

Dispatch Procedures for timber sales contracts

Application

1. This is version 0.1 of these procedures and where they are referenced in version 0.1 of the terms and conditions of Forestry England's sales contracts for 'Forest Products' and for 'Standing Trees and Other Products to be Harvested', these procedures are incorporated into those terms and conditions.
2. These procedures apply to contracts for the sale of all forestry Products that have been produced by Forestry England and placed in the Stacking Sites for You to remove in accordance with the Contract.
3. Nothing in these procedures can or is intended to change or affect the provisions in the sales Contracts. These procedures set out, for the avoidance of doubt, how certain Contract provisions are to be implemented.
4. "You" (and other terms used in this document) are as defined herein or in the Contract.
5. The standard terms and conditions for timber sales contracts along with these procedures and other incorporated documents and information are held on Forestry England's Contract Documents Webpage at <https://www.forestryengland.uk/timber/contract-documents>

Contractual requirements

6. You must follow these dispatch procedures to get permission to access the Authorised Access Routes and Stacking Sites in order to load Products for removal from Forestry England land.
7. Failure to follow these dispatch procedures will affect the main trading agreement governed by the Contract. As such will be treated by Forestry England as a serious breach of the Contract and will result in a temporary suspension of Your rights under the Sanctions Procedures to access the Stacking Sites and Authorised Access Routes, and may result in termination of the Contract.
8. Suspension of Your rights under the Contract (or termination) in accordance with the terms and conditions, may be applied to any other timber sales contracts You may have with Forestry England where it appears reasonable to do so.
9. Forestry England's Contract is with You and You are fully responsible for Your haulier's or Your customer's compliance with these dispatch procedures.

Timber security

10. These Dispatch Procedures are for trade and timber security purposes. They ensure that the Products are removed in a controlled manner and are paid for correctly. You must not by act or omission frustrate the purpose of these or any other of Forestry England's procedures. To do so will be deemed by Forestry England to be an intent by You not to perform the contract and may lead to termination of the Contract and of any other timber sales contract that You may have with Forestry England. Forestry England will also report such matters to the police if fraud or theft is suspected.

11. Forestry England monitors Your removal of Products using field observation as well as physical and electronic checks made when a haulage vehicle is on or is seen leaving Forestry England Land. Other checks are made using camera images and information about Your notification of intent to remove a Load correlated with Your weighbridge or weight ticket data. Audits of physical documents are used from time to time to confirm that the Weighing Procedures are being followed and that electronic data is accurate.
12. Where You have paid for the Products in advance of removing them (see Forestry England's Measurement Procedures) You must still request a PIN to get permission to enter Forestry England Land with a haulage vehicle, but You will not have to evidence the weight of each Load.

Image recording and CCTV

13. Where cameras are used by Forestry England, the images are recorded for the prevention and detection of crime. The images may also be used for monitoring health and safety compliance. The data controller is the Forestry Commission, which is registered with the Information Commissioner. More information is available by contacting informationrights@forestrycommission.gov.uk

Dispatch Reference Numbers (DRN)

14. Every Load of Products (or other such quantity as may be required) must have a unique DRN assigned to it through the use, by You, of uniquely numbered dispatch notes.
15. Any dispatch note that is assigned to a Load of Products must be pre-registered in Forestry England's systems before use. The method for pre-registration of Your DRNs in Forestry England's systems is described in **Appendix 1**.
16. Where You are provided with books of dispatch notes issued by Forestry England these will be pre-registered when You receive them.

Permission Identification Number (PIN)

17. Forestry England's Dispatch Procedures require You to request permission to enter Forestry England land with a haulage vehicle (with or without a crane or a trailer) to move and /or load specified Products and to remove them. In response to Your request, Forestry England will either;
 - to issue a PIN or;
 - tell You if there is an error in Your request or;
 - tell You that the Contract You have requested permission for is suspended and will not issue a PIN.
18. The PIN is proof that You have been given permission to enter Forestry England land to load the vehicle specified in Your request. If You cannot get a PIN for any reason You do not have any permission to enter Forestry England land with a haulage vehicle.
19. A PIN is not transferable and may be used only once. Each PIN has a default time window of 4 hours starting from the time Your PIN request is made and the vehicle must be loaded and removed from Forestry England Land during the PIN window. The PIN window may be changed at Forestry England's discretion, and You will be informed of this in writing.
20. If Forestry England staff observe You on, or just leaving, Forestry England Land and You are loading or have just loaded without a valid PIN, You will be required to unload the Products safely onto the Stacking Site they were taken from and Your haulage vehicle must leave Forestry England Land. You may request a PIN once You have left Forestry England Land and then You may return to remove the Load. The Sanctions Procedures will also apply.

21. To enter Forestry England land with a crane-equipped vehicle to load a parked trailer with Products and leave it for later removal, You must specifically request an 'L' PIN.
22. The method for obtaining a PIN or an 'L' PIN are set out in **Appendix 2** of these Dispatch Procedures.

Access Codes

23. When You request a PIN in accordance with **Appendix 2** of these Dispatch Procedures, You will need to include the correct Access Code to link the Contract and the correct Products to the DRN and PIN. The Access Code(s) for the Products linked to Your Contract will be notified to You in writing by Forestry England before the removal of Products commences, or when a new Access Codes are generated for administrative and security reasons.
24. You must ensure that Your drivers have the correct and most recent Access Codes otherwise they will not be able to obtain a PIN to get permission to enter Forestry England land with a haulage vehicle to remove Products.
25. Access Codes are linked to different types of PIN that give permission for various activities under certain circumstances (such as loading parked trailers) or removing Products already paid for. See **Appendix 2** for details. You must use the correct Access Code to avoid errors in financial transactions.

Haulage Vehicle Pre-registration

26. Each haulage vehicle that You use to remove the Products must be pre-registered with Forestry England along with a mobile phone number assigned uniquely to the vehicle. The phone number links the vehicle to the PIN request.
27. To register a vehicle along with its driver and mobile phone, You must notify the Forestry England forest district office that is managing Your contract (as per point 35 of these Dispatch Procedures) of the required changes. You may also notify Forestry England in writing (email) at operationsadmin@forestryengland.uk
28. If the vehicle, the driver or the assigned phone number changes permanently then You must update the registration accordingly using the same method as in point 27.

Vehicle working for multiple hauliers

29. A vehicle (with its associated driver and phone) can be registered with Forestry England more than once if they Sub-contract to more than one haulier. If this is the case, the PIN request must have the correct haulier number included as per **Appendix 2**.

Split Loads

30. A "Split Load" is a Load that comprises Products with different Access Codes.
31. If You decide to create a Split Load, You must keep the Products with different Access Codes separated on the vehicle and treat each Access Code as separate Loads. You must assign a different DRN to each different Access Code and request a PIN for each DRN. You must weigh the Products separately and provide a Weight Ticket Weight for each DRN.
32. Provided the weighings are in accordance with the [Weighing Procedures](#), the net weight of each Access Code within a Split Load may be calculated as differences between gross weights, part load weights and tare weights.

Breaches & Sanctions

33. If You fail to follow these Dispatch Procedures in any respect, the security of the Products is at risk and You may be in breach of the Contract. Forestry England will monitor Your performance of these Dispatch Procedures and will apply their Sanctions Procedures which may result in a temporary suspension of Your rights under the Contract to access the authorised Access Routes and Stacking Sites to remove the Products.
34. If the Sanctions Procedures fail to prevent repeated breaches of these Dispatch Procedures Forestry England may, in accordance with the Contract, move to terminate the Contract.

Forestry England Contacts

35. The Forestry England forest district office that is managing Your contract will be set out in the Lot Information and Conditions. The National and District office contact details can be viewed here <https://www.forestryengland.uk/article/our-offices>
36. All local contact details for individual staff are available directly from Your Forestry England Contract Manager as detailed in the Lot Information and Conditions.
37. Support for using Forestry England's dispatch systems and methods can be obtained from national operations staff. You can also email that team at operationsadmin@forestryengland.uk

END

Appendix 1 of Dispatch Procedures V0.1

Pre-registration of Your Dispatch Reference Numbers (DRN)

1. You may only use DRNs that have been pre-registered with Forestry England to remove Products from Forestry England Land. Books of dispatch notes issued by Forestry England for Your use will already have the DRNs registered.
2. You must notify Forestry England in writing (email) at operationsadmin@forestryengland.uk of Your need to pre-register more DRNs. You may also write to Forestry England at their principal place of business notified in the Contract, but if You do this You must allow sufficient time for the post to arrive. Dispatch Note books issued by Forestry England for Your use are already registered when You receive them.
3. In Your notification You must specify a range of unique DRNs that You intend to use to remove Products from Forestry England Land.
4. You may not re-use DRNs that have been used in the past. When You next print Your books of dispatch notes intended to be used for removing Products from Forestry England Land, they must not overlap with any past DRN range, or re-start any DRN sequence that has already been registered and /or used.
5. Forestry England may ask You for any clarifications, and when You have provided such further information, Forestry England will then register the specified DRN range against Your customer profile in the dispatch systems and will notify You when the registration has been done.
6. Forestry England will endeavour to register Your DRNs within 2 Business Days of receiving Your notification (or any subsequent clarification). The DRNs may be used the Business Day following the day of registration by Forestry England.
7. You may use the registered DRNs on any timber sales contract that You may have with Forestry England.
8. You may use the registered DRNS for other purposes not connected with Your Contract with Forestry England, provided any used DRNS are not re-used to remove Products from Forestry England Land.

END

Appendix 2 of Dispatch Procedures V0.1

Obtaining a Permission Identification Number (PIN)

1. It is Your responsibility to ensure You have an adequate phone signal (or internet connection) to obtain a PIN before entering Forestry England Land with a haulage vehicle to load or remove Products.
2. You must use a pre-registered haulage vehicle to remove the Products along with the associated mobile phone, to request a PIN.
3. You must have the correct Access Code that Forestry England previously notified to You, and a unique, unused, pre-registered DRN to assign to the Load.
4. You should retain Your PIN and write it on the DRN paperwork.

Method 1

5. SMS Messaging
 - Send a text to 07481 359 372 in this format - **Access_Code**[space]**DRN** (e.g. **1234 987654**)
 - If the vehicle works for more than one haulier, the message must have the correct haulier number appended. See point 13 of this **Appendix 2** for details.
 - Your PIN will be sent by return SMS text, normally within 30 seconds.
 - If You get a message that the contract is paused, You do not have permission to enter Forestry England Land with a haulage vehicle at that time and You must not do so.
 - If no PIN (and no other message) is received within 5 minutes, try Method 2.

Method 2

6. Interactive Voice service
 - Call the Interactive Voice line on 07481 359 372
 - When prompted, use the phone keypad to enter **Access_Code#** and when prompted **DRN#** (e.g. **1234#** then **987654#**)
 - Your PIN will be relayed to You.
 - If the messaging or PIN systems cannot validate the PIN request, you will hear the reason for this. Without a valid PIN You will not have permission to enter Forestry England Land with a haulage vehicle.

Method 3

7. Online PIN Portal
 - This Method 3 is intended for use by office-based haulage /logistics managers to request PINs for Your drivers and have them sent directly to the registered vehicle's associated phone. Method 3 essentially replaces the need to use Methods 1 or 2 and allows PIN requests to be centralised within Your business to reduce errors.
 - See **Appendix 3** of the Dispatch Procedures for details on how to register for, and use, the online portal.

If no method is available to You

8. You should report system faults to Forestry England immediately. You can also call the service provider (Justphone) directly on 08707 706968 to report faults.
9. In normal office hours usually 08:00 to 16:00 on Business Days You should call the relevant Forestry England district office to obtain a PIN.
10. Outside normal office hours You must call the relevant Forestry England district office and leave a voicemail listing the date and time of uplift, DRN, customer name, and Access Code.
11. If You cannot obtain a PIN or do not leave a message as per point 10 of this **Appendix 2**, You do not have permission to enter Forestry England land with a haulage vehicle to remove the Products.

If an error message is returned

12. If either Method 1 of Method 2 returns an error message You do not have permission to enter Forestry England Land with a haulage vehicle to remove Products.
 - 'Invalid DRN' This means the system does not recognise the DRN You have tried to use. If You have mistyped Your DRN You should try again. If the DRN has not been pre-registered for use You must call the relevant Forestry England district office during normal office hours to proceed.
 - 'Invalid Access Code' This means that the system does not recognise the Access Code You have tried to use, or You have tried to use an old and out of date Access Code. If You have mistyped or used an incorrect Access Code You should try again. Otherwise You must call the relevant Forestry England district office during normal office hours to proceed.
 - 'DRN already used' This means the DRN has already been assigned to a previous Load. You should try again with a different DRN.
 - 'Do Not Uplift' This means that the removal of Products under the Contract is suspended, and the Access Code has been disabled. You must call the relevant Forestry England district office during normal office hours to proceed.

Vehicle working for multiple hauliers

13. Where a vehicle is registered more than once because it works for more than one haulier, the PIN request must also contain the relevant haulier number using the following formats -
 - Method 1 **Access_Code**[space]**DRN**[space]**Haulier_Number**
(e.g. 1234 987654 567)
 - Method 2 At prompt enter **Access_Code#** then **DRN#** then **Haulier_Number#**
(e.g. 1234# then 987654# then 567#)

'S' PIN for removal of measured Products and stacks

14. Where in accordance with the Contract (and the incorporated Weighing Procedures and Measuring Procedures), Forestry England has measured a stack or other quantity of Products that were to be sold by weight, Forestry England will create a specific stock line on the Contract and generate an Access Code for those measured Products. Forestry England will notify You of that Access Code in writing.
15. You must request a PIN (using Method 1, 2, or 3) and the Access Code will return a PIN prefixed with S. This gives You permission to enter Forestry England Land with a haulage vehicle to remove Products from the measured 'stack' only, and the Load need not be weighed.

16. You must take care to avoid PIN and Access Code errors that could result in You weighing and paying again for the measured material, or not weighing material that should be.

'X' PIN for removal of Products from a Lump Sum Sale contract

17. Where the sale of standing trees, other products to be harvested or forest products has been made on a Lump Sum basis (as defined in the Contract), and You request a PIN (using Method 1, 2, or 3) the Access Code will return a PIN prefixed with X. This gives You permission to enter Forestry England Land with a haulage vehicle to remove Products under the Lump Sum sale contract only, and the Load need not be weighed.

Changes after a PIN has been issued

18. If You cannot use the PIN as You intended when You originally requested it, the PIN cannot be transferred to a different Load and You do not have permission to enter Forestry England Land with a haulage vehicle to remove Products.
19. If Your PIN window expires before You remove the Products, or You decide not to remove the Products as planned, or You divert to remove a different Load You will not have permission to enter Forestry England Land with a haulage vehicle to remove the Products. You must follow points 9, 10 and 11 of this **Appendix 2**. Forestry England will issue You with a new PIN and time window against the original DRN as soon as is practicable.
20. If You need to cancel a PIN after it is issued You must call the relevant Forestry England district office during normal office hours usually 08:00 to 16:00 on Business Days. You will be required to give a valid reason for cancelling the PIN. If a cancelled PIN is later used to remove Products and the Load was not subsequently recorded / declared and paid for, point 10 of the Dispatch Procedures will apply.

Extended functions for Method 1 only

'L' PIN for pre-loading a parked trailer

21. For Method 1 only.
22. An L PIN gives a crane vehicle permission to enter Forestry England Land to move Products around on the Stacking Sites and Authorised Access Routes in order to pre-load a trailer which is parked up nearby. An L PIN may be used to pre-load more than one parked trailer at a time.
23. An L PIN does not give You permission to remove any Products from Forestry England Land. If the trailer to be loaded remains hitched to a lorry unit, ready to be removed after loading, You should not use an L PIN. That vehicle must obtain its own PIN using another DRN (under Method 1, 2 or 3) before entering Forestry England land.
24. Using Method 1 only, send the text message as **Access_Code**[space]**DRN**[space]**L** (e.g. **1234 987654 L** (or **1234 987654 567 L** to include the haulier number as well)). The returned PIN will be a number prefixed with L
25. When the trailer (or trailers) is loaded, the L PIN expires but the DRN remains unused as no Products have yet been removed. You must request another normal PIN (using Method 1 only) to get permission to then load and remove Products using the crane vehicle that has pre-loaded the parked trailer(s). When You request that PIN You should use the same DRN that was used to request the L PIN (e.g. **1234 987654** (or **1234 987654 567**)).
26. When a pre-loaded trailer is due to be removed, You obtain a PIN using a new DRN (using Method 1, 2 or 3) before entering Forestry England land to collect the trailer.

Multiple PINs in one request

27. For Method 1 only
28. Where the destination for the timber is close to the Stacking Sites allowing for it is possible to request several PINs for sequential DRNs in one text message, and to set the PIN window for them. You must not try to request multiple L PINs. One L PIN will allow You to load more than one trailer at a time.
29. **Access_Code**[space]**DRN*Number_of_PINs** will return PINs for sequential DRNs separated by the default PIN window period (usually 4 hours). As examples;
 - **1234 987654*3** will return three PINs for DRNs 987654, 987655 and 987656. Each will have a four-hour window starting sequentially, i.e. the first will start when You request the PINs, the second will start 4 hours later and the third will start 8 hours later.
 - Use format **1234 987654 567*3** to include the Haulier number in Your multiple PIN request.
 - Use ***2** for two PINs. ***4** for four PINs, etc.

Multiple PINs in one request with specific time window

30. For Method 1 only
31. **Access_Code**[space]**DRN*Number_of_PINs*Number_of_Minutes** will return PINs for sequential DRNs separated by the specified number of minutes. As examples;
 - **1234 987654*2*45** will return two PINs for DRNs 987654 and 987655. Each will have a 45-minute window starting sequentially, i.e. the first will start when You request the PINs, the second will start 45 minutes later.
 - Use format **1234 987654 567*2*45** to include the Haulier number in Your multiple PIN request
 - Use ***120** for two-hour windows, ***180** for three-hour windows, etc.

END

Appendix 3 of Dispatch Procedures V0.1

User guide for the Online PIN Portal

1. To get a Username for the online Portal, email operationsadmin@forestryengland.uk with Your request and contact details. Forestry England will contact You and endeavour to arrange a Username (based on Your email address) within 5 Business Days of Your request.
2. You must enable the 'Java Script' add-in in Your internet browser software.
3. Go to <https://fcportal.justfone.info/fbtest> to log in.

Resetting Your password

4. Once logged in You can reset Your password at any time from the Login menu button (top-right of screen). Complete the 'New Password' field and the 'Confirm Password' field and click on 'Change Password'. You will see a success message. Click on 'Continue' to close the dialogue box. You will receive an email confirming the change.

Create the dispatch record

5. Once You have logged in the New Dispatch screen will open. If it does not, click the 'Form' button on the menu bar at the top of the screen.
6. A dispatch record can be created up to 24 hours ahead of the time that You expect to enter Forestry England Land to remove Products. Where a weekend or bank holiday is involved a dispatch can be created for the next Business Day (i.e. more than 24 hours ahead).
7. A dispatch record cannot be created retrospectively.
8. Enter the details required. Fields will normally self-complete as You type.
 - Haulier name (if not already visible).
 - Access Code.
 - Valid DRN.
 - Vehicle Registration number (this links to the registered mobile phone number and driver).
 - Date and Time (click on the Calendar icon) The time You choose is when the PIN Window will start. Ensure the time is sufficiently accurate to avoid a breach of the Dispatch Procedures.
 - Click on the 'Submit Dispatch' button.
9. If the data is validated, a dialogue box will open showing the details of the dispatch requested. If they are not correct click 'Cancel' then check the details and re-submit. If they are correct click 'Yes, Process Dispatch'.
10. The next dialogue box will show the text message that has been sent directly to the mobile phone associated with the vehicle.
11. To create another dispatch, click the 'Form' button on the menu bar.

'Tree' button on menu bar

12. This provides an option to enter the above dispatch details by using a decision tree to select the correct data for the dispatch. Use the '>' icons beside each choice to expand each level of information. Finish with selecting the correct Vehicle Registration Number.
13. Click on the 'Submit Dispatch' button.
14. If the data is not validated an error message will be displayed. Click 'Cancel' then retry.

'History' button on menu bar

15. This shows the previous 6 weeks' dispatches for the selected Haulier in a table.
16. The table rows can be sorted using the arrow icons in the table header row and the whole table can be searched (filtered) using the 'Search' box at the top-right of the screen.

END