



## Royal Mail & CWU National Joint Statement Doorstep Scanning of Products



### **Introduction**

In the highly competitive parcels market, Royal Mail is introducing barcodes on more and more of the parcels that are handled across the business. Royal Mail have been working with all their customers and access channels, including Post Office Limited to introduce 'smart' 2D barcodes which will be scanned at key points in the pipeline.

As such Royal Mail has added background software to the current PDA's to enable them to scan the new '2D Barcode's' before the roll out of the next generation of PDA's takes place during 2016.

In addition the data produced will also enable Royal Mail to charge customers more accurately. It will also allow Royal Mail and CWU to gather more data about traffic relating to parcels including how many, weight, size, location etc, to assist with future discussions on Resourcing to Workload.

Scanning more bar-coded parcels on the doorstep will also improve the ability to compete in the parcels market by providing customers with confirmation of delivery on each parcel, which is hoped will enable growth across the business.

### **Operational Impact**

The operational impact is relatively straightforward and there are two main changes:

- Customers will apply a 2D barcoded label at the time of posting within Royal Mail's agreed barcode range to standard parcels and these items will travel through the normal standard pipeline. Some of the existing products such as Tracked and Special Delivery will also feature 2D barcodes.
- We will need to start scanning the new 2D barcodes that will be on parcels. Items that contain only a 1D barcode should be scanned as before.

For standard parcels that now feature a barcode a first scan will be captured at the first point of acceptance, this means in the main at Mail Centres or RDCs on the Outward operation and a final scan will be undertaken on delivery routes at the point of delivery. No signature is required on the newly barcode standard parcels (existing products such as Special Delivery, Signed for and Tracked Signature still need signatures on delivery). The items will arrive into the Delivery Offices with the rest of the parcels and large letters and will not be segregated into the tracked pipeline.

The scan will be the standard delivered or undelivered scan on the PDA.

If items are undelivered they will be scanned back into the Delivery Office and scanned again using the existing PDA facility if collected from the Enquiry Office.

Existing products such as Tracked and Special Delivery will follow the existing operational processes except many will also feature a 2D barcode.

### **Timescales**

Customers have started putting 2D barcodes on their currently non bar-coded parcels – standard Royal Mail 24/48 and employees will continue to see more and more of these parcels as customers convert to putting 2D barcodes on to their labels.

Customers have also started to put 2D barcodes on the products we track already such as Special Delivery, Tracked, Signed For and Delivered Scanned.

The scanning of items with 2D barcodes commenced in October 2015 in the Cheshire and Merseyside Delivery Director Area and will commence nationally from the 4th April 2016.

**Communications & Training**

A WTLL brief has been produced along with necessary communications to explain the change and these will be communicated from w/c 14<sup>th</sup> March 2016 and information on 2D Barcodes and Scanning will be displayed across all units.

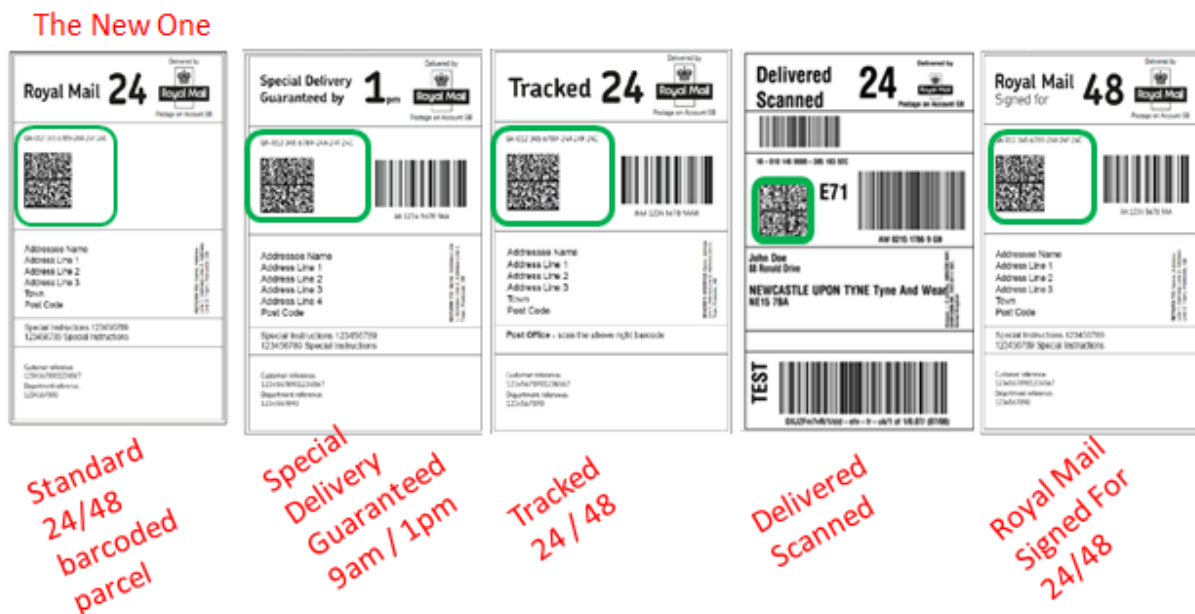
All employees will receive training from local management on the process and how to distinguish the labels with support from their Workplace Coaches. Handouts have also been produced and they will be given to support the training and answer any questions. The absolute emphasis of the training in Delivery Offices is that the items must be scanned on delivery.

Workplace coaches will be utilised the week before deployment and on go live dates to ensure staff are confident with the requirements and the processes.

Posters will be displayed in units to help staff understand the change.

**Labels**

Examples of labels of our current product range with a 2D barcode



Items as below may still have 1D barcodes, just scan these as before



**Summary / Review**

Royal Mail and the CWU both understand the importance of being able to offer customers the ability to track their items through the network and the introduction of 2D barcodes is the first stage of providing better information.

In addition following deployment both parties will after 3 months review whether there has been any effect on the operation in terms of additional workload and time associated with the new process, particularly as volumes grow and more business is generated.

All data/information generated from the deployment will be shared with the CWU at national level to assist with further discussions regarding Resourcing to Workload and accuracy of traffic forecasting.

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