



Customer Guidance

Before you uplift timber you must contact the WHaM despatch desk in Aberystwyth to obtain a PIN for your load(s). You will be asked for the following pieces of information:

1. **Who you are and who you are uplifting for** - Haulier / Driver / Customer).
2. **Despatch Reference Number (DRN)** – If you, the haulier, are using the customer’s own book, or has ownership of a NRW U3b book, you will need to quote the DRN being used.
3. **Contract number** – To be written on the conveyance note.
4. **Product type, and species being uplifted** – To be written on the conveyance note.
5. **Time and location of intended uplift** – Please quote the job/coupe number of the site you’ll be going to.
6. **You will then be issued with a 4-digit PIN** – To be written on the conveyance note.

At the point of uplift before loading, you must record the following information on the conveyance note:

1. **The date and time you started uplifting the produce.**

At the point of uplift after loading, you must record the following information on the conveyance note:

2. **Gross vehicle weight as recorded from your on-board weighing device.**

The WHaM despatch desk is open from 08:00 to 17:00 Monday to Thursday and 08:00 to 16:30 on Friday. The despatch hotline is 0300 065 4000. For those customers on Mobile Despatch, PINS can be obtained outside these hours by dialling 07481 344921 for Text requests and 0292 0101503 for voice requests. If Mobile Despatch is unavailable, please ring the Emergency Mobile Despatch Line 07896 995905 and leave a message with the details of the uplift.

Contracts identified as ‘high risk’ will be manual PINs only.

- You must obtain a PIN before entering a forest for the purpose of loading timber.

- If you have not obtained a PIN, you will not be permitted to load or remove timber from any forest.

NO PIN = NO LOAD

- You can book PINs up to 24 hours in advance of loading, but the PIN will only have an active life of 4 hours (or less in certain circumstances). This means that you the haulier or the customer must advise us of the approximate time of uplift when booking the PIN. Where this changes due to unforeseen circumstances, you must inform the dispatch desk.
- The PIN window is the period of time allowed to enter the forest and uplift the timber. There is no requirement to deliver a load to the mill within the PIN window.
- On public holidays, arrangements will be made to book PINs in advance of the 24-hour time frame in conjunction with the Emergency Mobile Despatch Line.
- If a PIN has expired during normal working hours, you, the haulier or the customer must contact the dispatch desk to obtain a new PIN. You will not be permitted to uplift timber from a Natural Resources Wales site with an expired PIN. NRW will view a failure to follow this procedure as taking timber without permission.
- If you have a valid PIN, but are diverted to collect a different load, you must contact the dispatch desk to obtain a new PIN. Outside normal working hours you must contact the Emergency Mobile Despatch Line.
- Where you, the haulier, have a valid DRN and PIN which is subsequently not used, you must contact the dispatch desk citing the reasons so that the DRN can be cancelled (once cancelled it cannot be reused). If you do not NRW will assume the load has been uplifted and invoice the customer for the load.
- You must at all times, in conjunction with the PIN, use a NRW issued U3b or customer's own conveyance note.

These procedures are designed to speed up the issuing of PINs. Please remember that Natural Resources Wales will undertake random checks in the forest (both in person and via security cameras) and loads found without a valid PIN will be regarded as attempted theft. You will be requested to return to site and unload. You will not be permitted to uplift any further produce until a decision has been made by the relevant WHaM staff.

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