

Overview

You have been providing us with suggestions to improve how we can reduce customer complaints, especially items where there has been a denial of receipt. Currently when this occurs our Customer Experience team will provide the GPS Delivery Coordinates data for the item, a few DOMs have access to this data too.

The GPS Delivery Coordinates data is generated when the delivered' scan is completed on the PDA. GPS Delivery Coordinates can provide a delivery scan accurate to within 3 meters square of our customer's delivery address. Royal Mail will provide a static map on the Track & Trace Web page, accessible to both the sending and receiving customer. Undelivered parcels will show the location of the Customer Service Point (CSP) or Post Office® Branch the parcel has been taken to.

What is changing?

From Tuesday 26th May 2020, we are increasing the access to the GPS Delivery Coordinates data so that it is visible on our external Track & Trace. meaning all Customers and DOMs will be able to have access to this data.

Why are we doing this?

This will **Reduce/minimise customer complaints and enquiries**, as it shows both Royal Mail and the sending and/or the receiving customer exactly where their parcel was delivered.

This will **reduce the volume of "Find My Item" and "Denial of Receipt" calls** into the Customer Experience (CE) team. Sending and receiving customers will be able to see where the parcel was delivered, allowing CE to focus on helping customers with other issues.

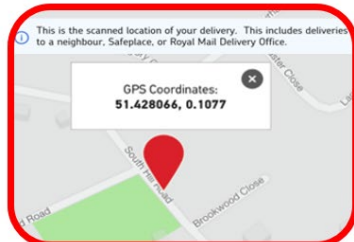
What is the process for GPS Delivery Coordinates for Track & Trace?



OPG scans items at delivery, GPS coordinates is contained within the event detail.



Customer accesses Track & Trace and inputs item barcode to search for information.



Customer can view a map which details scan location. May contain GPS coordinates.

As per our existing Standard Operating Procedures it is essential for the doorstep 'delivered' scan to be completed. This includes successful delivery, Delivered to Neighbour and Delivered to Safeplace. This scan triggers the GPS Delivery Coordinates, and will enable customers to see where their parcel has been delivered.

It is important that the 'delivered' scan is completed in a location accurate to where the parcel is delivered as this information will be available to our sending and receiving customers. All Managers will be able to view the GPS information on Track & Trace to aid with customer queries.

The following are exempt from receiving GPS Delivery Coordinates:

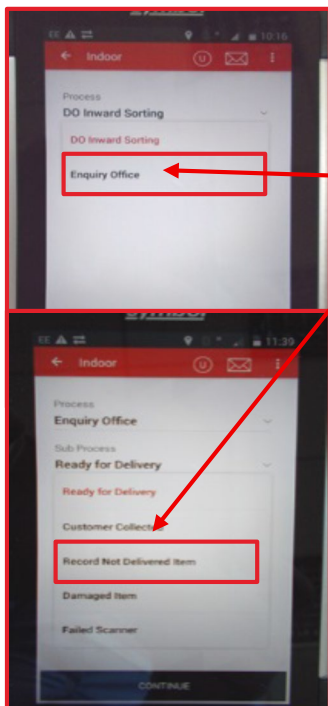
- **High volume returns to customers (e.g. ASOS)** - Where we've agreed with large customers that we will scan their items as delivered at the DO, the DO will be shown as the delivery location. Additional exemptions may apply.
- **PO Box addresses** - For the purpose of anonymity, scans of PO Box postcodes will disable the GPS map.

What are the main considerations for the Operating Procedure?

- It is important the Standard Operating Procedures (SOP) are followed and scans take place at the correct location. Both the sending and receiving customers will now be able to see the exact location of the scan.
- Redirection items** must receive the correct scan in order for the correct location to be recorded. All Tracked, Special Delivery Guaranteed (SDG) and Royal Mail Signed For Redirections, including local to local, must receive a redirection forwarded scan via the PDA. This will ensure that we do not expose the forwarding address and GPS location on Track & Trace.

What PDA process should be followed for redirection items?

- Items that have an official Redirection will be identified by the delivery post-person. They will apply the official Redirection process on the PDA before returning it to the Locker.



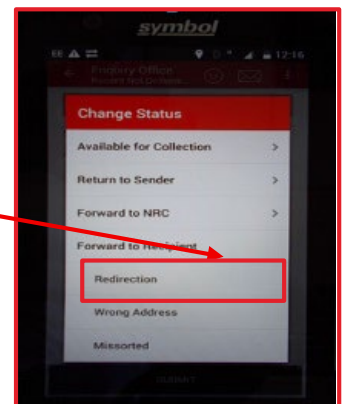
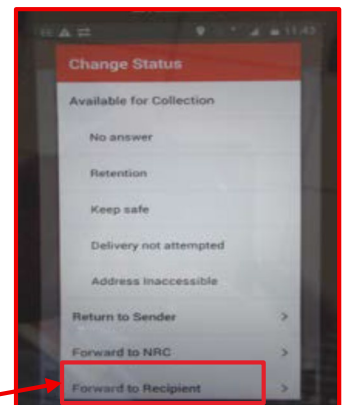
- Where the Redirection address is in another delivery office the item must be scanned in the Locker at the original Delivery Office as:
 - Select** Enquiry Office
 - Record **Not Delivered Item**

- Scan all items for Redirection
 - The screen will then display all the scanned items**Select** APPLY STATUS TO ALL

Choose **Forward to Recipient option**

Select Redirection.

The forward to recipient reason will appear under the item barcode number
Select SUBMIT



- It is very important that items are not scanned incorrectly, as an example, **if the items are “delivered”** scanned within the DO this will result in the DO being shown as the delivery location.
- Please note:** The current contingency process for the processing of EPoD cards is not impacted and as such the ‘Confirmation of Delivery – PDA Contingency Process’ should still be followed. In addition, units needs to make sure that all Redirection items (including local to local) are provided with the “Forward to recipient” scan, this is to ensure that the map view is suppressed for these items.

Key Messages

- GPS Delivery Coordinates are to be made available to customers on the Track & Trace system
- Items must receive the correct scans in the correct locations
- Find more information on our Operating Procedures for redirection items [Click Here](#)

If you would like any further information or have any questions please contact: askparcels@royalmail.com