



Royal Mail & CWU National Joint Statement GPS Delivery Coordinates for Track & Trace



Introduction

The parcels market continues to grow with customers demanding more in terms of extra features on the parcels we deliver and the requirement for more flexibility and greater information on how those parcels are handled.

Royal Mail is introducing 'GPS Delivery Coordinates for Track & Trace' from May 2020. 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 metres square of the 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.

The established aims

The GPS Delivery Coordinates aims to reduce/minimize customer complaints and enquiries, as it shows both Royal Mail and the sending and/or receiving customer exactly where their parcel was delivered.

The aim is to 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.

All managers will also be able to view the GPS Information on Track & Trace to aid with customer queries.

It should be noted that the GPS Information on Track & Trace can only be viewed against each singular item and requires the relevant item barcode to access this data.

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

As per existing Standard Operating Procedures it is essential the doorstep 'delivered' scan is 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 for the next working day. 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.

Redirection items must receive the correct scan in order for the correct location to be recorded. All Tracked, Special Delivery Guaranteed 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.

The following are exempt from receiving GPS Delivery Coordinates:

High volume returns to customers (e.g. ASOS) – Where it has been 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.

May 2020

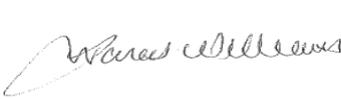
Data Usage

Both parties recognise that new technology and developments such as 'GPS Delivery Coordinates for Track & Trace' will improve Royal Mail's performance and the service we provide to our customers. It is agreed that all individuals have a right to privacy at work and it is accepted that there is a mutual obligation of confidence and trust applied to every contract of employment and that all parties should act in a way so as not to break that relationship.

The use of data will be in the spirit of our agreements. It is recognised that the use of 'GPS Delivery Coordinates for Track & Trace' may increase levels of individual visibility and it is agreed that this new development is not being deployed for, or will be used as, a disciplinary tool. As such it will not be used to enhance the ability of managers, or the evidence available used for conduct purposes.

Review

This Joint Statement and rollout of 'GPS Delivery Coordinates for Track & Trace' will be subject to regular touch point review with all information shared with CWU, and a National joint review will take place in August 2020.



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Royal Mail



Mark Baulch
CWU

Date: May 2020