

RM/CWU - Covid-19 Priority Post box Test Kit Collection Frequently Asked Questions

Introduction

Royal Mail Group and the CWU are proud to be playing a key role in the delivery and return of Covid-19 test kits for the country. This is a vital part of the national effort to combat the coronavirus.

The Government has chosen Royal Mail and its unparalleled nationwide network to lead as the Prime Supplier on several products, including a 'Priority Post box Collection Service'. These are provided by Royal Mail to collect test samples from priority postboxes and return to the testing laboratories, via Mail Centres or Collection Hub utilising the Tracked 24 Return product.

Please see the below frequently asked questions to assist you:

CATEGORY	QUESTION	ANSWER
Equipment	How do I ensure a supply of green bags?	Green bags are available from your parent mail centre.
Test Kits	What should we do with test kits returned in packaging which won't fit in polybag?	Customers are instructed to use the packaging provided. However, if this does happen then (ensuring you are wearing gloves) put the test kit into a separate spare mail sack and bring it to the attention of a manager once back at your office/mail centre. The manager should then ensure the item is sealed into a large 'damaged item' bag and the test kit can now be processed.
Test Kits	What should we do if test kits are returned with the vial visible but there is a lilac label on it?	Whilst the item should be returned in the specified packaging, alternative packaging can be accepted if the entire package can be sealed within the polythene bag.
Test Kits	What should we do if test kits are returned without a label on it?	Whilst the item should be returned in the specified packaging, alternative packaging can be accepted if the entire package can be sealed within the polythene bag. If the poster has omitted to place an address label on a pack, or it becomes detached, it must be labelled as follows and once at the MC placed into the NDC York for this selection: Biocentre Frontline Returns National Distribution Centre XX40 4FL

		UNDER NO CIRCUMSTANCES must kits without labels be forwarded to the National Returns Centre.
Operational Procedure	What do I do if I find a test kit in a non-priority postbox?	Customers are instructed to only post into priority post boxes and are provided with a list of their locations. However, items may enter the pipeline through other non-priority postboxes. We must move these items through the pipeline in line with the key principles.
Operational Procedure	What do I do if I find an out of course item (e.g. at Atherstone PSC)?	The item must be forwarded at once to the address on the item, calling CPC for advice if required.
Operational Procedure	What should I do if I come across a Covid 19 test kit in a postbox on a Sunday/Bank Holiday?	Customers are instructed to only post into priority post boxes Monday to Saturday. However, items may enter the pipeline on a Sunday. We must move these items through the pipeline in line with the key principles.
Operational Procedure	What do I do if I suspect an item is a Covid 19 test kit which is not using the correct product?	If you suspect an item is not using the correct product, take a photo of the front and back of the envelope - we must be able to read the licence number (where applicable) and address so we can identify the customer. Email your photo to rm-biosample@clientmail.uk.com
Safety	What do I do if I come across a damaged item?	<p>If there is minor damage to the outer packaging with no obvious leakage to the COVID-19 kit over bag as usual and place with undamaged kits.</p> <ul style="list-style-type: none"> • If a sample container is found after the collection box has been cleared, and there is no leakage, over bag and place with other COVID-19 kits. • If there is significant damage and a COVID-19 kit is found to be leaking, close the box and immediately notify your line manager. <p>Please refer to the SSOW for more detailed information found on the Sharepoint: https://portal.royalmailgroup.com/sites/A1808/Antigen/Forms/AllItems.aspx</p>
Processing	In a Mail Centre, what do I do if I come across a Covid 19	The item must be forwarded at once to the address on the item as the items are time critical.

	Test Kit mixed in with other mail?	
Safety	What do I do if there are any safety issues concerning the processing of Covid 19 Test Kits?	Please call CPC 0345 266 1060
Operational Procedure	What equipment do all roles undertaking collection activities require?	You must ensure the following items are always with you when collecting from any postbox (priority or non-priority) <ul style="list-style-type: none"> • Self-seal polythene bags • Green mail bags • PDA & spare battery • Hand sanitiser • Gloves – personal preference • Waste bag - for safe disposal of gloves
Operating Procedure	How do I order Polythene bags?	A requisition form needs to be downloaded and sent off to uniform@royalmail.com. Details can be found on the Sharepoint- Returns-24-Covid19-Test-Packs.aspx">https://intranet.royalmailgroup.com/OperationsModernisation/Pages/Tracked>Returns-24-Covid19-Test-Packs.aspx
Operating Procedure	What do I do if I arrive at the MC and there is no-one present to perform the handover?	You must report this to the nearest Work Area Manager, stating that the kits must be handed over directly to the Tracked Work Area Manager (or designated alternative).
Operating Procedure	Are items to be kept separate?	Yes- these items must not be mixed with any other items.
Operating Procedure	Will there be specific bag and york labels?	Yes- these are provided by Jim Lawrence. Please contact your label duty (addressograph) at your parent MC
Supplies	When we order boxes of polythene bags, we only receive 2 x 2000 at a time. Can the order volume be reviewed?	At this moment in time, 4000 polybags should be enough, although we recommend you order additional volumes in advance of running out and we are monitoring central stock levels. MCs can order 10 x boxes at a time
Safety	Have we got SOPs and SSOWs in place?	Yes, all documents are linked from the Sharepoint:

		https://portal.royalmailgroup.com/sites/A1808/Antigen/Forms/AllItems.aspx
Deployment	Where do I find any documentation I need?	Please refer to the Sharepoint- https://portal.royalmailgroup.com/sites/A1808/Antigen/Forms/AllItems.aspx
Deployment	Do the items need to be scanned on the collection route?	No, they will be CSP scanned once they arrive back at the Delivery Office. For routes that run directly into Mail Centres, there is no need to perform this scan and the item's first scan will be at the Outward Mail Centre.
Deployment	Can I consolidate into another unit to get the mail to the MC?	Yes, this must be agreed with your deployment lead in advance
Deployment	If the customer presents the items in alternative packaging, what should I do?	Whilst the item should be returned in the specified packaging, alternative packaging can be accepted if the entire package can be sealed within the polythene bag and the item has a barcode on it.
Test kits	Are home collections ceasing now that the postbox channel is relaunching?	Home collection remains a vital channel for some of the population (e.g. vulnerable/shielding) and the NHS are keen to continue.
Quality	How will performance of postbox collections be monitored?	All performance will be managed as BAU so all the same reports will be used. There will be an additional report produced on Redlands and details of this will be shared.
Test Kits	Are the kits for Northern Ireland going to be for the Northern Ireland lab?	Yes – This is the plan.
Quality	Will Mail Centres have to monitor box clearance as they do now?	Yes – As part of BAU.
Operating Procedure	Can CSP Acceptance scans be done while out collecting?	Yes – Providing the scan is undertaken.

The above frequently asked questions will be reviewed and further versions circulated as and when there are any updates.