



International Pre-Sorted

Customer Guide

v1.4

Table of Contents

| | |
|---|----|
| 1.0 Overview | 4 |
| 1.1 Who it suits | 4 |
| 1.2 Minimum Spend | 4 |
| 1.3 Included Services | 4 |
| 1.4 Collections | 4 |
| 1.5 Presentation | 4 |
| 1.6 Force Majeure Events | 5 |
| 2.0 General Description | 6 |
| 2.1 Service Aims† | 6 |
| 2.2 Addressing Requirements | 6 |
| 2.3 Customs Declaration | 6 |
| 2.4 Sortation and Presentation Requirements | 7 |
| 2.5 Size Limits | 7 |
| 3.0 Returns Policy | 8 |
| 4.0 Consumables | 9 |
| 4.1 Reordering Consumables | 9 |
| 5.0 Manifest & Forecasting | 10 |
| 5.2 Manifest files | 10 |
| 6.0 Pricing | 11 |
| 7.0 Collection Process | 12 |
| 7.1 Collection Times | 12 |
| 7.2 Collection Time change process | 12 |
| 7.3 Customer Health and Safety Procedures | 12 |
| 7.4 Unloading and handover at customer premises | 12 |
| 7.5 Contingency | 12 |
| 7.6 Non-Routable Mail | 12 |
| 8.0 Procedures for Handling Non-Compliant Postings | 13 |
| 8.1 Manifest | 13 |
| 8.2 Collections & Consumables | 13 |
| 8.3 Addressing Standards | 13 |
| 8.4 Post Presentation | 14 |
| 9.0 Data Protection | 15 |
| 9.1 Data Processing carried out by Whistl | 15 |
| 9.2 Third party processors | 15 |
| 9.3 Data Sharing | 16 |
| 9.4 How Whistl treats Personal Data | 16 |
| Appendix A: | 18 |
| International Delivery Aims | 18 |
| Appendix B: | 19 |
| Destination Guides | 19 |
| ZoneSort | 19 |
| CountrySort | 21 |
| Appendix C: | 24 |
| Bag Labels | 24 |
| Appendix D: | 25 |
| Traycard | 25 |
| Appendix E: | 26 |
| Manifest | 26 |
| ZoneSort | 26 |
| CountrySort | 26 |
| Appendix F: | 27 |
| How to address your items correctly by country | 27 |
| Appendix G: | 31 |

| | |
|-------------------------------|----|
| List of prohibited items..... | 31 |
| Appendix H: | 32 |
| Postal Regulations..... | 32 |
| Appendix I: | 33 |
| Customs Labels..... | 33 |

1.0 Overview

Whistl offer two pre-sorted postal international products.

Whistl CountrySort and ZoneSort are designed for companies sending large volumes of items internationally, with a minimum spend required.

The service aims are dependent on destination and service selected. Please refer to **Appendix A –International Delivery Aims** for more information.

CountrySort and ZoneSort offer customers a competitive and flexible service for the mailing of all formats; letters, flats (large letters) and packets.

1.1 Who it suits

Whistl International Pre-Sorted services are perfect for businesses currently sending high volumes of letters, flats and packets internationally through postal networks.

CountrySort and ZoneSort are available to customers who meet the minimum spend / volume requirements and are able to sort their items to the necessary selections. Customers also need to be able to provide a manifest file detailing the number of items and weight for handover, and attach Whistl bag labels to the bags.

1.2 Minimum Spend

For Whistl ZoneSort, the Minimum Spend is £5,000 per year.

For Whistl CountrySort, the Minimum Spend is £10,000 per year.

The minimum charge per handover is £25.

1.3 Included Services

- *Presorted ZoneSort service for items destined for EU and Rest of the World locations (see **Appendix B**)*
- *Presorted CountrySort service for items for all designated locations within the CountrySort Destination Guide (see **Appendix B**)*
- *Letters*
- *Flats (Large Letters)*
- *Packets*
- *Return of undeliverable items where possible*

Excluded Services

- *Parcels*
- *Signed for or tracked services*
- *Express delivery items*

1.4 Collections

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

1.5 Presentation

Items must be presented in mail bags, weighing no more than 10.5kg.

Bags should be securely sealed with bag ties and Whistl International bag labels (see **Appendix C**).

Each bag should only contain items for a destination indicated on the relevant Destination Guide for each product (See **Appendix B**).

Bags can contain different formats for the same destination.

Items should be handed over with a correct traycard. (See **Appendix D**)

An accurate electronic manifest should be sent on the day of collection, detailing the number of items and weight per destination (see **Appendix E**). Failure to supply an electronic manifest will result in the items being quarantined.

A hard copy of the manifest should be placed in the first bag in the handover sequence – e.g. bag 1 of 10.

1.6 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 General Description

2.1 Service Aims†

| | |
|--------------------|---|
| 3-5 days: | Priority service for EU countries |
| 5-7 days: | Priority service for Rest of the World (RoW) destinations |
| 7-14 days: | Economy service for EU countries |
| 14-21 days: | Economy service for Rest of the World (RoW) destinations |

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

2.2 Addressing Requirements

The customer must ensure that the Addressing Standards laid out in **Appendix F** are met.

Whistl reserves the right to sample bags received from the Customer to ensure compliance with the addressing standards. Failure to meet required standards will result in Whistl taking action in accordance with the Procedures for Handling Non- Compliant Postings (See **Section 8 of the Customer Guide**).

For international addresses there are three basic rules:

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

See **Appendix F** for a full list of correct addressing examples.

2.3 Customs Declaration

If a customer is sending mail outside the EU, it should be ensured that the mail is presented with the right forms. Without the correct declarations, items are likely to be returned by the destination country's customs service.

If the customer is sending goods or gifts, including printed matter / papers outside of the EU, the customer needs to complete a customs declaration.

The destinations below are currently part of the EU and these may change from time to time with the changes in the composition of EU member states:

- Austria
- Belgium
- Bulgaria
- Cyprus
- Czech Republic
- Denmark
- Estonia
- Finland
- France
- Germany
- Greece
- Hungary
- Ireland
- Italy
- Latvia
- Lithuania
- Luxembourg
- Malta
- Netherlands
- Poland
- Portugal
- Romania
- Slovakia
- Slovenia
- Spain
- Sweden

You will also need to complete a customs declaration for the following EU destinations:

- Andorra
- Canary Islands
- Gibraltar
- San Marino
- Vatican City State

Values and declarations:

The completion of custom's declarations is the sole responsibility of the customer and Whistl does not advise or, nor does it accept any responsibility for any such declarations.

- Any item with contents up to the value of £270 must have a current CN22 declaration attached to the front.
- Any item sent with a value in excess of £270 must have a fully completed CN23 declaration.

Using the Customs Declarations:

- You need to sign and date the CN22. See Appendix I, for an example of the CN22.
- The CN22 should be attached as near as possible to the top left hand corner of the front of the item, taking care not to obscure the address
- The CN23 should be attached to the front of the item in a plastic wallet
- All items should be signed to certify the item does not contain any dangerous articles prohibited by postal regulations (See **Appendix G**)
- Customers should add their name and address to the top left hand corner of each package. Any items refused entry, will be sent back to this return address by the overseas customs authority

The application of any customs labels is the responsibility of the Customer. If the correct customs documentation is not applied, items may be delayed or quarantined in transit.

Proof of Export

If customers are VAT registered businesses and intend to zero rate items being sent overseas, you will need to present customs with proof of export.

It is the customer's responsibility to ensure that its mail complies with all applicable requirements for export to the destination country. For more information regarding the export of goods from the UK please see HM Revenue & Customs notice 703.

2.4 Sortation and Presentation Requirements

2.4.1 Item Sortation / Presentation

- Items should be presented complying with the address standard listed in **Appendix F**.
- Items should be presented with no indicia unless specified in your service offering.
- All items should have a UK Return Address applied or no return address at all.
- Items must not contain any perishable items, dangerous substances or prohibited items, these items will be destroyed immediately – See Appendix F for a full list of prohibited items.
- Items should be sorted to the level of selections indicated in the Zone Guide (see **Appendix B**)
- Items should comply with Postal Regulations outlined in **Appendix H**.

2.4.2 Bag Presentation

- All presorted items must be presented in bags sealed with bag ties and the correct Whistl bag labels for the product used. See **Appendix C** for the bag label specification.
- Bags may be collected loose or in magnums.
- On collection items must be presented separated from any UK domestic items.
- The manifest should contain accurate information detailing the number of items and weight per destination. If an electronic copy of the manifest is not received, items / bags will be quarantined until an accurate manifest is supplied.
- The manifest should be printed and enclosed within the first bag of the collection, e.g. Bag 1 of 10. (See **Appendix E**)
- At handover, a Whistl International presorted traycard should be presented. The traycard should be inserted into each consumable. (See **Appendix D**).

2.5 Size Limits

| Format | Max Dimensions | Max Weight |
|---------------------|---|------------|
| Letter | 165mm x 245mm x 5mm | 100g |
| Flat / Large Letter | 381mm x 305 mm x 20mm | 500g |
| Packet | Length, width and depth combined = 900mm (e.g. 300 x 300 x 300mm). Greatest single dimension = 600mm | 2000g |

3.0 Returns Policy

Undeliverable items can be returned back to the Customer. Please be aware that it can take up to three months for the items to be returned back to the UK, dependent on the outbound destination country.

If customers wish to have their undeliverable items destroyed, a charge may be applied as laid out in the contract.

If Customers wish to have their items returned, they will be returned on the next available collection vehicle, once they have been received into the local Whistl depot. A charge may be applied for the returns, as laid out in the contract.

4.0 Consumables

Whistl will supply the relevant consumables required by Whistl customers which will only be used for the final transportation of mail to Whistl centres. Whistl will provide the initial container allocation based on the forecast figures provided by the customer. Whistl Customer Services will determine a replenishment of bags and magnums based on the weekly forecast provided by the customer and exchanged on a one for one basis. It is the customer's responsibility to ensure that it has reordered (within the relevant time period) any additional consumables required for the volume of mail that is to be collected.

4.1 Reordering Consumables

The customer will provide Whistl Customer Services with at least two (working) days' notice of their requirements and Whistl will endeavour to provide the customer's required amounts within the notice period, but will not be liable to the customer in the event that it is not able to fulfil a consumable order.

For bag labels, please provide at least five (working) days' notice.

Please contact Whistl Customer Services on **01628 816768** to re-order consumables.

5.0 Manifest & Forecasting

5.1 Forecasts

The customer must provide Whistl Customer Services with a 7 day and 24 hour forecast of their mailing. The forecast will include anticipated volume of mailing items and must provide details of the format, weight, and destination of mailing items expected to be handed over on each of the next 7 working days and the day prior to collection. If using the Whistl Customer Shipment website, the pre-advicing of a shipment will constitute the 24 hour forecasting.

5.2 Manifest files

The customer must provide an accurate Whistl manifest for each mailing. The manifest should have the following information:

- *Date of handover to Whistl*
- *Unique shipment reference*
- *The number of items per format (e.g. letter) per destination*
- *The total weight of items per format (e.g. packet) per destination*
- *The number of bags per destination*

A paper copy of the manifest should be included in the first bag for each handover.

The customer must provide an electronic copy of the Whistl Manifest to the supplied email addresses by the time the collection occurs.

Failure to supply an accurate electronic copy will result in your items being quarantined, as laid out in Section 8, detailing non-compliant procedures.

6.0 Pricing

- *The ZoneSort or CountrySort pricing is based on the mail profile that is provided by the customer before the commencement of the contract. If this profile materially changes during the life time of the contract Whistl reserve the right to amend the pricing structure going forward.*
- *If the pricing has not been based on a certain profile, and specific countries (i.e. Denmark or Norway) constitute more than 10% of the mail, Whistl reserves the right to adjust the pricing structure.*
- *If the spend falls below the minimum contracted amount, Whistl reserves the right to amend prices accordingly.*

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 considered fixed from this point. However, the timing of collections can be varied by agreement between the Customer and Whistl Customer Services.

7.2 Collection Time change process

The aim of this process is to ensure requests for new or changes to existing collection times are managed in a controlled way. Whistl Customer Services will coordinate requests and notifications 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, high visibility jackets and comply with all customer site traffic rules whilst on customer premises. All drivers should only have access to those areas directly related to the handover of mailing items unless previously agreed with Whistl Operations.

7.4 Unloading and handover at customer premises

- *Separate mailings must be unloaded into separate containers which will facilitate the revenue protection checks against each mailing.*
- *If presenting mailings on behalf of different customers, again these should be presented separately to support processing under separate streams*
- *Customers provided with Whistl containers are responsible for loading and unloading the containers when and where directed by the Whistl driver.*
- *All mailings handed over to a Whistl driver must be accompanied by a consignment docket. At handover, the Whistl employee will sign, time and date both copies of the consignment docket. The customer and Whistl's driver will each retain one copy of the consignment docket.*

7.5 Contingency

In the event of customer premises being inaccessible for any reason, the customer must notify Whistl Customer Services of any alternative arrangements and any subsequent change to normal practice at the earliest opportunity. Whistl will not be responsible for any late or missed collections which occur as a result of a late notification of such change.

7.6 Non-Routable Mail

Any items that are not presented as presorted, non-routable, without full address or postcode or not complying with the requirements outlined in the International Presorted Customer Guide, will be defaulted to Whistl AllSort wherever possible if Whistl so elects. This includes items not presented according to this Customer Guide. In this case the customer shall pay the current Whistl AllSort rates and handling charge, as well as any over labelling charges.

8.0 Procedures for Handling Non-Compliant Postings

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

- *If after revenue protections checks Whistl has identified that daily mailings do not comply with the agreement, Whistl shall notify the Customers, by telephone and electronically, and offer a reasonable opportunity to inspect the mail as soon as it is reasonably practicable after identifying the error but no later than within 24 hours after notifications. 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 to 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 relates to an individual mailing in relation to which the non-compliance has been identified.*

8.1 Manifest

| Issue | Resultant and corrective actions where applicable |
|---|--|
| Non Receipt of electronic manifest file | <ul style="list-style-type: none"> • If the electronic copy of the manifest is not received by the time the items arrive into a processing depot, Whistl shall be entitled to quarantine the shipment. |
| Inaccurate manifest file | <ul style="list-style-type: none"> • If the electronic copy of the manifest does not accurately reflect the shipment, Whistl will amend the manifest file and notify the customer. The shipment is held in quarantine until the customer agrees with the amendment. If no resolution is found, the shipment will then be returned to the customer, with the customer paying any resulting surcharges. |

8.2 Collections & Consumables

| Issue | Resultant and corrective actions where applicable |
|--------------------------------------|---|
| Mail unavailable at collection | <ul style="list-style-type: none"> • 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 | <ul style="list-style-type: none"> • If the customer is unavailable 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. |
| Late consumable request notification | <ul style="list-style-type: none"> • If a request for consumables is received after the 15.00hrs deadline and there isn't a suitable vehicle to perform the delivery, then the agreed flexible consumable delivery will apply. Alternatively the customer can chose 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 items are identified as presented without a valid address or return address, Whistl will return to the customer with the customer paying any resulting surcharges. |

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 mailing items upon handover. Any item 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. |
| Non Receipt of electronic manifest file | <ul style="list-style-type: none"> • If the electronic copy of the manifest is not received by the time the items arrive into a processing depot, Whistl will quarantine the shipment. |
| Inaccurate manifest file | <ul style="list-style-type: none"> • If the electronic copy of the manifest does not accurately reflect the shipment, Whistl will amend the manifest file and notify the customer. The shipment is held in quarantine until the customer agrees with the amendment. If no resolution is found, the shipment will then be returned to the customer, with the customer paying any resulting surcharges. |
| Bags are not correctly labelled, or presented with no bag label | <ul style="list-style-type: none"> • The customer should apply a correct bag label displaying the correct service and destination. Bag labels should also be sequenced to show bag position in the range (eg bag 1 of 5). • If a customer presents items without a bag label attached, Whistl shall open the bag and process the items through the unsorted AllSort Service, with the customer paying current AllSort rates. • If a customer presents a bag with an incorrect bag label attached, but the items within the bag have been correctly sorted to a valid destination; Whistl shall process and invoice for the correct destination, and notify the customer. |

9.0 Data Protection

9.1 Data Processing carried out by Whistl

This section relates to the parties obligations under Data Protection Legislation which means (i) up to 25 May 2018, the Data Protection Act 1998 (as amended), and (ii) after 25 May 2018, the General Data Protection Regulation ((EU) 2016/679) (GDPR), and any implementing laws, regulations and secondary legislation of the United Kingdom (and any amendments or successor legislation to the GDPR).

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

| | |
|---|---|
| Data Subjects | Recipients of the Customer's items |
| Categories of Data | Data subject's name and address |
| Processing Operations / Subject Matter | The processing operations are as follows (further detail is set out in this table): <ul style="list-style-type: none"> • Recording • Storage • Retrieval • Use • Disclosure by transmission • Erasure |
| Purpose | Whistl uses name and address data for the following purposes: <ul style="list-style-type: none"> • Where an item is machine-processed: <ul style="list-style-type: none"> ○ The address is read by the sortation machine in order to sort the item to the correct geographical location ○ Image of the front of the item is recorded, stored using a 3rd-party application, and retrieved to assist with delivery and invoicing queries ○ When necessary for the purpose, images of the front of items are taken on a random basis to form a test deck which are sent to our third party processors to test and optimise the optical character recognition system on the sortation machine • 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 item are stored for 90 days • Video encoded images are accessed for less than 5 minutes • All other personal data is held for the duration of the contract with the Customer. |
| Deletion of Processed Data | At the end of these periods, the personal data is 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. |
| Data Sharing | Name and address data is shared with carriers and national postal service providers in order to organise and effect the delivery of items. Where the items are to be delivered to addresses located outside the European Economic Area, the carriers and national postal service providers will also be based outside the European Economic Area. |

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. |

9.3 Data Sharing

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

| Party | Personal Data | Activity | Purpose |
|--|---|---|---|
| Carriers and national postal service providers | Name, address, email address and telephone number | Receive personal data on the item label | The purpose of all activities is to deliver the item to the recipient |

9.4 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 becomes a data processor of 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..

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

Appendix A:

International Delivery Aims

| | |
|--------------------|---|
| 3-5 days: | Priority service for EU countries |
| 5-7 days: | Priority service for Rest of the World (RoW) destinations |
| 7-14 days: | Economy service for EU countries |
| 14-21 days: | Economy service for Rest of the World (RoW) destinations |

Appendix B:

Destination Guides

ZoneSort

| DESTINATION | ZONE | DESTINATION | ZONE |
|--------------------------------|--------|------------------------------------|--------|
| AFGHANISTAN | R.O.W. | COSTA RICA | R.O.W. |
| ALBANIA | R.O.W. | CROATIA | R.O.W. |
| ALGERIA | R.O.W. | CUBA | R.O.W. |
| ANDORRA | R.O.W. | CURACAO | R.O.W. |
| ANGOLA | R.O.W. | CYPRUS | EU |
| ANGUILLA | R.O.W. | CZECH REPUBLIC | EU |
| ANTIGUA & BARBUDA | R.O.W. | DENMARK | EU |
| ARGENTINA | R.O.W. | DJIBOUTI | R.O.W. |
| ARMENIA | R.O.W. | DOMINICA | R.O.W. |
| ARUBA | R.O.W. | DOMINICAN REPUBLIC | R.O.W. |
| ASCENSION ISLE | R.O.W. | EAST TIMOR | R.O.W. |
| AUSTRALIA | R.O.W. | ECUADOR | R.O.W. |
| AUSTRIA | EU | EGYPT | R.O.W. |
| AZERBAIJAN | R.O.W. | EL SALVADOR | R.O.W. |
| AZORES | EU | EQUATORIAL GUINEA | R.O.W. |
| BAHAMAS | R.O.W. | ERITREA | R.O.W. |
| BAHRAIN | R.O.W. | ESTONIA | EU |
| BALEARIC ISLES | EU | ETHIOPIA | R.O.W. |
| BANGLADESH | R.O.W. | FALKLAND ISLES | R.O.W. |
| BARBADOS | R.O.W. | FAROE ISLE | R.O.W. |
| BELARUS | R.O.W. | FIJI | R.O.W. |
| BELAU | R.O.W. | FINLAND | EU |
| BELGIUM | EU | FRANCE | EU |
| BELIZE | R.O.W. | FRENCH GUYANA | R.O.W. |
| BENIN | R.O.W. | FRENCH POLYNESIA | R.O.W. |
| BERMUDA | R.O.W. | FRENCH SOUTHERN ATLANTIC TERRITORY | R.O.W. |
| BHUTAN | R.O.W. | FRENCH WEST INDIES | R.O.W. |
| BOLIVIA | R.O.W. | GABON | R.O.W. |
| BOSNIA-HERZEGOVINA | R.O.W. | GAMBIA. | R.O.W. |
| BOTSWANA | R.O.W. | GEORGIA | R.O.W. |
| BRAZIL | R.O.W. | GERMANY | EU |
| BRITISH INDIAN OCEAN TERRITORY | R.O.W. | GHANA | R.O.W. |
| BRUNEI | R.O.W. | GIBRALTAR | R.O.W. |
| BULGARIA | EU | GREECE | EU |
| BURKINA FASO | R.O.W. | GREENLAND | R.O.W. |
| BURMA | R.O.W. | GRENADA | R.O.W. |
| BURUNDI | R.O.W. | GUADELOUPE | R.O.W. |
| CAMBODIA | R.O.W. | GUAM | R.O.W. |
| CAMEROON | R.O.W. | GUATEMALA | R.O.W. |
| CANADA | R.O.W. | GUINEA | R.O.W. |
| CANARY ISLES | R.O.W. | GUINEA BISSAU | R.O.W. |
| CAPE VERDE | R.O.W. | GUYANA | R.O.W. |
| CAYMAN ISLES | R.O.W. | HAITI | R.O.W. |
| CENTRAL AFRICAN REP | R.O.W. | HAWAII | R.O.W. |
| CEUTA | R.O.W. | HONDURAS | R.O.W. |
| CHAD | R.O.W. | HONG KONG | R.O.W. |
| CHILE | R.O.W. | HUNGARY | EU |
| CHINA | R.O.W. | ICELAND | R.O.W. |
| CHRISTMAS ISLE | R.O.W. | INDIA | R.O.W. |
| COCOS | R.O.W. | INDONESIA | R.O.W. |
| COLUMBIA | R.O.W. | IRAN | R.O.W. |
| COMOROS | R.O.W. | IRAQ | R.O.W. |
| CONGO (BRAZZAVILLE) | R.O.W. | REPUBLIC OF IRELAND | EU |
| CONGO (ZAIRE) | R.O.W. | ISRAEL | R.O.W. |
| COOK ISLANDS | R.O.W. | PITCAIRN ISLES | R.O.W. |

| DESTINATION | ZONE | DESTINATION | ZONE |
|---------------------------|-------------|--------------------------|-------------|
| ITALY | EU | PUERTO RICO | R.O.W. |
| IVORY COAST | R.O.W. | QATAR | R.O.W. |
| JAMAICA | R.O.W. | REUNION ISLES. | R.O.W. |
| JAPAN | R.O.W. | ROMANIA | EU |
| JORDAN | R.O.W. | RUSSIA | R.O.W. |
| KAZAKHSTAN | R.O.W. | RWANDA | R.O.W. |
| KENYA | R.O.W. | SABA | R.O.W. |
| KIRIBATI (GILBERT IS.) | R.O.W. | SAN MARINO | R.O.W. |
| KOREA NORTH (PDR) | R.O.W. | SAO TOME + PRINCIPE | R.O.W. |
| KOREA SOUTH (REPUBLIC OF) | R.O.W. | SAUDI ARABIA | R.O.W. |
| KUWAIT | R.O.W. | SENEGAL | R.O.W. |
| KYRGYSTAN | R.O.W. | SERBIA | R.O.W. |
| LAOS | R.O.W. | SEYCHELLES. | R.O.W. |
| LATVIA | EU | SIERRA LEONE | R.O.W. |
| LEBANON | R.O.W. | SINGAPORE | R.O.W. |
| LESOTHO | R.O.W. | SLOVAKIA | EU |
| LIBERIA | R.O.W. | SLOVENIA | EU |
| LIBYA | R.O.W. | SOLOMON ISLES | R.O.W. |
| LIECHTENSTEIN | R.O.W. | SOMALIA | R.O.W. |
| LITHUANIA | EU | SOUTH AFRICA | R.O.W. |
| LUXEMBOURG | EU | SOUTH GEORGIA | R.O.W. |
| MACAU | R.O.W. | SPAIN | EU |
| MACEDONIA | R.O.W. | SRI LANKA | R.O.W. |
| MADAGASCAR | R.O.W. | ST. EUSTATIUS | R.O.W. |
| MADEIRA | EU | ST. HELENA | R.O.W. |
| MALAWI | R.O.W. | ST. KITTS & NEVIS | R.O.W. |
| MALAYSIA | R.O.W. | ST. LUCIA | R.O.W. |
| MALDIVES | R.O.W. | ST. MARTIN | R.O.W. |
| MALI | R.O.W. | ST. VINCENT & GRENADINES | R.O.W. |
| MALTA | EU | SUDAN | R.O.W. |
| MARTINIQUE | R.O.W. | SURINAM | R.O.W. |
| MAURITANIA | R.O.W. | SWAZILAND | R.O.W. |
| MAURITIUS | R.O.W. | SWEDEN | EU |
| MELLILA | R.O.W. | SWITZERLAND | R.O.W. |
| MEXICO | R.O.W. | SYRIA | R.O.W. |
| MOLDOVA | R.O.W. | TAHITI | R.O.W. |
| MONACO | EU | TAIWAN | R.O.W. |
| MONGOLIA | R.O.W. | TAJIKISTAN | R.O.W. |
| MONTENEGRO | R.O.W. | TANZANIA | R.O.W. |
| MONTSERRAT | R.O.W. | THAILAND | R.O.W. |
| MOROCCO | R.O.W. | TIBET | R.O.W. |
| MOZAMBIQUE | R.O.W. | TOGO | R.O.W. |
| MYANMAR (BURMA) | R.O.W. | TONGA | R.O.W. |
| NAMIBIA | R.O.W. | TRINIDAD & TOBAGO | R.O.W. |
| NAURU ISLE | R.O.W. | TRISTAN da CUNHA | R.O.W. |
| NEPAL | R.O.W. | TUNISIA | R.O.W. |
| NETHERLANDS | EU. | TURKEY | R.O.W. |
| NETHERLANDS ANTILLES | R.O.W. | TURKMENISTAN | R.O.W. |
| NEW CALEDONIA | R.O.W. | TURKS & CAICOS ISLES | R.O.W. |
| NEW ZEALAND | R.O.W. | TUVALU | R.O.W. |
| NICARAGUA | R.O.W. | UAE | R.O.W. |
| NIGER | R.O.W. | UGANDA | R.O.W. |
| NIGERIA | R.O.W. | UKRAINE | R.O.W. |
| NORFOLK ISLE | R.O.W. | URUGUAY | R.O.W. |
| NORWAY | R.O.W. | USA | R.O.W. |
| OMAN | R.O.W. | UZBEKISTAN | R.O.W. |
| PAKISTAN | R.O.W. | VANUATU | R.O.W. |
| PANAMA | R.O.W. | VATICAN CITY | R.O.W. |
| PAPUA NEW GUINEA | R.O.W. | VENEZUELA | R.O.W. |
| PARAGUAY | R.O.W. | VIETNAM | R.O.W. |
| PERU | R.O.W. | VIRGIN ISLES UK | R.O.W. |
| PHILIPPINES | R.O.W. | VIRGIN ISLES USA | R.O.W. |
| POLAND | EU | WALLIS & FUTUNA ISLES | R.O.W. |
| PORTUGAL | EU | WESTERN SAMOA | R.O.W. |

| DESTINATION | ZONE | DESTINATION | ZONE |
|-------------|--------|-------------|--------|
| YEMEN | R.O.W. | ZAIRE | R.O.W. |
| ZAMBIA | R.O.W. | ZIMBABWE | R.O.W. |

CountrySort

| DESTINATION | ZONE | DESTINATION | ZONE |
|--------------------------------|----------------------|------------------------------------|----------------------|
| AFGHANISTAN | Asia | COSTA RICA | Central + S. America |
| ALBANIA | Rest Of Europe | CROATIA | Rest Of Europe |
| ALGERIA | Africa | CUBA | Central + S. America |
| ANDORRA | Rest Of Europe | CURACAO | Central + S. America |
| ANGOLA | Africa | CYPRUS | Rest Of EU |
| ANGUILLA | Central + S. America | CZECH REPUBLIC | Rest Of EU |
| ANTIGUA & BARBUDA | Central + S. America | DENMARK | Denmark |
| ARGENTINA | Central + S. America | DJIBOUTI | Africa |
| ARMENIA | Rest Of Europe | DOMINICA | Central + S. America |
| ARUBA | Central + S. America | DOMINICAN REPUBLIC | Central + S. America |
| ASCENSION ISLE | Central + S. America | EAST TIMOR | Far East |
| AUSTRALIA | Australasia | ECUADOR | Central + S. America |
| AUSTRIA | Austria | EGYPT | Middle East |
| AZERBAIJAN | Rest Of Europe | EL SALVADOR | Central + S. America |
| AZORES | Portugal | EQUATORIAL GUINEA | Africa |
| BAHAMAS | Central + S. America | ERITREA | Africa |
| BAHRAIN | Middle East | ESTONIA | Rest Of EU |
| BALEARIC ISLES | Spain | ETHIOPIA | Africa |
| BANGLADESH | Asia | FALKLAND ISLES | Central + S. America |
| BARBADOS | Central + S. America | FAROE ISLE | Rest Of Europe |
| BELARUS | Rest Of Europe | FIJI | Australasia |
| BELAU | Far East | FINLAND | Finland |
| BELGIUM | Belgium | FRANCE (incl Corsica) | France |
| BELIZE | Central + S. America | FRENCH GUYANA | Central + S. America |
| BENIN | Africa | FRENCH POLYNESIA | Australasia |
| BERMUDA | Central + S. America | FRENCH SOUTHERN ATLANTIC TERRITORY | Far East |
| BHUTAN | Asia | FRENCH WEST INDIES | Central + S. America |
| BOLIVIA | Central + S. America | GABON | Africa |
| BOSNIA-HERZEGOVINA | Rest Of Europe | GAMBIA | Africa |
| BOTSWANA | Africa | GEORGIA | Rest Of Europe |
| BRAZIL | Central + S. America | GERMANY | Germany |
| BRITISH INDIAN OCEAN TERRITORY | Far East | GHANA | Africa |
| BRUNEI | Far East | GIBRALTAR | Rest Of Europe |
| BULGARIA | Rest of EU | GREECE | Greece |
| BURKINA FASO | Africa | GREENLAND | Rest Of Europe |
| BURMA | Asia | GRENADA | Central + S. America |
| BURUNDI | Africa | GUADELOUPE | Central + S. America |
| CAMBODIA | Far East | GUAM North | America |
| CAMEROON | Africa | GUATEMALA | Central + S. America |
| CANADA | Canada | GUINEA | Africa |
| CANARY ISLES | Rest Of Europe | GUINEA BISSAU | Africa |
| CAPE VERDE | Africa | GUYANA | Central + S. America |
| CAYMAN ISLES | Central + S. America | HAITI | Central + S. America |
| CENTRAL AFRICAN REP | Africa | HAWAII | North America |
| CEUTA | Rest Of Europe | HONDURAS | Central + S. America |
| CHAD | Africa | HONG KONG | Far East |
| CHILE | Central + S. America | HUNGARY | Rest Of EU |
| CHINA | Far East | ICELAND | Iceland |
| CHRISTMAS ISLE | Australasia | INDIA | Asia |
| COCOS | Australasia | INDONESIA | Far East |
| COLUMBIA | Central + S. America | IRAN | Middle East |
| COMOROS | Africa | IRAQ | Middle East |

| | | | |
|---------------------------|----------------------|--------------------------|----------------------|
| CONGO (BRAZZAVILLE) | Africa | REPUBLIC OF IRELAND | Ireland |
| CONGO (ZAIRE) | Africa | ISRAEL | Middle East |
| COOK ISLANDS | Australasia | ITALY | Italy |
| DESTINATION | ZONE | DESTINATION | ZONE |
| IVORY COAST | Africa | PORTUGAL | Portugal |
| JAMAICA | Central + S. America | PUERTO RICO | Central + S. America |
| JAPAN | Japan | QATAR | Middle East |
| JORDAN | Middle East | REUNION ISLES | Africa |
| KAZAKHSTAN | Asia | ROMANIA | Rest of EU |
| KENYA | Africa | RUSSIA | Rest of Europe |
| KIRIBATI (GILBERT IS.) | Australasia | RWANDA | Africa |
| KOREA NORTH (PDR) | Far East | SABA | Far East |
| KOREA SOUTH (REPUBLIC OF) | Far East | SAN MARINO | Rest of Europe |
| KUWAIT | Middle East | SAO TOME + PRINCIPE | Africa |
| KYRGYSTAN | Asia | SAUDI ARABIA | Middle East |
| LAOS | Far East | SENEGAL | Africa |
| LATVIA | Rest of EU | SERBIA | Rest of EU |
| LEBANON | Middle East | SEYCHELLES | Africa |
| LESOTHO | Africa | SIERRA LEONE | Africa |
| LIBERIA | Africa | SINGAPORE | Far East |
| LIBYA | Africa | SLOVAKIA | Rest of EU |
| LIECHTENSTEIN | Rest of Europe | SLOVENIA | Rest of EU |
| LITHUANIA | Rest of EU | SOLOMON ISLES | Australasia |
| LUXEMBOURG | Luxembourg | SOMALIA | Africa |
| MACAU | Far East | SOUTH AFRICA | Africa |
| MACEDONIA | Rest of Europe | SOUTH GEORGIA | Central + S. America |
| MADAGASCAR | Africa | SPAIN | Spain |
| MADEIRA | Portugal | SRI LANKA | Asia |
| MALAWI | Africa | ST. EUSTATIUS | Central + S. America |
| MALAYSIA | Far East | ST. HELENA | Africa |
| MALDIVES | Asia | ST. KITTS & NEVIS | Central + S. America |
| MALI | Africa | ST. LUCIA | Central + S. America |
| MALTA | Rest of EU | ST. MARTIN | Central + S. America |
| MARTINIQUE | Central + S. America | ST. VINCENT & GRENADINES | Central + S. America |
| MAURITANIA | Africa | SUDAN | Africa |
| MAURITIUS | Africa | SURINAM | Central + S. America |
| MELLILA | Rest of Europe | SWAZILAND | Africa |
| MEXICO | Central + S. America | SWEDEN | Sweden |
| MOLDOVA | Rest of Europe | SWITZERLAND | Switzerland |
| MONACO | France | SYRIA | Middle East |
| MONGOLIA | Asia | TAHITI | Far East |
| MONTENEGRO | Rest of Europe | TAIWAN | Far East |
| MONTSERRAT | Central + S. America | TAJKISTAN | Rest of Europe |
| MOROCCO | Africa | TANZANIA | Africa |
| MOZAMBIQUE | Africa | THAILAND | Far East |
| MYANMAR (BURMA) | Asia | TIBET | Far East |
| NAMIBIA | Africa | TOGO | Africa |
| NAURU ISLE | Australasia | TONGA | Australasia |
| NEPAL | Asia | TRINIDAD & TOBAGO | Central + S. America |
| NETHERLANDS | Netherlands | TRISTAN da CUNHA | Africa |
| NETHERLANDS ANTILLES | Central + S. America | TUNISIA | Africa |
| NEW CALEDONIA | Australasia | TURKEY | Rest of Europe |
| NEW ZEALAND | Australasia | TURKMENISTAN | Rest of Europe |
| NICARAGUA | Central + S. America | TURKS & CAICOS ISLES | Central + S. America |
| NIGER | Africa | TUVALU | Australasia |
| NIGERIA | Africa | UNITED ARAB EMIRATES | Middle East |
| NORFOLK ISLE | Australasia | UGANDA | Africa |
| NORWAY | Norway | UKRAINE | Rest of Europe |
| OMAN | Middle East | URUGUAY | Central + S. America |
| PAKISTAN | Asia | USA | North America |
| PANAMA | Central + S. America | UZBEKISTAN | Asia |

| | | | |
|-----------------------|----------------------|--------------------|----------------------|
| PAPUA NEW GUINEA | Australasia | VANUATU | Far East |
| PARAGUAY | Central + S. America | VATICAN CITY | Rest of Europe |
| PERU | Central + S. America | VENEZUELA | Central + S. America |
| PHILIPPINES | Far East | VIETNAM | Far East |
| PITCAIRN ISLES | Australasia | VIRGIN ISLES UK | Central + S. America |
| POLAND | Rest of EU | VIRGIN ISLES USA | Central + S. America |
| DESTINATION | ZONE | DESTINATION | ZONE |
| WALLIS & FUTUNA ISLES | Australasia | ZAIRE | Africa |
| WESTERN SAMOA | Australasia | ZAMBIA | Africa |
| YEMEN | Middle East | ZIMBABWE | Africa |

Appendix C:

Bag Labels

INTERNATIONAL PRESORTED
CountrySort - Priority

P1234511

Country/Zone: *Company 1*

Destination/Zone:
e.g. EU or GERMANY

Date: 12.12.12 Manifest No: 12345678901234

Bag of **Number of Bags**

SPR

Product & Service
Client ID

Country/Zone
Collection Manifest Number

118mm

Appendix D:

Traycard

| | |
|---|-------------------------------------|
| Customer Identification Card | |
|  | |
| 01P000000H0GZZ | |
| Customer Name: | |
| | |
| Customer Number e.g "P0001111" | |
| | |
| TNT Post Service: | |
| H - International PreSorted | |
| Mailing type: | |
| G - CountrySort - Priority | |
| Indicia Printing: | Return Address Printing: |
| | |
| Return Address to be printed: | Collection Date (DD/MM/YY): |
| | |

Appendix E: Manifest

ZoneSort

Customer: **Customer name**
International Service: **ZoneSort**



please fill out

| | | | | | | |
|---------------------|--|-----------------------|--|-------------------------|--|----------------------|
| Manifest number: | <input type="text" value="9111111410781"/> | Client ID: | <input type="text" value="P11111 11"/> | Collection date: | <input type="text" value="18/06/2012"/> dd/mm/yyyy | Send Manifest |
| Service: | <input type="text" value="Priority"/> | Total number of bags: | <input type="text" value="18"/> | Total Magnums / Yorks: | <input type="text" value="8"/> | |
| Process date (TNT): | <input type="text" value="12.12.12"/> | Total Weight: | <input type="text" value="78.70"/> | Customer job reference: | <input type="text" value="AB12345"/> <small>(this will appear on your invoice)</small> | |

91111114107811 91111114107812 91111114107813

| Country / zone | Letters | | Flats | | Packets | | Total | |
|----------------|------------|--------------|------------|--------------|----------|-------------|--------------|----------------|
| | Items | weight (kg) | Items | weight (kg) | Items | weight (kg) | weight (kg) | Number of bags |
| EU | 250 | 25.00 | 50 | 25.00 | 6 | 6.70 | 56.70 | 14 |
| ROW | | | 75 | 22.00 | | | 22.00 | 4 |
| Total | 250 | 25.00 | 125 | 47.00 | 6 | 6.70 | 78.70 | 18 |

CountrySort

Customer: **Customer A**
International Service: **CountrySort**

please fill out

| | | | | | | |
|---------------------|--|-----------------------|---------------------------------------|-------------------------|--|----------------------|
| Manifest number: | <input type="text" value="9999914110811"/> | Client ID: | <input type="text" value="P3333311"/> | Collection date: | <input type="text" value="18/01/2012"/> dd/mm/yyyy | Send Manifest |
| Service: | <input type="text" value="Priority"/> | Total number of bags: | <input type="text" value="21"/> | Total Magnums / Yorks: | <input type="text" value="8"/> | |
| Process date (TNT): | <input type="text" value="12.12.12"/> | Total Weight: | <input type="text" value="78.70"/> | Customer job reference: | <input type="text" value="AB12354"/> <small>(this will appear on your invoice)</small> | |



9999914110811 9999914110812 9999914110813

| Country / zone | Letters | | Flats | | Packets | | Total | |
|-------------------------|------------|-------------|------------|--------------|-----------|--------------|--------------|----------------|
| | Items | weight (kg) | Items | weight (kg) | Items | weight (kg) | weight (kg) | Number of bags |
| Austria | | | | | | | - | |
| Belgium | | | | | | | - | |
| Denmark | | | | | | | - | |
| Finland | | | | | | | - | |
| France | 200 | 120 | | | | | 120 | 2 |
| Germany | | | 100 | 7.50 | | | 7.50 | 8 |
| Greece | | | | | | | - | |
| Iceland | | | | | | | - | |
| Ireland | | | | | | | - | |
| Italy | | | | | | | - | |
| Luxembourg | | | | | | | - | |
| Netherlands | | | | | | | - | |
| Norway | | | | | | | - | |
| Portugal | | | | | | 20 | 20.00 | 2 |
| Spain | | | | | | | - | |
| Sweden | | | | | | | - | |
| Switzerland | | | | | | 40 | 20.00 | 4 |
| Rest of EU | | | | | | | - | |
| Rest of Europe | | | | | | | - | |
| USA | | | | | | | - | |
| Canada | | | | | | | - | |
| Middle East | | | | | | | - | |
| Australia & New Zealand | | | 60 | 30.00 | | | 30.00 | 5 |
| Far East | | | | | | | - | |
| Central & South America | | | | | | | - | |
| Africa & Asia | | | | | | | - | |
| Total | 200 | 120 | 160 | 37.50 | 60 | 40.00 | 78.70 | 21 |

Appendix F:

How to address your items correctly by country

Europe

1. Austria

Herr Franz Huber
Beethovenstrasse 12
1010 WIEN
AUSTRIA

2. Belgium

M. Emile Dubois
Rue du Diamant 215
4800 VERVIERS
BELGIUM

3. Denmark

Mr Thor Nielsen
Tietgensgade 137
8800 VIBORG
DENMARK

Mr Torben Raldorf
PO Box 100
COPENHAGEN
1004 VIBORG
DENMARK

4. Finland

Mr Asko Teirila
PO Box 511
39140 AKDENMAA
FINLAND

5. France

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

Mme Marie PAGE
23 Rue de Grenell
75700 PARIS CEDEX
FRANCE

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

6. Germany

Mrs F Meier
Weberstr. 2
53113 BONN 1
GERMANY

Mr P Kunde
Lange Str. 12
04103 LEIPZIG
GERMANY

Germany has strict rules about receiving mail which, if ignored, may result in your mail being returned to you with no attempt at delivery.

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

7. Greece

Mr George Latsis
Alkamenou 37
117 80 ATHENS
GREECE

8. Iceland

Mr Jon Jonsson
Einimel 80
107 REYKJAVIK
ICELAND

9. Republic of Ireland

Mr Gerard Carey
45 O'Connell Street
DUBLIN 1
REPUBLIC OF IRELAND
(Only Dublin has postcodes)

10. Italy

Sig. Giovanni Masci
Via Garibaldi 27
47037 RIMINI RN
ITALY

11. Luxembourg

M. Jaques Muller
71 route de Longway
4750 PETANGE
LUXEMBOURG

12. Monaco

As France

13. The Netherlands

Mr J van Dieten
Morsstr 111
2312 BK LEIDEN
THE NETHERLANDS

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

14. Norway

Herr Hans Hansen
Svingen 22
9230 BEKKEHAUG
NORWAY

15. Portugal

Senhor Carlos Manuel Pereira
Av das A'Augsa Livres
Monte Trigo
7220 PORTEL
PORTUGAL

Rosalina Silva
R Conde Redondo 80
1192 LISBOA CODEX
PORTUGAL

16. Spain

Sra Ana Jimenez
Mimbreras 4
03201 ELCHE (Alicante)
SPAIN

The province should be included in brackets after the town.

17. Sweden

Fru Inger Lilja
Vasavagen 3 4tr
582 20 LINKOPING
SWEDEN

18. Switzerland

M.Andre Perret
Schanzenstrasse 7
3030 BERNE
SWITZERLAND

Rest of the World**1. Australia**

Mr J Brownhall
264 High Street
ALLAMBIE NSW 2100
AUSTRALIA

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

2. Brazil

Sr. Ronaldo Ganclaves
Av Paulista 952, Apto 16
B VISTA
01311-300 São Paulo - SP
BRAZIL

3. Bulgaria

Dr Tzantcho Gantchev
Dimo Hadjikimov 6
1606 SOFIA
BULGARIA

4. Canada

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

5. Croatia

Ana Car
Ilica 25
41 000 ZAGREB
CROATIA

6. Czech Republic

M. Miroslav Ondevejka
Fibichova 92
125 02 PRAGUE 3
CZECH REPUBLIC

7. Hungary

M. Horvath LASZLO
Budapest
Kossuth u.7
1055
HUNGARY

8. Israel

Mr G Kaul
27 Rue Yafo
91999 JERUSALEM
ISRAEL

9. Japan

Mr Yushi Morimoto
504 Kasumigaseki 1 chome,
Chiyoda-ku
TOKYO
100 JAPAN

10. Republic of Korea

Mr Hong Kil-Dong
100 Sejongno, Jongno-gu
SEOUL 110-050
REPUBLIC OF KOREA

11. Mexico

Mr Joaquim Cepeda
San Antonio Abad 120 – Piso 4
06820 CIUDAD DE MEXICO
MEXICO

12. New Zealand

Mr B Parker
64 Waterloo Quay
WELLINGTON 1
NEW ZEALAND

13. Poland

Mr Jan Kalinkowski
ul Cicha 5
62-806 KALISZ
POLAND

14. Romania

Mr Gheorghe Petraru
Bd Golescu 38
77113 BUCHAREST
ROMANIA

15. Russia

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

16. Serbia

Mr Stevan Raukovic
Palmoticeva 2
11001 BELGRADE
SERBIA

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

17. Republic of Singapore

Mr Tan Kay Hui
532 Chai Chee Road
SINGAPORE 1646
REPUBLIC OF SINGAPORE

18. Slovak Republic

M Jan Kemr
Olsanka 18
820 01 BRATISLAVA 1
SLOVAK REPUBLIC

19. Thailand

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

20. Turkey

Mr Mazhar Alkan
Iskele Caddesi 35
06101 ANKARA
TURKEY

21. Ukraine

Mrs L Projivalsky
252001 KIEV
Prospect F Skaryna
UKRAINE

22. USA

Mr Joe Engle
1612 Dexter Street
FORT WAYNE IN 46805
UNITED STATES OF AMERICA

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

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

Appendix G:

List of prohibited items

Note: this list is not exhaustive

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

Appendix H:

Postal Regulations

Under certain postal regulations, it is possible for the postal administration in many countries to levy a surcharge or even to return or refuse to deliver mail.

This can happen if, for example, the Customer posts mail using the services of a foreign postal administration but the Customer is resident in the country in which the mail is to be delivered (this is called “**ABA re-mail**”) or if the Customer posts mail for delivery in a third country, using the services of a postal administration which is not the postal administration in the Customer’s country of residence or the country of final delivery (this is called “**ABC re-mail**”).

If any situation occurs where any of shipments are subject to surcharging, non-delivery, return or even destruction as a result of postal regulations, the Customer will be responsible for the consequences and will hold Whistl completely harmless and indemnify it against all costs, charges, surcharges, levies, fines, penalties or other liabilities arising from such action. The Customer shall also provide all requested assistance to Whistl if Whistl chooses to challenge any such liability.

Appendix I:

Customs Labels

| CUSTOMS DECLARATION | | CN 22 | |
|--|---|---|--|
| DÉCLARATION EN DOUANE | | May be opened officially Peut être ouvert d'office | |
| Great Britain\Grande-Bretagne | | Important! See instructions on the back | |
| <input type="checkbox"/> Gift\Cadeau | <input type="checkbox"/> Commercial sample\Echantillon commercial | <i>Tick one or more boxes</i> | |
| <input type="checkbox"/> Documents | <input type="checkbox"/> Other\Autre | | |
| Quantity and detailed description of contents (1) Quantité et description détaillée du contenu | Weight (in kg)(2) Poids | Value (3) Valeur | |
| ----- | ----- | ----- | |
| ----- | ----- | ----- | |
| ----- | ----- | ----- | |
| <i>For commercial items only</i> If known, HS tariff number (4) and country of origin of goods (5) <i>N°tarifaire du SH et pays d'origine des marchandises (si connus)</i> | Total Weight Poids total (in kg) (6) | Total Value (7) Valeur totale | |
| I, the undersigned, whose name and address are given on the item, certify that the particulars given in this declaration are correct and that this item does not contain any dangerous article or articles prohibited by legislation or by postal or customs regulations | | | |
| Date and sender's signature (8) | | | |

Document history pre-design changes

| Date | Version No. | Section Revised | Revision Summary |
|------------|-------------|---------------------|---|
| 01/05/2020 | V1 | All | Due to changes to our brand design, the changes made were for design purposes only. |
| 04/11/2020 | V1.1 | Data Protection | Addition of credit process |
| 26/07/2023 | V1.3 | 9.0 Data Protection | Updated throughout |
| 23/01/2024 | V1.4 | All | Design changes |

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