



International mail and parcel delivery services for importing items into the UK through a broad range of carrier partners

Access a
wide range
of UK
carriers

Range of
import
delivery
solutions like
customs
clearance

Single
supplier
agreement
and
integration

Large
network
capacity &
gateway
clearance

Avoid the frustration of delays at customs and send your ecommerce and mail traffic into the UK with ease and peace of mind with our unique international gateway clearance and final mile delivery services.

Whistl's portfolio of international delivery solutions simplify processes and takes complexity out of imports, so when your goods leave the warehouse and arrive into the UK, it's hassle-free.

We manage the whole delivery journey to provide a faster and smarter inbound delivery option. We specialise in Air Freight clearance alongside Sea and Road Freight clearances. Our site at London Heathrow is an approved ETSF site (External Temporary Storage Facility).

How you benefit

- **Single contact** – Whistl becomes your singular contact, reducing the time and cost of managing multiple carriers
- **Performance certainty** – we manage carrier performance to ensure peak resilience
- **Expert Guidance** – Throughout the process for VAT, customs, and import duties
- **Fully supported** – Dedicated, expert account manager including implementation and integration support
- **ETSF Approved** – We provide a fully auditable supply chain and Border Force certification for HMRC standards

How Whistl Import Works



Services	Speed/ Service Level from UK inbound	Delivery Confirmation	Notifications	Compensation	Destination	Formats
Premier	2-3 Days	N/A	Proof of handover to Royal Mail	N/A	UK & NI	Letters up to 100g Large Letters up to 750g Packets up to 2kg
Part Tracked	2-3 Days	Non POD	Optional Email & Proof of handover to carrier	N/A	UK & NI	Large Letters up to 750g Packets up to 2kg
Tracked 48hrs	2 Days	POD	Optional Email	Standard up to £50	UK & NI	Parcels up to 15kg

Why Whistl?

Whistl is the UK's leading delivery management company focused on providing solutions, to support you and your business. Whatever you are looking to deliver and wherever you need it to go - we have a service to support your business.

We manage over 3.6 billion items every year for more than 2,000 customers, many having been with us for 10 years or more, through multiple sites across the UK.

Whistl work with a broad range of UK and International carrier partners including customs clearance to import items into the UK and offer worldwide export solutions.

For more information:
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