

# Traffic Measurement Instructions

## Delivery Traffic Reporting

**September 2020**

Version 1\_1

Filename Delivery Traffic Reporting – TMI

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## Version History

Version	Brief Description of Change	Change Date
Draft Version	New Specification	March 2020
1.0	Wording changes after consultation with CWU	August 2020
1.1	Wording changes after consultation with CWU	September 2020

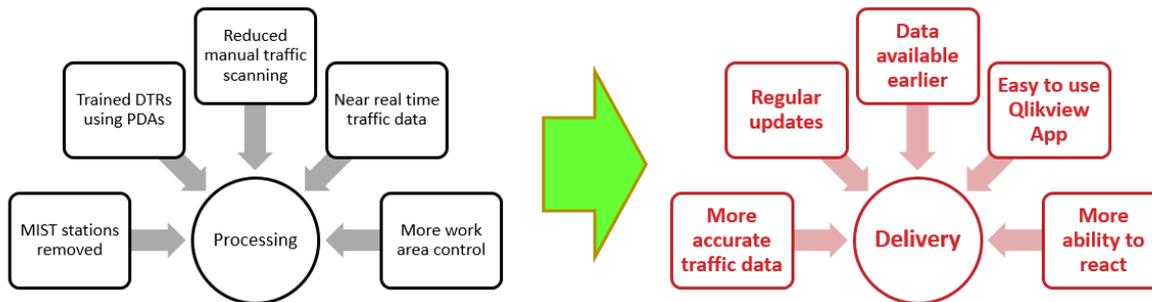
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# 1. Introduction

Traffic accuracy is essential, as accurate traffic volumes support decisions being taken concerning the costing of products, processes, the purchase of new equipment, planning of Mail Centre Estate and future Resourcing.

A comprehensive programme to modernise the recording of mail volumes within the Operation has been designed. Both Royal Mail and CWU are working together to make sure that Traffic Measurement and the recording of Traffic is accurate to enable resourcing to workload to be carried out in a way which gives all parties the confidence that the figures used are correct.



Traffic data is accessed by the Qlik Delivery Hub App which is part of the Delivery Managers Dashboard. The App has the functionality and can be used to export the traffic data into excel format which will then be available to support discussions at weekly resourcing meetings.

## 2. Delivery Traffic Reporting

Reporting of Delivery volumes will comprise of the following:

- **Mech Traffic Data –**

This will be sourced and reported directly from the MEARS system (i.e. Mech Sequenced, Mech Walksort, Mech Non Walksort for Letters, Mech Walksort, Mech Non Walksort for Large Letters.

MPR (Mail Piece Record) data will also be used to derive and report Machine Parcel volumes.

- **Manual Traffic Data –**

**Intercept Traffic** – This is direct mail arrivals of Mailsort & DSA for each format (Manual Letters / Large Letters / Parcels) which have been scanned on PDA devices for the respective product and format by Designated Traffic Recorders working in the Mail Centre operations, captured by Delivery Unit level. The items are pre-sorted to DO level by the customer whether containerised or in bags, with the MC adding value by providing segregation, extracting machinable items and recording.

**Manual Inward Primary Sort (IPS)** – modelled to DO traffic – All IPS Traffic via Mail Centre for delivery units will be modelled: Modelled traffic will be derived from a number of sources, of which the Mail Centres Inward volume is the largest contributor. The calculation would look at Mech Data, Parcel door step scans, customer pre-advice and number of Delivery Points per unit, as well as historic information pertinent the delivery office. This takes into account daily fluctuations in traffic. It uses historic trends, machine data, and scanned data to allocate volumes, with the majority of Parcels now barcoded and mech processed the scanned data will continue to provide the intelligence needed.

The model works in two phases – Phase 1 is to calculate a percentage of the inward that it predicts is going to each DO today and Phase 2 is to apply that to the inward manual traffic recorded in the MC.

Phase 1 uses the following information to assign a percentage figure to each DO (plus MC direct deliveries) served by a MC:

- Mech sort results both historical and for the current day (Letters, Large Letters and Parcels where applicable)
- Parcel Doorstep Scans both historical and previous day (Parcel model only)

- Today's delivery point to DO mapping information
- Cleaned up historic data for a DO (in periods with comparable Delivery Point configurations) – cleaning removes values which look obviously wrong e.g. zeroes on working days, days on which Ops finance have logged traffic corrections etc.

There is also a check step in here to make sure that any unusual predictions for the day are caught and corrected before phase 2.

Phase 2 uses the percentage from phase 1 and applies it to the MC inward manual volumes recorded at any point in time.

### Delivery Office Daily Report (DODR) -

This is to be used by Delivery Units to report Missorts / Mails to Other Units, Business Replies, and any Parcelforce, Specialist Service (e.g. Gas boxes, Electrical parts from callers offices) or Ministerial Pouch volumes. The volumes entered into DODR will contribute to each office's overall volume and workload for the day.

There is an automatic feed for SD and Tracked scanned data into the QlikView DOM App, therefore this data will no longer need to be provided.

MISSORTS	
<b>IMPORTANT NOTE:</b> Any internal missorts remaining in the office must be reported under <b>Question 2</b> above as a workplan failure.	
<i>This section is for missorts not proper to your office.</i>	
What was the number of labelled missorts received from the MC and other DO's (missorts in)?	
20a Letters	
20b Large Letters	
20c Parcels	
How many missorts have been sent back to the mail centre and other delivery offices (missorts out)?	
21a Letters	
21b Large Letters	
21c Parcels	
DELIVERY TRAFFIC STREAMS	
Input the numbers for the following items delivered by your delivery Office:-	
22a Parcel Force Items (Items Received Direct from Parcel Force ONLY)	0
22b RM Relay Services (number of Totes/Boxes and large items not Individual parts)	0
22c Government Ministerial Pouches	0
22d Business Replies input to CA26 Webbrowser	0

### Premium Products -

Special Delivery and Tracked volumes are sourced and reported directly from the TODs (Tracked) and RMGTT (Special Delivery) system.

- **Tracked Delivered** Traffic will be counted by the PDA location performing either the "Ready for Delivery Scan" or "DoorStep scan". At least one of these scans must be performed, failure to scan the item in both of these processes will result in a loss of traffic. Note that Tracked volumes reported include any Tracked Return items.
- Special Delivery Traffic will be counted by any of the indoor "Received", "Allocated to Walk", "RTS" scans or the outdoor "Delivered" or "RTS" scans. Likewise, to RMT, failure to scan will result in a loss of traffic

Volumes reported each day will be based on scans undertaken between 06:00hrs and 05:59hrs

Note:

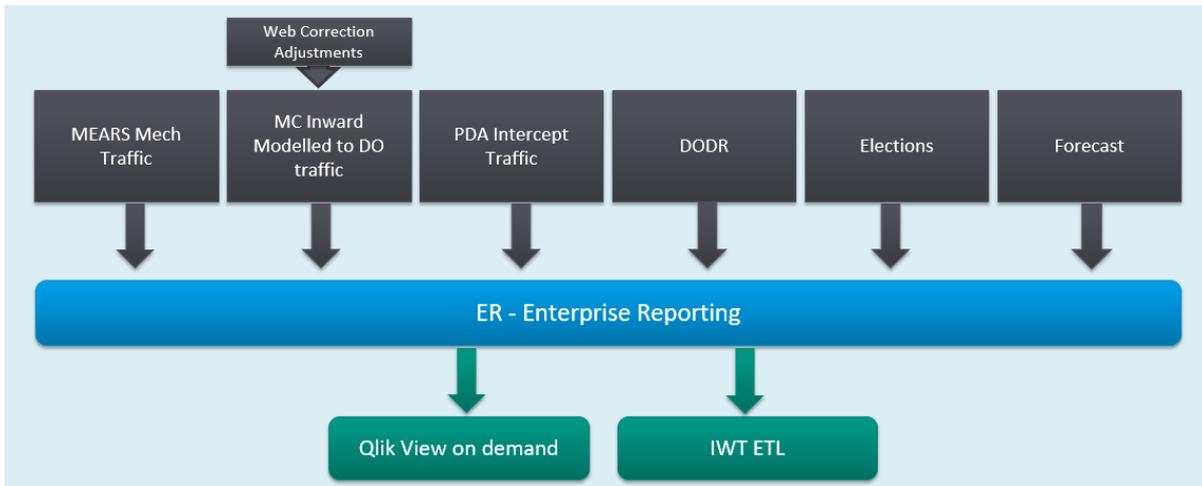
Later Acceptance Time (LAT) – Traffic will be allocated to the unit and day that the Doorstep Scan has been undertaken.

*The date of the Doorstep Scan is ultimately the date that traffic is reported against. i.e. if a Ready for Delivery Scan undertaken on an item on Day A but the Doorstep Scan actually undertaken on Day B, this item will initially be reported against Day A. Once the Doorstep Scan undertaken this item from Day A is removed and reported against Day B instead. This would therefore result in marginal changes to numbers reported each day, but cumulative volumes will be intact.*

## Elections –

These volumes are loaded the Central Traffic Team once data has been provided by the Special Events Team.

All data sources feed into Enterprise Reporting generate Qlikview on Demand volumes and IWT.



## 3 Presentation of Manual Traffic from IPS

**Letters/Large Letters** – Frames should be cleared down in the MC when a selection is full or at despatch time, and items placed into trays. Trays should be filled until the fingers can just easily fit between the Letters. A tray label should then be affixed denoting the name of the delivery unit, and trays should then be stacked in the respective york container for the delivery unit.

**Manual Letters and Large Letters must not be mixed in the same trays.**

### Standard Parcels –

Tracked Parcels must not be sorted and mixed with standard IPS Parcels in either Delivery Bullrings/Riddles or within the Inward Primary Sort Work Area. As Inward PDA Parcel scan data is used to derive Delivery IPS Model outputs, it is crucial that Inward Manual Parcel containers do not include any mixing of Tracked items within when containers are scanned on the PDA by the Designated Traffic Recorder. Tracked items should be sorted in a sterile Tracked work area environment only.

International Parcel Arrivals will be measured separately at the Inward Mail Centre and will form part of the overall volume that will be modelled down to Delivery Office level.

### Medium Parcels –

Inward Medium Parcels will be measured separately to Tracked at the Mail Centre. This volume will be used for Delivery Modelling. Due to Network space constraints, Tracked and Non Tracked Medium Parcels may often be mixed on the same York container when despatched to Delivery Offices.

### 3.1 Machine Sorted Parcels

Parcels which have been processed through the Parcel Sort Machine (PSM) must be clearly labelled when despatched to a Delivery Unit and state the words 'AUTO' and 'PSM Parcels'. Ideally a different coloured york card should also be used to then clearly distinguish between machine and manual containers.

## 4 Presentation of Traffic

### 4.1 Presentation of Parcel Traffic

Traffic will be recorded as per the Operational Processing Methods, some non-parcels (EG: small jiffy bags /Large Letters) may fit into the Letter/Large Letter Format, but are processed in the Parcel Streams in Mail Centre as this is the most efficient way to process this Traffic.

There should be no instances of Letters being recorded as Large Letters within the Mail Centre, as the Processing methods for these formats have been set to drive Automation efficiency, and products (Intercept DSA, Intercept Mailsort, Intercept STL) should be processed separately within the Mail Centre to allow accurate recording on PDA Devices.

### 4.2 Presentation of Intercept Traffic

#### 4.2.1 Loose Loading of Intercept Letters and Large Letters

Loose loading of Intercept mail is not permitted based on agreed presentation levels, Health and Safety, extra workload occurred at Delivery (cable ties/cutting) as well as impacting traffic accuracy and any traffic verification work.

The only exceptions would be agreed Key National Postings which are catalogue size as this would impact the Average Container Content (ACC), the number of Yorks needed by the network and cause excessive Delivery work with the repatriation of containers. All such postings must be communicated to the delivery teams prior to arrivals.

**For all other Intercept Mails, these should continue to be containerised into trays prior to recording on PDA Devices and dispatching to Delivery Units, ensuring all strapex has been removed from any bundles.**

Any Mail Centre which believes they cannot comply with this standard must raise accordingly with their local TDQM / Regional Head of Traffic to review processes with the Operational Team to ascertain why mails cannot be containerised.

After being reviewed, if it is deemed that the unit cannot be compliant, then a Traffic Non-Compliance Certificate should be completed that has the Service Delivery Leaders endorsement.

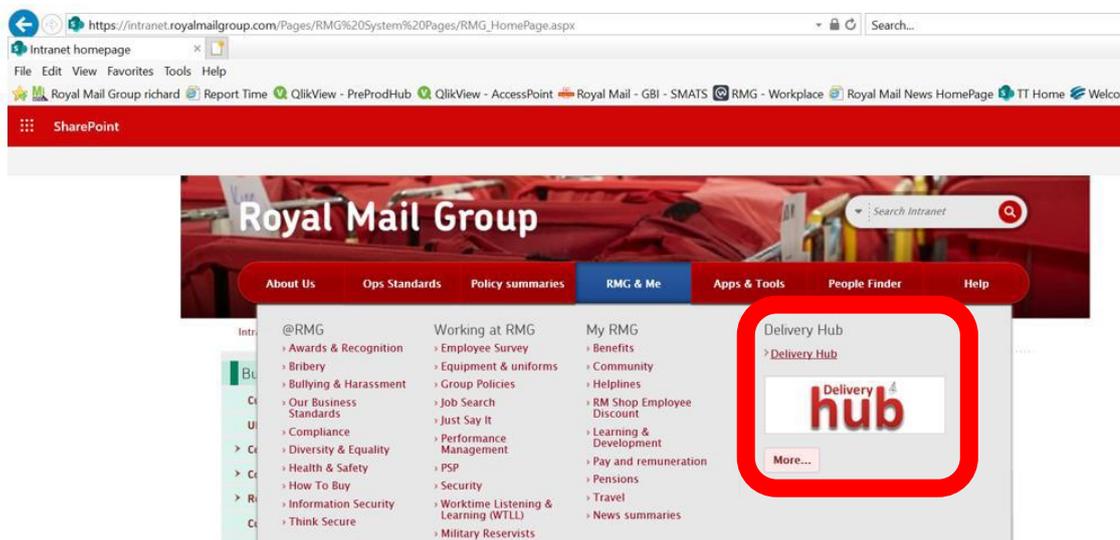
## 5 Qlikview - Traffic App

This Qlik App features in the Delivery Manager Dashboard, it shows the reported volumes for each stream, it also shows actual volumes against forecasted outputs derived from IWT.

Access to the DOM Traffic App is made via the standard Delivery Hub Dashboard for the unit.

The Delivery Hub dashboard is found in the standard RM intranet main page, as below.

[https://intranet.royalmailgroup.com/Pages/RMG%20System%20Pages/RMG\\_HomePage.aspx](https://intranet.royalmailgroup.com/Pages/RMG%20System%20Pages/RMG_HomePage.aspx)



Note – *The Delivery Manager Dashboard (and Qlik App) is a management driven process and does not change or alter any previous existing commitments between the CWU and Royal Mail to conduct an effective weekly resourcing meeting. This will continue to operate within current processes and fully in line with the national agreements. Performance measures within the Delivery Manager Dashboard are not agreed with the CWU and do not affect the agreed arrangements for setting Indoor Performance within the Indoor Workload Tool (IWT) for the purpose of weekly resourcing meetings/revisions.*

Delivery Materials including Traffic Measurement Instructions (TMIs), Training Presentations and supporting materials for Qlikview can be found [Link to SharePoint](#)

Note – the traffic forecast data is formed directly from the IWT forecast for the unit and will include any local adjustments.

## 6 Delivery Verification Process

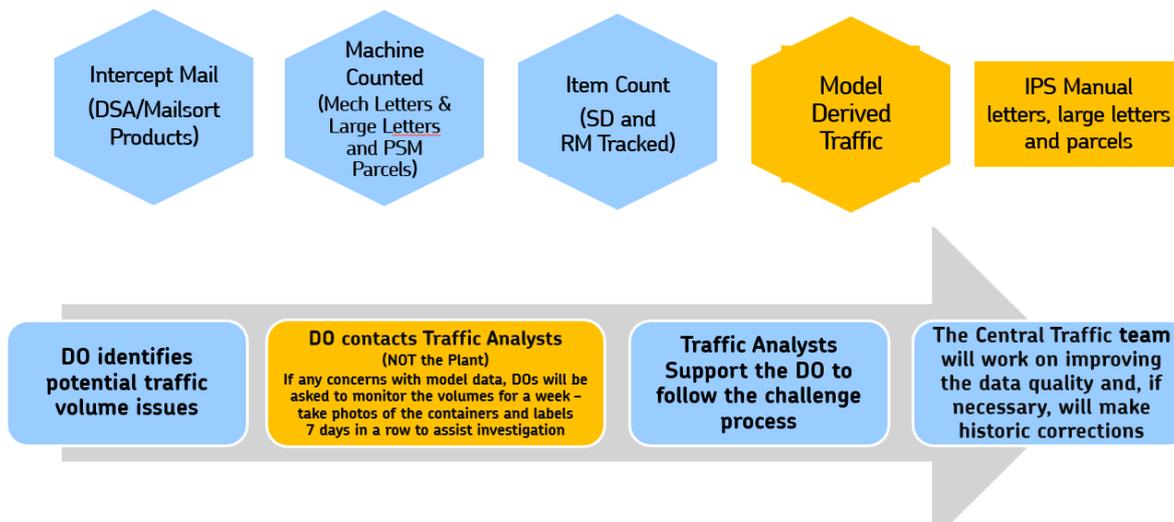
The Central Delivery Verification Process will be a standard approach to ensure consistency, with dedicated Traffic Analyst resource to complete timely investigations of any Traffic Verifications received.

The delivery Traffic Verification process assists where delivery units believe that there is an error between received and reported traffic and provides the necessary steps for this to be reviewed, investigated and the appropriate measures put in place to correct any discrepancies and update reported traffic figures where required.

- Any delivery Traffic Verification will be by stream and product (including Mech reported volumes).
- Traffic Verifications to be submitted to the Traffic Analyst Team (via the [traffic.verification@royalmail.com](mailto:traffic.verification@royalmail.com) e-mail address).
- An automated response will be sent to the requester to confirm receipt that the Traffic Verification has been received by the Traffic Analyst team within 24 hours.
- The Traffic Verification will need to comprise of 6 consecutive days' worth of evidence for Modelled IPS Traffic.
- Delivery Traffic figures will now be a number, rather than a number of containers.

A Traffic Verification should be raised when the difference in volume is material enough to impact the operation on the day of delivery

# Traffic Verification Process



The Traffic Verification process is split into 5 key steps;

1. Complete a count of the traffic stream that potentially has not been given full credit/volume.
2. Raise an initial traffic discrepancy issue to the traffic team via email to the designated traffic team email address. (traffic.verification@royalmail.com) – an acknowledgement will be received by the DO to advise receipt of the discrepancy.

## Email template for raising initial Traffic Challenge

From: richard.burnell@royalmail.com  
 To: Traffic.verification@royalmail.com  
 Subject: Traffic Challenge issue - NAMEOF DO

To Traffic Analysts,  
 Please find below the details regarding a traffic issue in my unit.

Please provide the following details:	
Your Name (as may be different from email)	
DOM Name (if different)	
Unit Name	
Day/Date of Issue if not Today	
What Mail Type or Stream/s are affected? Please list:	Please add here:
Brief summary of the discrepancy or issue are you raising?	Please add brief summary of issue/s here:

3. A Traffic Analyst will contact the DO to discuss the problem and walk through some Traffic Verification questions.
4. Complete the Delivery Traffic Verification Tool Datacapture form to identify the stream being verified and submit to the Traffic Analysts Team for review and investigation.
5. An automated response will be sent back to confirm that the Traffic Verification has been received and will now be passed to one of the Traffic Analysts for processing. This response should be within 24 hours of submission.
  - The Traffic Analysts will complete a basic Traffic Verification and at this point the verification could be rejected based upon the information provided and initial investigation

## 6.1 Delivery Traffic Verification Form

The DO MUST complete the following:

1. Select Mail Centre [Plant]
2. Select Delivery Unit
3. Select week commencing Date and day of verification
4. Read and Action the OPLs
5. Self-Verification Check – all 12 questions
6. Unit checks traffic and obtains photographic evidence
7. Select the relevant stream to verify and enter data
8. Check the Verification Summary
9. E-Mail Verification Form to Traffic Analysts

# Delivery Traffic Verification Form

Select Mail Centre Pipeline:

Select Delivery Unit:

Select W/C and First Day of Challenge:

Navigation

Delivery Office Self Verification Check

Input Letter Containers Counts

Input Large Letter Containers Counts

Input Parcel Containers Counts

Input Special Delivery / Tracked

Verification Summary

OPL (Help) files

OPL for Letter and Large Letter

OPL for Parcel Containers

Traffic Identification Guide

Traffic Identification Guide

Version - 1.01

## 6.11 Self Verification Checklist and Traffic Identification Guide

All units must complete the Delivery Office Self Verification Checklist to ensure units are fully conversant with how mails are captured for traffic and understand the 'Traffic Identification Guide' prior to undertaking any verifications.

**Delivery Office Self Verification Checklist** Main Menu

To ensure accurate traffic comparisons, its essential that the delivery teams understand how the mail is captured for traffic by the Mail Centre team.

Delivery Office Self Verification Checklist - Questionnaire		Answer
1	Are all machine counted Letters including <b>Shortcode</b> mail excluded from manual traffic counts?	
2	Are all machine counted Large Letters (T2K) including standard size letters and CS Letters <b>excluded</b> from any manual count?	Yes No NA
3	Are York arrivals of mixed trays detatched and counted against the correct Format & Product?	
4	Are all Manual STL (IPS) trays counted against the correct Format?	
5	Are all <b>Missort</b> arrivals segregated and counted on the DOOR (Missorts are not counted at the Mail Centre)?	
6	Are you aware that Business Direct Manual Letters/Large Letters/Parcel (DSA & MS) are recorded at the Mail Centre under their own streams with different ACFs?	
7	Are all machine counted (PSM) parcel volumes excluded from manual counts?	
8	Are issues with arrival presentation reported back to the Mail Centre?	
9	Are all Manual Parcel arrivals checked and recorded to the nearest Part fill. Mail Centre teams measure Sieved York to the nearest 1/10th when the Red Sieve Base is flat to base of the York. All Tracked traffic must not be included in the Delivery Manual Parcel Count.	
10	Is there engagement with drivers to discuss whether any container consolidation occurs after mail has been recorded in the Mail Centre?	
11	If Tracked items mixed within same containers as standard/large parcels when received in the unit, have tracked items been excluded from traffic counts undertaken in the DO and submitted as part of this challenge process?	
12	Have any letter sized items received upright in trays which are greater than 5mm thick, been counted as Large Letters as part of this challenge Process?	

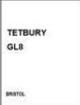
**Traffic Identification Guide** Main Menu

### Key points to measure traffic at the Delivery Office

- Trayed arrivals must be segregated and counted against the correct Format and Product (Mech products should be counted together but split by format)
- Exclude all machine counted mail and Premium products from manual counts
- Issues with Mail presentation must be reported back to the pipeline Mail Centre
- Engage with the driver to understand any consolidation that occurs after being recorded by the mail centre.
- D2D are to be excluded as volumes are entered via the Central Traffic Team.



### Letters and Large Letters

Stream	Manual	Intercept	Missorts	Sequenced	Walksort	Mech Letters	Shortcode	Mech Large Letters
<b>Description</b>	Manual sorted letters. (Mixed Stamp, Meter, international, residue Missort/DSA and machine rejects/ejects)	DSA or Missort. The tray may not contain a label. Bulk postings from DSA/Missort customers. Usually subscription services, catalogues etc	Processed Missorts from other DOs	Mail from CSS	Sorted down to walk level by machine	CSS Rejects	Shortcoded via machine	Can include letters which have been processed via the T2K machine
<b>Counted via</b>	MC Processes	Quickview. Scanned by Mail centre via PDA.	Captured at DO via DOOR	Shortcode, Rejects & BR Billed are <b>Machine counted volumes</b> and must not be counted as IPS Manual Letters at the Delivery Unit.				Walksort, Buddy Sort and DO sort are captured via machine counts.
<b>Container type</b>	Tray or Bag							
<b>Label or mail type example</b>								
	Tray or Bundle	York	Tray or Bundle	Tray or Bundle	Tray or Bundle	Tray or Bundle	Tray or Bundle	Tray or Bundle

## Parcels

- Manual Parcels in ALPs should be assessed to the nearest 1/10<sup>th</sup>.
- Manual Parcels arriving in Bags or Medium Parcels arriving loose in York Containers are a container count only
- Gas Boxes, Ministerial Pouches and Special Services are to be excluded from the count, these need to be entered by the DO via DODR.



	Manual	Intercept	Medium Parcels	Mech Parcels	Special Delivery	Tracked
<b>Description</b>	Manual sorted Parcels (Mixed Stamp, Meter, PPI, International, residue Mailsort/DSA and machine rejects/ejects)	DSA or Mailsort. Bulk postings from DSA/Mailsort customers.	Manual sorted Parcels (Mixed Stamp, Meter, PPI, International)	Mail from Parcel Sort Machine (PSM). Container labels should contain the words 'AUTO' and 'PSM Parcels'	9am and 1pm Special Delivery	Tracked 24 and 48 items are to be excluded from manual counts. Tracked can sometimes be found with Manual and Medium parcel containers
<b>Counted via</b>	MC Processes	Qlitiview. Scanned by Mail centre via PDA.	Modelled	Machine counted volumes and must not be counted as IPS Manual Parcels at the Delivery Unit	Volume captured by item scan	Volume captured by item scan
<b>Container type</b>	ALP, Bag or York				Sealed Alp or Bag	ALP, Bag or York
<b>Label or mail type example</b>						

### 6.12 Input of Data

- Providing the correct amount of evidence including photographic evidence to verify concern.
- When count has been completed:
- Enter details to input container received table for the specific traffic format (Letters / Large Letters / Parcels)
- Ensure counts and container volume stated are input against the correct stream. If any containers received where the fill of the container is 'Abnormal' please complete within the 'Abnormal Containers' respective cells and state the name of the customer.

		Input Containers Received into Delivery Unit						Stream Index		
		DO Containers Received (Trays)								
		Mech Letters (All)	Walksorted Letters	Manual Letters from IPS	Intercept DSA Letters	Intercept Mailsort Letters	Abnormal Containers	Abnormal Customer name (E.G, Screwfix)	FORMAT	STREAM
30/03/2020	Monday								Mech Letters	CSS Sequenced Letters to DP
31/03/2020	Tuesday								Mech Letters	LMS DP Sequenced Letters
01/04/2020	Wednesday								Walksorted Letters	CSS Sequenced Letters to PC
02/04/2020	Thursday								Walksorted Letters	CSS Walksort Letters
03/04/2020	Friday								Walksorted Letters	Direct Selection to Delivery
04/04/2020	Saturday								Walksorted Letters	LMS PC Sequenced Letters
05/04/2020	Sunday								Walksorted Letters	LMS Walksort Letters
06/04/2020	Monday								Manual Letters	CSS Manual Letters
									Manual Letters	Intercept DSA Letters
									Manual Letters	Intercept Mailsort Letters
									Manual Letters	Intercept STL Letters
									Manual Letters	LMS Manual Letters
									Manual Letters	Manual Letters from IPS

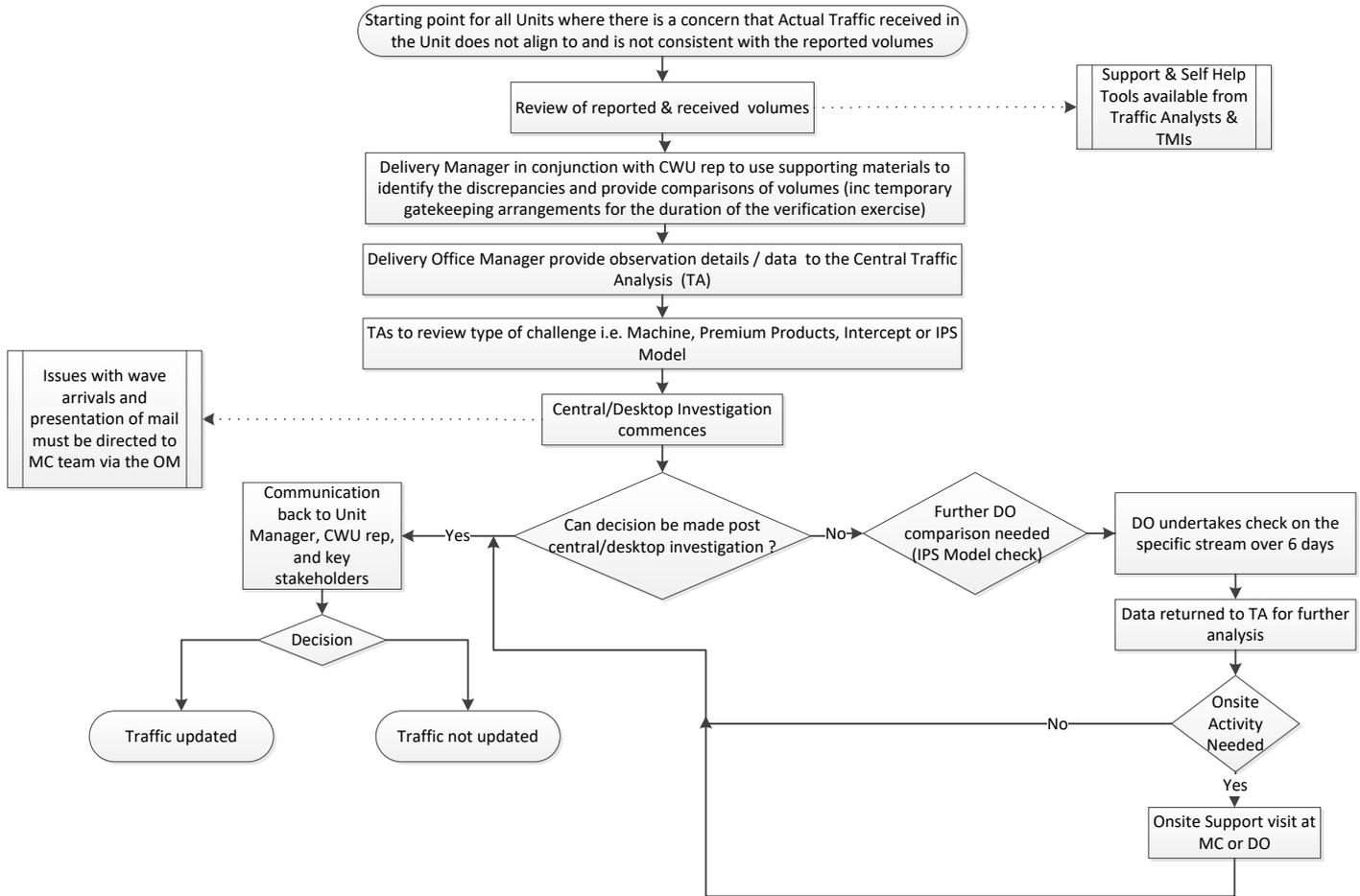
		Input Containers Received into Delivery unit						Stream Index	
		DO Containers Received (Trays)							
		Walksort Large Letters	Manual Large Letters from IPS	Intercept DSA Large Letters	Intercept Mailsort Large Letters	Abnormal Containers	Abnormal Customer name (E.G, Screwfix)	FORMAT	STREAM
30/03/2020	Monday							Walksorted Large Letters	T2K Walksort Large Letters
31/03/2020	Tuesday							Manual Large Letters	Intercept DSA Large Letters
01/04/2020	Wednesday							Manual Large Letters	Intercept Mailsort Large Letters
02/04/2020	Thursday							Manual Large Letters	Intercept STL Large Letters
03/04/2020	Friday							Manual Large Letters	Manual Large Letters from IPS
04/04/2020	Saturday							Manual Large Letters	T2K Non Walksort Large Letters
05/04/2020	Sunday								
06/04/2020	Monday								

- For Parcels ensure any part filled containers received are accurately captured and reported within the Parcel worksheet.
- If any containers received where the fill of the container is 'Abnormal' please complete within the 'Abnormal Containers' respective cells and state the name of the customer.



## 6.13 Delivery Verification Process Map

### Delivery Verification BAU Process Map



If the Reasons given for Delivery Challenge rejection are not accepted, the Delivery Unit Manager/CWU Rep can escalate in line with the National Delivery Traffic Measurement Process and Review Guidelines.

Following reviews and discussions with the TA team and in-house reviews by the DOM/DO team and that are able to confirm that all BAU processes are being adhered to then they can utilise the overarching process.

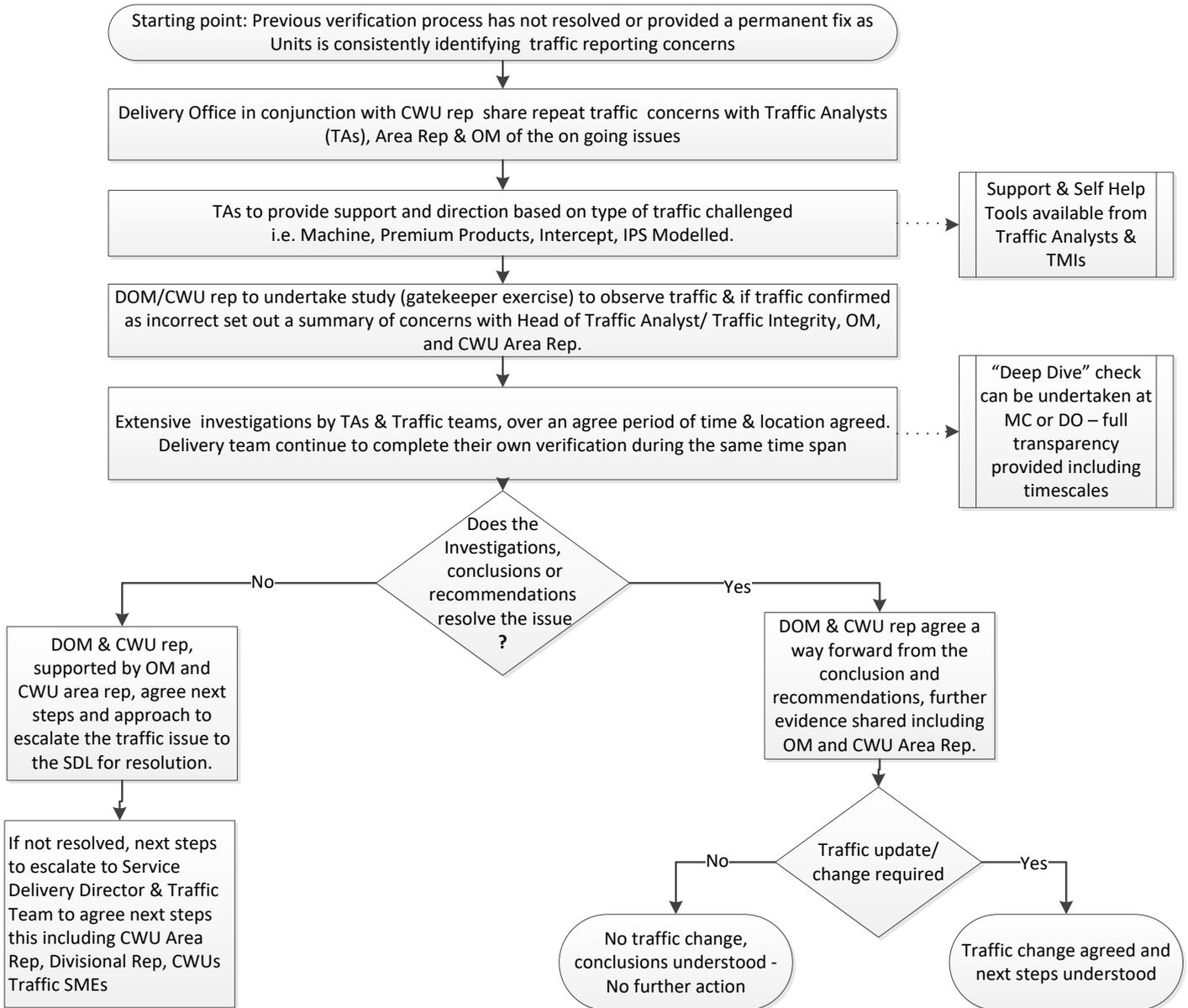
## 6.14 Delivery Overarching Review Process

As stated above where possible the identification and the appropriate measures to correct any discrepancies of traffic reporting should be done between DOMs and CWU Reps using the Delivery Verification Process.

However, where this process does not address discrepancies or there are continuous issues, the Delivery Review Process set out in the below flowchart should be undertaken. The aspiration will be to resolve within 2-4 weeks from point of raising the concerns, however, the DOM and CWU Representative will be informed if there are any complications in completing this task in this timeframe.

## 6.15 Delivery Overarching Review Process Flowchart

### Delivery Verification Overarching Process Map



## 7. Roles and Responsibilities

Listed below are the key roles and what each role is accountable for, although a full detailed list can be obtained by clicking on the link below.

### Roles and Responsibilities

- **Delivery Office Manager Responsibilities** - Ensuring Business Replies CA26, Missorts and Non-Mail Centre processed volumes are reported accurately via DODR. That D2D items are segregated by Surplus and Undelivered, labelled correctly and dispatched back to the Mail Centre. Compliant use of the Delivery Traffic Verification Form for all Mail Centre traffic reporting. Traffic reporting timescales are always met. An Audit Trail of all traffic data is maintained for 2 years
- **Plant Manager Responsibilities** - All Aspect of Traffic Measurement under the Mail Centre's environment. That all Standard Traffic Recording Processes are embedded in both the Mail Centre and Production Room environments. Ensuring the integrity of Traffic Measurement, and that Traffic is accurately streamed and recorded. Owing Action Plans from any reviews undertaken
- **Mail Centre Shift Manager Responsibilities** - Fully accountable for accurate traffic recording on their shift. Ensuring that each primary work area has an identified and trained DTR (and appropriate cover) and that traffic measurement is operated throughout their shift in accordance to traffic measurement instructions; including adherence to the concept of the Virtual Gateway. The Shift Manager is specifically responsible for ensuring that Work Area Managers follow the correct processes to ensure accurate Traffic Measurement.
- **Mail Centre Work Area Manager Responsibilities** - The Work Area Manager Is fully responsible for accurate traffic recording in their work area. Ensuring that the work area has an identified and trained DTR (with appropriate cover) ensuring release for training and ongoing coaching where required, and that this is communicated to other members of the Mail Centre. They are responsible for ensuring traffic measurement is operated correctly within their work area and in line with traffic measurement instructions including adherence to the concept of the Virtual Gateway. Only approved containers are used for Traffic Measurement. Containers (and their contents) are recorded at the time of processing. Empty containers are not scanned. There are sufficient containers throughout the Operation to hold all items of mail.  
All staff responsible for recording traffic have received training and that this is documented.