

PDA enhancements - Red X alert

November 2018

Intended audience: mail centre receptions, enquiry office colleagues and collection drivers

Managers' brief

Introduction

We sometimes need Operations to remove customers' mail from the pipeline where there is a risk of non-payment or due to contractual obligations so that it can be checked by Revenue Protection.

The operational process is known as Red X because suspected unpaid mail or contractual mail is placed in bags marked with a Red X bag label.

We're phasing out paper requests for Red X customers to sample and have enhanced the PDAs to identify Red X-ed customers when posting documentation barcodes are scanned - look out for the RED barcodes and auto RED X-ed message.

We have seen a sharp decline in the handover of RED X mail to Revenue Protection since the enhancements were introduced. We need your help to put this right.

Overview

We must scan **all** PPI posting documentation barcodes when we accept account customers' mail.

When the barcode of posting documentation is scanned from a customer required by Revenue Protection for sampling, the PDA produces an '**Auto Red X alert**' and the barcode turns red.

However, this message is not always being actioned and customers' mail required by Revenue Protection for sampling is not being Red X-ed. And as a result it is being lost in the pipeline.



Actions

In order to ensure that we Red X all mail required by Revenue Protection for sampling, there are a number of things colleagues collecting or receiving PPI account mail need to do:

- The user must log into the PDA daily to receive the RED X file.
- PDAs must be online and cradled.
- Collection routes and RED X files must be uploaded to the PDA prior to leaving the premises where there is a good WiFi signal. This ensures that the file is fully uploaded. We are seeing out-of-date Red X files being

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used, which indicates that the current day's file has not been uploaded successfully. Look out for this.

- Red X labels and P6587 cards, obtained from Swindon stores, must be taken on PPI collections.
- All barcodes on PPI posting documents must be scanned and the documentation checked for accuracy.
- All mail must be Red X-ed when instructed by the PDA, ensuring that the posting documentation remains with the posting and is handed over to Revenue Protection or placed in the Red X york.
- All PPI documentation must be sent to Revenue Protection.
- For **Business Collections**, PPI mail presented by customers without posting documentation **must be politely refused** and a P6587 card completed for the customer. Then advise your line manager to avoid a potential bulk out on the following day
- PPI Mail presented by **Post Office @ branches** without posting documentation **must be accepted as POL** is an agent of Royal Mail Group, route the mail to Revenue Protection as instructed by the PDA.

In addition:

- Red X anything suspicious by selecting 'manual Red X' on the PDA and send to the Revenue Protection team to investigate.
- Report any suspicious behaviour to the Speak Up helpline on 0800 097 1131 or online at intouchfeedback.com/royalmail

Running the session

Please reinforce to colleagues that the above actions are critical when it comes to ensuring that we protect our revenue.

The PDA is an integral tool to prevent customers accessing our network without paying for the mail

For any further queries, please contact Lisa Street (lisa.street@royalmail.com, 07711 151106) or Gina Thurman (gina.thurman@royalmail.com, 07753 462159).