



# Part Tracked Services

## Customer Guide

v1.7

Applicable to integrations with the Whistl CMS and Customer Portal only

**For more information:**

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# 1.0 Overview

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

Product & Service		Description
Part Tracked	InSight	UK part-tracked postal service
	International InSight	Part-tracked postal service to the European Union and Rest of the World

InSight is designed for customers shipping eCommerce items, specifically Goods<sup>1</sup> and Books. It is ideal for letterboxable items and also low basket value shipments not requiring end to end tracking. Designed to give you greater visibility of your supply chain – our InSight service allows you to see when items have been received by our operation and processed. Items are then handed over for final mile delivery by Royal Mail in the United Kingdom and to our International delivery partners for onward shipping across the globe. Whether you are a large multi-channel retailer or a small independent boutique, we have a range of additional tools designed to help you track your items and empower your teams to better manage consumer delivery expectations.

It is the responsibility of the customer to ensure that when shipping items, they are shipped in accordance with Postal Regulations. More information may be found in **Appendix G**.

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

## Whistl Part & Fully Tracked Integration Guide

A guide for customers integrating with the Whistl CMS and accessing our range of part and fully tracked services.

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<sup>1</sup> Please refer to **Appendix F** for further guidance on what are constituted as Goods

# 2.0 Services

## 2.1 Delivery Speeds

The delivery speed is measured from the first physical scan of an item and as a part tracked service, InSight is only measured to carrier handover. The delivery speeds and times set out in this guide are service aims only and the actual times for processing and delivery are not guaranteed. Whistl will not be liable for the speed of collection, processing, handover and delivery which are affected (directly or indirectly) by any event or circumstance outside Whistl's reasonable control (see below for more details) or by an act or omission of the Customer (or its employees, agents or contractors).

Service	Destination	Delivery		Delivery Speed	
		Days	Attempts	Handover to Carrier	1st Delivery Attempt
InSight	United Kingdom	Mon-Sat	1	1-2 days	2/3 days
International InSight	European Union	Mon-Sat			
	Rest of the World	Mon-Sat			

## 2.2 Service Coverage

As postal services, our part-tracked InSight service has full national coverage to all UK postcodes and International InSight has global<sup>2</sup> coverage.

## 2.3 Available Formats

The following formats are available on our services:

Service	Large Letters	Flats	Packets
InSight	✓		✓
International InSight		✓	✓

## 2.4 Weights and Dimensions

The following formats are available on our services:

Service	Format	Maximum Dimensions	Maximum Weight
InSight	Large Letter	353 x 250 x 25mm	750g
	Packet	610 x 460 x 460mm	2kg
International InSight	Flat	381 x 305 x 20mm	500g
	Packet	Max length: 600mm Length, width and depth combined = 900mm	2kg

## 2.5 Force Majeure Events

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

<sup>2</sup> Counties may be excluded if experiencing force majeure events, are subject to sanctions, embargoes or any other action (whether legal or illegal) of individuals, groups' governments or other international organisations which prevents, delays or makes it dangerous, more expensive, illegal or impractical to deliver to that location

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.

# 3.0 Consignment Detail

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

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

## 3.1 Delivery Address

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

For example:

John Smith	Recipient Name
Network House, Third Avenue	Premise and thoroughfare
Marlow	Locality
SL7 1EY	Postcode
Germany	Country

## 3.2 Recipient Details

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

## 3.3 Volumetrics

Weight is a mandatory field to help select the correct format of item being despatched. A default value may be used. When invoicing your traffic, the actual weight recorded by our operation when processing your item will be used. The length, width and depth of an item are not mandatory fields however will be used by our system to validate the format selected.

## 3.4 Item Contents (Product Information)

If you are sending items outside of the European Union (or to Andorra, Gibraltar, Vatican City, Canary Islands, Channel Islands or Monaco) you will need to provide additional information regarding the contents of your parcels. This information forms the customs declaration to the receiving country or territory.

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

For detailed information on mandatory fields, please refer to the [Part and Fully Tracked Integration Guide](#).

Field		Definition	Example
Product Type or Category	M	A short-form description of the product, sometimes referred to as a customs description. Should be specific and accurate, "Goods" is not an acceptable term.	Mobile Phone
Product Description	M	An accurate and specific commercial product description of the product, used in the commercial invoice for the product	XPhone V 250GB Black Limited
Product SKU	R	A unique value used to reference the product in your own system or selling site	12312341
Commodity or Harmonised Code	R	A globally recognised code describing the product sold. Recommended that a full 10 digit code is used, although an 8 digit code will suffice	8517120000

Value	M	Sale price of the product <sup>3</sup>	1.00
Quantity	M	Quantity of the sold product	5
Currency	M	Currency the order was sold in	GBP
Country of Origin	M	Also known as country of manufacture. Where the goods were manufactured. Customs will want to see this to ensure that nothing is imported that contravenes local laws.	GB
Product Weight	M	The weight of the product within the parcel	0.10
Carriage Value	R	The amount charged to the recipient for shipping the item. To be left blank if zero.	10.00
Insurance or Other Value	R	Any additional charges, for example Insurance, charged to the recipient. To be left blank if zero.	1.00

#### **M = Mandatory information**

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

#### **R = Recommended information**

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

#### **3.4.1 Commodity & Harmonised Codes**

It is recommended, that where possible, the commodity code for the product being shipped is provided. Commodity codes, also known as HS codes, are designed to eliminate language barriers and are a globally recognised coding system recognised in countries that are members of the WTO, including the EU. Basic commodity codes are 8 digits long, however to be fully compliant we recommend classifying your products using the 10 digit format as this is universally recognised at both export and import level. For more information, please refer to <https://www.gov.uk/trade-tariff>

**It should be noted that in the effect of a No Deal Brexit, 10 Digit Commodity Codes may be mandatory for shipping to certain EU destinations and before shipping to an EU destination you should first check the requirements with the destination country.**

### **3.5 Prohibited Items**

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

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

If prohibited items are identified by Whistl or our carriers, the items will be handled in accordance with **12.0 Procedures for handling non-compliant items**

#### **3.5.1 Dangerous Goods and Restricted Items**

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

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

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

### **3.6 Shipper Information**

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

<sup>3</sup> Please note that the total value of items in a parcel should not exceed £270 on our InSight service. Any item shipped with a value greater than £270 requires different customs considerations and should instead be shipped on supported Fully Tracked services only.



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

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

#### 3.6.1 Shipping On Behalf of Others

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

## 4.0 Preparing your items

### 4.1 Address & Tracking Labels

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

The image shows two examples of Whistl shipping labels. The left label is a standard address label with a barcode on the left and a 'whistl' logo on the right. It includes fields for Recipient Name, Company Name, Address Line 1, Address Line 2, City, County, and Postcode. The right label is a more detailed 'CN22' label, which includes a 'Quantity and details of contents' table, a 'Total Weight' section, and a 'To' section for recipient details. It also features a barcode and a 'Reference 2' field.

Quantity and details of contents	Weight (in kg)	Value (in GBP)
- 2 x DVD	0.34	7.99
- 5 x Audio CD	1.57	45.50
- 1 x Soft Furnishings	1.12	16.97
- 5 x Electrical/Electronic Equipment	0.45	2.55
- 12 x Women's Footwear	2.09	21.08
<b>Total</b>	<b>5.57</b>	<b>93.10</b>

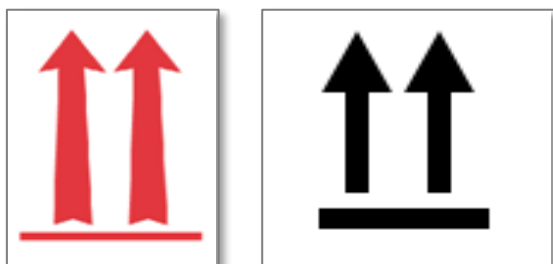
When labelling your items, it is essential you ensure the following:

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

Failure to do so may lead to delays in processing your items and could incur a relabeling surcharge<sup>4</sup>. We would recommend that all customers periodically check their labels to ensure ongoing compliance, avoid scan failures and any related impacts.

### 4.2 "Orientation Arrows" - Liquids

Where liquids are allowed, our carriers require that packaging containing liquids should include "Orientation Arrows" arrows on two opposite faces of combination packs containing liquids. Please refer to <http://www.whistl.co.uk/restricteditems> for information on which liquids may be handled by our network and below for example labels:



### 4.3 Labelling Dangerous Goods packaged as Limited Quantities

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

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

<sup>4</sup> For more information regarding surcharges, please refer to **12.0 Procedures for handling non-compliant items**

## 4.4 Item Packaging

Suitable item packaging is required to ensure items may be processed and safely transported through Whistl and our carrier partner networks. Failure to do so may impact our ability to process the items, please refer to **12.0 Procedures for handling non-compliant items** for more information.

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

- Packaging should be durable, strong and include sufficient cushioning for fragile items
- Packages should be sealed using tape of sufficient strength and using strapping where possible
- Packing should avoid using reflective and shiny surfaces
- Items should not be dispatched using cylindrical tubes, triangular tubes should be used instead
- When reusing packaging, item labels and stickers should be removed
- Fragile items should be suitably packaged, labels and stickers should not be used as a substitute for the correct packaging
- Item contents should be secure within their packaging with movement limited
- Packaging should not be banded
- All liquids should be secured in a plastic bag to contain leaks, with suitable rigid outer packaging and cushioning<sup>5</sup>
- All items should be packaged for dispatch, point of sale packaging is not sufficient (for example DVD player boxes should be placed in an additional box or polybag for transit and labels should not be applied directly to the DVD player box).
- If dispatching an item as a Large Letter, movement should be restricted to ensure the dimensions of the package do not alter in transit

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<sup>5</sup> Please refer <http://www.whistl.co.uk/restricteditems> for more information on liquids accepted for transit and **section 0** for additional labelling requirements

# 5.0 Presentation

## 5.1 Domestic InSight

### 5.1.1 Segregation

When presenting your items, you will need to segregate your domestic traffic by Format:

<b>Product</b>	Part Tracked	Part Tracked
<b>Service</b>	InSight	InSight
<b>Formats</b>	Large Letters	Packets

### 5.1.2 Tray Cards

Items dispatched using our InSight service should be presented with a Whistl InSight tray card<sup>6</sup>. The tray card is used to book in consignments and trigger tracking. Failure to provide the correct tray card may result in the loss of tracking. A tray card must be affixed to each container of traffic; separate tray cards are supplied for Large Letters and Packets. A separate tray card will be supplied for each collection point and department ID which has been setup, work will be processed against the tray card provided.

### 5.1.3 Mixed Presentation

If you are shipping items against multiple collection points and/or department codes, you may wish to mix your presentation and should request a ZZ Exceptions Tray card from your Implementation Manager. When a ZZ Exceptions Tray card is created, you will be setup a Z Collection Point and Z Department Code. Compliant items are then invoiced against the codes supplied in your data file and any exceptions against the department and collection point Z.

## 5.2 International InSight

### 5.2.1 Segregation

International items should be presented in line with the sortation level agreed in your contract:

<b>Zone Sort</b>	<b>Country Sort</b>
Items should be presented segregated between the European Union and Rest of the World. A format split is not required.	Where a destination specific rate has been supplied, items for the country in question should be segregated. A format or gateway split is not required.

### 5.2.2 Container Cards

Items dispatched using our International InSight service should be presented with an International InSight container card. The container card will be used to identify your traffic upon arrival at our depot. Failure to provide the correct container card may result in a loss of tracking. A container card must be affixed to each container of traffic; separate container cards are supplied for each collection point and department ID which has been setup.

### 5.2.3 Mixed Presentation

At this moment in time, we are unable to support presentation being mixed between multiple collection points and/or department codes on our International service as detailed against our domestic service under **0**. Failure to split your presentation may result in your items being processed against a single collection point and department code and a loss of tracking. Please refer to our procedures for handling non-compliant items for more information.

## 5.3 Consumables

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

InSight items may be presented in bags (weighing no more than 10.5kg), magnums or ALPS (subject to an ALP agreement being signed) and segregated work should be presented in different containers.

<sup>6</sup> For an example tray card, please refer to

## Appendix A Example Tray Card

The initial allocation will be based on your forecast figures and agreed with your Account Manager. Replenishment will be determined by your two week rolling and containers will be exchanged on a one for one basis unless forecast figures dictate additional requirements. If additional containers are required, these should be ordered as part of our reordering process. For more information on forecasting, please refer to **9.0 Forecasting**.

#### 5.3.1 Reordering Consumables

Consumables may be ordered through your Whistl Internal Account Executive. Outside of peak, requests should be made by 3PM on the proceeding day. In peak, this period extends to two working days. Peak periods are defined as April, September, and October – January. Whistl will endeavor to provide the customer's required amounts within the notice period and would ask where possible that we receive as much notice as possible. To re-order consumables, please contact your Whistl Internal Account Executive on 01628 816799.

# 6.0 Collections

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

## 6.1 Changing a collection time

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

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

## 6.2 Changing or adding a collection location

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

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

## 6.3 Customer Health & 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.

## 6.4 Unloading & Handover at Customer Premises

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

## 6.5 Contingency

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

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

# 7.0 Delivery

As a postal service, items dispatched using our part tracked services will be handed over to Royal Mail or our International partners for delivery. Domestic items utilise Whistl's Downstream Access contract with Royal Mail whilst International items use a blend of different international postal operators to achieve a practical and efficient form of delivery. As part tracked services, tracking is available from receipt into Whistl's network through to handover.

## 7.1 Item Tracking

Our InSight service may be tracked from receipt through to handover. As a part tracked service, items are receipted within Whistl's network at point of processing and include a handover event to indicate when items are presented to Royal Mail or our International delivery partners.

### 7.1.1 Receipt Event

For International items, the Receipt Event is inferred from the date the shipment was receipted into our network. Between receipt and processing there may be up to one day before this event is triggered. Exceptions and items which have not been processed by our network will not receive a Receipt Event.

### 7.1.2 Processing Events

Processing events are triggered when InSight and International InSight items are processed by our operation. For International items, this will occur at our International Hub in Bedford whilst domestic services will typically be processed at a customer's receipt depot.

### 7.1.3 Handover Event

Handover events are triggered when items are handed over to Royal Mail or our International partners. On occasion an item may fail to display a handover event. A handover event is not guaranteed as part of our InSight services and it may not always be possible for an event to be shown against the item. Our process is designed to ensure that no less than 99% of items receive a handover event.

## 7.2 Tracking Tools

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

### 7.2.1 Web Despatch Portal [despatch.whistl.co.uk](https://despatch.whistl.co.uk)

Our Web Despatch Portal includes item level search by UPI (Unique Parcel Identifier), Consignment Number and a range of additional search fields. Customers may view both normalised and in-network Whistl events. Web Despatch includes a number of different reporting and download options, in addition to our live status tracking screen which categorises delivery events and uses colour coding to draw attention to and flag items requiring your attention.

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

### 7.2.2 Track My Item Portal [trackmyitem.whistl.co.uk](https://trackmyitem.whistl.co.uk)

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

### 7.2.3 Customer Portal [customerportal.co.uk](https://customerportal.co.uk)

Item level tracking for domestic InSight items with colour coded status for tracking handover quality. Designed for low volume shippers with service quality graphs also included.

### 7.2.4 Tracking Export & API

Customers who wish to take tracking information into their own systems may choose to access our tracking API or take scheduled tracking files to an SFTP location. For more information, please refer to the Part & Fully Tracked Integration Guide.

In addition to our tracking export file, our InSight service also includes a dedicated return file

### 7.2.5 Tracking Links

Customers which integrate direct with Whistl using web services have the added benefit of taking a tracking link back through an API call. This allows you to use your own systems to send email notifications with tracking links through to our consumer portal.

For International services tracking links will point towards our carrier portals to provide a local look delivery experience.

#### 7.2.6 InSight Report

Our InSight Report may be run within Web Despatch or scheduled to an SFTP location. The file verifies the actual format and weight of the item processed by our operation in addition to other fields regarding the shipment. Ideal for businesses wishing to consume the Actual Weight or Format of an item in advance of invoicing, the report can be scheduled in regular intervals and is only issued when an update occurs. For more information on the content of our report, please refer to **Appendix H**.

### 7.3 Consumer Notifications

Consumer notifications are optional and free of charge on part tracked services. They can be customized to meet a customer's branding and scheduled to dispatch in-line with tracking events. With a range of tracking triggers available, you may choose from a variety of communication points for emails to be sent.

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

### 7.4 Delivery Delay

If a recipient is querying an item due for delivery, our Web Despatch portal may be used to confirm when the item was received by Whistl and handed over to Royal Mail or our International delivery partners. As a part tracked service, it is not possible to track items after handover and identify delivery delays which may occur in Royal Mail's or global postal networks. A delay will have occurred in Whistl's network should an item be shown as handed over more than two working days after receipt. **Please note that no compensation is payable for delay in postal processing, handover or delivery.**

### 7.5 Delivery Attempts

For domestic shipments, an item is returned to a recipient's Royal Mail delivery office after the first delivery attempt if the recipient is not home, the item will not fit through a letterbox or there is no 'leave with neighbour' option. Items will be held at a recipient's local delivery office for up to 18 days, following which Royal Mail will return the item on a 3 day service to the return address detailed on the item.

International shipments will be handled in accordance with the in-countries postal authorities' delivery practises. For more information, please refer to the in-country postal authorities' website.

### 7.6 Denial of Receipt

Should a recipient deny receiving an item sent on a postal service, it is recommended that they first check to ensure they have not received a calling card from Royal Mail or their local postal authority. They should also check any known Safe Places and with Neighbours in case a calling card was not left. As a part tracked service, items may not be tracked after handover – therefore Whistl is unable to assist where items have not been delivered.

### 7.7 Refused Delivery

Should a recipient refuse delivery of an item, it will be treated as undeliverable and returned to the sender direct by Royal Mail using the Return Address on the label. International items will be returned to Whistl, consolidated and returned on the next available collection vehicle.

### 7.8 Damaged Items

Items which are received damaged, or become damaged during the delivery process may be treated as undeliverable. Where the damage to an item is deemed as superficial, impacting the packaging only, delivery may still be effected or the item repackaged for transit. To help avoid damage occurring to your items, please ensure all items comply with our packaging requirements in **section 4.4**.

### 7.9 Lost Items

On occasion, an item may become lost during the delivery process. As a part tracked service, items may not be tracked after handover – therefore Whistl is unable to assist where items are lost.

### 7.10 Undeliverable Items

Postal items are returned direct to the sender Return Address on the item label by Royal Mail. No additional surcharges will be applied by Whistl for undeliverable postal items and items will not be tracked. Whistl accepts no responsibility for the return of items by Royal Mail.



### 7.11 Replacement Items

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

If an item label is reprinted and reused, it will be treated as a duplicate item by our operation and delivery delays may occur. For more information on our procedures for handling duplicate items, please refer to **section 0** for more information.

# 8.0 Invoicing

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

Items are invoiced against the date we physically process the item in our network. This is the equivalent of our Receipt Scan in tracking information. Items are invoiced using the actual format and weight of the item processed in our network. On domestic services, a per item price is generated against the corresponding weight-band for the format of the item received<sup>7</sup>. International services are invoiced based on the per item and per kilo price for the destination in question.

If an item is received which is not compliant with our InSight service it may be returned. If we are still able to ship the items, it will be invoiced as an InSight Exception. Please be aware that tracking is not available for these items, although the tracking number (or barcode on the package) may be captured for invoicing backing. Example occurrences of non-compliance include, but are not limited to:

- No tracking barcode on an item or barcode is not readable
- Item exceeds maximum weight or dimensions for an InSight Packet
- Item is destined for a non-UK address, including BFPO
- Items were not presented with an InSight tray card
- Item received with duplicate barcode

For more information, please refer to **12.0 Procedures for handling non-compliant items**

## 8.1 Querying an Invoice

Should you wish to query an invoice, you must raise your query within 14 days of the invoice date with your Customer Service Specialist and Whistl Account Manager. No set-off, deduction or withholding is permitted. If you would like to query multiple invoices, a separate query should be raised against each effected invoice.

To help us in resolving your query, please include the following information when raising your query:

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

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

## 8.2 Accounts on Stop

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

When an account is placed on stop:

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

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

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

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<sup>7</sup> In some instances, Whistl may choose to offer customers Daily Average Weight Billing or Weekly Average Weight Billing. A daily average weight is calculated, by format, for the items processed on a given processing day and then invoiced against the corresponding weight band. A weekly average weight is calculated, by format, for the items processed within the invoicing week and then invoiced against the corresponding weight band.



**Please note: this is only applicable to Domestic Insight and not International**

# 9.0 Forecasting

The customer must provide Whistl Customer Services with an accurate two week rolling forecast of their mailings using our forecasting template. This forecast will support our Operational and Commercial forecasting, helping us to manage your collection and consumable requirements and volumes through our network and into our carriers.

Our forecasting tool is managed by your Internal Account Executive and must be supplied every Friday to the contact included in your template. Should any of your mailings exceed your forecast, please contact the individual on your template as soon as possible to discuss any extra requirements.

For an example forecasting template, please see below:

**Rolling Forecast:**  
**Week Start Date**   
**Customer Name:**   
**Collection Address:**

Weekdays			Monday 25/04/2016					Tuesday 26/04/2016					
Client ID	Stream	Format	Volume	Consumable Type	Consumable Count	Container Type	Container Count	Volume	Consumable Type	Consumable Count	Container Type	Container Count	
L10161	Allsort	Large Letters	Example	10,000	Bags	100	Magnum	3	10,000	Bags	100	Magnum	3

Weekend			Saturday 30/04/2016					Sunday 01/05/2016					
Client ID	Stream	Format	Volume	Consumable Type	Consumable Count	Container Type	Container Count	Volume	Consumable Type	Consumable Count	Container Type	Container Count	
L10161	Allsort	Large Letters	Example	10,000	Bags	100	Magnum	3	10,000	Bags	100	Magnum	3

# 10.0 Supporting You

## 10.1 Implementation

As a customer using our part-tracked services, you will have the support of a dedicated Whistl Implementation Manager to help with migrating to Whistl. Implementation support is supplied once a contract has been agreed, through to a customer's first trading date and the first two trading weeks. Acting as liaisons between the wider Whistl business and our IT suppliers – our Implementation team project manage a customer's migration and assist in areas such as file creation and system training.

## 10.2 Customer Services

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

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

## 10.3 Raising queries and issues

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

## 10.4 Technical Support

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

### 10.4.1 When to raise a support query

Some examples of technical issues include:

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

### 10.4.2 Raising a query

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

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

You will be provided a reference number by your customer service representative and forwarded an email to confirm your ticket has been raised. If your issue is critical or has a high impact, our second line support team will contact you within office hours and 2 hours of the ticket being raised. Low impact bugs and maintenance requests will be responded to within 1 working day.

# 11.0 Data Protection

## 11.1 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.

## 11.2 Insight via the Whistl CMS<sup>8</sup>

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

<b>Data Subjects</b>	Recipients of the Customer's items
<b>Categories of Data</b>	Data subject's name and address, telephone number and email address Any personal data provided by Customers or recipients to Whistl customer services or our Where Is My Order Web Chat service (WISMO)
<b>Processing Operations / Subject Matter</b>	The processing operations are as follows (further detail is set out in this table): <ul style="list-style-type: none"> <li>• Recording</li> <li>• Storage</li> <li>• Retrieval</li> <li>• Use</li> <li>• Disclosure by transmission</li> <li>• Erasure</li> </ul>
<b>Purpose</b>	Whistl uses name and address data for the following purposes: <ul style="list-style-type: none"> <li>• To arrange the creation of address labels for delivery of items</li> <li>• To arrange the creation, and use, of a manifest for delivery of items</li> <li>• To arrange the creation, and use, of tracking information relating to delivery</li> <li>• Where an item is machine-processed: <ul style="list-style-type: none"> <li>• The address is read by the sortation machine in order to sort the item to the correct geographical location</li> </ul> </li> <li>• Image of the front of the item is recorded, stored using a 3rd-party application, and retrieved to assist with delivery and invoicing queries</li> <li>• 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</li> <li>• 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</li> <li>• Whistl uses the personal data provided during contact with WISMO and Whistl's customer services, and between Whistl and the Customer to resolve queries and for contract management purposes.</li> </ul>
<b>Duration</b>	The duration of the processing is as follows: <ul style="list-style-type: none"> <li>• Processing for sortation takes less than 2 seconds</li> <li>• Images of the front of the item are stored for 90 days</li> <li>• Video encoded images are accessed for less than 5 minutes</li> <li>• Test deck images are taken and used only for a specific instance of testing and optimisation of optical character recognition system - once that instance is complete the processing ends</li> <li>• All other personal data is held for the duration of the contract with the customer.</li> </ul>
<b>Deletion of Processed Data</b>	At the end of these periods, the personal data is deleted.
<b>Third Party Processors</b>	Whistl uses third party processors to store envelope images, and in relation to the video encoding service, the wismo service and testing and optimisation of the sortation machine optical character recognition system. Details of the third party processors and their activities are set out below

<sup>8</sup> The Whistl CMS (Carrier Management System) supports our Web Despatch system and customers directly integrated via web services

<b>Data Sharing</b>	Name and address data (in the form of labels, manifest information and tracking information) are shared with whistl's provider of CMS services and with carriers in order to organise and effect delivery of items. The customer may also utilise its own third parties to provide personal data to the Whistl CMS, in relation to the delivery of items, and Whistl will share data with those third parties.
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### 11.3 Third Party Processors (InSight via the Whistl CMS)

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

<b>Name of third party processor</b>	<b>PostNL Data Solutions BV</b>	<b>Straive</b>
<b>Location</b>	Netherlands	Philippines & Vietnam
<b>Categories of data processed</b>	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.
<b>Details of processing</b>	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.
<b>Purpose</b>	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.

The following third-party processor is used for the storage of item images:

<b>Name of third party processor</b>	<b>Prime Vision BV</b>
<b>Location</b>	Netherlands
<b>Categories of data processed</b>	An image of the name and address on the front of unsorted items.
<b>Details of processing</b>	Prime Vision provide an application for the storage of images.
<b>Purpose</b>	To assist with delivery and invoicing queries.

The following Whistl group company is used to provide the WISMO service:

<b>Name of third party processor</b>	<b>Parcelhub Limited</b>
<b>Location</b>	United Kingdom
<b>Categories of data processed</b>	Name and address Personal data provided by recipients, or Whistl's customer, when using the web chat function in Web Despatch or our TrackMyItem website.
<b>Details of processing</b>	Third party processor receives tracking information and makes it available to a recipient, through a log in, on the TrackMyItem web page Use of Personal data in Web Chat and its transfer to Whistl
<b>Purpose</b>	Third party processor hosts and maintains the TrackMyItem site which allows customers to track the current status of the item which has been ordered. Personal data provided in Web Chat function in TrackMyItem is used to resolve queries from the end-customer and from Whistl's Customer. The Web chat function may also be accessed via a link on our Web Despatch portal.

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

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

### 11.4 Data Sharing (InSight via the Whistl CMS)

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

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

### 11.5 InSight via Customer Portal

The following table sets out the personal data that Whistl processes when providing delivery services for the Customer when using the InSight via Customer Portal service:

<b>Data subjects</b>	Recipients of the Customer's items
<b>Categories of Data</b>	Data subject's name and address Any personal data provided by recipients to Whistl customer services
<b>Processing Operations / Subject Matter</b>	The processing operations are as follows (further detail is set out in this table): <ul style="list-style-type: none"> <li>• Recording</li> <li>• Storage</li> <li>• Retrieval</li> <li>• Use</li> <li>• Disclosure by transmission</li> <li>• Erasure</li> </ul>
<b>Purpose</b>	Whistl uses name and address data for the following purposes: <ul style="list-style-type: none"> <li>• Where an item is machine-processed: <ul style="list-style-type: none"> <li>○ The address is read by the sortation machine in order to sort the item to the correct geographical location</li> <li>○ Image of the front of the item is recorded, stored using a 3rd-party application, and retrieved to assist with delivery and invoicing queries</li> <li>○ 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</li> </ul> </li> <li>• 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</li> </ul> Whistl uses the personal data provided during contact with Whistl's customer services to resolve queries and for contract management purposes.
<b>Duration</b>	The duration of the processing is as follows: <ul style="list-style-type: none"> <li>• Processing for sortation takes less than 2 seconds</li> <li>• Images of the front of the item are stored for 90 days</li> </ul>

	<ul style="list-style-type: none"> <li>• Video encoded images are accessed for less than 5 minutes</li> <li>• Test deck images are taken and used only for a specific instance of testing and optimisation of optical character recognition system - once that instance is complete the processing ends</li> <li>• All other personal data is held for the duration of the contract with the customer</li> </ul>
<b>Deletion of Processed Data</b>	At the end of these periods, the personal data is deleted.
<b>Third Party Processors</b>	Whistl uses third party processors to store envelope images, and in relation to the video encoding service, the wismo service and testing and optimisation of the sortation machine optical character recognition system. Details of the third party processors and their activities are set out below
<b>Data Sharing</b>	<p>Name and address data are shared with carriers in order to organise and effect delivery of items.</p> <p>The customer may also utilise its own third parties to provide personal data in relation to the delivery of items, and Whistl will share data with those third parties.</p>

### 11.6 Third Party Processors (InSight via Customer Portal)

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

<b>Name of third party processor</b>	<b>PostNL Data Solutions BV</b>	<b>Straive</b>
<b>Location</b>	Netherlands	Philippines & Vietnam
<b>Categories of data processed</b>	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.
<b>Details of processing</b>	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.
<b>Purpose</b>	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.

The following third-party processor is used for the storage of item images:

<b>Name of third party processor</b>	<b>Prime Vision BV</b>
<b>Location</b>	Netherlands
<b>Categories of data processed</b>	An image of the name and address on the front of unsorted items.
<b>Details of processing</b>	Prime Vision provide an application for the storage of images.
<b>Purpose</b>	To assist with delivery and invoicing queries.

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

<b>Name of third party processor</b>	<b>Matthews International Corporation</b>
<b>Location</b>	United States of America
<b>Categories of data processed</b>	Images of item labels containing the name and address of the recipient



<b>Details of processing</b>	Use of the image to test, and optimise, the capabilities optical character recognition system
<b>Purpose</b>	Third party processor uses the personal data to optimise the performance of the optical character recognition system in Whistl's parcel sortation machines.

## 11.7 How Whistl treats Personal Data (InSight via Customer Portal and InSight via Whistl CMS)

- 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 <http://www.experian.co.uk/crain/index.html>

# 12.0 Procedures for handling non-compliant items

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

Issue
Resultant and corrective actions where applicable
<b>12.1 Consignment Details</b>
<b>The dimensions declared against the consignment do not match the dimensions of the physical items received</b>
<ul style="list-style-type: none"> <li>Where the actual dimensions exceed the maximum dimensions for the declared format, the item will be reverted to the correct format. Items will be invoiced based on the actual format of the item.</li> <li>Should an item exceed the maximum dimensions for a Packet, domestic items will be reverted to an untracked Parcel and all tracking data lost. This will appear on the customer's invoice as either an InSight exception or standard parcel. International items will be returned to the customer, for which a charge may apply.</li> </ul>
<b>The weight declared against the consignment does not match the weight of the physical items received</b>
<ul style="list-style-type: none"> <li>Items will be invoiced using the actual weight of the item. Where the weight exceeds the maximum weight for the declared format, the item will be reverted to the correct format.</li> <li>Should an item exceed the maximum weight for a Packet, domestic items will be reverted to an untracked Parcel and all tracking data lost. This will appear on the customer's invoice as either an InSight exception or standard parcel. International items will be returned to the customer, for which a charge may apply.</li> </ul>
<b>The postcode declared against the consignment is incorrect</b>
<ul style="list-style-type: none"> <li>An invalid postcode will impact the delivery speed of an item, or its actual delivery.</li> <li>On domestic services, should an invalid postcode be identified by Whistl's operation, Whistl will attempt to correct the postcode at point of despatch. This may result in the loss of tracking visibility. If we cannot locate the correct postcode, the item will be returned to the customer.</li> </ul>
<b>The address declared against the consignment is incorrect</b>
<ul style="list-style-type: none"> <li>Incorrect addresses will only be identified by Royal Mail or our International delivery partners when delivery is attempted. Delivery delays may occur and should the carrier be unable to identify the correct address from the information on the item label, the item will be treated as undeliverable. Domestic items will be returned by Royal Mail to the Return Address detailed on the item. International items will be returned to Whistl, consolidated and then returned on a collection vehicle.</li> </ul>
<b>An invalid recipient email address, or no recipient email address, has been declared against the consignment</b>
<ul style="list-style-type: none"> <li>Email notifications to consumers will not be triggered.</li> </ul>
<b>A duplicate tracking number or consignment number is declared as part of InSight OB or International InSight OB</b>
<ul style="list-style-type: none"> <li>The duplicate item or consignment will be rejected by the system. If the same import file includes multiple instances of the same tracking or consignment numbers, the first instance of each will be accepted</li> </ul>
<b>12.2 Presentation</b>
<b>Items received which are incorrectly segregated</b>
Domestic Services
<ul style="list-style-type: none"> <li>As detailed in this guide, domestic items should be segregated by Format. Items will be processed in line with the actual format of the item or the format declared. For example, if items are presented incorrectly as Large Letters, they will be reverted to packet format. If all items are presented as packet format, we may process all items at the larger format. Failure to segregate properly may lead to processing delays.</li> <li>Should courier items be presented mixed with postal items, they will be processed using our untracked AllSort service, all tracking will be lost and delivery will be delayed. Items will either appear on invoices as InSight exceptions or as standard untracked items.</li> </ul>
International Services
<ul style="list-style-type: none"> <li>As detailed in this guide, International items should be segregated by Destination, specifically the country or zone agreed as part of the contract. Failure to segregate properly may lead to processing delays.</li> <li>Should courier items be presented mixed with postal items, they will be quarantined and may be returned.</li> </ul>
<b>Domestic Items received with no Tray card</b>
Whistl requires each container to be accompanied by a format specific InSight Tray card. If no card is supplied, Whistl shall be entitled to hold / quarantine work until the card is supplied. Whistl will accept no responsibility for impact or delays to item delivery in this event.

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

#### **International Items received with no Container Card**

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

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

#### **International items mixed between Collection Points and Department Codes**

Customers should ensure International InSight items are segregated by collection point and department code. Failure to do so will result in items being processed against a single container card (if supplied) or alternatively treated as though no container card was supplied.

#### **Damaged item received**

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

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

#### **Item received with unsuitable packaging**

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

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

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

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

#### **Item received in point-of-sale packaging for transit**

Items received in point-of-sale packaging will be quarantined and returned to the customer on the following working day's collection vehicle. The customer will be notified the items have been quarantined by Whistl Customer Services the following working day after receipt and undeliverable surcharges may be applied. Delivery will be delayed as a result of this process.

#### **Item received without an approved tracking label**

##### **Domestic Services**

- Whistl staff will attempt to visually check the presence of an approved Whistl Tracking Label when received into our depot. Should multiple items be identified to not include an approved tracking label, the shipment will be quarantined. The customer will be provided the choice for the items to be returned or processed on our untracked AllSort service as an InSight exception. If processed as AllSort, all tracking visibility will be lost.
- Where the majority of items received include a tracking label, those items identified during process to not include an approved label will be automatically processed on our untracked AllSort service. Item tracking will be lost.

##### **International Services**

- Whistl staff will attempt to visually check the presence of an approved Whistl Tracking Label when received into our depot. Should multiple items be identified to not include an approved tracking label, the shipment will be quarantined. Non-compliant items will be processed as InSight Exceptions and all tracking visibility will be lost. A surcharge may apply for returning the items.

#### **International item received without a CN22 label**

Where items are sent to destinations requiring a CN22 label, a CN22 label should be affixed to the item. CN22 labels are integrated into our standard label design, customers shipping using Key Value Pairs or using International InSight OB must include CN22 label information in their own designs. Where identified, our operation will look to quarantine and return items missing a CN22 label. A charge may be applied for this.

#### **Item received with duplicate tracking numbers**

##### **Domestic Services**

- Where an item is received with a tracking number already receipted by Whistl, the item in question will be processed on our AllSort service as an InSight exception. Item tracking will be lost.

##### **International Services**

- Where an item is received with a tracking number already receipted by Whistl, the item in question will be processed as an Exception. All tracking will be lost.


<b>Items received with poor quality/unreadable tracking labels</b>
<ul style="list-style-type: none"> <li>Should multiple items be identified with poor quality/unreadable tracking labels, the shipment will be quarantined and the customer provided the choice for the items to be returned or processed on our untracked AllSort service as an InSight exception. Item tracking will be lost.</li> <li>If the majority of items include readable tracking labels, those items with poor quality/unreadable tracking labels will be automatically processed on our untracked AllSort service as an InSight exception. Item tracking will be lost.</li> </ul>
<b>Items identified as containing hazardous or prohibited goods</b>
<ul style="list-style-type: none"> <li>Should prohibited or hazardous items be identified by Whistl, the items will be automatically quarantined and if it is safe to do so, returned to the customer on the next available collection vehicle. Should it be unsafe to return the items in question, the items will be destroyed and any resulting costs passed to the customer via a supplementary invoice.</li> <li>Where prohibited or hazardous items are identified by Royal Mail or our International Partners, the items will be destroyed. Should Whistl be notified of the destruction by our partners, the customer will be notified and any resulting costs passed to the customer via a supplementary invoice.</li> </ul>
<b>InSight OB or International InSight OB item received with no backing data</b>
<ul style="list-style-type: none"> <li>Items received with no backing data will be automatically processed as InSight Exceptions or on our untracked AllSort service. Items will not be trackable.</li> <li>Items received with no backing data will be returned to the customer as we have no ability to process international items as exceptions due to the missing customs information</li> </ul>

## 12.3 Collections & consumables

<b>Items unavailable at collection</b>
If a pre-notified shipment is not available for collection on the nominated day, that shipment will be considered void and will be logged by Whistl Customer Services. A wasted costs charge will apply, unless the posting is cancelled by midday on the day the collection is due, and if no other mail is collected.
<b>Delay of collection</b>
If the customer is unable to meet the agreed collection time, and Whistl is not bound to agree a later collection time, Whistl may refuse to accept the handover of the mailing.
<b>Late consumable request notification</b>
If a request for consumables is received after the 15.00 hrs deadline the consumables will be fulfilled two working days after the request was made.

# Appendix A

## Example Tray Card

Customer Identification Card	
	
01L1000211L22ZZ	
Customer Name:	
Test Customer Name	
Customer Number e.g "P0001111" or "L0001111" or "N0001111"	
L1000211	
TNT Post Service:	
L - Packet & Parcel InSight	
Mailing type:	
2 - UK Bound Large letter	
Indicia Printing:	Return Address Printing:
1 - Print an indicia	2 - Do not print a return address
Return Address to be printed:	Collection Date ( DD/MM/YY):

# Appendix B

## Invoice Backing Data

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

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

# Appendix C

## Dangerous Goods in Limited Quantities (LQ)

Failure to adhere to the below requirements will result in items being classed as Prohibited or Hazardous. These items will be handled in accordance with **12.0 Procedures for handling non-compliant items**

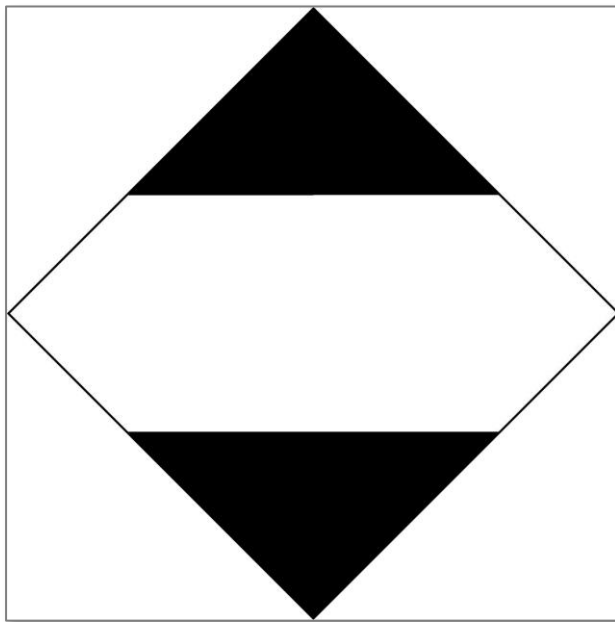
Consignors of dangerous goods packed in Limited Quantities must seek approval to despatch said items in the form of a signed Authority Letter<sup>9</sup>. Prior to despatching dangerous goods packed as limited quantities, the following information must be supplied to Whistl Customer Services to be kept on record:

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

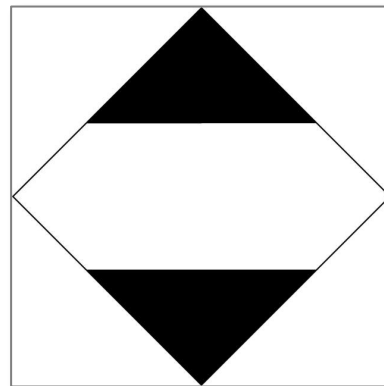
For shipments overseas, which include the off shore Islands around UK including NI, IOW and the Scottish Islands, a Dangerous Goods Note (DGN) is also legally required and must be completed by the consignor.

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

100x100mm



50x50mm




<sup>9</sup> For an example letter, please refer to **Appendix D Example Authority Letter**



# Appendix D

## Example Authority Letter

**Authority Letter**  
**Dangerous Goods in Limited Quantities by Road & Sea**



Customer details (in block capitals please)

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

We, the undersigned, confirm that:

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

We will ensure that:

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

Whistl UK Limited, Registered in England and Wales with Company Number: 04417947  
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Page 1 of 2  
Whistl Authority Letter - Dangerous Goods in Limited Quantities

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

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

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

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

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

#### Declaration on behalf of the shipper and any authorised representatives

Declared on behalf of the shipper:

Approved for carriage by Whistl UK Limited:

Signature: \_\_\_\_\_

Signature: \_\_\_\_\_

Print Name: \_\_\_\_\_

Print Name: \_\_\_\_\_

Job Title: \_\_\_\_\_


Job Title: \_\_\_\_\_

Date: \_\_\_\_\_

Date: \_\_\_\_\_

# Appendix E

## Example Container Card

<b>Part Tracked</b>	
<b>International InSight</b>	
	
<b>Customer Name:</b>  <b>Acne Toys</b>	<b>Collection Date:</b>  
	<b>Client ID:</b> <b>L1234511</b>

# Appendix F

## List of commonly constituted goods

CD (compact disk) that is merchandise (for example: commercial films or software)  
Clothes  
Computer or Tablet  
DVD (Digital Versatile Disc or Digital Video Disc) that is merchandise (for example: commercial film)  
Electrical equipment  
Event tickets  
Footwear or Shoes  
Jewellery  
Medicine or Pharmaceutical  
Mobile Phone  
Mobile Phone Accessories  
Photograph that is merchandise (for example: pin up photograph or poster)  
Perfume Sample  
Shampoo Sample

# Appendix G

## 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 the 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 H

## InSight Return File

The InSight Return File is a .CSV file and includes the following fields:

Field No.	Name
Field 1	Row ID
Field 2	Client ID
Field 3	Collection Point
Field 4	Department Code
Field 5	Item Tracking Number
Field 6	Consignment Number
Field 7	Reference 1
Field 8	Reference 2
Field 9	Creation Date
Field 10	Declared Postcode
Field 11	Declared Country
Field 12	Declared Format
Field 13	Declared Weight
Field 14	Actual Postcode
Field 15	Actual country
Field 16	Actual Format
Field 17	Actual Weight
Field 18	Receipt Scan
Field 19	Handover Scan
Field 20	Tracking Link

# Whistl Part Tracked Customer Guide Version Control

## Document history

Date	Version No.	Section Revised	Revision Summary
01/07/2019	1.0	All	Domestic and International Tracked content removed and guide adapted to cover Part Tracked InSight service only
18/02/2020	1.1	All	Addition of new International InSight service to all sections
09/11/2020	1.2	11.0 Data Protection	Addition of credit process
27/01/2021	1.3	<ul style="list-style-type: none"><li>1.0 Overview</li><li>3.0 Consignment Detail</li><li>4.0 Preparing Your Items</li><li>12.0 Procedures for handling non-compliant items</li></ul>	<ul style="list-style-type: none"><li>Removal of self-labelling guide</li><li>Removal of section 3.7 – Using your own barcode</li><li>Removal of section 4.1.1 – Self-Labelling</li><li>Update to InSight OB or International InSight OB item received with no backing data in table in section 12.2 -Presentation</li></ul>
18/02/2021	1.4	11.0 Data Protection	Changes to Data Protection
21/11/2022	1.5	Last page	New HQ address change
26/07/2023	1.6	11.0 Data Protection	Updates throughout
28/02/2024	1.7	All	Design Changes

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