Part Tracked Services

Customer Guide

V1.0

Applicable to integrations with the CMS and Customer Portal only

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Overview

This guide is designed to support customers accessing Parcelhub'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[1] 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:

Parcelhub Part & Fully Tracked Integration Guide	A guide for customers integrating with the CMS and accessing our range of part and fully tracked services.

Please note that references may be made in this integration document to Whistl. This is because our wider group also use this platform. Your relationship however is direct with Parcelhub.

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[1] 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. Parcelhub 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 Parcelhub'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[2] 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

Parcelhub 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 Parcelhub 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 Parcelhub. These include (without limitation) strikes, lock-outs or other industrial disputes (whether involving the workforce of Parcelhub 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 Parcelhub or its carriers or subcontractors and any event or other

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[2] 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

consequences arising as a result of or in connection with the full or partial withdrawal of the United Kingdom after the transition period from the European Union.

3.0 Consignment Detail

Irrespective of the integration method used to access Parcelhub'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 Northerm Ireland (post commencement date for Windsor Framework), 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	M	A unique value used to reference the product in your own system or selling site	12312341
Commodity or Harmonised Code	M	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[3]	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 Parcelhub 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 Parcelhub 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 Parcelhub service.
If prohibited items are identified by Parcelhub 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 Parcelhub 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, Northern Ireland or Internationally, it is important to ensure that the correct shipper is declared for customs purposes.

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[3] 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
    - Recipient EORI number may be required for Northern Ireland post Windsor Framework go live
- Returns Goods Relied (RGR) number
- UKIMS (United Kingdom Internal Market Scheme) Number – Northern Ireland B2B items only

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 Parcelhub approved address and tracking label. For example:


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[4]. 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:
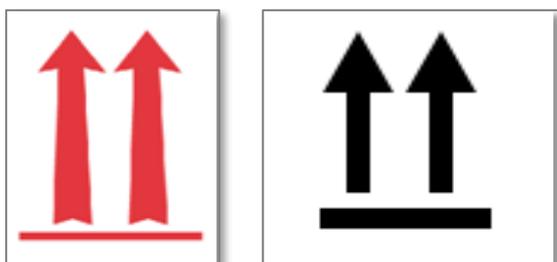
4.3 Labelling Dangerous Goods packaged as Limited Quantities

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 .

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[4] 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 Parcelhub 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[5]
- 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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[5] 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:

Product	Part Tracked	Part Tracked
Service	InSight	InSight
Formats	Large Letters	Packets

5.1.2 Tray Cards
Items dispatched using our InSight service should be presented with an InSight tray card[6]. 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:

Zone Sort	Country Sort
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 **5.1.2.** 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.

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[6] For an example tray card, please refer to

Appendix A
Example Tray Card

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.

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 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. Parcelhub 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 Parcelhub Internal Account Executive on 01628 816799.

6.0 Collections

Parcelhub 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 Parcelhub Customer Services and the customer. Should forecast volumes increase, Parcelhub 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 Parcelhub Customer Services, copying in your Account Manager, who will then investigate capability and our capacity to accommodate your request. Parcelhub Customer Services will then confirm by email whether the change may be made.

Parcelhub 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 Account Manager in the first instance. Your Account Manager will then work with Customer Services to investigate capability and capacity to ascertain whether the change is acceptable. Customer Services will then confirm by email whether the change may be made.

Parcelhub 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
Parcelhub 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 Operations.

6.4 Unloading & Handover at Customer Premises
Customers provided with our containers are responsible for loading and unloading the containers when and where directed by the 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 driver must be accompanied by a consignment docket. At handover, the 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 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 Parcelhub Customer Services of any alternative arrangements and any subsequent change to normal practice at the earliest opportunity.

A zero collection charge may apply if 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 Parcelhub'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 Parcelhub'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 Parcelhub'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, Parcelhub has provided a number of tools and features to help track items and manage the expectations of recipients:

7.2.1 Web Despatch Portal https://web.parcelhub.net or 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 Parcelhub 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 Parcelhub.

7.2.2 Track My Item Portal https://web.parcelhub.net/tracking or despatch.whistl.co.uk/tracking

Recipients may search for items using Parcelhub'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

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 Parcelhub 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.

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 additional 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 Parcelhub 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 Parcelhub'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 recipients 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 Parcelhub 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 Parcelhub, 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 Parcelhub 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 Parcelhub for undeliverable postal items and items will not be tracked. Parcelhub 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 by a Monday for the preceding week's traffic. A week is defined as Monday to Sunday by Parcelhub. 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. 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 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 Parcelhub with the required information.

8.2 Accounts on Stop

There may be occasions when 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 Parcelhub is unable to secure a higher credit limit
- A customers Direct Debit bounces

9.0 Forecasting

The customer must provide 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:

10.0 Supporting You

10.1 Implementation
As a customer using our part-tracked services, you will have the support of a dedicated Implementation Manager to help with migrating to Parcelhub. 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 Parcelhub 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 Parcelhub, 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 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 2nd Line Support team. Our 2nd 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 Parcelhub account information, including the 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 Parcelhub

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 Definitions

Parcelhub acts as a data processor on behalf of the Customer who, as data controller ('Controller'), submits data through the CMS in order to access the delivery services of Whistl UK Limited ('Whistl'). Parcelhub processes their data to facilitate that access and to provide supporting and related services.

11.3 Terms of Processing (Data Processing Agreement)

- Parcelhub will act only on the written instructions of the Controller in processing any data supplied ("the Data"), personal or otherwise, unless required by law to act without such instruction. Agreement to trade with Parcelhub under written contract, or by written acceptance of provided quotation for services, is taken to constitute agreement to process the Data solely for the purposes necessary to perform the contracted services.
- Parcelhub will ensure that any people processing or accessing the Data are subject to a duty of confidence. All staff of Parcelhub are trained in correct and lawful processing.
- Parcelhub will take appropriate measures to ensure the security of processing the Data, such that are outlined in Parcelhub's Data Policy as published on its website.
- By submitting the Data for delivery by Whistl through the CMS, such shipment being governed by written contract, or by written acceptance of provided quotation for services, the Controller agrees to Parcelhub passing any of the Data necessary to Whistl for processing for the contracted purpose of conducting that delivery. Parcelhub may also use other companies within the Whistl Group to assist with courier management services and Customer Service provision, in which event restricted staff thereof will access related data to the query. On occasion Customer Service support may be provided using external companies processing outside the UK/EEA – the Controller can choose not to allow such support by request. Address and company lines, but not name or contact details, within the Data may be verified using external services including on occasion processing outside the UK/EEA. Otherwise Parcelhub will only engage sub-processors of the Data with the written agreement of the Controller.
- Parcelhub will assist the Controller in meeting any stated obligations regarding the provision of subject access to their personal data and any other rights under GDPR. Should Parcelhub receive such a request directly, it will in the first instance refer the request to the Controller, inform the data subject that it has done so, and subsequently act according to the reasonable instruction of the Controller in providing further information or access.
- Parcelhub will assist the Controller in meeting any stated obligations regarding security of processing of the Data. The Controller is advised to incorporate the Details of Processing in this Guide into their own privacy materials.
- Parcelhub will notify the Controller of any personal data breaches relating to the Data, and any resultant data protection impact assessments, in line with its obligations under Data Protection Legislation.
- Parcelhub will submit to audits and inspections of its processing practices by any supervisory authority, and provide the Controller with any information required to meet an equivalent audit or inspection or any connected legal obligations, subject to an agreed period of notice.
- Parcelhub will inform the Controller if it is asked by a third-party to infringe GDPR or any other applicable Data Protection Legislation in relation to the Data.

11.4 Details of Processing

- Parcelhub processes the Data on behalf of the Controller by using its submission through the CMS to supply relevant information to Whistl, and by making available the production and printing of despatch documentation. Subsequently the data is used to provide tracking information and supporting Customer Services on request and through provided online tools.
- Parcelhub processes the data for the purpose of enabling delivery to the Controller's designated recipients.
- The Data may contain a number of types of personal data, frequently consisting of name and address information and sometimes also accompanying telephone numbers and/or e-mail addresses. Those names may be connected with either business or home addresses, and their usage for both business and personal purposes. While it is conceivable there may be personal data relating to vulnerable persons, to children, and to other special categories of person within the Data, this in current practice will not be identifiable therein, nor is the purpose of processing related to that status.

- Parcelhub's general policy is that there should be no reason for the Controller to supply definable Special Category data to Parcelhub for the purposes of its processing. It is possible that in certain specific instances the supply of a product description in combination with personally identifiable details will constitute Special Category data. The responsibility for legal processing of this data, which will normally involve obtaining and recording explicit consent for all processing and sharing from the data subject, rests entirely with the Controller.
- The Data submitted through the CMS is retained for a period of 90 days following despatch within Parcelhub's central courier databases prior to its anonymisation by the removal of any identifiable personalising information. No personal information is held in Parcelhub's associated and other systems and databases for longer than this unless it is a necessary part of a continuing and unresolved query, claim, or dispute after 90 days, in which case any of the Data required for the resolution thereof will be retained until 30 days after last use.
- The Data is submitted by Parcelhub to Whistl for the purpose of conducting delivery, and will then be stored by Whistl in line with their own processing terms, as reproduced below in terms 11.5–11.7.
- Information, including the Data where applicable, that is submitted to Parcelhub by e-mail is stored within that system for a period of 2 years after submission and also archived on Mimecast (a cloud-based cybersecurity system) for 7 years before permanent deletion. The Controller is under no obligation to supply the Data in this way and is encouraged not to do so where the Data constitutes "personal data" under GDPR, although Parcelhub recognises that the Controller holds ultimate responsibility and control over how the Data is submitted and used. Secure forms of information transmission other than e-mail, deleted within 30 days of use, are alternatively available to Controllers that do not have their own such method in place.
- After the cessation of trading with the Controller, Parcelhub will erase or anonymise data in line with the above provisions except where the Controller specifies otherwise.
- The Controller holds full responsibility for ensuring that the Data it provides to Parcelhub for processing complies with all legal obligations. Specifically, (a) the Controller verifies that the Data, and any record therein, has been made subject to a valid and documented lawful basis for processing under UK GDPR, and that (b) the period for which the Data is retained within the areas of the CMS under the Controller's administration has formed a part of that valid and documented test, (c) the Controller verifies that it has complied with any valid subject request for removal or deletion it has received and that no records of such subjects exist within the Data, (d) the Controller verifies that the Data does not contain any record that is required to be excluded by Mailing Preference Service registration, (e) the Controller verifies that it is willing and able to cooperate with any compliance requirements made of it under UK GDPR.

11.5 Details of Processing by Whistl UK Limited

The following table sets out the personal data that Whistl processes on behalf of Parcelhub when providing the part-tracked Insight service if selected by the Customer via the CMS:

Data Subjects	Recipients of the Customer's items
Categories of Data	Data subject's name and address, telephone number and email address
Processing Operations / Subject Matter	The processing operations are as follows (further detail is set out in this table): • Recording • Storage • Retrieval • Use • Disclosure by transmission • Erasure
Purpose	Whistl uses name and address data for the following purposes: • Where an item is machine-processed the address is read by the sortation machine in order to sort the item to the correct geographical location • Image of the front of the item is recorded, stored using a 3rd-party application, and retrieved to assist with delivery and invoicing queries • When necessary for the purpose, images of the front of items are taken on a random basis to form a test deck which are sent to Whistl's 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 Whistl's third-party processors to be read

Duration	The duration of the processing is as follows: • Processing for sortation takes less than 2 seconds • Images of the front of the item are stored for 90 days • Video encoded images are accessed for less than 5 minutes • 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
Deletion of Processed Data	At the end of these periods, the personal data is deleted.
Third Party Processors	Whistl uses third-party processors to store envelope images, and in relation to the video encoding 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.

11.6 Third-Party Processors used by Whistl UK Limited

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

Name of third party processor	PostNL Data Solutions BV	Straive
Location	Netherlands	Philippines & 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 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.
Purpose	Receipt of the personal data to be read by personnel from Straive (see right). 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:

Name of third party processor	Prime Vision BV
Location	Netherlands
Categories of data processed	An image of the name and address on the front of unsorted items.
Details of processing	Prime Vision provide an application for the storage of images.
Purpose	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:

Name of third party processor	Matthews International Corporation
Location	United States of America
Categories of data processed	Images of item labels containing the name and address of the recipient
Details of processing	Use of the image to test, and optimise, the capabilities optical character recognition system
Purpose	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 UK Limited treats Personal Data

- Whistl will comply with all applicable requirements of Data Protection Legislation.
- Although the overall purpose of the data processing described above in 11.5 is defined by 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 in 11.5 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.
- Whistl's transparency obligations to data subjects in respect of its processing are met by the publication of suitable privacy material at https://www.whistl.co.uk/mail-privacy

12.0 Procedures for handling non-compliant items

The following tables detail the actions which Parcelhub 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

12.1 Consignment Details

The dimensions declared against the consignment do not match the dimensions of the physical items received
- 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.   - 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.
The weight declared against the consignment does not match the weight of the physical items received
- 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.   - 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.
The postcode declared against the consignment is incorrect
- An invalid postcode will impact the delivery speed of an item, or its actual delivery.   - On domestic services, should an invalid postcode be identified by our operation, Parcelhub 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.
The address declared against the consignment is incorrect
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 Parcelhub, consolidated and then returned on a collection vehicle.
An invalid recipient email address, or no recipient email address, has been declared against the consignment
Email notifications to consumers will not be triggered.
A duplicate tracking number or consignment number is declared as part of InSight OB or International InSight OB
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

12.2 Presentation

Items received which are incorrectly segregated
Domestic Services   - 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.   - 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.   International Services   - 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.   - Should courier items be presented mixed with postal items, they will be quarantined and may be returned.
Domestic Items received with no Tray card
Parcelhub requires each container to be accompanied by a format specific InSight Tray card. If no card is supplied, Parcelhub shall be entitled to hold / quarantine work until the card is supplied. Parcelhub will accept no responsibility for impact or delays to item delivery in this event.

Alternatively Parcelhub 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. Parcelhub 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

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

Alternatively Parcelhub 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. Parcelhub 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 Parcelhub 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 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
- Parcelhub staff will attempt to visually check the presence of an approved 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
- Parcelhub staff will attempt to visually check the presence of an approved 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 Parcelhub, the item in question will be processed and invoiced 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 Parcelhub, the item in question will be processed and invoiced as an Exception. All tracking will be lost.

Items received with poor quality/unreadable tracking labels
• 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. • 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.

Items identified as containing hazardous or prohibited goods
• Should prohibited or hazardous items be identified by Parcelhub, 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. • Where prohibited or hazardous items are identified by Royal Mail or our International Partners, the items will be destroyed. Should Parcelhub 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.

InSight OB or International InSight OB item received with no backing data
• Items received with no backing data will be automatically processed as InSight Exceptions or on our untracked AllSort service. Items will not be trackable. • 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

12.3 Collections & consumables

Items unavailable at collection
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 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.

Delay of collection
If the customer is unable to meet the agreed collection time, and Parcelhub is not bound to agree a later collection time, Parcelhub may refuse to accept the handover of the mailing.

Late consumable request notification
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

IllIIIIIIIIIIIIIIIII (barcode)

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 Parcelhub 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[7]. Prior to despatching dangerous goods packed as limited quantities, the following information must be supplied to 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. Parcelhub 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
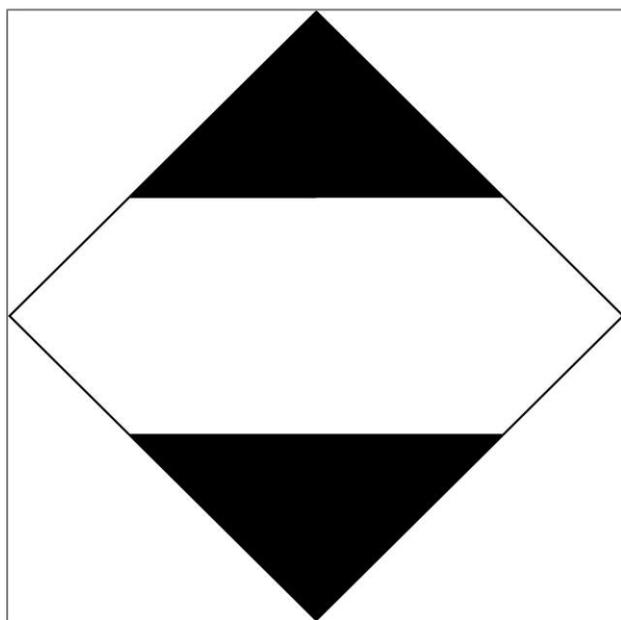
50x50mm

---
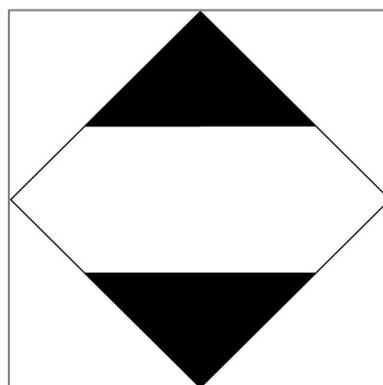
[7] For an example letter, please refer to **Appendix D**
Example Authority Letter

Appendix D
Example Authority Letter

Authority Letter
Dangerous Goods in Limited Quantities by Road & Sea

whistl

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.
- Whistll 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

- 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

Part Tracked

International InSight

whistl

Customer Name:	Collection Date:
Acne Toys	**Client ID:** L1234511

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 mechanise (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 Parcelhub 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 Parcelhub if Parcelhub 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

Parcelhub Part Tracked Customer Guide Version Control

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Date	Version No.	Section Revised	Revision Summary
01/09/2024	1.0	All	New document following unison of Whistl Parcels and Parcelhub under the Parcelhub brand.

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