

Managers' Update | RM

14 March 2020

In light of coronavirus we have made some **temporary changes to our processes for the collection of items from Customer Service Points (CSPs)**. We are taking the precautionary measure of asking customers not to sign for their items on our handheld devices in our CSPs, as well as at the doorstep.

CSPs will be required to make a bin available to customers so that they can dispose of their used P739 cards. If it is not possible to provide a bin, they should ask the customer to dispose of the card when they leave the CSP.

These temporary changes are **effective immediately**, until further notice.

Please brief your teams using this [WTLL brief](#) at the earliest opportunity.

Please [print this poster](#) and display it in a prominent position.

Manager conference calls and RMTV

Manager conference calls with Ricky McAulay, Shaun Davis and Sally Ashford will be held at 11am and 10pm on Monday 16 March 2020 to explain this in more detail. Please dial in to hear the latest.

An RMTV Special on coronavirus is available [here](#). Please watch this with your teams.

Changes to collection of items from CSPs

Handing over “Non- Signed For” Parcels (1c/2c, RM24/48, TR24/48) to customers.

1. Ask the customer to show their P739/E739 without the CSP team member having to handle it. If necessary, they should ask the customer for any information that is hard to read.
2. The CSP team member should make a note of the customer's address and any other details that they will need to locate the parcel.
3. Having located the Parcel, they should ask the customer to show the relevant ID without the need for the CSP team member having to handle it (ID requirements remain in line with current procedures – i.e. they should show the ID of the person to whom the parcel is addressed).
4. If the customer has provided the appropriate ID the CSP team member should ask the customer to place their P739 card into the bin (if provided) or if it is not possible to provide a bin, they should ask the customer to dispose of the card when they leave the CSP.
5. The CSP team member should then scan the barcode on the parcel and follow the Item Collected process on the PDA (and SPS process in an SPS enabled office) before placing the parcel onto the service counter for the customer to retrieve.

Handing over “Signed For” Parcels (Special Delivery, Recorded, International, T24/48, Age Verification) to customers

1. Ask the customer to show their P739/E739 without the CSP team member having to handle it. If necessary they should ask the customer for any information that is hard to read.
2. The CSP team member should make a note of the customer's address and any other details that they will need to locate the parcel.
3. Having located the Parcel, they should ask the customer to show the relevant ID without the need for the CSP team member having to handle it (ID requirements remain in line with current procedures – i.e. they should show the ID of the person to whom the parcel is addressed and, for Age Verification only, also their own ID proving they are over 18 if they fail the Challenge 25 check).
4. If the customer has provided the relevant ID the CSP team member should inform the customer that they will hand over the parcel without collecting the normal signature. In addition, they will ask the customer to place their P739 card into the bin if provided or if it is not possible to provide a bin, they should ask the customer to dispose of the card when they leave the CSP.
5. The CSP team member should then scan the barcode on the parcel and follow the Item Collected process on the PDA (and SPS process in an SPS enabled office). When the CSP team member gets to the relevant screens they should input the customer's name into the PDA as normal but when the signature screen is displayed they should input "XP1" themselves and press Done.

They should then place the customer's parcel onto the service counter so that the customer can then take their parcel.

Key questions

- **Do these changes only apply when we suspect the receiving customer has coronavirus?**
- No. These new temporary processes apply to all customers.
- **When do these changes come into effect?**
- These changes are effective immediately, until further notice.

The situation regarding the spread of the coronavirus is fast-moving. The safety, health and wellbeing of our employees, members of the public and the communities in which we operate is paramount.

Please look out for regular email updates and make use of [the intranet information page](#).

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