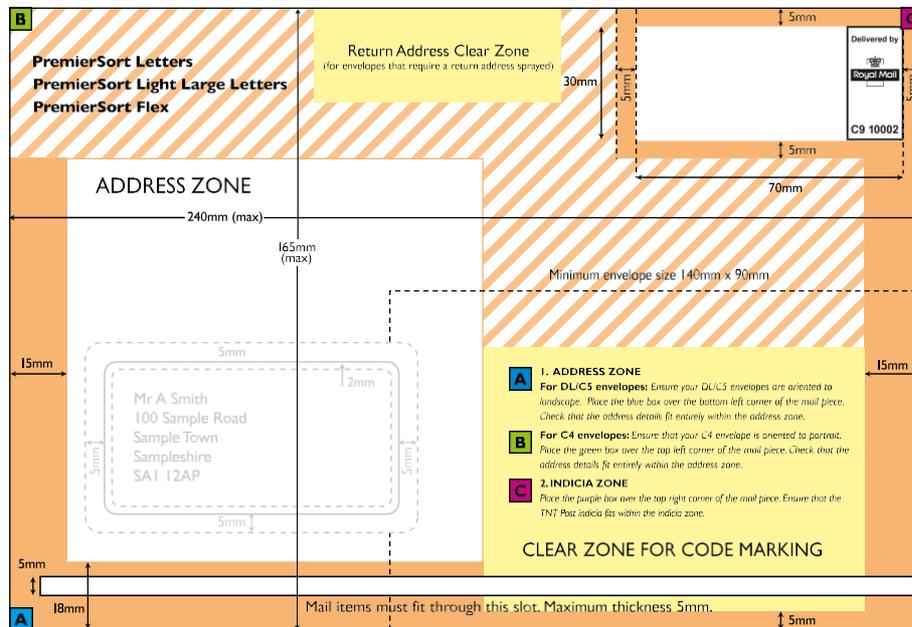
- Characters with incorrect proportions e.g. stretched or condensed typefaces. Over large or small characters.
- Quality of characters that are poorly printed or defined, either because they have been printed by poor quality printers, low resolution dot matrix printers or because the printer needs maintenance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



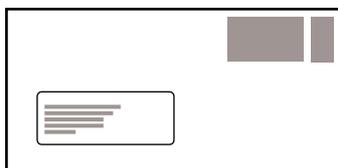
Mail piece guide shown 50% actual size

PremierSort Letters and Large Letters

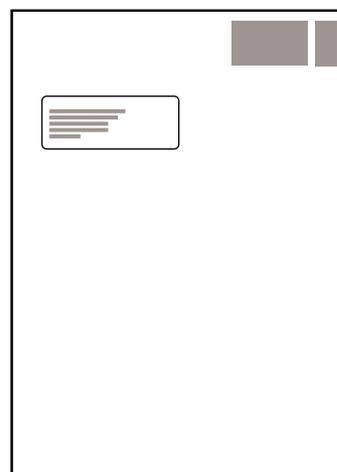
- The address must appear in the address zone, but must be at least 15mm from any edge and 15mm away from logo/design
- Leave a clear zone 18mm from the bottom edge and 115mm from the right edge
- Leave a clear zone 115mm from the right edge and 5mm high with its top edge 70mm from the bottom edge
-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

Positioning the address

For letters the address should appear on its long edge



For Large Letters, the address should appear on its short edge



Whistl PremierSort Customer Guide Version Control

Document history

Date	Version No.	Section Revised	Revision Summary
21/10/2019	All	All	Due to changes to our brand design, the changes made were for design purposes only.
09/01/2020	All	All	Any reference to Heavy Large Letters and Packets as now obsolete
15/02/2021	1.2	9.0 Data Protection	Amendments to data protection section
04/08/2021	1.3	8.0 Procedures for Handling Non-compliant Postings	8.4 Post Presentation section added to table
21/22/2022	1.4	Last page	New HQ address
26/07/2023	1.5	9.0 Data Protection	Updates throughout
23/01/2024	1.6	All	Design Changes

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