

Before starting: Your Line Manager is responsible for ensuring that you have completed the appropriate training before carrying out this procedure. Ensure you are familiar with the appropriate Risk Assessments, Safe Systems of Work or Safe Working Instructions for this operation. All Royal Mail Employees have a responsibility to protect and secure mails, whilst in the pipeline. Ensure RM Photo ID is worn at all times when on Royal Mail premises.

Process and Scan Tracked Returns 24 Covid19 Test Packs - As an extra added precaution to keep you safe, these Special Procedures are for the Inward Processing Operation

Step 1



PLEASE NOTE: The Government published advice to businesses on gov.uk on Tuesday 25th February, available here. It states that "there is no perceived increase in risk for handling post"

The World Health Organisation has also advised that coronaviruses do not survive long on objects, such as letters or packages

- Tracked Returns 24 Covid19 Test Packs Items may only be processed in the Manual Tracked processing area. They must **NOT** be processed using automation equipment
- Transfer Tracked Returns 24 Covid19 Test Packs to the RM Tracked area for processing upon receipt
 - A red-sleeved York must be set up at the bullring specifically for this customer

Step 2

PLEASE NOTE: Tracked Returns 24 Covid19 Test Packs should not receive an Inward MC "Acceptance scan" or a Delivery "Ready for Delivery" scan

Log on to PDA in Delivery Mode



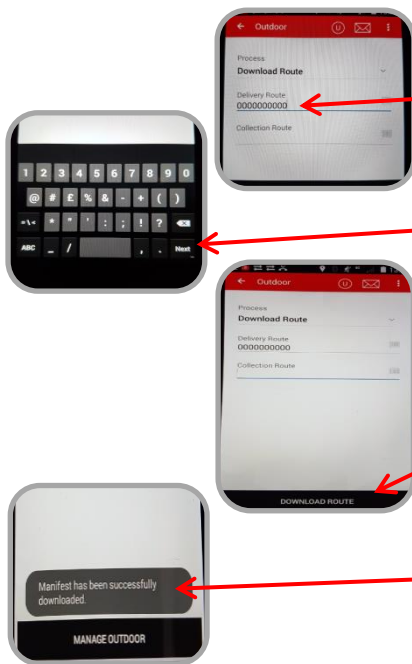
- Tap in the USER ID box, this opens the onscreen keypad
- Use the onscreen keyboard to enter your personal USER ID. You can also do this by scanning the barcode on your ID card
- Remember to use a full stop between first name and surname
 - Tap on the 'Pin' box to display the number keypad
 - Enter your 4 digit number and press 'LOGIN'
- Select the appropriate location and press 'CONTINUE'
 - Choose the 'OUTDOOR' option
- REMEMBER, your login details are unique to you and should not be shared with anyone

Coronavirus - Special Procedure



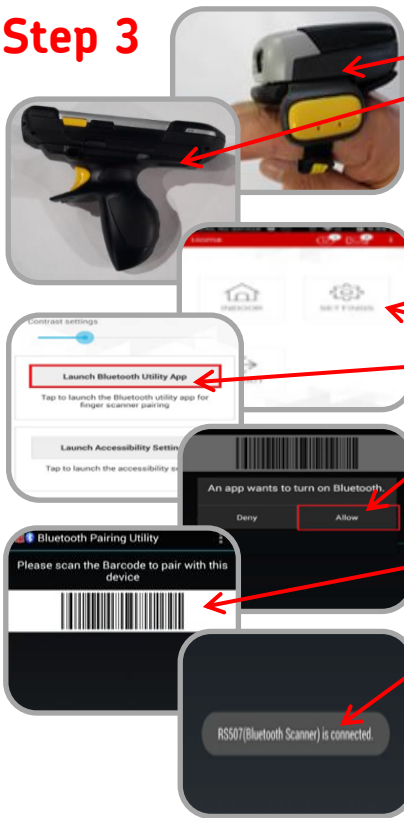
Operations Standards

Step 2 cont.




- The DOWNLOAD ROUTE screen appears
 - Tap the delivery route field for the on screen keypad to appear
 - Enter 10 zeros into the 'Delivery Route' field
 - Press 'Next' on the keypad
 - Tap 'DOWNLOAD ROUTE'
- Message 'Manifest has been successfully downloaded' appears for approx. 3 seconds
 - The PDA is now ready to scan items

Step 3



PLEASE NOTE: For H&S reason; should the PDA scanning time be more than 15 minutes of continuous use; a Finger Scanner should be used. Alternatively, a "pistol grip" type attachment should be affixed to the PDA device and used during the scanning procedure

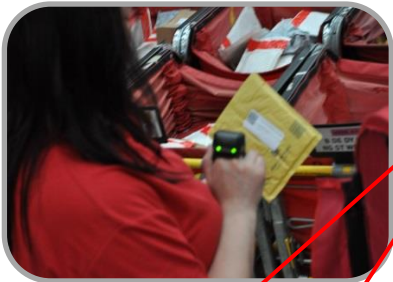
Pair devices: The Finger Scanner connects to the PDA via a Bluetooth connection. You must connect the devices before undertaking scanning activities

- From the HOME MENU select SETTINGS
- Select LAUNCH BLUETOOTH UTILITY APP
- The BLUETOOTH PAIRING UTILITY screen will appear. If on opening the screen you get a warning message 'An app wants to turn on Bluetooth', tap ALLOW
- Scan the barcode on screen with the Finger Scanner
- Once connected you will hear a beep and a confirmation message will appear on screen
- Click BACK  on the PDA device until you are returned to the HOME MENU



Operations Standards

Step 4



Scan items

- For delivery to high volume Tracked Returns Enhanced recipients (over 250 items), barcoded items should be broken down in to batches of a maximum of 250 items
- Scan the 2D barcode on the labels
- If that fails, or there is no 2D barcode, if present the 1D (linear) barcode should be scanned
- If a barcode will not scan, select the 'Add' button on the PDA and enter the Royal Mail 1D barcode number manually using the keypad
- The device will list all the items you have scanned
- The delivery status will default to 'Deliver to Customer'
 - Select 'SUBMIT'
- Check the PDA's to confirm no scans are left unscanned
- The first batch of Tracked Returns Enhanced items is now ready for delivery
- This procedure must then be repeated for all subsequent batches until all Tracked Returns Enhanced items have been made ready for delivery
- Place Yorks of scanned mail in the defined handover point for the driver to take to the customer. Ensure no unscanned mail is placed here

Step 5



- If items are found with outer packaging torn or broken, put on latex-free impermeable gloves (these can be found in the First Aid Box)
 - Use a damaged mail bag to pick the item up
 - Pull bag over hand inside-out
 - Pick up item with bagged hand
 - Pull the rest of the bag over the item with free hand and seal the bag
 - Immediately, wash your hands thoroughly
 - The item can then be safely processed
- If there is significant damage, contamination or leakage stop immediately and alert your manager and refer to mail handling standards for further instruction



CV3, Process and Scan Tracked Returns 24
 Covid19 Test Packs – Owner Quality & Customer
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