

No. 671/2018

28th November 2018

For the Immediate Attention of All:

Postal Branches
Divisional Representatives
Area Processing Representatives
Area Distribution Representatives
Area Delivery Representatives
Area Admin Representatives

Dear Colleagues

REVENUE PROTECTION – RED X PROCESS

Discussions have been taking place with the business on a cross departmental basis with the aim of strengthening our National Strategic Involvement relationship with the Revenue Protection (RP) function and to provide a more detailed understanding of the work that is performed.

Colleagues will be aware that the RP function has a valuable role to play in ensuring that Royal Mail receives the correct payment for all mail that is posted. However, for this role to be performed successfully and professionally it requires all employees to be vigilant and follow the correct process in relation to scanning PPI posting documentation consistently and handing over all RED X'd PPI mail to Revenue Protection for sampling.

The business have informed us that they are phasing out paper requests for Red X mail and have enhanced the PDAs to identify Red X'd customers when posting documentation barcodes are scanned. However, since these enhancements have been introduced RP have seen a sharp decline in the handover of Red X mail which clearly has financial implications for the business, as such they have informed the CWU that they intend to run a campaign in the near future to highlight the process that should be followed.

In order to facilitate this, a slot has been secured by RP on Royal Mail TV and they have also issued a WTLL brief (copy attached). To assist with this campaign RP have asked for the CWU's support and assistance, to ensure that the message reaches the widest possible audience.

There can be no doubt that from a revenue perspective it is crucial that the company receives payment for every item that is processed. It is also recognised that this initiative builds on from the work we have jointly undertaken previously in regards to the Mandatory Paperwork for Collections enhancements and is therefore considered to be of mutual interest in protecting the jobs and terms & conditions of our members.

We are therefore seeking the assistance of Branches and representatives in ensuring that our members are made aware of the activity that is taking place and that colleagues are encouraged to follow the correct process.

Any enquiries in relation to this LTB should be addressed to:

Processing/Distribution: Davie Robertson, Assistant Secretary, email: dwyatt@cwu.org or shayman@cwu.org quoting reference 702.02.

C&CH: Andy Furey, Assistant Secretary, email: lsheridan@cwu.org quoting reference 3000.

Deliveries: Mark Baulch, Assistant Secretary, email: outdoorsecretary@cwu.org quoting reference 532.

Yours sincerely



Davie Robertson
Assistant Secretary



Andy Furey
Assistant Secretary



Mark Baulch
Assistant Secretary