

# Integration Guide

## Part & Fully Tracked Services

# Integrating with Whistl

This guide is designed to support you with integrating with Whistl's carrier management system and our range of part and fully tracked services.

By integrating with Whistl, you can enjoy all of the benefits of a multi-carrier solution via a single carrier integration.

Our carrier management solution is owned, managed and supported in the UK by Whistl and a dedicated team at our subsidiary Parcelhub in Nottingham.

Through our solution you will be able to access one of the widest service offerings in the UK with a range that includes in-country and cross-boarder delivery reach via part and fully tracked services.

You'll benefit from seamless system integration designed to take cost out of your operation, enhance your supply chain and improve your customer experience.

Use this simple guide to integrate with Whistl today.

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

# Select your integration method

## Spreadsheet Integrations

Our spreadsheet integrations are designed for businesses looking for a low touch integration solution with the benefits of a multi-function labelling platform.

Over the years, our web despatch portal has been developed and refined to provide businesses a range of print option solutions whilst ensuring that integration is simply for all users.

Spreadsheet integrations allow you to export your data direct into our system using our Manual or Automated import solutions:

### Manual

- Manually import your data using our portal
- Limited to 2,000 items per file
- Multiple file templates supported
- Designed for smaller shippers

### Automated

- SFTP import
- Limited to 10,000 items per file
- Multiple file templates supported
- Designed for larger shippers
- May be used for bulk or small batch uploads

### File Mapping

Our file mapping tools mean you don't need to confirm to a pre-defined file structure. In addition, you will be provided a dedicated Implementation Manager who will work with you to help map your files.

When mapping files you will need to provide an example file and confirm the following:

- **Delimiter type** (Comma, tab, pipe or other)
- **Dimensions unit** (cm, mm, inches)
- **Weight unit** (kg, g, lb, oz.)
- **Mandatory & Recommended Fields** (see p.9)

We recommend that you include a header row when mapping your files, and you can also choose between the following functionalities:

- **Quotes** (ignore quotes if you wish to include commas in fields)
- **Remove duplicate addresses** from the file
- Select **Default Values** when information is not available

## Print Options



### On Demand

Print your labels **On Demand** or as and when you need them throughout the day.

Ideal for businesses who wish to make routing decisions on the go and want greater control over when they print labels and ship items.



### Bulk Print

**Bulk Print** all of your orders at the start of the day or at times to suit your operation.

Ideal for businesses who know precisely which services they will be accessing and how many parcels they need to ship at the start of the day.



### Packing Station

Use our **Pack Station** to scan a pick note or your own barcode to despatch items.

Ideal for businesses looking to despatch at the end of the pick bench and add automation to the despatch process.



Printing is supported by a downloadable print application on the latest Windows and Mac operating systems. Please speak with your Whistl Implementation Manager for more information and support setting up the application

# Select your integration method

## Direct Integrations

By directly integrating either your Warehouse Management System or despatch system with Whistl, you will be able to label and despatch items from your own operational systems.

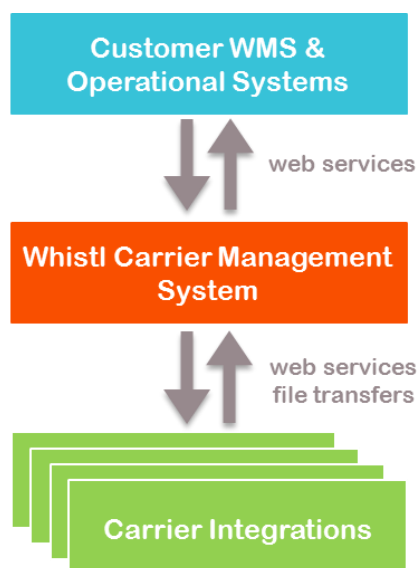
Our Restful API has been designed to facilitate speedy label production with a variety of label formats, providing you the ability to manage your own label stock and embed tracking labels in pick notes and invoices.

With a choice of despatch methods and end points designed to support item tracking and reporting, you can choose how many end points to access, all of which is then supported by our Web Despatch customer portal.

## Available End Points

Below is a selection of the available end points for shipping items using our Restful API:

End Point	Description
<b>POST /1.0/TokenV2</b>	Retrieve an authorisation token for shipping your items
<b>POST /1.0/DraftShipment</b>	Create new draft shipments
<b>PUT /1.0/DraftShipment</b>	Update existing draft shipments
<b>GET /1.0/DraftShipment</b>	Retrieve existing draft shipments
<b>DELETE /1.0/DraftShipment</b>	Delete existing draft shipments
<b>POST /1.0/Service</b>	Retrieve a list of available services for the shipment information supplied. Search results may be limited by the inclusion of Whistl as the service provider in the call (ID. 77)
<b>POST /1.0/Shipment</b>	Create a shipment using one of the services returned by the POST/1.0/Service end point
<b>GET /1.0/ServicePreferenceList</b>	Retrieve a list of available service preference lists
<b>POST /1.0/Service/ServiceUsingServicePreference</b>	Create a shipment using a service preference list. The shipment will be created against the first available service based on the information supplied



## Development & Testing

Should you wish to integrate via web services, we will arrange for you to have access to our UAT environment. The environment will replicate your Live account setup allowing you to test printing labels and access our services.

Please note that Service codes and Service Preference List codes will vary between Live and UAT environments. Our Implementation team will provide you a list of available services, and groups, for each environment that corresponds with your integration.

Before you can begin trading with Whistl, you will be asked to complete a test pack to show that your integration is completed and you are able to print labels for your expected services.

### Important Links

#### Specification:

<https://despatch.whistl.co.uk/Account/Login?ReturnUrl=%2F>

#### UAT:

<https://api.whistl.parcelhub.net/>

#### LIVE:

<https://api.parcelhub.net/>

# Select your integration method

As part of the launch of our new system, not all of our **Plugin** and **Third Party** integrations will be available from launch. For more information on timings and when each integration will be available, please discuss with your Whistl Implementation Manager.

## Plugins



- Use our plugin to pull your orders into our system, removing the need for manual exports and imports
- Ship your orders by service preference and confirm dispatch back to the marketplace
- Global marketplace support
- Suitable for domestic and international orders

## Third Parties

  
Adventures in ecommerce

**Cloud Commerce Pro**  
Multi-Channel Order Management

  
eBusiness Guru

When using a third-party integration, your label production is carried out by your third party system using background web services into our carrier management system.

Available services will be defined by the system you use and you may need to check whether all of our latest services are available.

Some third parties may require you to pay a configuration charge or install a plugin to your application.

  
Take Control

# Your Whistl Account

## Account

When opening your account with Whistl your account will be setup against your **Registered Company** name and with a dedicated Whistl Account ID.

If you plan on shipping internationally with Whistl, you should make sure your **VAT** and **EORI** numbers are also provided and if you require unwanted items returned, that a Returns Goods Relief form has been signed. This information is passed to our carriers to assist with customs declarations.

## Client IDs

When shipping items through Whistl, you will be assigned a series of Client IDs and Collection Points.

Client IDs are assigned based on the services you will be accessing and collection points are issued for each of the sites you ship from. If shipping using Web Services, you will be shipping at collection point level when our system requests your account information.

You may also be issued Departments, these can be used to split your data by marketplace, shipping site or brands.

Client ID	Collection Point	Department
Name: <b>Acme Toys Ltd</b>	Name: <b>Wolverhampton</b>	Name: <b>Shop Online .COM</b>
Client ID: <b>L12345</b>	Collection Point (Site): <b>L123451</b>	Department (Brand): <b>L1234511</b>
	<i>Location from which you despatch your items</i>	<i>Internal departments, brands or marketplaces</i>

## Shipping on Behalf of Others

When shipping Internationally, it is important to ensure that the correct shipper is declared to customs authorities and territories. The shipper is the party responsible for initiating the shipment and is typically the seller of the goods being shipped.

If your business will be shipping on behalf of others (for example: Fulfilment companies and consolidators) it will be important for us to ensure your customer's are declared as the shippers for your International orders.

To help manage this, each of your customers will be setup with a dedicated collection point and/or department code for International shipping. Against each of these we will then require you to provide the following information:

- **Registered Company Name**
- **Registered Company Address**
- **VAT and EORI Number**

Should you wish undelivered or refused items to be returned to you or your customers, you will also need to complete a Returns Goods Relief document for each of your customers. Failure to do so will result in duties being charged on returns (where applicable) or items being destroyed.

## Third Party Integrators

Third party integrators will be issued a dedicated UAT Collection Point for testing and to support their development. The ID should not be used with Live data and will be used to sign-off integrated services before customers may ship against them. Customers may be issued multiple collection points, where possible this should also be supported.

# Service Selection

## For Spreadsheet Integrations

You may either import your orders against a specific **Service Preference List** or use our web despatch portal to review your orders and select the most appropriate **Service**.

Service Preference Lists are based on a mixture of despatch methods and based on your item attributes, orders are sent on the most appropriate service.

Service Preference Lists can also be bespoke named to align with Marketplaces and make despatching easier within your operation. For example:

- If your shipping site refers to Next Day orders as Express, we can create a preference group called EXPRESS

Your Whistl Implementation Manager will work with you to configure your lists.

## For Third Party Integrations:

Third party integrations are configured using pre-defined **Service Preference Lists**. This makes it simpler for Whistl and our partners to update services with minimal impact to your integration.

To find out which Service Preference Lists are available for your chosen third party, please speak with your Whistl Implementation Manager.

For new third party integrations, our team will work with you to agree a suitable list of service preferences.

## For Direct Integrations:

If you are directly integrating your system to our WCMS using web services, your despatch method will be characterised by which end points you will need to use and access:

### Get Services

- A call is placed asking the system to return available services based on order and item information
- The customer (or third party) system then selects the most appropriate service for the list of returned services
- Ideal for shippers accessing a small number of services and with a limited mix of package sizes
- You may choose to directly despatch against the list of services available on your account and bypass the Get Service command.
- This method is only recommended for shippers accessing a limited number of services.

### Services Preference Lists

- A call is placed against a pre-defined Service Preference List
- The list is compiled based on a mixture of customer despatch preferences, attributes and service speeds
- You may also request specific features and attributes (for example POD, Compensation, ETA) as part of your request. This is ideal should you wish to maintain a reduced number of service preference lists.
- Our system then returns the most appropriate label and service for the order information supplied
- Ideal for shippers accessing a large number of services and with varying package sizes
- Our standard method for third party integrations. This allows us to limit ongoing development costs when background services change.

# Additional Configuration

## Users

You will require separate user logins for each individual who will be accessing our systems. If using web services, a single user login will be assigned to your API credentials.

When providing us user information, we require the **User Name** and **Email Address** for each user.

- Your user login will be based on the email address provided
- The same email address may not be used with multiple users
- You will be asked to reset the password the first time you use the system

In addition to configuring your users, you should also ensure a **Software Contact** is supplied. This contact will be used for any communications regarding the system. We require the following contact information:

- **Full Name**
- **Job Title**
- **Email**

Should you wish to change information about a user or request new user credentials, please contact your Whistl Internal Account Executive and a maintenance request will be placed on your behalf.

Third party integrators will be issued separate user credentials per Whistl Customer Account and dedicated credentials for our UAT environment and test ID.

## Email Notifications

A number of different communication methods are available for communicating with your end recipients. Should you require Whistl to issue bespoke emails on your behalf, you will need to confirm the following information:

- **Triggers**
  - Which tracking events should trigger your communications?
  - Are the same communications required for each final mile delivery carrier?
- **Email Content**
  - What text should be included in your emails?
  - Do you require destination specific content?
  - Does any branding need to be added to the email?
- **Customer Services contact information**
  - What are your customer service contact details should the recipient wish to query the item?

For more information on email notifications and communicating with end recipients, please refer to our Consumer Notifications information card.



# Mandatory Fields

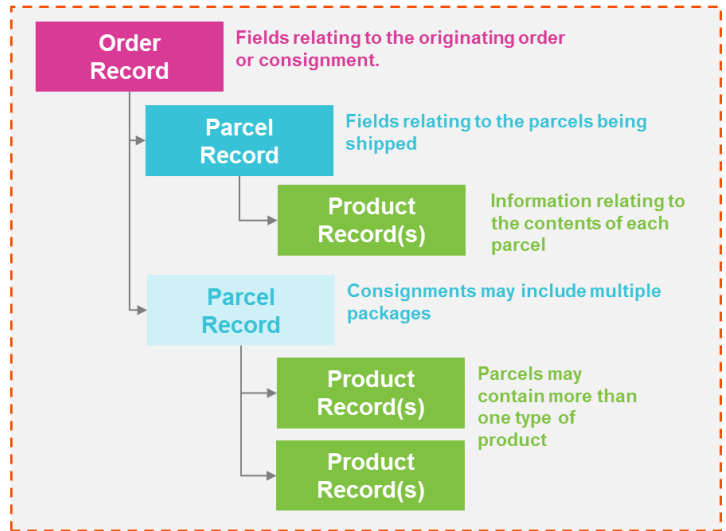
Ensuring you have the right information to ship your items is key to improving first delivery success and reducing customer contacts.

Accurate shipping information ensures items can be delivered to recipients, and when required, they can be contacted.

When shipping via Whistl, you will need to ensure that mandatory fields are always populated and should be aware that our system, and carrier systems, may also validate the accuracy of your information before producing a label.

You will need to supply us with data about your recipient, their order and also the packages within your consignments.

## Account Details



The following pages detail which information is mandatory in order to ship your items. Third party integrators should look to implement all fields detailed in this guide. Where this is not possible, please discuss with your Whistl Implementation Manager for guidance. Where relevant, we have also included other fields which you may wish to populate:

<b>M</b>	<b>Mandatory fields, these must always be supplied</b>
<b>C</b>	<b>Conditional. These are only mandatory when various conditions are met</b>
<b>R</b>	<b>We recommend that where possible, these fields are populated.</b>
<b>O</b>	<b>Optional fields</b>

## Account Details

You will despatch orders against your Whistl Collection Point and Department and may also need to declare collection information.

- **Manual Label Creation:** You will need to select the collection point against which you wish to create items, using the available drop down to select a Department. If you have only one collection point and/or department code, the system will default your selection.
- **Spreadsheet Integrations:** Fields will either be hard coded into your integration via File Mapping or supplied in your import files. Our SFTP integration method has been designed to allow you to mix multiple collection points in the same import file.
- **Web Services:** You will authenticate using your User login information and then supply the relevant Collection Point and Department against each call.

Field {API Field Name}		Definition	Example
Account {Account}	M	The collection point against which you wish to despatch your item	L123451
Department {Department}	C	The brand, sub-customer or department against which you wish to despatch your item. If you only have one department configured, you may leave this blank.	L1234511
<b>Collection Details:</b>			
Collection Date {CollectionDate}	C	If shipping via web services, the date of collection. May be defaulted to today.	2019-03-04
Collection Ready {CollectionReadyTime}	C	If shipping Collection Ready time. May be defaulted to <b>12:00:00</b>	12:00:00

# Mandatory Fields

## Order Information

Order information is used to affect delivery and declare information about the overall shipment for use by overseas countries and territories.

A complete and accurate address is essential to successful delivery. Inaccurate addressing information may result in your item being held or the system rejecting your label request after address validation.

Field {API Field Name}		Definition	Example
<b>Delivery Address:</b>			
Contact Name {ContactName}	M	Name of the recipient	John Smith
Company Name {ContactName}	C	Company to which the item is to be delivered. Mandatory for business deliveries.	Whistl
Mobile Phone Number {Phone}	M	Recipient mobile number, or home if unavailable	012345678900
Email {Email}	C	Email address for the recipient. Mandatory for ROW	test@whistl.com
Address Line 1 {Address1}	M	First line of recipients address. Containing at least one premise and thoroughfare element	1 Fieldhouse Lane
Address Line 2 {Address2}	O	Second line of the delivery address	Globe Park
City {City}	M	The locality to which the item must be delivered	Marlow
Area {Area}	M	Recipient state, county or region	Bucks
Postcode {Postcode}	M	The post or zip code for the item. Where not required, a value of <b>000000</b> should be used	SL6 5EP
Country {Country}	M	Recipient ISO-2 country code	GB
<b>References:</b>			
Reference 1 {Reference1}	M	Customer order number	745765
Reference 2 {Reference2}	O	Label reference. Anything populated in this field will appear on the label for the item	L231
Special Instructions {specialinstructions}	R	Instructions from a recipient to the delivery carrier	Leave in shed
<b>Customs Declaration Info:</b>			
Terms of Trade {TermsOfTrade}	C	Default to <b>DutiesAndTaxesUnpaid</b> unless a DDP service is being used ( <b>DutiesAndTaxesPaid</b> )	DutiesAndTaxesUnpaid
Category of Item {CategoryOfItem}	C	The reason for exporting the goods. Default to <b>Sold</b> unless classed as a <b>Gift</b> or <b>Documents</b> .	Sold
Category of Item {CategoryOfItem}	C	The reason for exporting the goods. Default to <b>Sold</b> unless classed as a <b>Gift</b> or <b>Documents</b> .	Sold
Currency {currencycode}	C	The currency the order was sold in.	GBP
Carriage Value {carriagevalue}	C	The amount charged to the recipient for shipping the item. To be left blank if zero.	10.00
Insurance Value {insurancevalue}	C	Value of insurance if charged to the recipient.	1.00
Other Value {othervalue}	C	Total value of any additional charges made of the recipient as part of the sale.	0.00

## When shipping to the Channel Islands or outside of the European Union:

- We recommend that a recipient **telephone number** is always provided and at a minimum a **recipient email** is mandatory for all International shipments.

Contact information is used in the collection of local taxes and duties and where required, to contact the recipient for additional information to affect delivery.

- If you charge postage or carriage to your customers, you must include the charge in your feed. This should be in addition to any Other charges or charges for in transit insurance.

This information ensures that your commercial invoice is an accurate reflection of the total amount charged to the recipient and will be used in the calculation of local taxes and duties

# Mandatory Fields

## Package Information

The information you declare about your parcels will be used to ensure your items are despatched on the right service and may also impact how we invoice your items.

Parcel information should be accurate or if default values are used, the defaults used should be representative of the size of the item despatched. If shipping multi-parcel consignments, you may wish to base dimension and weight fields on the largest package in the consignment.

Field {API Field Name}		Definition	Example
<b>Packages:</b>			
Package Type {Packagetype}	O	Type of package. May be defaulted to <b>Parcel</b> .	
Weight {weight}	M	Weight of the parcel in kg. Fractions will be rounded to nearest g	2.055
Value {value}	O	Total sold price of the products contained within the package	1.60
Contents {contents}	O	A summary of the products contained within the package	1
<b>Dimensions:</b>			
Length {length}	M	Maximum length of the parcel in <b>cm</b> . Fractions will be rounded up.	100
Width {width}	M	Width of the parcel in <b>cm</b> . Fractions will be rounded up.	50
Height {height}	M	Height of the parcel in <b>cm</b> . Fractions will be rounded up	20

## Product Information

If you are sending items outside of the European Union, or to the Channel Islands, you will need to provide additional information regarding the products within your parcels. These fields are indicated as **Conditional** and **Recommended** in the table below.

When supplying customs information, it is advised that declarations are accurate and complete. Product information is used to form customs declarations to receiving countries and territories and this helps minimise the risk of increased transit times due to customs procedures and checks.

Field {API Field Name}		Definition	Example
<b>Item Level Declaration:</b>			
Product Type {producttype}	C	A short-form description of the product, sometimes referred to as a customs description.	Mobile Phone
Product SKU {productSKU}	C	A unique value used to reference the product in your own system or selling site	12312341
Product Description {productdescription}	C	An accurate specific commercial product description of the product, used in the commercial invoice.	XPhone V 250GB Black
Quantity {productquantity}	C	Quantity of the sold product	5
Value {productvalue}	C	Sale price of the product	1.00
Currency {productcurrencycode}	C	Currency the value was charged in to the recipient	GBP
Country of Origin {productcountryoforigin}	C	The country of origin where the goods were produced, manufactured or assembled.	GB
Harmonised Code {productharmonisedcode}	C	Globally recognised code describing the product sold. Full 10 digit code should be used. Please check against the destination country you are shipping to in order to clarify whether harmonised codes are required as standard.	8517120000
Product Weight {productweight}	C	The weight of the product in the parcel in kg. Fractions will be rounded up to the nearest g.	1.00
FDA number {productfdanumber}	C	USA only. Manufacturers approved FDA number for goods designed for use within the body or on the skin	3453453
Fabric Content {productfabriccontent}	O	The manufacturing material of the product.	G45

# Tracking

Items can be tracked using our web despatch portal with near real time colour coded exception filtering to support you in resolving in-flight issues and problems. For customers looking for a deeper integration, a number of API and scheduled reporting options exist:

## Tracking API

Our tracking API is ideal for customers looking to retrieve tracking information on-demand.

The following end points may be accessed via our API, the latest specification for which may be found at <https://api.parcelhub.net/docs/#tracking-api>

End Point	Description
/v1/trackservice/listshipments	Obtain a list of shipments created against the Collection Point with their latest status. May be tailored to a specific date range
/v1/trackservice/getlatesttrackingevent	Return the latest tracking event for a series of tracking numbers provided in the request
/v1/trackservice/gettrackinghistory	Supply the full tracking history for a tracking number supplied in the request
/v1/trackservice/searchshipment	Search for a shipment using a tracking number, reference 1 or reference 2

## Parcel Extract Report

If you would rather receive an automated extract of shipments created, our Parcel Extract report is at parcel level and can be scheduled to an SFTP location:

### File Naming

Naming convention: **ORDER.<CLIENTCODE><DATE>.<TIME>**

DATE will be the date when the file is generated: **YYYYMMDD**

TIME will be the time the file is generated: **HHMMSS**

The extension for the file will be: **csv**

### Schedule

- Files can be generated to a schedule to an SFTP location supplied by Whistl
- Whistl will supply a single location or location per Client ID

Field Name	Data Type	Description	Example
ClientCode	varchar	Client ID	L12345
SiteCode	varchar	Collection Point	L123451
ClientDespatchService	varchar	Despatch service	48 NON POD Packet
ClientDespatchMethod	varchar	Service ID	1648
DespatchDate	Date Time	Requested despatch date	2018-02-22T00:00:00
DeliveryDate	Date Time	Blank	
Created	Date Time	Date & Time service request was created	2018-02-22T00:00:00
ClientOrderRef	varchar	Reference 1	34234234
ClientSiteOrderRef	varchar	Reference 1	
ConsignmentNumber	varchar	Consignment level tracking ID	L10054114TBI996
ParcelNumber	varchar	Number of the parcel (within consignment)	1
UniqueParcelIdentifier	varchar	Unique parcel tracking identifier	L10054114TBI996001
TrackingUrl	varchar	Unique tracking URL (the construct may be different per carrier)	<a href="https://trackmyitemuat.whistl.co.uk/TrackingL10054114TBI996001">https://trackmyitemuat.whistl.co.uk/TrackingL10054114TBI996001</a>

# Tracking

## Tracking Files

Tracking files can be supplied to customers by request and are designed for businesses who wish to hold all of the events for items shipped via Whistl. Files include our normalised events in addition to the carrier event codes and carrier event descriptions provided by our carriers.

### File Naming

File name convention will be: **CLIENTCODE><DATE>.<TIME>**

DATE will be the date when the file is generated: **YYYYMMDD**

TIME will be the time the file is generated: **HHMMSS**

The extension for the file will be: **csv**

### Schedule

- Files can be generated to a schedule to an SFTP location supplied by Whistl
- Whistl will supply a single location or location per Client ID
- A file is only generated when there are events

Field Name	Data Type	Description	Example
EventCode	Text	Normalised Event Code	MAN
EventDesc	Text	Description of Normalised Event Code	Manifested
EventDate	Date Time	Date and Time of the event occurrence	2015-03-09T14:50:12.357
TrackingId	Text	The Unique Parcel Identifier	2205107350411788
ClientCode	Text	Your Whistl Client ID	L10054
SiteCode	Text	Your Whistl Client ID and Collection Point	L100541
ClientOrderRef	Text	A customers internal order reference	TEST
ClientSiteOrderRef	Text	A unique reference for the despatched consignment	BULKTEST_4004
DespatchDate	Date Time	The date that the item was despatched	2015-03-09T00:00:00
DeliveryDate	Date Time	The requested delivery date for the parcel. The actual will be sent as an event.	2015-03-10T00:00:00
CarrierEventCode	varchar	The triggered carrier event code for the item	000000012
CarrierEventDesc	varchar	The triggered carrier event code description for the item	Manifested
CarrierOrderReference	varchar	Carrier order reference	18102002
CarrierEventSource	varchar	Triggered carrier event source	Carrier
CarrierFreeText1	varchar	Carrier free text field 1	Left at Neighbour
CarrierFreeText2	varchar	Carrier free text field 2	
CarrierSignature	varchar	Signee of the package (via Yodel only)	Alba

# Tracking

## Normalised Tracking Events

Tracking information is clear and easy to understand, normalised to 81 events and 8 categories. Our list of normalised tracking events is included below:

Category	ID	Event	Description
Customer Action	32	Shipment deleted	Label deleted by the customer
Information	46	Information	Information events from our system and the carrier, these do not relate to physical events occurring
	51	Internal Information	
	64	Pre-Advice data sent to courier	The first event to occur on an item when a label is printed
	54	Shipment Created	
Handover	79	Handover to Royal Mail	Item handed over to Royal Mail by Whistl
	80	Handover to Courier	Item has left Whistl's network and been passed to a courier to manage delivery
In-Transit	13	In transit	Item in transit with carrier
	15	Arrived at collection depot	Item at a carrier depot or hub and being processed, sorted
	16	Arrived at delivery depot	
	73	Processed At Hub	Item out for delivery with courier
	17	Out for delivery	
	18	Released to third party	Item released to third-party by courier
	78	with Whistl	Item in transit within Whistl's network
	81	Item Weight Changed	Declared item weight different to actual weight
Delivered	1	Delivered	Item delivered
	3	No POD	Item delivered, no POD captured
	4	Left with Neighbour	Item delivered to neighbour
	6	Customer collected	Item collected by recipient
	47	Delivered col. point	Item delivered to a collection point
Delayed	7	Delayed	Item delayed in transit
	8	No-one to receive	Unable to deliver item, nobody at delivery location
	9	Adverse weather	Adverse weather has impacted the delivery
	10	Awaiting instruction	Awaiting information to affect delivery
	12	Recipient will collect	Awaiting collection by recipient
Problem	20	Problem	Problem identified with shipment
	21	Bad Address	Problem with address information supplied
	22	Item damaged	Item damaged in transit
	23	Item hazardous	Item identified as containing hazardous contents
	24	Item prohibited	Prohibited item identified
	25	Item overweight	Item overweight for the service selected
	26	Item oversized	Item too large for the service selected
	28	Held by customs	Item being held by customs
	29	Recipient not known	Unable to deliver as recipient is not known at address
	30	Refused	Delivery has been refused by the recipient
	48	Returned to sender	Item has entered a Return to Sender process flow
	49	Internal Problem	Internal issue identified with shipment at carrier

# Supporting your Integration

## During your integration:

We will assign you with a dedicated Implementation Manager who will be responsible for managing and coordinating your integration with Whistl.

As part of the service we offer, our Implementation Team will provide you support in the following areas:

- Service configuration and setting up service preferences
- User logins
- Spreadsheet integrations and file mapping
- Notification setup and configuration
- Technical support for direct integrations
- Testing and Go Live support
- User training (for example: Customer Services)

### Useful Links:

**Web Despatch:**  
[despatch.whistl.co.uk](https://despatch.whistl.co.uk)

**Consumer Tracking Portal:**  
[trackmyitem.whistl.co.uk](https://trackmyitem.whistl.co.uk)

**API Documentation:**  
[www.whistl.co.uk/parcels/apidocumentation](https://www.whistl.co.uk/parcels/apidocumentation)

## Implementation process:

Integrating with Whistl couldn't be simpler and our Implementation team will support you each step of the way:

1

### Kick Off:

Initial technical discussion and consultation

2

### Setup:

Configuration of your account and shipping preferences

3

### Build:

Completion of any build or configuration in your own system

4

### Testing:

Testing and checking your integration and data

5

### Go Live:

Going live with your integration with parcels

## After your integration:

Following your integration, your Whistl Implementation Manager will continue to support you directly for up to one week, at which point you will then be handed over to the care of your dedicated Whistl Internal Account Executive (IAE).

Should you have any problems with your integration or require additional support, your IAE will act as a liaison to our technical teams in confirming your requirements and arranging for our support team to contact you.

Your IAE should always be your first point of call as your Account Manager may be travelling and our Implementation team may be busy with another customer

Reasons why you may require additional support could include:

Maintenance Support		Issues & Problems
• New Services	• New or Changed Integration	• System availability
• New Client IDs	• New Users or Change to Users	• Label printing issues
• Collection Points	• New Department Codes	• API not accessible
• Change in Contracted Services	• New File Mapping	• Unknown error message
• Carrier Exclusions	• New or Updated Email Notifications	

Upon receipt, we will endeavour to resolve maintenance requests within three working days. We will aim to provide you a reasonable resolution for issues and problems within 24hrs, based on the complexity and type of issue you are experiencing. More information on technical support may be found in our Technical Support information card.