



Domestic Fully Tracked Services

Customer Guide

V1.1

Applicable to integrations with the CMS and Customer Portal only

For more information:

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1.0 Overview

This guide is designed to support customers accessing the following range of Parcelhub's domestic fully tracked services. The service summary below is spread across a number of carriers.

Product & Service		Description
Tracked	48	Domestic business to consumer tracked courier service offering leave safe and proof of delivery services. Optional compensation available
	ETA48	Domestic business to consumer tracked courier service with 2hr delivery notifications. Leave safe, proof of delivery and optional compensation available.
	72	Domestic business to consumer tracked courier service offering NON POD and POD services.
Premium Tracked	24	Domestic business to consumer tracked courier service offering NON POD and POD services with optional compensation available
	ETA24	Domestic business to consumer tracked courier service with 2hr delivery notifications. Leave safe, proof of delivery and optional compensation available.
	Saturday	Domestic business to consumer tracked courier service offering NON POD and POD services with optional compensation available
	Timed Options	Domestic business to consumer tracked courier service offering NON POD and POD services with optional compensation available

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.

2.0 Service Definitions

Parcelhub has a broad array of carrier and service offerings to suit a wide range of shippers and their requirements.

This customer guide outlines how to work with Parcelhub regardless of preferred carrier partner with day to day requirements.

For further information on carrier specific requirements, such as those listed below, please refer to the individual Carrier Card which will cover the following information in more detail:

- Service Summary
- Delivery Speeds
- Service Coverage
- Available Formats
- Weights and Dimensions
- Confirmation of Delivery
- Compensation
- Prohibited, Dangerous and restricted items
- Presentation to include segregation requirements
- Delivery Information
- Surcharge summary (known and unknown)

2.1 Carriers

Our Partner Carriers that are contained in this guide along with a service summary are listed below

2.1.1 DPD

DPD 10:30	DPD 12:00	Next Day	Saturday & Sunday
Premium timed parcel delivery service ensures your parcels arrive at their destination at the start of the working day	Get your consignments to your customers before noon the following working day	For assured parcel delivery in the UK before close of business the following working day	Giving you nationwide coverage, 7 days a week

For further information on the DPD service offering via Parcelhub please refer to Section 2 in our Carrier Guide.

2.1.3 EVRI (formally known as Hermes)

Next Day	Standard
Faster deliveries for the orders your customers just can't wait to get, great service for those small to medium sized parcels	An affordable option for those less urgent deliveries, with a range of service features, also includes a large parcel option

For further information on the Evri (formally known as Hermes) service offering via Parcelhub please refer to Section 3 in our Carrier Guide.

2.1.4 Royal Mail

	
A next day service designed to effectively manage letterboxable to medium sized parcels	A two day service for letterboxable to medium sized parcels

For further information on the Royal Mail service offering via Parcelhub please refer to section 5 in our Carrier Guide.

2.1.5 Yodel

		
A next day and two day service designed to effectively manage small to medium sized parcels	A premium service providing a two-hour delivery window on the morning of delivery	A two or three day service to offshore locations such as Republic of Ireland and Channel Isles.

For further information on the Yodel service offering via Parcelhub please refer to section 4 in our Carrier Guide.

2.1.6 Amazon


A next day and two-day service designed to effectively manage a range of small to large sized parcels.

For further information on the Amazon Shipping carrier please refer to section 6 Amazon Shipping

2.2 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 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 items¹, 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 carriers to effect delivery and could lead to surcharges or other costs being applied. Incorrect item detail can also result in items being declared as the wrong format, routed through invalid carrier services or being held by customs.

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.

For example:

John Smith	Recipient Name
Network House, Third Avenue	Premise and thoroughfare
Marlow	Locality
SL7 1EY	Postcode
United Kingdom	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 and mobile phone number are provided when producing labels.

3.3 Collection Date

The despatch date (collection date) of an item will be used to determine the expected delivery date and assist in producing the carrier tracking label. When despatching an item, items are cross referenced against a carrier's routing matrix or gazetteer to help produce routing information and the tracking barcode(s) featured on the item. Should an incorrect despatch date be supplied, items may be incorrectly routed through our carriers, leading to a miss-route through the carrier's network. For next day services, the despatch date would be the preceding day to the expected delivery date.

3.4 Volumetrics

Weight is a mandatory field and used as part of our routing logic to select the correct format for an item. A default weight may be used as long as items are declared against the correct item format.

The length, width and depth of an item are not mandatory fields however will be used by our system to validate the format selected by our system. It is the responsibility of the shipper to ensure that the dimensions used are valid as routing decisions will be made on the basis of shipper information and any reversions or surcharges will be the responsibility of the shipper.

Where dimensions are not available it is recommended to use the maximum dimension for the product to ensure that reversions and surcharges do not apply.

3.5 Item Contents (Products Information)

If you are sending items to offshore locations (e.g. Northern Ireland or the Channel Islands), 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

¹ Consignment sizes are limited to a maximum of 99 parcels per consignment for Domestic

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 our 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. It is mandatory that a full 10 digit code is used, although an 8 digit code will suffice. If not known, a default of 000000 should be used.	8517120000
Value	M	Sale price of the product	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
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

F – Potential Future Requirements

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

3.5.1 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. The requirement for these is becoming more Mandatory across many destinations and carriers.

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>

3.5.1 Prohibited Items

A number of items are prohibited from being handled by Parcelhub and our carrier partners. Prohibited items may vary by carrier, please refer to the relevant to our Carrier Guide for further information.

3.5.3 Dangerous Goods and Restricted Items

Restrictions may apply to certain types of items being despatched via Parcelhub and our carrier partners, please refer to our Carrier Guide for further information on individual carriers.

3.6 Shipper Information

When shipping items to locations outside Great Britain (e.g. Northern Ireland, the Channel Islands or Republic of Ireland), it is important to ensure that the correct shipper is declared for customs purposes.

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 Relief (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

3.7 Multi-Parcel Consignments

For consignment services, consignments which contain multiple parcels must be presented as part of the same collection. Failure to do so may result in a consignment being quarantined or items failing to receive a consignment price. (please note not all carriers offer a consignment service)

For more information, please refer to **13.0 Procedures for handling non-compliant items** and **9.0 Invoicing**.

4.0 Preparing your items

4.1 Labelling

4.1.1 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 see Fig 1.

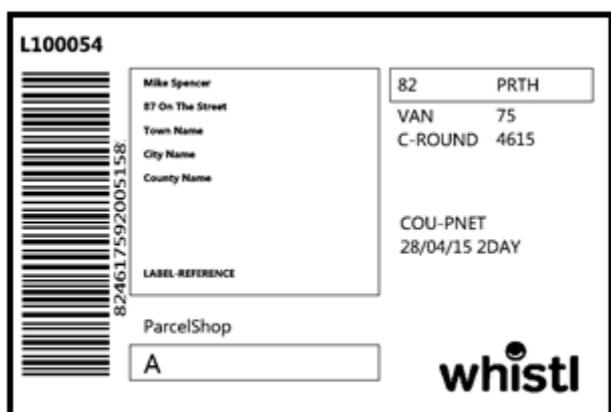


Fig 1 – Example Tracking Label

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 ensure the above may lead to delays in processing your items and could incur a relabelling surcharge². We would recommend that all customers periodically check their labels to ensure ongoing compliance, avoid scan failures and any related impacts.

4.1.2 “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 for information on which liquids may be handled by our network (<https://www.whistl.co.uk/restricteditems>) and see Fig 2 below for example labels:

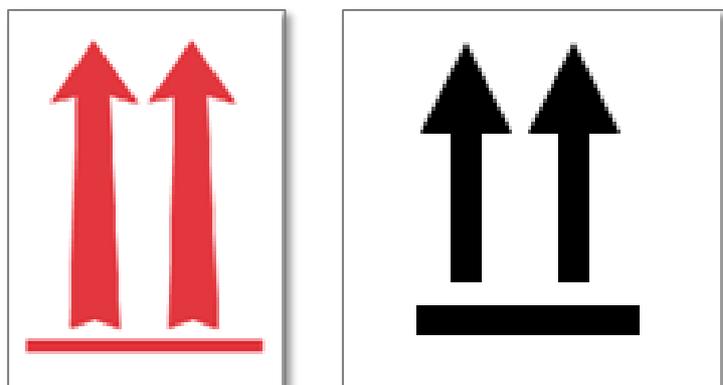


Fig 2 – Example Orientation Arrows Label

² For more information regarding surcharges, please refer to **13.0 Procedures for handling non-compliant items**

4.1.3 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 D 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 the carrier specific website or at <https://www.whistl.co.uk/restricteditems> for parcel services.

4.2 Item Packaging

Suitable item packaging is required to ensure items may be processed and safely transported through our's and our carrier partner networks. Failure to do so may impact our ability to process the items, please refer to **13.0 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 despatched 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
- Some carriers do not accept boxes / packages banded / taped together, should you wish to present items this way speak to your account manager for pre-approval from the carrier.
- All liquids should be secured in a plastic bag to contain leaks, with suitable rigid outer packaging and cushioning³
- All items should be packaged for despatch, 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 Despatching an item as a Large Letter, movement should be restricted to ensure the dimensions of the package do not alter in transit
- All contents in large plastic bags or sacks (compost, sand, etc.), must be securely packaged in a cardboard box filling any void space to prevent items moving within the box during transport. The inner bag/sack must be entirely sealed to ensure no leakage of contents and be restricted to a single bag per box.
- Where live plants are shipped, the packaging must be pre-approved by the delivery carrier network. Please liaise with the account manager for more information before shipping.

³ Please refer <https://www.whistl.co.uk/restricteditems> for more information on liquids accepted for transit and **section 4.1.2** for additional labelling requirements

5.0 Manifesting

There is no need to manifest your items to Parcelhub. Our system is designed to automatically pre-advise items throughout the day to our carriers as part of API calls and file transfers.

6.0 Consumables

6.1 Reordering consumables

Consumables may be ordered through your Internal Account Executive. Outside of peak trading periods requests should be made by 2PM on the working day prior to the day on which the consumables will be transported. In peak trading periods, the period is extended to two working days.

Peak periods are 1st November – 21st January in each year. Parcelhub will endeavour to provide the customer's required amounts within the notice period and would ask where possible that we receive as much notice as possible.

The terms on which you use consumables are set out in your contract with Parcelhub. The initial allocation will be based on your forecast figures and agreed with your Account Manager. You must ensure that your forecast is accurate, and is kept accurate. Replenishment of consumables will be determined by Parcelhub using your two week rolling forecast and containers will be exchanged on a one for one basis, unless Parcelhub agrees otherwise in writing (including by email). If additional containers are required, these should be ordered as part of our reordering process. For more information on forecasting, please refer to section **10.0 Forecasting** in the Customer Guide.

7.0 Collections

Parcelhub will agree collection windows prior to a customer's first collection. A schedule will be agreed which is designed to allow us to receive the forecasted number of items into 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 Customer Services and the customer. Should forecast volumes increase, Parcelhub may adjust collection times to allow us to hand over to our carriers at the right time.

Saturday collections are by agreement only and may be subject to specific requirements including (but not limited to) a minimum collected volume, particular processing windows and the available carrier injection times.

7.1 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 your Customer service representative (you will receive these details within your welcome pack) copying in your Account Manager, who will then investigate capability and our capacity to accommodate your request. Customer Services will then confirm by email whether the change may be made.

Parcelhub will always try 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.

7.2 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 proposed 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 try 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.

Any additional collection sites or a change of existing collection points may mean a greater cost to serve your account and so impact on your commercial agreement with Parcelhub. Any such change must be agreed in writing between you and Parcelhub before the change is implemented.

Where updates are required to the IT integration to support a new collection point, please refer to your account owner to raise an IT support ticket with the implementation team.

7.3 Customer Health and 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 items unless previously agreed with Operations.

7.4 Unloading and handover at customer premises

Customers provided with containers are responsible for loading and unloading the containers when and where directed by our driver. Where Tracked and Tracked Premium services are accessed, Tracked Premium containers should be loaded last onto a vehicle to ensure prioritisation when unloaded at our depots. All mailings handed over to our driver must be accompanied by a consignment docket. At handover, our 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.

7.5 Contingency

In the event of customer premises being inaccessible for any reason, the customer must notify 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.

8.0 Delivery

Domestic courier items are handed over to a variety of carriers offering fully tracked services and may be tracked from receipt through to delivery.

8.1 Item Tracking

When tracking items, customers may view normalised and carrier tracking events.

Carrier events are events supplied direct by a carrier to Parcelhub and may also be viewed on a carrier website when tracking an item direct. As tracking event descriptions may vary between carriers, our normalised events allow Parcelhub to use a standardised list of carrier events across all carriers to assist with reporting and increase consumer understanding of the delivery process.

Domestic Courier

Domestic courier services are fully tracked from receipt into our network, within our carrier networks and through to delivery. Item tracking is received from our carriers hourly and events may be used to indicate where delays have occurred, delivery has been effected or delivery attempts have occurred.

8.2 Tools to help with Tracking

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:

8.2.1 Carrier Management Portal – <https://web.parcelhub.net> or despatch.whistl.co.uk

Our Carrier Management 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 carrier events, with tracking information updated near-real time by our carriers.

The Carrier Management portal 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.

8.2.2 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 Carrier Management platform and normalised events will be shown along with the carrier comments. The portal also includes a dedicated FAQ section for consumers and a Customer Help section also.

8.2.3 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 (available on request from your Account Manager).

8.3 Consumer Notifications

Consumer notifications are offered as standard for all part and fully tracked services. They can be customised to meet a customer's branding and scheduled to despatch in-line with tracking events. In addition to standard notifications, a number of different uplifts and carrier supplied communications are also available.

8.3.1 Bespoke Emails

Customisable email templates allow you to use your own text and branding to message recipients during the delivery process, you can also customise the text in your recipient's local language. 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.

8.3.2 Carrier SMS & Email (Domestic)

Our domestic fully tracked carriers will email and text recipients on the day of delivery.

Communications are carrier branded and directly link through to carrier tracking sites for the latest tracking updates and delivery options. By keeping recipients informed, first time delivery success increases and you receive fewer queries about items in transit.

When combined with bespoke emails, you are able to communicate with customers using your own branding and then pass your recipient into the care of the final mile carrier for delivery.

8.4 Address Queries & Requests for Information

For our courier services, if a courier is unable to deliver an item due to a problem with the address, an address query or request for more information will be raised by the carrier with Customer Services. Example queries include, but are not limited to:

- Incorrect item postcode
- Address does not exist
- Unable to locate address, or house name
- Incorrect recipient contact information
- Outstanding customs information

Should a query be raised by our carrier, you will be contacted by your Internal Account Executive and asked to update the delivery information for the item. From the point of a query being raised, the carrier must be updated within two working days of the corrected detail. If you are unable to correct the detail within the given time period, the item will be returned to you as undeliverable and if applicable, an undeliverable surcharge applied⁴.

Should the query result in a new address label being applied to the item, a relabel surcharge may apply.

8.5 Delivery Delay

When a delivery delay is encountered, Parcelhub may be notified by our carriers and our customer services team will keep you apprised. Delays may also be identified using reports produced by our support teams and our status report⁽¹⁾ in the Carrier Management portal. We highly recommend that our customers use the self-serve options within the portal as this will give an overview of all carriers and all tracking events. Customers can filter by problems or delays (or In Transit) and use the last updated status to give their end recipient an idea of when the item was last scanned.

Before raising a query with the WISMO team, it is recommended that you first review the tracking information for the item to check detail related to the delay is not included. For example, if an item has been misrouted in a carrier network or an item is a check of address.

Should you need to query a delay, for instance where an item does not appear to be moving from its last tracking event, these may be escalated direct via our WISMO (Where Is My Item – email wismotracked@parcelhub.co.uk for items going to the Channel Islands these need to be emailed to wismointernationaltracked@parcelhub.co.uk or call 01159 084 136) support team. When raising your query, you will need to supply the items tracking number. **Please note compensation on delivery delay varies by each carrier, please check our Carrier Guide for clarity.**

8.6 Delivery Attempts

A missed delivery notification will be left by the delivery carrier if the delivery agent is unable to deliver the item. For items delivered by a Courier, the notification is linked to the parcel. Customers may then quote this notification number for us to find information on the parcel. The notification will include the following information:

- Date of attempt
- Number of items to be delivered
- Couriers name and contact number
- How many attempts have been made and when the courier will make the next attempt

For day specific services, should the first delivery attempt fail, subsequent attempts will be made on the following working days. When all delivery attempts for an item are exhausted, the item will be classed as undeliverable and will be returned to the shipper.

Notification maybe in the form of a physical calling card or electronic where contact information is available, further information is detailed in our Carrier Guide.

8.7 Delivery Success

For fully tracked services, successful delivery will be indicated by tracking events. The despatch service will dictate the type of delivery confirmation available.

⁴ For more information on the procedures for handling items when an address query is not resolved, please refer to 13.0 Procedures for handling non-compliant items

⁽¹⁾ Please refer to our Carrier Management portal User Guide for more information

8.7.1 Geofencing

Items delivered to leave in safe locations on domestic fully tracked services may include a geo-fence location stamp. This is then used by our carrier partners in validating and confirming the actual delivery location.

Where available, Geofencing allows our carrier partners to determine the GPS location where delivery was effected and maybe supplied by carriers on request.

When tracking items within our Carrier Management portal, geo-fenced locations (if available) may be viewed using a mapping link.

8.7.2 Safe Place Photo

Where available, safe place photos can be requested and viewed within our Carrier Management portal.

8.7.3 Signature

Items delivered with a signature on domestic fully tracked services may include a photograph of the signature that can be viewed within our Carrier Management portal. The digital name may also be captured and can be retrieved from our tracking feed. For further information on which carrier provides this electronically please refer to our Carrier Guide.

8.8 Denial of Receipt

If item tracking indicates an item to have been delivered with a signature or POD, there may be occasions when a recipient denies receipt of the item.

If an item is delivered to a neighbour or safe place, this should be detailed on the calling notification left by the courier. If a calling card is not left, the recipient should ensure they have checked their known safe locations and with neighbours in the first instance. Some carriers are moving to electronic calling cards making it very important to ensure in your data you are submitting correct email and mobile phone numbers of the receiver.

If all options are exhausted, denial of receipt issues may be escalated to our WISMO team. These issues will be raised direct with our carriers who will investigate the query by contacting the courier for more information.

When claiming for Denial of Receipt (DOR), a DOR letter must be signed by the recipient and supplied as part of the claims process. Some carriers may send this letter to the end recipient directly as part of the investigation process, please refer to our Carrier Guide for further information.

For information on our claims process, please refer to Appendix F Claims Process

8.9 Refused Delivery

Should a recipient refuse delivery of an item, it will be treated as undeliverable and returned to the sender. Redelivery may not be rearranged for refused items and an undeliverable surcharge may apply.

8.10 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 4.2**.

Any items that are deemed undeliverable due to damage (either received or during the delivery process) will then be returned to the shipper following the undeliverable process section 8.12

Some carriers may ask for an item to be returned to them if they offer compensation on damage, in this instance please refer to our Carrier Guide for further clarity.

8.11 Lost Items

On occasion, an item may become lost during the delivery process. An item is defined as lost if it has not received a delivery scan (for example Delivery, delivery to a leave safe location) or has received events indicating damage in transit, return to sender or an undeliverable scan event.

In order for an item to be classed as lost, it must first be physically receipt scanned by Parcelhub, or our carriers. Manifest and data receipt events do not constitute an item being physically received.

Should your intention be to raise a claim against an item you believe to be lost in transit, please note that the item must have been sent on a service where compensation is available as standard or has been selected as an optional extra. More detail on applicable services may be found in our Carrier Guide and claims process in Appendix F of this guide.

8.12 Undeliverable Items

Courier items are returned to the sender via Parcelhub once received back in to our network. Undeliverable items may be identified by RTS (Return to Sender) tracking events and Parcelhub is unable to influence the speed of return. A surcharge will apply for the return of undeliverable items. Please refer to your Contract for full details on pricing.

UK Domestic items will be returned within 5 working days of the receipt of the item into our network unless a prior agreement is in-place for items to be returned weekly.

8.13 Replacement Items

If a replacement item is despatched by the sender, 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 13.2** for more information.

8.14 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 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.

9.0 Invoicing

Our Tracked Services are typically invoiced weekly for the preceding week's volume. A week is defined as Monday to Sunday by Parcelhub. Invoices⁵ are sent by email and/or post. Items become billable when they are receipt scanned and are invoiced against the label creation date of an item. Surcharges are invoiced against the date upon which the surcharge occurs but may be invoiced later. Services are billed per item or per consignment using the information declared when creating the tracking label or actual processing information will be used:

Per Item	Each package in a consignment or order is invoiced separately
Per Consignment	A consignment as a whole is invoiced, where all items in the consignment are received on the same processing day. If a consignment is received over more than one processing day, for the purpose of invoicing – each processing day will be treated as a separate consignment. Invoice backing data will be to the consignment level and based on per kilo or per article basis.
Declared	Information regarding an orders weight, delivery address, dimensions and required services and features is supplied when creating an item. These declared elements are used when invoicing the customer. Should the actual item received differ to the declared, the item is handled in line with our procedures for handling non-compliant items and surcharging may apply.
Actual	The actual weight and/or volumetric weight of the item/consignment is used for invoicing. Should any other elements of the item received differ to the declared information, the item is handled in line with our procedures for handling non-compliant items and surcharging may apply.

9.1 Known Surcharges

Items sent on courier services can incur surcharges. Please refer to our Carrier Guide for more information and pricing will be detailed on your contract. Surcharging rules vary by carrier with the most common listed below:

Surcharge	Description
Relabelling	An item is relabelled by Parcelhub or its carrier. Visible in item tracking.
Fuel Surcharge	Calculated against the unit price of the item where the movement of an item has occurred ⁶ .
Return to Sender	A per item charge for the return of an item from Parcelhub or our carriers. Visible in item tracking.

Known surcharges will be invoiced after Parcelhub has received them from our carrier. Oversize surcharges (OS1-4) will only apply to domestic services and surcharges may not appear on invoices immediately following initial receipt. More information on surcharge triggers may be found in **section 13 Procedures for handling non-compliant items**.

9.1.1 Reversions

If items are incorrectly presented, a reversion may occur to correct the Weight Band, Format or Service. At the point of invoicing, Parcelhub may not be aware of these reversions. Parcelhub will invoice you for the cost of the additional charges arising from the reversion in a later invoice via a credit and re-invoice process. For more information on reversions, please refer to **section 13 Procedures for handling non-compliant items**.

9.1.2 Unknown Surcharges

There may be occasions when items incur other types of surcharges from our carriers. These are unknown at the point of invoicing. Example occurrences may include, but are not limited to:

- Prohibited items identified and secure destruct charges applied
- End of day manifest not completed, therefore items presented with no carrier pre-advise
- Items which exceed the maximum dimensions for the declared service
- Some of the instances relating to handling non-compliant items set out in section 13.

⁵ For an example invoice, please refer to **Appendix B Example Invoices**

⁶ Please refer to your domestic contracts for more information on our Fuel Surcharges

When unknown surcharges occur, these will be invoiced to you by Parcelhub after we receive from our carriers. This may occur in a different invoicing week to the original invoicing week and will be supported by the UPI of the item and a description of the charge.

9.2 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. No set-off, deduction or withholding of payment is permitted.

If you would like to query multiple invoices, a separate query should be raised against each affected 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 providing Parcelhub with the required information.

9.3 Accounts on Stop

There may be occasions when Credit Control needs to place an account on stop. These are set out in the contract between you and Parcelhub.

When an account is placed on stop:

- You will be unable to produce labels for our Tracked services, 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
- An account exceeds its credit limit
- A customer's Direct Debit is cancelled

11.0 Supporting You

11.1 Implementation

Tracked Services customers 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 Whistl business and our IT suppliers – our Implementation team project manage a customer's migration and assist in areas such as file creation and system training.

11.2 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.

11.3 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, such as receiving a reply from one of our carriers. Should a resolution take longer than this, our team will keep you updated on the progress of your query.

Our Customer Services team will try to resolve queries related to courier services to the same time period. If however a query requires Parcelhub to contact our carriers for more information or assistance, we will need to wait to receive their response, following which our team will provide you feedback. Responses from carriers may take up to two working days and should a resolution take longer than this, our team will keep you updated on the progress of your query.

11.4 Web Chat for WISMO (Where Is My Order) queries

Our web chat for customers is a quick and effective way to query items in transit. You can access web chat from our Carrier Management help page, or by selecting the Click to Chat icon within Carrier Management portal.

By integrating web chat with the Carrier Management portal, we allow for a more seamless customer experience, allowing you to move from viewing an item's tracking through to additional support from Parcelhub.

Web chat is available 7 days per week (excluding bank holidays) from 8AM to 11PM and acts as first line support for customers using our Tracked Services.

If the web chat team are unable to help, your query will be passed to our second line support team. Queries may be passed over should a more detailed carrier investigation be required or more specialised support is needed.

The team is available between the hours of 8:30AM and 5:30PM Monday to Friday and will respond to escalations within 4hrs of receipt during working hours.

11.5 When should I use Web Chat?

Web chat is only designed for queries regarding items in transit. Should you have a question regarding your account or a technical query, please contact your primary Parcelhub contact.

Reasons why you might use web chat could include:

- An item in transit has not received tracking events for several days
- Delivery of an item is overdue and an expected delivery date is needed
- The item is showing as on-hold or more information has been requested by a carrier
- A recipient has contacted you with a complaint and additional assistance is needed
- You require additional information about the item to better manage your recipients expectations

In addition to web chat, you may also email our teams at wismotracked@parcelhub.co.uk or call 01159 084 136 for domestic items.

11.6 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 on boarding and integrations, and work with customers to resolve issues and as an intermediary with our developer teams in should more technical assistance be required.

11.7 When to raise a technical support query

Some examples of technical issues include:

- The system is not responding and you cannot access the API or website
- The API or Carrier Management portal 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 the Carrier Management Portal
- Label response speeds have slowed

11.8 Raising a query

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

- Your 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 4 hours of the ticket being raised, provided it is raised within office hours 09:00 am to 17:30pm Monday to Friday. If the ticket is raised out of office hours, we will contact you within 1 hour on the next working day. Low impact bugs and maintenance requests will be responded to within 1 working day.

12.0 Data Protection

12.1 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.

12.2 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 carriers. Parcelhub processes their data to facilitate that access and to provide supporting and related services.

12.3 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 a chosen carrier 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 the carrier for processing for the contracted purpose of conducting that delivery. Parcelhub may also use other companies within the Whistl Group to assist with carrier 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.

12.4 Details of Processing

- Parcelhub processes the Data on behalf of the Controller by using its submission through the CMS to supply relevant information to providers of carrier despatch, 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 carrier 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 the supplier of the chosen despatch service for the purpose of conducting delivery, and will then be stored by that supplier in line with their own processing terms.
- 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.

13.0 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

13.1 Consignment Details

<p>The dimensions declared against the consignment do not match the dimensions of the physical items received</p> <p>Domestic Courier services</p> <ul style="list-style-type: none"> Where the actual dimensions exceed the maximum dimensions for the declared format, the item will be reverted to the correct format by our carriers. If the item format may not be carried by the service selected, the item will also be reverted to a different service, thereby incurring delivery delays. During this process, item tracking may be lost and a relabel surcharge incurred. When notified by our carriers that a format reversion has occurred, an oversize surcharge will be applied. Should a service reversion occur, this will be addressed in a supplementary invoice as part of a credit and re-invoice process. If a carrier is unable to revert an item to a different format and/or service, the item will be returned and an undeliverable surcharge applied. Should any additional surcharges from our carriers be incurred, these will be passed over to the customer as part of a supplementary invoice. Should the declared dimensions result in the item being misrouted to the wrong carrier, the above will still apply and any additional costs incurred from our carriers will be passed over to the customer.
<p>The weight declared against the consignment does not match the weight of the physical items received</p> <p>Domestic Courier services</p> <ul style="list-style-type: none"> Where the actual weight of an item exceeds the maximum weight for the declared format, the item will be reverted to the correct format by our carrier. If the item format may not be carried by the service selected, the item will also be reverted to a different service, thereby incurring delivery delays. During this process, item tracking may be lost and a relabel surcharge incurred. When notified by our carriers that a format reversion has occurred, an oversize surcharge will be applied. Should a service reversion occur, this will be addressed in a supplementary invoice as part of a credit and re-invoice process. If a carrier is unable to revert an item to a different format and/or service, the item will be returned and an undeliverable surcharge applied. Should any additional surcharges from our carriers be incurred, these will be passed over to the customer as part of a supplementary invoice.
<p>The despatch date declared against the consignment does not match the date the item was despatched</p> <ul style="list-style-type: none"> Customer Status Reporting may be impacted on our Carrier Management customer portal with items incorrectly displaying the wrong estimated delivery date. An incorrect despatch date may result in an item being allocated to the wrong carrier service or delivery round. This may lead to delivery delays and in the process of rectifying the issue, a relabel surcharge may be applied. For day specific services, an incorrect despatch date may prevent an item being despatched on the required service. The effectiveness of our consumer notifications may be reduced should customers wish to use the expected delivery date to drive notifications or to insert the expected delivery date in consumer emails.
<p>The postcode declared against the consignment is incorrect</p> <p>Domestic Courier services</p> <ul style="list-style-type: none"> An invalid postcode may lead to an item being misrouted by our carriers. In this event, delivery delays may occur and in the process of rectifying the issue, a relabel surcharge may be applied. Where a carrier is unable to complete delivery without a corrected postcode, this will be raised to Parcelhub Customer Services as an Address Query or Request for Information. The delivery of the item will be delayed until a corrected postcode is supplied and a relabel surcharge may also be triggered. Should the actual postcode of an item be handled by a different delivery depot to the declared postcode, items will be treated as undeliverable and returned. A return to sender surcharge may also apply in this instance.
<p>The address declared against the consignment is incorrect</p> <ul style="list-style-type: none"> An incorrect item address may prevent our carriers from effecting delivery. Should this occur, delivery delays may occur and in the process of rectifying the issue, a relabel surcharge may be applied.

<ul style="list-style-type: none"> Where a carrier is unable to effect delivery without a corrected address, this will be raised to Customer Services as an Address Query or Request for Information. This may impact the delivery speed of the item, a relabel surcharge may be triggered, and if the address query is not resolved, items will be treated as undeliverable and returned. A return to sender surcharge may also apply in this instance.
<p>A recipient name has not been declared against the consignment</p>
<ul style="list-style-type: none"> Failure to supply a recipient name will impact B2C deliveries. Should a recipient name not be supplied, this will be raised to Customer Services as an Address Query and delivery of the item will be delayed until a recipient name is supplied. If as a result of the query the item must be relabelled, a relabel surcharge will be applied. This may impact the delivery speed of the item and if the address query is not resolved, items may be treated as undeliverable by our carrier and returned. A return to sender surcharge may also apply in this instance.
<p>An invalid recipient email address, or no recipient email address, has been declared against the consignment</p>
<p>Domestic services</p> <ul style="list-style-type: none"> Email notifications to consumers will not be triggered.

13.2 Presentation

<p>Items received which are incorrectly segregated</p> <ul style="list-style-type: none"> As detailed in this guide, courier items should be segregated by carrier, Tracked and Tracked Premium items. Failure to do so may impact the delivery speed of the items. Further information regarding customer segregation can be found in our Carrier Guide. Where postal items are presented mixed with courier items, items may be quarantined and delivery delayed. In the event of an item being placed in quarantine, the customer will be notified the following working day and provided the choice for the items to be returned or processed using our untracked AllSort service. If processed as AllSort, tracking visibility will be lost, delivery times will be extended. Items will appear on invoicing as an InSight exception. On occasion, Parcelhub may choose to expedite carrier handover and handover directly in to carriers, should this occur and postal items have been incorrectly mixed with courier items, these will be quarantined by our carriers and the customer provided the option for the items to be relabelled or returned. Delivery delays should be expected and where labelling occurs, tracking information for the items in question will be lost. Returned items may be processed on our AllSort service. If processed as AllSort, tracking visibility will be lost, delivery times will be extended. Items will appear on invoicing as an InSight exception.
<p>Items received with no Container card</p> <p>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.</p> <p>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.</p>
<p>Damaged item received</p> <p>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.</p> <p>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. Additional costs that are incurred by either Parcelhub or the carrier will be passed to the shipper in full where it is deemed the item either failed to adhere to the restricted/dangerous goods product list or packaging is unsuitable for the product being shipped.</p>
<p>Item received with unsuitable packaging</p> <p>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.</p> <p>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.</p> <p>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 incur an undeliverable surcharge.</p> <p>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.</p>
<p>Item received over 15kg without a clearly marked item weight</p> <p>For health and safety purposes, items over 15kg must be clearly marked as weighing over 15kg or with the actual weight. Where an item is received with no clear markings, the item in question may be quarantined or a relabel surcharge applied. Delivery delays may occur and where relabelling occurs, tracking information for the items in question may be lost.</p>
<p>Item received in point-of-sale packaging for transit</p>

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

- Our staff will attempt to visually check the presence of an approved Tracking Label when received into our depot. Any courier item identified without an approved label, will be quarantined and the customer contacted the following working day. The options will be for the item to be processed on our untracked AllSort service (if the item dimensions and weight are within the maximum dimensions for the service) or returned to the customer – thereby incurring delivery delays. Should an item be returned, this will incur an undeliverable surcharge.
- On occasion, Parcelhub may choose to expedite carrier handover and handover direct to carriers. Should this occur, a small numbers of items without an approved tracking label be identified and the items include an address label, these will be automatically relabelled by our carriers. Tracking information for the items in question will not be available and delivery speeds may be extended. In some cases, our carrier may quarantine the items in question, providing Parcelhub the option for the items to be relabelled for a charge or returned to the customer. Where items are returned, they will be treated as undeliverable and an undeliverable surcharge applied.

Item received with duplicate tracking numbers

- Where an item is received with a tracking number already receipted by Parcelhub, the duplicate item will be quarantined and the customer provided the option for the item to be processed on our untracked AllSort service (if permitted by the service) or returned to the customer – thereby incurring delivery delays. Should an item be returned, this will incur an undeliverable surcharge.
- On occasion, Parcelhub may choose to expedite carrier handover and handover direct to carriers, should this occur and small numbers of items with duplicate tracking labels be identified, these may be relabelled by our carriers. Tracking information for the items in question will not be available and delivery speeds may be extended. In some cases, our carrier may quarantine the items in question, providing Parcelhub the option for the items to be relabelled for a charge or returned to the customer. Where items are returned, they will be treated as undeliverable and an undeliverable surcharge applied.

Items received with poor quality/unreadable tracking labels

- Where an item is received with poor quality/unreadable tracking labels by Parcelhub, the item in question will be quarantined and the customer provided the option for the item to be processed on our untracked AllSort service (if permitted by the service) or returned to the customer – thereby incurring delivery delays. Should an item be returned, this will incur an undeliverable surcharge.
- On occasion, Parcelhub may choose to expedite carrier handover and handover direct to carriers, should this occur and small numbers of items with poor quality tracking labels be identified, these will be automatically relabelled by our carriers. Tracking information for the items in question will not be available and delivery speeds may be extended. In some cases, our carrier may quarantine the items in question, providing Parcelhub the option for the items to be relabelled for a charge or returned to the customer. Where items are returned, they will be treated as undeliverable and an undeliverable surcharge applied.

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, treated as undeliverable and an undeliverable charge applied. 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.
- Items classed as prohibited or hazardous due to leaking contents will also be automatically quarantined and if it is safe to do so, treated as undeliverable and an undeliverable charge applied. 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. Any costs incurred as a result of the leak, to other items, equipment or facilities will also be passed to the customer.
- Should prohibited or hazardous items be identified by Parcelhub's carriers, the items will be treated as undeliverable and an undeliverable surcharge applied if it is safe to do so, or destroyed if it is not. Should an item be destroyed, any resulting surcharges or costs will be passed to the customer via a supplementary invoice.

Incomplete consignment received

Consignments may include a single or multiple items. Where multiple items are declared, consignment must be received in full by Parcelhub and processed on the same working day. If a consignment is received over more than one processing day, for the purpose of invoicing – each processing day will be treated as a separate consignment.

13.3 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.

13.4 Delivery

Failure to resolve an address query within the stated time period

Should an address query not be resolved within two working days, the item will be treated as undeliverable and an undeliverable surcharge applied.

13.5 Compensation

Compensation claim raised for item where a WISMO (Where Is My Item) query has not been raised.

Should Customer Services or our carriers identify that a WISMO query was not raised for an item in advance of a compensation claim being raised, the claim will be rejected.

On occasion, before a claim is rejected, Parcelhub may choose to first submit the claim to our carriers for review. Should our carrier then agree to make a compensation payment, the claim will be accepted.

Compensation claim raised outside of the Carrier specific timings

Claims raised for domestic items outside of the Carrier specific timings will be rejected by customer services. On occasion, before a claim is rejected, Parcelhub may choose to first submit the claim to our carriers for review. Should our carrier then agree to make a compensation payment, the claim will be accepted.

Compensation claim not submitted with the correct documentation or forms completed

Failure to raise a compensation claim using the correct Parcelhub process via our WISMO team or correct supporting evidence will be rejected by our Claims team.

Compensation claim raised for item excluded from compensation (as per [Whistl.co.uk/restricted items](https://www.whistl.co.uk/restricted-items))

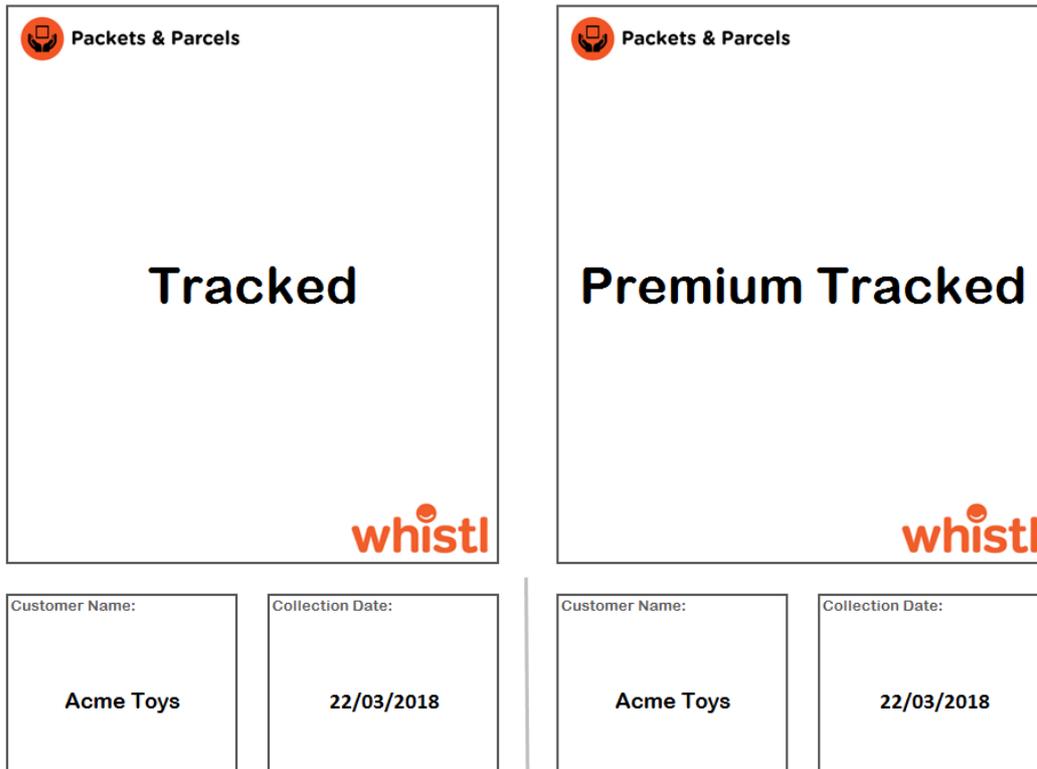
Where compensation claims are raised for items excluded from compensation, claims will be rejected by the WISMO Team,

Compensation claim raised for item where compensation is not available

Compensation claim is only available on the services detailed in the carrier sections in our Carrier Guide. Where claims are received on items not despatched with compensation, the claims will be rejected by customer services.

Appendix A

Example Container Cards



Appendix B

Example Invoices

invoice

1 Customer Name
Attn: Accounts Payable
Address Line 1
Address Line 2
TOWN
POST CODE

Invoice for mailings during week ending 16/04/17
Invoicing Week 2017/15 **2**



Whistl UK Limited
1 Globeside Business Park
Fieldhouse Lane
Marlow
Buckinghamshire
SL7 1 HY
Tel: +44 (0)1628 891 644
www.whistl.co.uk
VAT Reg. No. GB 991 2657 87

3 Invoice No. IN16PP17000
3 Invoice/Tax Date 25/05/17
VAT Registration No.

4 Account No. 521001
4 Client ID L20001
Purchase Order No.
Reference No.

6 **Packets and Parcels Delivery Service**

Date	5 Format	Items	Reference	Unit Price	Net Amount
07/04/17	48 NON POD Small Parcel 0-15000g 0-15,000g	10		1.00000	10.00
10/04/17	48 NON POD Packet (Highlands & Islands) 0-1500g 0-1,500g	10		1.00000	10.00
10/04/17	48 NON POD Packet 0-1500g 0-1,500g	5		1.00000	5.00
11/04/17	Relabelling Fee	5		1.00000	5.00
11/04/17	Undeliverable Return 0-1,500g	1		1.00000	1.00
11/04/17	Fuel Surcharge (1.5%) 7	5		1.00000	5.00
Total Items		36	Total GBP Excl. VAT		36.00
			20% VAT		7.20
			Total GBP Incl. VAT		43.20

8 **PAYMENT TERMS:**
This invoice is due 14 days from invoice date on 07/10/15.

- 1** Your account name and invoice address
- 2** Invoicing week and mailing week end date
- 3** Invoice number and tax date
- 4** Your Whistl account number and client ID
- 5** The service, format, zone and weight band of the items invoiced
- 6** The invoice will show rolled up volumes by service, format, weight band and day
- 7** A fuel surcharge, this will have a standard value of 1 item associated to it
- 8** The payment terms agreed in your contract

When items are sent on consignment level services, a different invoice template will be used for invoicing lines. The following services are invoiced at a Consignment level:

B2B 24 By 12 International Premium
B2B 48 Saturday

Additional Charges					
Description	Items	Unit Price	VAT	Net Amount	
Relabelling Fee	1	1.00	Y	1.00	
Undeliverable Return	1	1.00	Y	1.00	
Subtotal:	401			1.91	
Domestic Premium Tracked					
Description	Items	Unit Price	VAT	Net Amount	
24 POD Packet 0-1500g	1	1.00	Y	1.00	
24+ POD Parcel 0-30000g	1	1.00	Y	1.00	
Subtotal:	401			1.91	
Domestic Tracked (B2B)					
Description	Items	Consign	Weight (g)	VAT	Net Amount
B2B 48 Parcel 0-150,000g	10	2	5,000	Y	6.70
Subtotal:	10	2	5,000		6.70
International Tracked Standard Road					
Description	Items	Unit Price	VAT	Net Amount	
Germany 251-500g	1	1.00	Y	1.00	
Subtotal:	401			1.91	

9 Per Item and Consignment services will all be grouped by product

For consignment services only, the following fields will apply:

10 Number of items contained within the consignments

11 Number of compliant consignments

12 Consignment weight

Appendix C

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 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 domestic consignment level services, the first item
Weight (g)/Quantity 2	On domestic consignment level services, the number of subsequent items

Appendix D

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 **13.0 Procedures for handling non-compliant items**

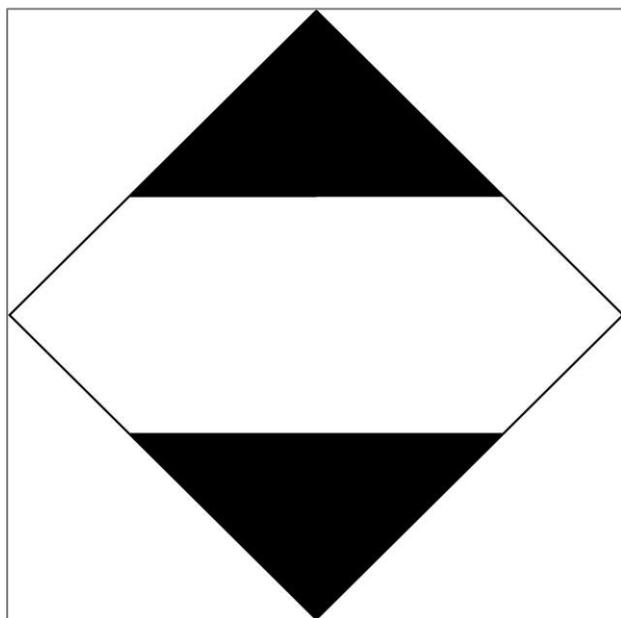
Consignors of dangerous goods packed in Limited Quantities must seek approval to despatch said items in the form of a signed Authority Letter⁷. Prior to despatching dangerous goods packed as limited quantities, the following information must be supplied to Customer Services to be kept on record:

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

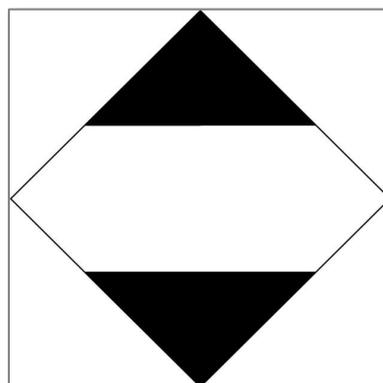
For shipments overseas, which include the off shore Islands around UK including NI, IOW and the Scottish Islands, a Dangerous Goods Note (DGN) is also legally required and must be completed by the consignor.

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 E Example Authority Letter**

Appendix E

Example Authority Letter

Authority Letter
Dangerous Goods in Limited Quantities by Road & Sea



Customer details (in block capitals please)

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

We, the undersigned, confirm that:

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

We will ensure that:

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

Whistl UK Limited, Registered in England and Wales with Company Number: 04417947
Registered Office: 1 Globe Business Park, Finkhouse Lane, Marlow, Buckinghamshire, SL7 1HY

Page 1 of 2
Whistl Authority Letter - Dangerous Goods in Limited Quantities

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

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

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

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

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

Declaration on behalf of the shipper and any authorised representatives

Declared on behalf of the shipper:

Approved for carriage by Whistl UK Limited:

Signature: _____

Signature: _____

Print Name: _____

Print Name: _____

Job Title: _____

Job Title: _____

Date: _____

Date: _____

Appendix F

Claims Process

Where compensation is available on a service and carrier, the following process must be followed to raise a claim. Failure to do so may result in a claim being rejected.

For specific timelines and further information on what is claimable by carrier when submitting claims please refer to the individual carrier in our Carrier Guide.

1. Before submitting a claim:

- Claims should only be raised for items after a WISMO (Where Is My Item) query has been raised to customer services.
- Claims may not be raised for items excluded from compensation.

2. Submitting a claim

- All claims must be submitted on to the claim's portal in line with each carriers required submission period (further info can be found in our Carrier Guide)
- All supporting evidence should be uploaded at the time of submission as specified in the advice to claim email.
- Supporting evidence may include:
 - Proof of cost price - Copy of an invoice from your supplier.
 - Proof of sale - Copy of an invoice to your recipient.
 - Proof of refund or a replacement tracking number - Either a copy of a credit note or the tracking number for the replacement goods.
 - If you are claiming for a disputed delivery, then a disclaimer form/denial of receipt letter needs to be signed by the intended recipient for the claim to be processed. Please refer to our Carrier Guide for specific carrier details

3. Processing a claim

- Upon receipt of submission, claims will acknowledge the claim within one working day. As part of this review process, a claim may be rejected, for example if;
 - The claim was submitted outside of the claim period
 - The contents are prohibited or restricted
 - Compensation is not available on the service used
 - The item is no longer lost
 - Required evidence has not been supplied (however, claims can request further evidence if the claim deadline date has not yet been reached)
- Processing time can vary between 6 – 24 weeks and we may not be able to provide an update until the claim has been accepted by the carrier.

4. Successful claims

- Where compensation is offered as standard or additional compensation has been purchased, successful claims will be paid as a credit within four weeks of confirmation.

5. Unsuccessful claims

- Unsuccessful claims may be escalated to your Account Manager

Parcelhub Domestic Fully Tracked Customer Guide Version Control

Document history

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.
11/03/2025	1.1	Appendix F – Claims Process	Successful claims – 4 weeks (not 2) Supporting evidence 'may' include All supporting evidence should be uploaded at time of submission (as specified in the advise to claim email)

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