



# Posthub

## Customer Guide

v1.4

# Table of Contents

<b>1.0 Overview</b> .....	3
1.1 Posthub .....	3
<b>2.0 Posthub Premier Services</b> .....	4
<b>3.0 Indicia &amp; Proofing</b> .....	5
<b>4.0 Consumables</b> .....	6
<b>5.0 Data Processing &amp; Data Cleansing</b> .....	7
<b>6.0 Mailmark</b> .....	8
<b>7.0 Despatching the Mailing</b> .....	9
7.1 Whistl 24 Hour Notification (Appendix I in the Whistl Premier Guide) .....	9
7.2 FDM (Forward Dated Mail) .....	9
7.3 Split Mailings .....	9
<b>8.0 Collection Processes</b> .....	10
<b>9.0 Posthub PremierSort and PremierSort Flex</b> .....	11
9.1 Presentation, Consumables and Collection Procedures .....	11
<b>10.0 Posthub AllSort</b> .....	12
10.1 Presentation, Consumables and Collection Procedures .....	12
<b>11.0 Posthub International</b> .....	13
11.1 Presentation .....	13
11.2 Consumables .....	13
11.3 Collections .....	13
<b>12.0 Data Protection</b> .....	14
12.1 Data Processing carried out by Posthub .....	14
12.2 Third party processors .....	15
12.3 How Posthub treats Personal Data .....	15
<b>Appendix A</b> .....	17
Posthub Customer Mailing Brief .....	17
<b>Appendix B</b> .....	17
Posthub Data Email .....	18
<b>Appendix C</b> .....	19
Posthub Cage Card Email Text .....	19
<b>Appendix D</b> .....	20
Posthub Cage Card .....	20
<b>Appendix E</b> .....	21
Posthub Collection Confirmation Email Text .....	21
<b>Appendix F</b> .....	22
PremierSort / PremierSort Flex / AllSort Tray Card .....	22

# 1.0 Overview

## 1.1 Posthub

Posthub are part of the Whistl group. We manage various stages of the mailing process:

- Customer will complete a job specific Posthub Customer Mailing Brief (**Appendix A**) or provide a mailing plan for longer forecasting
- Posthub will forecast the work
- Posthub will order the consumables
- Posthub will process the data ahead of mailing (including generating and uploading Mailmark manifests)  
Posthub can also provide data cleansing services
- Posthub will plan the collection and schedule the live work for processing
- Posthub will liaise with the mailing house to confirm and book the collection
- Whistl, on Posthub's behalf, will collect the mail, process and distribute to Royal Mail

Any issue that the customer wishes to discuss in relation to the agreement, service or operations should be raised in the first instance with the Posthub Account Manager.

During any part of your mailing process please contact Posthub with any changes to the mailing such as data, item weight, tray fill, collection date, handover date, mailing house.

Contacts:

[Account.management@post-hub.co.uk](mailto:Account.management@post-hub.co.uk)

[Proofs@post-hub.co.uk](mailto:Proofs@post-hub.co.uk)

[Ops@post-hub.co.uk](mailto:Ops@post-hub.co.uk)

**Please refer to the corresponding main Whistl Customer Guides for non-bespoke Posthub areas which aren't covered in this guide.**

# 2.0 Posthub Premier Services

Posthub's Premier Service enables the customer to hand over mailing items to Whistl which are sorted to either:

- Posthub Premier 70 Letters, Large Letters or Packets sorted to c. 86 selections or c. 48 selections based on the full UK Postcode sorted to Royal Mail Inward Mailing Centres.
- Posthub Premier 70 Mailmark Machineable letters and large letters meeting the Mailmark specifications sorted to c. 86 selections or c. 48 selections based on postcode areas.

The Posthub Premier services above offer different prices for different levels of sortation carried out by the customer and are available for mailing items anywhere within the United Kingdom.

Business Mail Large Letter™ Certain Large Letters may be sent via the Business Mail Large Letter service. Eligibility for this service will be conditional on the contents of the Large Letter and the outer wrapping material used. All other Large Letter Mailing Items may continue to be sent via the relevant services.

Royal Mail Magazine Subscription Mail, provided you have signed up to and meet the specifications and requirements of the Magazine Subscription Mail service, Large Letters qualifying as Magazine Subscription Mail may be sent via the Magazine Subscription Mail service.

# 3.0 Indicia & Proofing

Examples of the Posthub Indicia below.

**posthub**  
Part of the Whistl Group



- Artwork can be supplied by contacting your Posthub Account Manager
- For positioning guidance please refer to **Section 3.0 in the main Whistl Premier Guide**.
- Posthub can provide guidance on both the general design of your mailpiece and check for compliance for different Royal Mail services. Please send your mailpiece artwork to:

[Proofs@post-hub.co.uk](mailto:Proofs@post-hub.co.uk)

# 4.0 Consumables

If required, consumables will be ordered based on a forecast in the first instance, or following receipt and processing of live data.

These will be ordered for delivery to the Mailing House based on the required consumable date which should be a few days before collection. For larger mailings please supply a production schedule so that consumables can be ordered accordingly. In these instances, deliveries may be split

We will order bags/bag ties/magnums or trays/pallets. For bundled mailings we will order pallets or magnums.

We can also supply bag/bundle/tray labels for Mailing Houses who print their own.

Please help us avoid any delays to your mail by adhering to the following deadlines.

LeadTime	Trays (on Pallets)	Bags (in Magnums)	Magnums/Yorks/Pallets	
2 Days	1-6 pallets (100-600 trays)	1-2 magnums (250-500 bags)	1-10	
5 Days	7-19 pallets (700-1900 trays)	3-7 magnums (750-1750 bags)	11-50	
10 Days	20-30 pallets (2000-3000 trays)	8-15 magnums (2000-3750 bags)	51-100	Large
20 Days	30+ pallets (3000+ trays)	16+ magnums (4000+ bags)	100+	ELP/KNP

**NB: 1 pallet is equal to 100 trays and 1 magnum is equal to 250 bags**

Please contact [ops@post-hub.co.uk](mailto:ops@post-hub.co.uk) with any queries

# 5.0 Data Processing & Data Cleansing

Posthub will process data and securely supply this - plus the line listing and bag files for printing – to the Mailing House or other nominated recipient (**Appendix B**). If requested, we can print bag/bundle/tray labels for delivery to the mailing house on a next day anytime service.

Data will be transferred via DataSend, unless other customer/ mailing house request use of their own FTP/Web transfer. Default file format will be .csv, able to supply .txt .psv .xlsx .tab & fixed width

Following return of the data, Posthub will email a cage card to be used with the mailing (**Appendix C & Appendix D**)

## **Data Cleansing**

Posthub offers a wide range of Data Cleansing solutions from DPS append, PAF, Dedupe to flagging Deceased & Goneaways. Please contact your Account Manager for more details.

# 6.0 Mailmark

Posthub will be responsible for creating and uploading Mailmark manifests. This will be done automatically at the time of data processing.

Any changes to handover dates must be advised to Posthub before 2pm on the day of collection to enable Posthub to make amendments to the manifest uploads.

Any costs incurred from Royal Mail as a result of Posthub not being advised of changes will be passed onto the customer.



# 7.0 Despatching the Mailing

## 7.1 Whistl 24 Hour Notification (Appendix I in the Whistl Premier Guide)

The Whistl UK Pre 8:30hrs Posting Notification Sheet doesn't need to be completed for Posthub mailings – Posthub will forecast the mailing and book the collection with Whistl. Posthub will also upload the .tnt file.

## 7.2 FDM (Forward Dated Mail)

The collection of FDM work must be agreed in advance with Posthub and collections will be booked by Posthub accordingly. The cage card will be supplied as per standard, and this must be used so that the containers are clearly labelled with the correct Royal Mail handover date.

## 7.3 Split Mailings

If a mailing will split into more than one collection this should be advised to Posthub before collection, either at the time data is run or on the day before collection. In these instances, Bag ranges must be supplied, and detail should be given at the time of confirming collection.

# 8.0 Collection Processes

Posthub will contact the Mailing House by email on the morning before the planned collection day to check that the mailing will be ready to collect (**Appendix E**). The Mailing House will need to reply before midday to either:

- Confirm the mailing will be ready and advise the number of magnums or pallets for collection
- Advise Posthub that the collection will be split over more than one collection. In this instance the detail of the items and bag/bundle/tray range will need to be supplied so that the mailing can be split accordingly for both collection and processing forecasting.
- Change the collection date – new collection date must be provided

The collection confirmation email sent by Posthub will show the default collection time.

All work will be collected by Whistl unless advised otherwise by Posthub.

Collections will be booked for Posthub work as agreed the day before. Any late changes must be advised to Posthub as soon as possible - [ops@post-hub.co.uk](mailto:ops@post-hub.co.uk). Any requests for collections after the cut off time cannot be guaranteed.

# 9.0 Posthub PremierSort and PremierSort Flex

Posthub Premier Sort offers customers a competitive and flexible service by sorting machine-readable mail automatically. The Premier Sort service is applicable to Letters and the service aim is for items to be delivered the third working day (Mon-Sat) after the day of posting.\*

The minimum volumes a customer must reach per collection, prior to using Posthub's PremierSort service is as follows:

- Letters - 10,000 items (Premier Sort) or 250 items (Premier Sort Flex)
- Large Letters – 1,000 items (Premier Sort) or 250 items (Premier Sort Flex)

## 9.1 Presentation, Consumables and Collection Procedures

- Mail must be presented in mail trays provided. Mail must be placed in the trays un-banded, all facing in the same direction and the correct way up. Trays should not be overfilled.
- Each tray will need to be clearly identified with a tray card which Posthub will supply. These should be placed on top of the mail in each tray.
- Mailings that are presented must be separated according to format: Letter or Large letter. Items will also need to be separated if you require part of your mailing to have the indicia or the return address sprayed by our sortation machine.
- Posthub will check the day before planned collection that the mail will be ready and book the collection for the following day or move to another date accordingly

**\*For Posthub PremierSort and Premier Sort Flex products, the service aims are targets only and the time and date for processing and delivery are not guaranteed. Posthub 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 Posthub's reasonable control or by an act or omission of the customer (or its employees, agents or contractors). The dates for collection, processing, handover and delivery exclude any day which is a public holiday in any part of the United Kingdom.**

# 10.0 Posthub AllSort

AllSort is an unsorted service for:

- Letters and Large Letters where the service aim is to deliver within the UK in 3 days\*
- Packets where the service aim is to deliver within the UK in 3 days\*
- Parcels up to 15kg where the service aim is to deliver within the UK in 3-5 days\*\*
- Items delivered internationally or addressed to the BFPO where the service aim is to deliver in 4–8 days
- A minimum of 250 items per collection is required. Volume requirements per collection are also geographic dependent.

AllSort offers customers a competitive and flexible service by sorting non-machineable or non-readable unsorted mail. This includes handwritten mail, international mail, BFPO and items outside the Posthub Premier or Posthub PremierSort specification. AllSort includes all formats such as letters, large letters, packets and parcels.

AllSort is perfect for businesses currently using Posthub Premier, PremierSort and PremierSort Flex that have additional volumes of mail items that do not meet the specification.

AllSort is also ideal for customers currently using franking machines and send mail items 2nd class within the UK, or for people who send international mail and items to the Armed Forces (BFPO).

AllSort will eliminate the additional costs associated with franking such as lease payments, maintenance charges, meter reset charges, consumable costs and rate update charges. Not only will AllSort save you money, but it will save you time and hassle.

## 10.1 Presentation, Consumables and Collection Procedures

- Mail must be presented in mail trays provided. Mail must be placed in the trays un-banded, all facing in the same direction and the correct way up. Trays should not be overfilled
- Each tray will need to be clearly identified with a tray card which Posthub will supply. These should be placed on top of the mail in each tray
- Mailings that are presented must be separated according to format: Letter or Large letter. Items will also need to be separated if you require part of your mailing to have the indicia or the return address sprayed by our sortation machine
- Posthub will check the day before planned collection that the mail will be ready and book the collection for the following day or move to another date accordingly

**\*For Posthub Premier Sort, Premier Sort Flex & AllSort products, the service aims are targets only and the time and date for processing and delivery are not guaranteed. Posthub 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 Posthub's reasonable control or by an act or omission of the customer (or its employees, agents or contractors). The dates for collection, processing, handover and delivery exclude any day which is a public holiday in any part of the United Kingdom.**

**\*\*For Parcels, the service aim is for the first delivery attempt to be made within 3-5 days. Up to 3 attempts will be made after which the item will be deemed undeliverable and returned.**

# 11.0 Posthub International

Posthub offers two pre-sorted postal international products. Whistl CountrySort and ZoneSort are designed for companies sending large volumes of items internationally.

The service aims are dependent on destination and service selected. CountrySort and ZoneSort offer customers a competitive and flexible service for the mailing of all formats; letters, flats (large letters) and packets.

Service aims are:

- 3-5 days: Priority service for EU countries
- 5-7 days: Priority service for Rest of the World (RoW) destinations
- 7-14 days: Economy service for EU countries
- 14-21 days: Economy service for Rest of the World (RoW) destinations

## 11.1 Presentation

Items must be presented in mail bags, weighing no more than 10.5kg.

Bags should be securely sealed with bag ties and Whistl International bag labels which will be supplied by Posthub. Items for different destinations can be bagged together as they will be sorted to country or region in the depot. Bags can contain different formats for the same destination.

An accurate electronic manifest will be created and supplied by Posthub on the day of collection, detailing the number of items and weight per destination. A hard copy of the manifest should be placed in the first bag in the handover sequence.

## 11.2 Consumables

Posthub will supply the relevant consumables required by customers which will only be used for the final transportation of mail to Posthub (Whistl) centres.

Posthub will provide the initial container allocation based on the forecast figures provided and will determine a replenishment of bags and magnums based on the forecasts provided by the customer and exchanged on a one for one basis.

It is the customer's responsibility to ensure that it has reordered (within the relevant time period) any additional consumables required for the volume of mail that is to be collected.

Reordering Consumables - The customer will provide Posthub with at least two (working) days' notice of their requirements and Posthub will endeavour to provide the customer's required amounts within the notice period but will not be liable to the customer in the event that it is not able to fulfil a consumable order. For bag labels, please provide at least five (working) days' notice.

## 11.3 Collections

Standard collection times will be set up prior to the customer's first collection. However, the timing of collections can be varied by agreement between the Customer and Posthub.

Posthub will check the day before planned collection that the mail will be ready and book the collection for the following day or move to another date accordingly.

All mailings handed over to a Whistl driver must be accompanied by a consignment docket which will be supplied by Posthub. At handover, the driver will sign, time and date both copies of the consignment docket. The customer and driver will each retain one copy of the consignment docket.

# 12.0 Data Protection

## 12.1 Data Processing carried out by Posthub

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 any other laws, regulations and secondary legislation, as amended or updated from time to time, in the UK. The following table sets out the personal data that Posthub processes when providing data cleansing, printing, and sortation services for the Customer:

<b>DATA SUBJECTS</b>	Recipients of the Customer's mail items.
<b>Categories of Data</b>	Data subject's name and address  DETAILS RELATING TO GOODS AND SERVICES PROVIDED TO RECIPIENTS.  THE CUSTOMER WILL ENSURE THAT IT DOES NOT PROVIDE ANY SPECIAL CATEGORY DATA TO POSTHUB IN CONNECTION WITH THE SERVICES.
<b>Processing Operations / Subject Matter</b>	THE PROCESSING OPERATIONS ARE AS FOLLOWS (FURTHER DETAIL IS SET OUT IN THIS TABLE): <ul style="list-style-type: none"> <li>• RECEIPT</li> <li>• STORAGE</li> <li>• RETRIEVAL</li> <li>• USE AND APPLICATION OF THE PERSONAL DATA TO MAIL ITEMS</li> <li>• DISCLOSURE BY TRANSMISSION</li> <li>• ERASURE</li> </ul>
<b>Purpose</b>	Posthub processes personal data for the following purposes: <ul style="list-style-type: none"> <li>• PROCESSING OF PERSONAL AND ADDRESS DETAILS IN ORDER TO PERFORM DELIVERY SERVICES</li> <li>• PROCESSING OF PERSONAL AND ADDRESS DETAILS IN ORDER TO PERFORM DATA CLEANING SERVICES</li> <li>• ADDRESS READ BY SORTATION MACHINE IN ORDER TO SORT THE MAIL TO THE CORRECT GEOGRAPHICAL LOCATION</li> <li>• IMAGE OF THE FRONT OF THE ENVELOPE IS RECORDED, STORED AND RETRIEVED TO ASSIST WITH DELIVERY AND INVOICING QUERIES</li> <li>• WHERE THE VIDEO ENCODING SERVICE IS USED AN IMAGE OF THE NAME AND ADDRESS ON THE FRONT OF AN UNSORTED ITEM, WHICH CANNOT BE MACHINE-READ, IS RECORDED AND TRANSMITTED TO OUR SUB-PROCESSORS TO BE READ</li> </ul>
<b>Duration</b>	THE NAME AND ADDRESS DATA ARE STORED FOR 90 DAYS
<b>Deletion of Processed Data</b>	AT THE END OF THIS PERIOD, THE PERSONAL DATA IS AUTOMATICALLY DELETED.
<b>Third party processors</b>	POSTHUB USES THIRD PARTY PROCESSORS BASED IN THE UK TO PRINT PERSONALISED INFORMATION TO MAILPIECES ON BEHALF OF THE CUSTOMER, AND TO ASSIST WITH THE PROVISION OF DATA-CLEANSING SOFTWARE.

The following table sets out the personal data that Posthub processes when providing delivery services for the Customer:

<b>DATA SUBJECTS</b>	Recipients of the Customer's mail items.
<b>Categories of Data</b>	Data subject's name and address as printed on the front of the mail item.
<b>Processing Operations / Subject Matter</b>	THE PROCESSING OPERATIONS ARE AS FOLLOWS (FURTHER DETAIL IS SET OUT IN THIS TABLE): <ul style="list-style-type: none"> <li>• RECORDING</li> </ul>

	<ul style="list-style-type: none"> <li>• STORAGE</li> <li>• RETRIEVAL</li> <li>• USE</li> <li>• DISCLOSURE BY TRANSMISSION</li> <li>• ERASURE</li> </ul>
<b>Purpose</b>	<p>Posthub processes personal data for the following purposes:</p> <ul style="list-style-type: none"> <li>• ADDRESS READ BY SORTATION MACHINE IN ORDER TO SORT THE MAIL TO THE CORRECT GEOGRAPHICAL LOCATION</li> <li>• IMAGE OF THE FRONT OF THE ENVELOPE IS RECORDED, STORED AND RETRIEVED TO ASSIST WITH DELIVERY AND INVOICING QUERIES</li> <li>• WHERE THE VIDEO ENCODING SERVICE IS USED AN IMAGE OF THE NAME AND ADDRESS ON THE FRONT OF AN UNSORTED ITEM, WHICH CANNOT BE MACHINE-READ, IS RECORDED AND TRANSMITTED TO OUR SUB-PROCESSORS TO BE READ</li> </ul>
<b>Duration</b>	<p>THE DURATION OF THE PROCESSING IS AS FOLLOWS:</p> <ul style="list-style-type: none"> <li>• PROCESSING FOR SORTATION TAKES LESS THAN 2 SECONDS</li> <li>• IMAGES OF THE FRONT OF THE ENVELOPE ARE STORED FOR 90 DAYS</li> <li>• VIDEO ENCODED IMAGES ARE ACCESSED FOR LESS THAN 5 MINUTES</li> </ul>
<b>Deletion of Processed Data</b>	<p>AT THE END OF THESE PERIODS, THE PERSONAL DATA IS AUTOMATICALLY DELETED.</p>
<b>Third party processors</b>	<p>POSTHUB USES THIRD PARTY PROCESSORS IN RELATION TO THE VIDEO ENCODING SERVICE. DETAILS OF THESE THIRD PARTY PROCESSORS AND THEIR ACTIVITIES ARE SET OUT BELOW.</p>

## 12.2 Third party processors

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

<b>NAME OF THIRD PARTY PROCESSOR</b>	PostNL Shore BV	STRAIVE (OR SPI TECHNOLOGIES INC)
<b>Location</b>	Netherlands	Philippines and Vietnam
<b>Categories of data processed</b>	An image of the name and address on the front of unsorted items which cannot be machine-read	An image of the name and address on the front of unsorted items which cannot be machine-read
<b>Details of processing</b>	PostNL Shore receive the personal data from Posthub into their systems and allow personnel from SPI Technologies Inc. access to read the personal data.	The image is made available by PostNL Shore to view the address
<b>Purpose</b>	Receipt of the personal data to be read by personnel from SPI Technologies Inc. (see below). Image is auto deleted once used.	To manually read addresses which cannot be machine-read. The address is then sent to the Supplier and the image of the Personal Data is deleted.

## 12.3 How Posthub treats Personal Data

- Both of Posthub and the Customer will comply with all applicable requirements of Data Protection Legislation.
- Although the overall purpose of the data processing described above is agreed with the Customer (to deliver relevant items provided by the Customer to the addressees of each item), Posthub retains control over the manner in which it processes the relevant personal data in order to fulfil the purpose concerned. Accordingly, Posthub will in general be acting as a data controller when processing personal data as set out above, in line with the relevant guidance from the Information Commissioner in the UK.
- The table above sets out the scope, nature and purpose of processing, the duration of the processing and the types of personal data and categories of data subject which are subject to processing.

- The Customer confirms that any personal data provided to Posthub by the Customer or on its behalf has been collected and disclosed in accordance with the Data Protection Legislation. When using Posthub's services, the Customer will take reasonable steps to ensure that no irrelevant or unnecessary information about individuals is provided to Posthub for or on behalf of the Customer.
- If and to the extent that Posthub processes any personal data on behalf of the Customer in connection with the performance by Posthub of its services (in circumstances in which the Customer controls both the purpose and the manner of the processing and the processing is carried out by Posthub solely on behalf of the Customer, it will:
  - process the personal data only on the written instructions of the Customer unless Posthub is required to process it for other purposes by any laws of the European Union which are applicable to the services to process. Posthub will give the Customer notice of that requirement unless it is required not to do so;
  - maintain appropriate physical, technical and organisational measures, to protect against unauthorised or unlawful processing of personal data and against accidental loss or destruction of, or damage to, personal data, appropriate to the harm that might result from the unauthorised or unlawful processing or accidental loss, destruction or damage and the nature of the data to be protected, having regard to the state of technological development and the cost of implementing any measures;
  - ensure that all personnel who have access to and/or process personal data are obliged to keep the personal data confidential;
  - transfer personal data outside of the UK or the European Economic Area only where:
    - appropriate safeguards in relation to the transfer are in place;
    - the data subject has enforceable rights and effective legal remedies;
    - Posthub complies with its obligations under the Data Protection Legislation by providing an adequate level of protection to any personal data that is transferred; and
    - Posthub complies with reasonable instructions notified to it in advance by the Customer with respect to the processing of the personal data;
- assist the Customer, at the Customer's cost, in responding to any request from a data subject and in ensuring compliance with its obligations under the Data Protection Legislation with respect to security, breach notifications, impact assessments and consultations with supervisory authorities or regulators;
- notify the Customer within 24 hours on becoming aware of a personal data breach;
- at the written direction of the Customer, delete or return personal data and any copies to the Customer on termination of the agreement unless required by any applicable laws to store the personal data;
- maintain complete and accurate records and information to demonstrate its compliance with the Data Protection Legislation; and
- the Customer generally authorises Posthub to engage sub-processors to process personal data. Information on the types of sub-processor is set out in the sections above. Posthub will inform the Customer of any proposed change. If the Customer reasonably objects to a change, Posthub may either (at its option): (i) give the Customer an option to pay for the provision of the service without the use of the new sub processor; or (ii) terminate the provision of the affected service.

Where the Customer is an individual or sole trader, Posthub will provide personal information to credit reference agencies, which supply Posthub with information about the individual (such as the financial history of the person). Posthub does this to assess creditworthiness, check identity, manage the account, trace and recover debts and prevent criminal activity. Posthub continues to exchange information about individuals with credit reference agencies on an ongoing basis, including the payment of invoices and about any debts which are not fully paid on time. The credit reference agencies will share that information with other organisations. The identities of the credit reference agencies can be obtained from Posthub's finance department, and the ways in which they use and share personal information, are explained on their websites.



# Appendix A

## Posthub Customer Mailing Brief




Part of the Whistl Group

### Posthub Mailing Brief

Customer		Date Brief Issued	Click or tap to enter a date.
Job Name		PO Number	
<b>Date Schedule</b>			
Data to Posthub	Data to Mailing House	Collection	Royal Mail Handover
Click or tap to enter a date.	Click or tap to enter a date.	Click or tap to enter a date.	Click or tap to enter a date.
<b>Consumables</b>			
Consumables Required?	<input type="checkbox"/> Yes <input type="checkbox"/> No	Consumables Required by	Click or tap to enter a date.
<b>Item Details</b>			
Advertising Mail	<input type="checkbox"/> Yes <input type="checkbox"/> No	Advertising Mail CAT	<input type="checkbox"/> Yes <input type="checkbox"/> No
Mailmark 70	<input type="checkbox"/> Yes <input type="checkbox"/> No	Mailmark Barcode Type	<input type="checkbox"/> Type 29
Mailmark 70 Economy	<input type="checkbox"/> Yes <input type="checkbox"/> No		<input type="checkbox"/> Type 7
Mailmark Mag Sub	<input type="checkbox"/> Yes <input type="checkbox"/> No		<input type="checkbox"/> Type 9
Posthub to add DPS for barcode	<input type="checkbox"/> Yes <input type="checkbox"/> No		
<b>File Name</b>	<b>Quantity</b>	<b>Size Format</b>	<b>Weight</b>
e.g. A	99,999	e.g. 210 x 160mm - Letter	e.g. 40g
Container	<input type="checkbox"/> Bag <input type="checkbox"/> Bundle <input type="checkbox"/> Tray		Max items per <b>Tray</b>
Notes / Special Instructions			
<b>Data – Contact to send to</b>			
Email address			
<b>Collection Details</b>			
Mailing House			
Contact		Telephone	
Email			
Address			
Please email a copy of this form to: <a href="mailto:account.management@post-hub.co.uk">account.management@post-hub.co.uk</a>			
<b>E-manifests will automatically be uploaded for the Royal Mail Handover date as shown above. If this or anything else above changes, please let us know</b>			

# Appendix B

## Posthub Data Email

 Part of the Whistl Group	
<b>REFERENCE:</b> Job Number   Client Name   Job Title	
<b>FILE NAME:</b> <a href="#">Filename.zip</a> <b>FILE PASSWORD:</b> <a href="#">PASSWORD</a> <b>LOCATION:</b> <a href="#">Link sent in separate email via DataSend service</a> If you do not receive an email containing the download link please check your spam / junk folder. There is a seven-day window to download your file.	
<b>FILES SENT:</b> <b>File 1:</b> 100g   <a href="#">Large Letter</a>   <a href="#">Bag</a> - Posthub Whistl Premier 70 Mailmark (29) ADVM Export - Rejects - <b>File 2:</b> 150g   <a href="#">Large Letter</a>   <a href="#">Bag</a> - Posthub Whistl Premier 70 Mailmark (29) ADVM Export - Rejects -  Scheduled collection date: <b>16/10/20</b>	
<b>LABELS:</b> (Print Own   Posthub to supply Anytime   Noon   10am)	
Live proofs for approval to <a href="mailto:account.management@post-hub.co.uk">account.management@post-hub.co.uk</a>	
<b>Pack Weight Check</b>	
Please check that the weight of the final mailing pack matches the weight given above. Any difference should be reported immediately to <a href="mailto:data@post-hub.co.uk">data@post-hub.co.uk</a> as the data may need to be re-processed. Any difference may mean the mailing is not compliant and may result in delays and mail being returned or rework charges.	
<b>Reject Files</b>	
If reject files are present, these are not planned to be mailed	

# Appendix C

## Posthub Cage Card Email Text



### Magnum / Pallet presentation - Cage Cards and Segmentation

All containers must carry two cage cards – on the top and one side (the cage card is attached).

The data is supplied in depot order and each bag, tray or bundle label will show the depot number.

Mail should be segmented to depot level if:

- A mailing is more than 500 trays/bags/bundles per UCID per day.

Please note file ID's can be mixed in a magnum/pallet but UCIDs must not be mixed.

Presentation:

- Magnums – maximum weight 500kg including magnum.
- Trays - to be palletised as per your arrangement with Whistl.
- Bundled work to be palletised, no more than 700kg in total including pallet.



Where possible, depots for different cells for the same job should be put into the same containers. This minimises the containers used.

### Collection

- Whistl will collect the mailing unless advised otherwise by Posthub
- We will contact you by email on the day before scheduled collection to confirm the mailing will be ready
- At this point, please advise if more than one collection is required
- Prior to that please advise Posthub if the collection date needs to be changed

# Appendix D

## Posthub Cage Card

**To be loaded onto WHISTL vehicle**

<b>POSTHUB Job Number</b>	
<b>Client</b>	
<b>Job Name</b>	
<b>Mailing House</b>	
<b>Collection Date</b>	
<b>Royal Mail Handover Date</b>	

**Attach a card to the top and one side of each magnum/pallet/york**

Please tick to show presentation:

BAG	BUNDLE	TRAY

Segging required to depot level where there are over 500 trays/bags/bundles per UCID per day.  
Do not mix UCIDs within containers. Tick below to show depots in each container:

835 & 845	868	824	850	822

# Appendix E

## Posthub Collection Confirmation Email Text



Reply required by midday today.

Posthub Job Number	Collection Date	Handover Date	Client	Job Name	Cell Ref	Collection Time	Mailing House	Postcode

Please confirm that the above will be ready and confirm number of magnums/pallets/yorks for collection tomorrow (or the next working day) or advise new collection date.

**Whistl** will collect the mailing unless advised otherwise by Posthub.

Split collections: Please advise when confirming if more than one collection is required and advise cell and/or bag/bundle/tray ranges along with next collection date.

Changes: Please let us know before 9:30am on the day of collection of any changes once the collection has been confirmed.

All containers must carry two cage cards – on the top and one side (the cage card is attached).

The data is supplied in depot order and each bag, tray or bundle label will show the depot number.

Mail should be segmented to depot level if:

- A mailing is more than 500 trays/bags/bundles per UCID per day.

Please note file ID's can be mixed in a magnum/pallet but UCIDs must not be mixed.

Presentation:

- Magnums – maximum weight 500kg including magnum.
- Trays - to be palletised as per your arrangement with Whistl.
- Bundled work to be palletised, no more than 700kg in total including pallet.

Where possible, depots for different cells for the same job should be put into the same containers. This minimises the containers used.


# Appendix F

## PremierSort / PremierSort Flex / AllSort Tray Card

**E-Docket Tray Sheet Preview** Logout

Welcome,  
Click 'Create Docket' to edit an outstanding docket.

Current Docket: Double-click on a docket and press 'Print' to print the docket.  
Date: 30/06/2009

Customer Identification Card	
 01P00017112145F	
Customer Name	
Everbuild Building	
Customer Number	
P00017	
Whistl Service	
02 - PremierSort 2 Day	
Mailing Type	
01 - Letter	
Indicia Printing	Return Address Printing
Yes	Yes
Return Address	Collection Date
Everbuild Site 41 Knowesthorpe Way  Cross Green Industrial Estate Leeds LS9 0SW	30/06/2009
Job Reference	#88/6500/35

Check the preview of the tray sheet on the left, then press 'Print' to print out the sheet. Either print one for each tray or print one and photocopy

**Print Tray Sheet**

No. Tray Sheets: 1  
< Sheet 1 of 1 >

**Close Window**

## Posthub Premier Customer Guide Version Control

Document history pre-design changes

Date	Version No.	Section Revised	Revision Summary
19/10/2020	1.0	All	Creation of Posthub's version of Premier Customer Guide
11/12/2020	1.1	11.0 Posthub International	Addition of Posthub International section
16/02/2022	1.2	4.0 Consumables 11.1 International - Presentation  Appendix A Appendix C  Appendix D Appendix E	New deadlines added Sentence amended from requiring bagging by destination to can be bagged together Sentence removed referring to traycard New version of Mailing Brief Sentence amended to include trays and line below removed New version of Cage Card Sentence amended to include trays and line below removed
19/04/2024	1.3	2.0 Posthub Premier Services Appendix A	Removal of reference to OCR and 1400
11/10/2024	1.4	4.0 Consumables 12.0 Data Protection Appendix C Appendix E	<ul style="list-style-type: none"><li>• Changes to Consumables Leadtimes table</li><li>• Changes to the use of data processors</li><li>• Change to the way trays are collected</li><li>• Change to the way trays are collected</li></ul>

Posthub  
Unit 9, Britannia Road  
Patchway Industrial Estate  
Bristol  
BS34 5TA

Tel: 01174 530 916

Email: [Enquiries@post-hub.co.uk](mailto:Enquiries@post-hub.co.uk)  
<http://www.post-hub.co.uk/>