

International pre-sorted

Customer Guide



whistl

Contents



1.0	Overview	3
1.1	Who it suits	3
1.2	Minimum Spend	3
1.3	Included Services	3
1.4	Collections	3
1.5	Presentation	3
2.0	General Description	4
2.1	Delivery aims	4
2.2	Addressing Requirements	4
2.3	Customs Declaration	4
2.4	Sortation and Presentation Requirements	5
2.5	Size Limits	5
3.0	Returns Policy	6
4.0	Consumables	7
4.1	Reordering Consumables	7
5.0	Manifest and Forecasting	8
5.1	Forecasts	8
5.2	Manifest files	8
6.0	Pricing	9
7.0	Collection Process	10
7.1	Collection Times	10
7.2	Collection Time change process	10
7.3	Customer Health and Safety Procedures	10
7.4	Unloading and handover at customer premises	10
7.5	Contingency	10
7.6	Non-Routable Mail	10
8.0	Procedures for Handling Non Compliant Postings	11
8.1	Manifest	11
8.2	Collections & Consumables	12
8.3	Addressing Standards	12
8.4	Post Presentation	12
9.0	Data Protection	13
9.1	Data Processing	13
9.2	Third Party Processors	14
9.3	Data Sharing	14
9.4	How Whistl treats Personal Data	14

Appendix A International Delivery Timescales	13
Appendix B Destination Guides	14
Appendix C Bag Labels	20
Appendix D Traycard.....	21
Appendix E Manifest.....	22
Appendix F Addressing Requirements.....	23
Appendix G List of prohibited items	25
Appendix H Postal regulations.....	26
Appendix I Customs Labels.....	27

1.0

Overview

Whistl offer two pre-sorted postal international products, each offering different service levels dependent on the speed of delivery required.

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

Delivery timescales are dependent on destination and service selected. Please refer to **Appendix A – International Delivery Timescales** 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.

2.0

General description

2.1 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

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:

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

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

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

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.

2.5 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

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**).

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) day's 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 and 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-advising 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 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

	<ul style="list-style-type: none"> 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 in relation to the video encoding service. Details of the third party processors and their activities are 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 Shore BV	SPI Technologies Inc
Location	Netherlands	Philippines and Vietnam
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
Details of processing	PostNL Shore receive the personal data from Whistl into their systems and allow personnel from SPI Technologies Inc access to read the personal data.	The image is made available by PostNL Shore to view the address
Purpose	Receipt of the personal data to be read by personnel from SPI Technologies Inc (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.

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.

- 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 sub-processors to process personal data. A list of the sub-processors will be maintained by Whistl. 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 sub processor; or (ii) terminate the provision of the affected service.

Appendix A

International Delivery

Timescales

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
AFGHANISTAN	R.O.W.
ALBANIA	R.O.W.
ALGERIA	R.O.W.
ANDORRA	R.O.W.
ANGOLA	R.O.W.
ANGUILLA	R.O.W.
ANTIGUA & BARBUDA	R.O.W.
ARGENTINA	R.O.W.
ARMENIA	R.O.W.
ARUBA	R.O.W.
ASCENSION ISLE	R.O.W.
AUSTRALIA	R.O.W.
AUSTRIA	EU
AZERBAIJAN	R.O.W.
AZORES	EU
BAHAMAS	R.O.W.
BAHRAIN	R.O.W.
BALEARIC ISLES	EU
BANGLADESH	R.O.W.
BARBADOS	R.O.W.
BELARUS	R.O.W.
BELAU	R.O.W.
BELGIUM	EU
BELIZE	R.O.W.
BENIN	R.O.W.
BERMUDA	R.O.W.
BHUTAN	R.O.W.
BOLIVIA	R.O.W.
BOSNIA-HERZEGOVINA	R.O.W.
BOTSWANA	R.O.W.
BRAZIL	R.O.W.

DESTINATION	ZONE
BRITISH INDIAN OCEAN TERRITORY	R.O.W.
BRUNEI	R.O.W.
BULGARIA	EU
BURKINA FASO	R.O.W.
BURMA	R.O.W.
BURUNDI	R.O.W.
CAMBODIA	R.O.W.
CAMEROON	R.O.W.
CANADA	R.O.W.
CANARY ISLES	R.O.W.
CAPE VERDE	R.O.W.
CAYMAN ISLES	R.O.W.
CENTRAL AFRICAN REP	R.O.W.
CEUTA	R.O.W.
CHAD	R.O.W.
CHILE	R.O.W.
CHINA	R.O.W.
CHRISTMAS ISLE	R.O.W.
COCOS	R.O.W.
COLUMBIA	R.O.W.
COMOROS	R.O.W.
CONGO (BRAZZAVILLE)	R.O.W.
CONGO (ZAIRE)	R.O.W.
COOK ISLANDS	R.O.W.
COSTA RICA	R.O.W.
CROATIA	R.O.W.
CUBA	R.O.W.
CURACAO	R.O.W.
CYPRUS	EU
CZECH REPUBLIC	EU
DENMARK	EU

DESTINATION	ZONE
DJIBOUTI	R.O.W.
DOMINICA	R.O.W.
DOMINICAN REPUBLIC	R.O.W.
EAST TIMOR	R.O.W.
ECUADOR	R.O.W.
EGYPT	R.O.W.
EL SALVADOR	R.O.W.
EQUATORIAL GUINEA	R.O.W.
ERITREA	R.O.W.
ESTONIA	EU
ETHIOPIA	R.O.W.
FALKLAND ISLES	R.O.W.
FAROE ISLE	R.O.W.
FIJI	R.O.W.
FINLAND	EU
FRANCE	EU
FRENCH GUYANA	R.O.W.
FRENCH POLYNESIA	R.O.W.
FRENCH SOUTHERN ATLANTIC TERRITORY	R.O.W.
FRENCH WEST INDIES	R.O.W.
GABON	R.O.W.
GAMBIA	R.O.W.
GEORGIA	R.O.W.
GERMANY	EU
GHANA	R.O.W.
GIBRALTAR	R.O.W.
GREECE	EU
GREENLAND	R.O.W.
GRENADA	R.O.W.
GUADELOUPE	R.O.W.
GUAM	R.O.W.
GUATEMALA	R.O.W.
GUINEA	R.O.W.
GUINEA BISSAU	R.O.W.
GUYANA	R.O.W.
HAITI	R.O.W.
HAWAII	R.O.W.
HONDURAS	R.O.W.
HONG KONG	R.O.W.
HUNGARY	EU
ICELAND	R.O.W.
INDIA	R.O.W.
INDONESIA	R.O.W.
IRAN	R.O.W.
IRAQ	R.O.W.
REPUBLIC OF IRELAND	EU

DESTINATION	ZONE
ISRAEL	R.O.W.
ITALY	EU
IVORY COAST	R.O.W.
JAMAICA	R.O.W.
JAPAN	R.O.W.
JORDAN	R.O.W.
KAZAKHSTAN	R.O.W.
KENYA	R.O.W.
KIRIBATI (GILBERT IS.)	R.O.W.
KOREA NORTH (PDR)	R.O.W.
KOREA SOUTH (REPUBLIC OF)	R.O.W.
KUWAIT	R.O.W.
KYRGYSTAN	R.O.W.
LAOS	R.O.W.
LATVIA	EU
LEBANON	R.O.W.
LESOTHO	R.O.W.
LIBERIA	R.O.W.
LIBYA	R.O.W.
LIECHTENSTEIN	R.O.W.
LITHUANIA	EU
LUXEMBOURG	EU
MACAU	R.O.W.
MACEDONIA	R.O.W.
MADAGASCAR	R.O.W.
MADEIRA	EU
MALAWI	R.O.W.
MALAYSIA	R.O.W.
MALDIVES	R.O.W.
MALI	R.O.W.
MALTA	EU
MARTINIQUE	R.O.W.
MAURITANIA	R.O.W.
MAURITIUS	R.O.W.
MELLILA	R.O.W.
MEXICO	R.O.W.
MOLDOVA	R.O.W.
MONACO	EU
MONGOLIA	R.O.W.
MONTENEGRO	R.O.W.
MONTSERRAT	R.O.W.
MOROCCO	R.O.W.
MOZAMBIQUE	R.O.W.
MYANMAR (BURMA)	R.O.W.
NAMIBIA	R.O.W.
NAURU ISLE	R.O.W.
NEPAL	R.O.W.

DESTINATION	ZONE
NETHERLANDS	EU
NETHERLANDS ANTILLES	R.O.W.
NEW CALEDONIA	R.O.W.
NEW ZEALAND	R.O.W.
NICARAGUA	R.O.W.
NIGER	R.O.W.
NIGERIA	R.O.W.
NORFOLK ISLE	R.O.W.
NORWAY	R.O.W.
OMAN	R.O.W.
PAKISTAN	R.O.W.
PANAMA	R.O.W.
PAPUA NEW GUINEA	R.O.W.
PARAGUAY	R.O.W.
PERU	R.O.W.
PHILIPPINES	R.O.W.
PITCAIRN ISLES	R.O.W.
POLAND	EU
PORTUGAL	EU
PUERTO RICO	R.O.W.
QATAR	R.O.W.
REUNION ISLES	R.O.W.
ROMANIA	EU
RUSSIA	R.O.W.
RWANDA	R.O.W.
SABA	R.O.W.
SAN MARINO	R.O.W.
SAO TOME + PRINCIPE	R.O.W.
SAUDI ARABIA	R.O.W.
SENEGAL	R.O.W.
SERBIA	R.O.W.
SEYCHELLES	R.O.W.
SIERRA LEONE	R.O.W.
SINGAPORE	R.O.W.
SLOVAKIA	EU
SLOVENIA	EU
SOLOMON ISLES	R.O.W.
SOMALIA	R.O.W.
SOUTH AFRICA	R.O.W.
SOUTH GEORGIA	R.O.W.
SPAIN	EU
SRI LANKA	R.O.W.
ST. EUSTATIUS	R.O.W.
ST. HELENA	R.O.W.

DESTINATION	ZONE
ST. KITTS & NEVIS	R.O.W.
ST. LUCIA	R.O.W.
ST. MARTIN	R.O.W.
ST. VINCENT & GRENADINES	R.O.W.
SUDAN	R.O.W.
SURINAM	R.O.W.
SWAZILAND	R.O.W.
SWEDEN	EU
SWITZERLAND	R.O.W.
SYRIA	R.O.W.
TAHITI	R.O.W.
TAIWAN	R.O.W.
TAJIKISTAN	R.O.W.
TANZANIA	R.O.W.
THAILAND	R.O.W.
TIBET	R.O.W.
TOGO	R.O.W.
TONGA	R.O.W.
TRINIDAD & TOBAGO	R.O.W.
TRISTAN da CUNHA	R.O.W.
TUNISIA	R.O.W.
TURKEY	R.O.W.
TURKMENISTAN	R.O.W.
TURKS & CAICOS ISLES	R.O.W.
TUVALU	R.O.W.
UAE	R.O.W.
UGANDA	R.O.W.
UKRAINE	R.O.W.
URUGUAY	R.O.W.
USA	R.O.W.
UZBEKISTAN	R.O.W.
VANUATU	R.O.W.
VATICAN CITY	R.O.W.
VENEZUELA	R.O.W.
VIETNAM	R.O.W.
VIRGIN ISLES UK	R.O.W.
VIRGIN ISLES USA	R.O.W.
WALLIS & FUTUNA ISLES	R.O.W.
WESTERN SAMOA	R.O.W.
YEMEN	R.O.W.
ZAIRE	R.O.W.
ZAMBIA	R.O.W.
ZIMBABWE	R.O.W.

CountrySort

DESTINATION	ZONE
AFGHANISTAN	Asia
ALBANIA	Rest Of Europe
ALGERIA	Africa
ANDORRA	Rest Of Europe
ANGOLA	Africa
ANGUILLA	Central + S. America
ANTIGUA & BARBUDA	Central + S. America
ARGENTINA	Central + S. America
ARMENIA	Rest Of Europe
ARUBA	Central + S. America
ASCENSION ISLE	Central + S. America
AUSTRALIA	Australasia
AUSTRIA	Austria
AZERBAIJAN	Rest Of Europe
AZORES	Portugal
BAHAMAS	Central + S. America
BAHRAIN	Middle East
BALEARIC ISLES	Spain
BANGLADESH	Asia
BARBADOS	Central + S. America
BELARUS	Rest Of Europe
BELAU	Far East
BELGIUM	Belgium
BELIZE	Central + S. America
BENIN	Africa
BERMUDA	Central + S. America
BHUTAN	Asia
BOLIVIA	Central + S. America
BOSNIA-HERZEGOVINA	Rest Of Europe
BOTSWANA	Africa
BRAZIL	Central + S. America
BRITISH INDIAN OCEAN TERRITORY	Far East
BRUNEI	Far East
BULGARIA	Rest of EU
BURKINA FASO	Africa
BURMA	Asia
BURUNDI	Africa
CAMBODIA	Far East
CAMEROON	Africa
CANADA	Canada
CANARY ISLES	Rest Of Europe
CAPE VERDE	Africa
CAYMAN ISLES	Central + S. America

DESTINATION	ZONE
CENTRAL AFRICAN REP	Africa
CEUTA	Rest Of Europe
CHAD	Africa
CHILE	Central + S. America
CHINA	Far East
CHRISTMAS ISLE	Australasia
COCOS	Australasia
COLUMBIA	Central + S. America
COMOROS	Africa
CONGO (BRAZZAVILLE)	Africa
CONGO (ZAIRE)	Africa
COOK ISLANDS	Australasia
COSTA RICA	Central + S. America
CROATIA	Rest Of Europe
CUBA	Central + S. America
CURACAO	Central + S. America
CYPRUS	Rest Of EU
CZECH REPUBLIC	Rest Of EU
DENMARK	Denmark
DJIBOUTI	Africa
DOMINICA	Central + S. America
DOMINICAN REPUBLIC	Central + S. America
EAST TIMOR	Far East
ECUADOR	Central + S. America
EGYPT	Middle East
EL SALVADOR	Central + S. America
EQUATORIAL GUINEA	Africa
ERITREA	Africa
ESTONIA	Rest Of EU
ETHIOPIA	Africa
FALKLAND ISLES	Central + S. America
FAROE ISLE	Rest Of Europe
FIJI	Australasia
FINLAND	Finland
FRANCE (incl Corsica)	France
FRENCH GUYANA	Central + S. America
FRENCH POLYNESIA	Australasia
FRENCH SOUTHERN ATLANTIC TERRITORY	Far East
FRENCH WEST INDIES	Central + S. America
GABON	Africa
GAMBIA	Africa
GEORGIA	Rest Of Europe
GERMANY	Germany

DESTINATION	ZONE
GHANA	Africa
GIBRALTAR	Rest Of Europe
GREECE	Greece
GREENLAND	Rest Of Europe
GRENADA	Central + S. America
GUADELOUPE	Central + S. America
GUAM	North America
GUATEMALA	Central + S. America
GUINEA	Africa
GUINEA BISSAU	Africa
GUYANA	Central + S. America
HAITI	Central + S. America
HAWAII	North America
HONDURAS	Central + S. America
HONG KONG	Far East
HUNGARY	Rest Of EU
ICELAND	Iceland
INDIA	Asia
INDONESIA	Far East
IRAN	Middle East
IRAQ	Middle East
REPUBLIC OF IRELAND	Ireland
ISRAEL	Middle East
ITALY	Italy
IVORY COAST	Africa
JAMAICA	Central + S. America
JAPAN	Japan
JORDAN	Middle East
KAZAKHSTAN	Asia
KENYA	Africa
KIRIBATI (GILBERT IS.)	Australasia
KOREA NORTH (PDR)	Far East
KOREA SOUTH (REPUBLIC OF)	Far East
KUWAIT	Middle East
KYRGYSTAN	Asia
LAOS	Far East
LATVIA	Rest of EU
LEBANON	Middle East
LESOTHO	Africa
LIBERIA	Africa
LIBYA	Africa
LIECHTENSTEIN	Rest of Europe
LITHUANIA	Rest of EU
LUXEMBOURG	Luxembourg
MACAU	Far East

DESTINATION	ZONE
MACEDONIA	Rest of Europe
MADAGASCAR	Africa
MADEIRA	Portugal
MALAWI	Africa
MALAYSIA	Far East
MALDIVES	Asia
MALI	Africa
MALTA	Rest of EU
MARTINIQUE	Central + S. America
MAURITANIA	Africa
MAURITIUS	Africa
MELLILA	Rest of Europe
MEXICO	Central + S. America
MOLDOVA	Rest of Europe
MONACO	France
MONGOLIA	Asia
MONTENEGRO	Rest of Europe
MONTSERRAT	Central + S. America
MOROCCO	Africa
MOZAMBIQUE	Africa
MYANMAR (BURMA)	Asia
NAMIBIA	Africa
NAURU ISLE	Australasia
NEPAL	Asia
NETHERLANDS	Netherlands
NETHERLANDS ANTILLES	Central + S. America
NEW CALEDONIA	Australasia
NEW ZEALAND	Australasia
NICARAGUA	Central + S. America
NIGER	Africa
NIGERIA	Africa
NORFOLK ISLE	Australasia
NORWAY	Norway
OMAN	Middle East
PAKISTAN	Asia
PANAMA	Central + S. America
PAPUA NEW GUINEA	Australasia
PARAGUAY	Central + S. America
PERU	Central + S. America
PHILIPPINES	Far East
PITCAIRN ISLES	Australasia
POLAND	Rest of EU
PORTUGAL	Portugal
PUERTO RICO	Central + S. America
QATAR	Middle East
REUNION ISLES	Africa

DESTINATION	ZONE
ROMANIA	Rest of EU
RUSSIA	Rest of Europe
RWANDA	Africa
SABA	Far East
SAN MARINO	Rest of Europe
SAO TOME + PRINCIPE	Africa
SAUDI ARABIA	Middle East
SENEGAL	Africa
SERBIA	Rest of EU
SEYCHELLES	Africa
SIERRA LEONE	Africa
SINGAPORE	Far East
SLOVAKIA	Rest of EU
SLOVENIA	Rest of EU
SOLOMON ISLES	Australasia
SOMALIA	Africa
SOUTH AFRICA	Africa
SOUTH GEORGIA	Central + S. America
SPAIN	Spain
SRI LANKA	Asia
ST. EUSTATIUS	Central + S. America
ST. HELENA	Africa
ST. KITTS & NEVIS	Central + S. America
ST. LUCIA	Central + S. America
ST. MARTIN	Central + S. America
ST. VINCENT & GRENADINES	Central + S. America
SUDAN	Africa
SURINAM	Central + S. America
SWAZILAND	Africa
SWEDEN	Sweden
SWITZERLAND	Switzerland
SYRIA	Middle East

DESTINATION	ZONE
TAHITI	Far East
TAIWAN	Far East
TAJIKISTAN	Rest of Europe
TANZANIA	Africa
THAILAND	Far East
TIBET	Far East
TOGO	Africa
TONGA	Australasia
TRINIDAD & TOBAGO	Central + S. America
TRISTAN da CUNHA	Africa
TUNISIA	Africa
TURKEY	Rest of Europe
TURKMENISTAN	Rest of Europe
TURKS & CAICOS ISLES	Central + S. America
TUVALU	Australasia
UNITED ARAB EMIRATES	Middle East
UGANDA	Africa
UKRAINE	Rest of Europe
URUGUAY	Central + S. America
USA	North America
UZBEKISTAN	Asia
VANUATU	Far East
VATICAN CITY	Rest of Europe
VENEZUELA	Central + S. America
VIETNAM	Far East
VIRGIN ISLES UK	Central + S. America
VIRGIN ISLES USA	Central + S. America
WALLIS & FUTUNA ISLES	Australasia
WESTERN SAMOA	Australasia
YEMEN	Middle East
ZAIRE	Africa
ZAMBIA	Africa
ZIMBABWE	Africa


Appendix C

Bag labels



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**



Manifest number: Client ID: Collection date: dd/mm/yyyy please fill out

Service: Total number of bags: Total Magnums / Yorks:

Process date (TNT): Total Weight: Customer job reference: (this will appear on your invoice)

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**

Manifest number: Client ID: Collection date: dd/mm/yyyy please fill out

Service: Total number of bags: Total Magnums / Yorks:

Process date (TNT): Total Weight: Customer job reference: (this will appear on your invoice)

99999914110811 99999914110812 99999914110813

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 Yugoslaviashould be addressed to therelevant 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

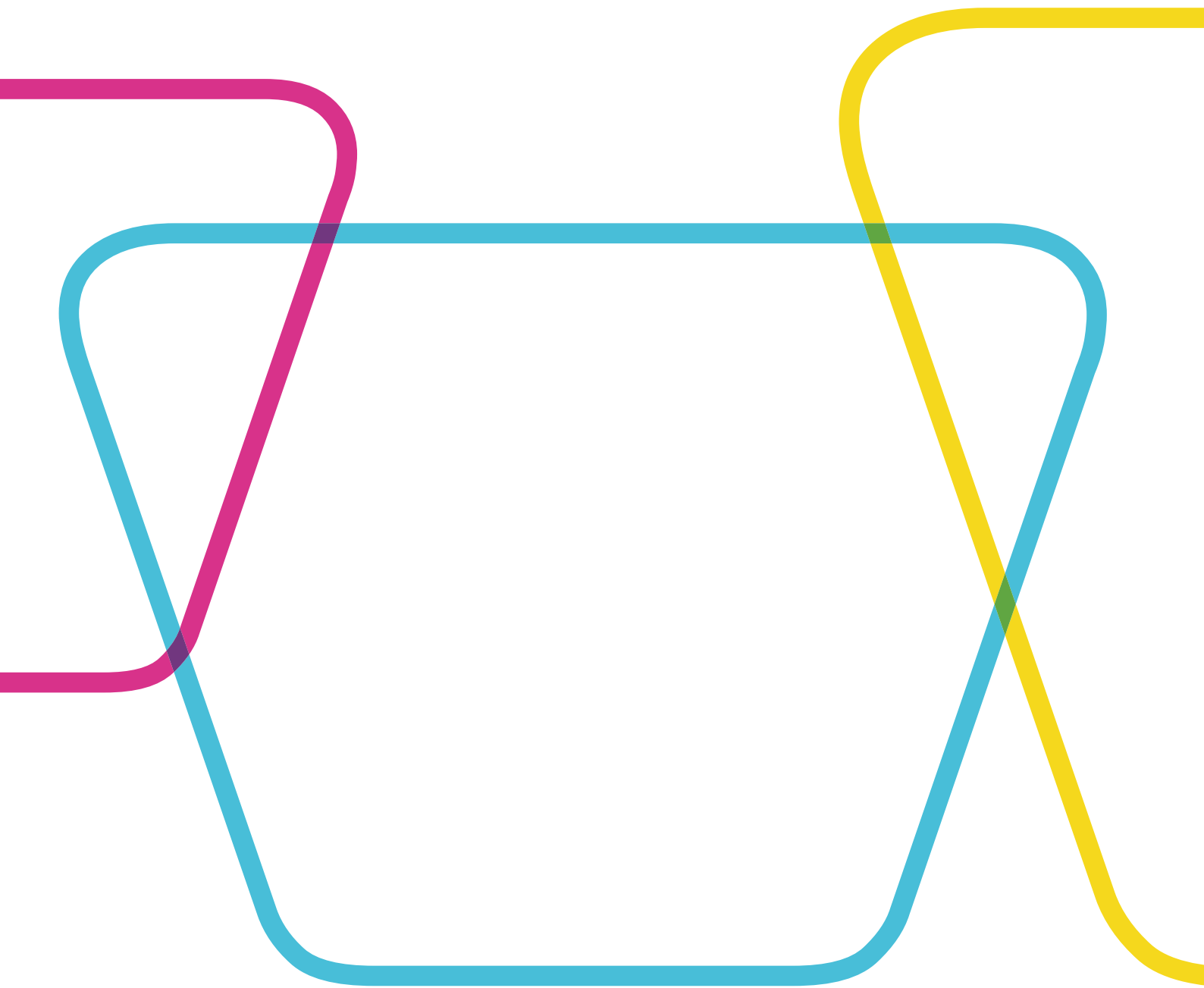
Under certain postal regulations, it is possible for the postal administration in many countries to levy a surcharge or even to return or refuse to deliver mail. This can happen if, for example, the Customer posts mail using the services of a foreign postal administration but the Customer is resident 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 DÉCLARATION EN DOUANE		CN 22 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		
<input type="checkbox"/> Documents	<input type="checkbox"/> Other\Autre	<i>Tick one or more boxes</i>	
Quantity and detailed description of contents (1) Quantité et description détaillée du contenu	Weight (in kg)(2) Poids	Value (3) Valeur	

For commercial items only 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)			



Whistl Ltd
Meridian House,
Fieldhouse Lane
Marlow
SL7 1TB

Tel 01628 816772
Email info@whistl.co.uk

www.whistl.co.uk

