



Operations Standards SOP D22.2

- ✓ You **MUST** have completed **ALL** relevant training for this task. **Your Manager IS responsible for this** via the WPC
- ✓ You **MUST** be familiar with Risk Assessments and Safe Systems of Work for this operation
- ✓ You **MUST** use ALL allocated Delivery equipment in accordance with the Delivery Equipment Security Procedure
- ✓ You **MUST** review ALL Hazard Cards and Walk Logs prior to departing for your delivery
- ✓ You **MUST** have your Royal Mail photo ID available to produce when offsite

Deliver Barcoded Items (For Delivery Staff)

Step 1

Access Delivery Point



- Try to identify if an addressee is at home before scanning mail items (e.g. window / door open, etc)
- There may be situations where you are able to deliver non-signed for items but then cannot deliver items that require a door-step signature due to a no answer **See SOP D22.3 Unable to Deliver**

Step 2

Scan the Barcode



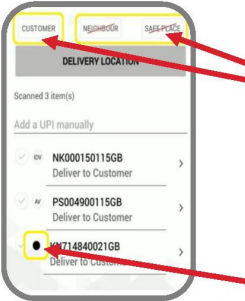
- If there is a 2D barcode on the label, this barcode must be scanned in the first instance
- If the 2D barcode fails to scan and the item label also has a 1D (linear) barcode present, then this should be scanned



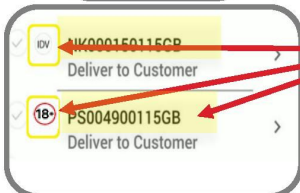
- If the barcode will not scan, select the 'Add' button and enter the Royal Mail barcode number manually
 - The device will list all the items you have scanned
- Import Tracked and Signed items must be scanned on delivery. If a photo or signature is required, the capture box will appear. Deliver to Neighbour may be used as an alternative delivery point



- HMPO (His Majesty's Passport Office) items of mail **MUST** be delivered as specified on the item or as directed on the PDA
- Some SDG products don't carry the 9am / 1pm image and can be delivered by the end of the day — follow the SDG delivery procedures



- At the top of the screen there are three notification options (CUSTOMER/ NEIGHBOUR/SAFE PLACE). As you scan an item these will notify you of the delivery options available for the item (In this example — Deliver to the Customer). Delivery options that are not available will have a red line going through it as shown here on the NEIGHBOUR & SAFE PLACE options



- A 'dot' beside the item number indicates that the item requires a signature
- An **18+** or IDV symbol beside the item number indicates that the item requires an age or an ID verification check with signature.
 - Barcode is highlighted in yellow, indicating capture photo is required



- For Accessibility Needs **See Step 5**

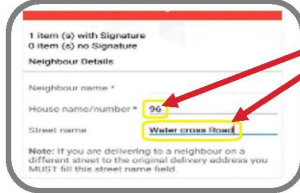
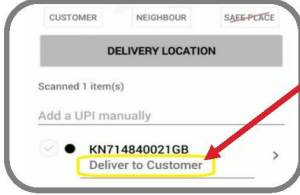
Standard Operating Procedure

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Step 3

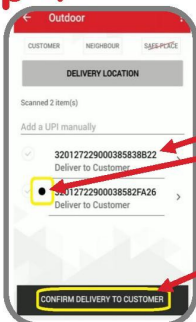
Inflight Request



- If an Outdoor inflight request has been made, an alert will appear on the PDA to advise that if unable to deliver the parcel as addressed, then attempt delivery to a preferred neighbour or to a nominated Safeplace location
- Tap 'Continue' to accept the alert
- Only **non-signature** items can be left in a Safeplace **See SOP D22.7 Deliver To Safeplace**
- Deliver the parcel as addressed if able to. If there is nobody at the premises to accept the parcel, attempt delivery as advised by the Outdoor Inflight request prompt
- If unable to deliver as requested in the Inflight prompt, attempt delivery to other nearby neighbours in accordance with D2N delivery procedures **See Step 8**

Step 4

Deliver to Customer



- **To be used when:**
 - You can deliver non-signature items to the customer's address
 - Someone is available at the address to sign for items that require a signature
 - Select 'CONFIRM DELIVERY TO CUSTOMER' the screen will then return to the Pending Jobs screen
- **Verification screens will be displayed for Age & ID verification items See Step 6**
- For all Signature items you must gain the recipient's signature before handing the item over. Use the keypad to enter the customers name in the space provided. In addition, Capture Photo is required for Special Delivery Guaranteed, Tracked Signature, Age & ID verification items.
- If Age or ID verification is not required, ask the recipient for their full name and enter this on to the PDA using the keypad
- Once the recipient have provided their name:
 - Tap on 'DONE' on the Keypad
 - The Customers name screen will be displayed showing the recipients name
 - Tap on 'PROCEED'

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Step 4 Cont

Deliver to Customer



- The Acknowledgement screen will be displayed showing the recipients name
- Hold the PDA in such a way to permit the recipient to sign in the box provided. Avoid handing over the PDA to the customer so far as is reasonably practicable.
 - You may choose to wear gloves, a face covering or use hand sanitiser if you wish
 - When the recipient has signed in the relevant box on the PDA, retrieve the PDA from the recipient
 - The PDA will need to be placed in the upright position and DONE will be displayed at the top of the screen. The remainder of the screen will appear upside down
 - Tap "DONE" to finish
- You will be taken back to the Pending Jobs screen

Step 5

For Customers Who Have Accessibility Needs

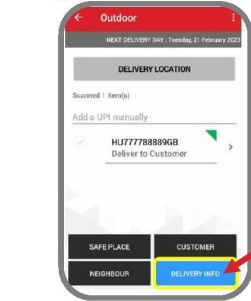


- Customers will be able to register an **Accessibility Need** (Wait Longer and/or Knock Louder) using the Royal Mail App or by phoning Customer Experience which we should follow when delivering attendance call items
- For **Knock Louder** we will knock more loudly. If there is a knocker and a doorbell, we will use both - Continue to knock twice as long as normal
- For **Wait Longer** after knocking allow additional time for the customer to get to the door
- All barcoded items must be scanned to route (Tracked) or at the doorstep (all other barcoded items) to ensure any accessibility needs registered are presented on the PDA
- The manifest screen provides a summary of addresses on the delivery route
 - A PDA icon indicates if the customer has registered an accessibility need
 - Non Tracked items will not appear on the delivery manifest
- Clicking on the address opens a summary of information relating to that address
 - When an item(s) barcode is scanned either to route or at the doorstep, the PDA will review address information included in the barcode on the item(s). The 2D barcode should be scanned. If the 2D barcode is faulty, then proceed to scanning the 1D barcode as contingency
 - If there is a match against a known address, registered accessibility need preferences will be displayed on the PDA
 - Select CONFIRM and the prompt will be taken off of the screen
 - The DELIVERY INFO button remains BLUE and active on the PDA to indicate preference(s) and allows them to be opened again by selecting this option

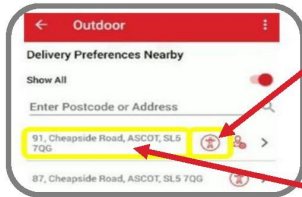
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Step 5 Cont

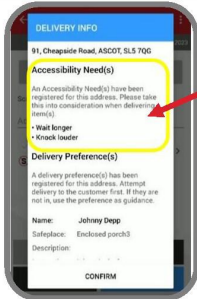
For Customers Who Have Accessibility Needs



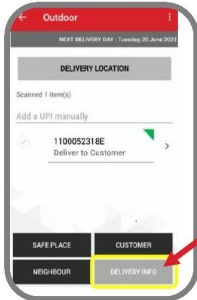
- If an address match is not made when the item(s) are scanned at the door the PDA checks its current location to check the local area for accessibility need preferences
- ➔ If there are preferences nearby the DELIVERY INFO button turns **BLUE** and the PDA beeps and vibrates



- ➔ Selecting the DELIVERY INFO option displays a list of nearby addresses that have accessibility needs.



- ➔ If the current address is shown, selecting it displays Accessibility Needs and Delivery Preferences at that address

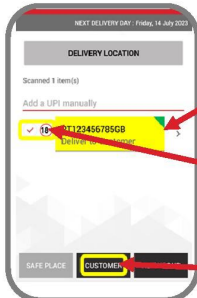


- Accessibility need is for the address and not the person, therefore the Accessibility Need should be followed for all items being delivered to the address
- If there are no delivery preferences nearby the 'DELIVERY INFO' button remains grey and inactive

Step 6

Verification Screens For 18+ & ID Appear Before You Enter "Customers Name"

Age Verification - These items must only be delivered to customers over the age of 18



- After scanning an Age Verification item of mail the item information will be displayed on the PDA screen
- ➔ The 18+ icon will also be displayed to the side of the barcode number
- ➔ From the DELIVERY LOCATION screen select confirm delivery to CUSTOMER

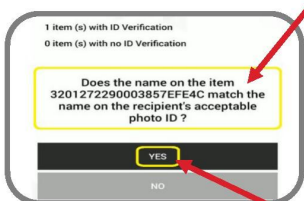
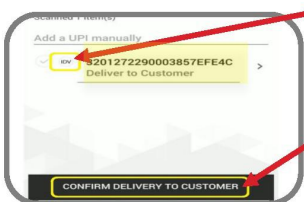
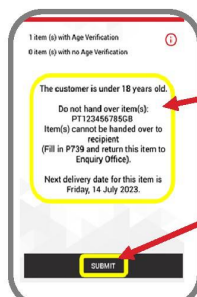
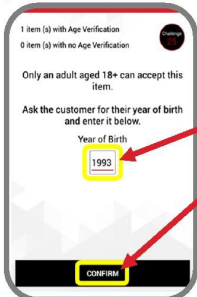
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Step 6 Cont

Verification Screens For 18+ & ID Appear Before You Enter "Customers Name"

Age Verification - These items must only be delivered to customers over the age of 18



- Ask the customer for their **YEAR OF BIRTH**, Input (in this case 1993) via the on screen key pad and select CONFIRM
- The PDA will show the customer's approximate age based on the YOB that they have provided (in this case 29 or 30). If this means they are over 25 you will be asked to verify they look over 25
- If the customer appears over 25 Select 'YES'. The PDA will go to the capture photo instructions screen, then confirm to capture photo.
 - Submit photo or retake if needed. **See Step 7** for Capture Photo
 - The PDA will go to the 'Customer Name' box enabling delivery to be completed. **See Step 4** from picture two onwards
 - If they appear under 25, select NO and ask to see valid ID to confirm the customer is over 18. Only a valid **Driving Licence or Passport** can be accepted
 - Check the ID and if YOB is as provided, select YES and proceed with delivery as above
- If the YOB is not as advised by customer, or customer cannot produce ID select NO - **DO NOT** hand the item over to the customer
- Complete a P739 and hand this to the customer (see below)
- If the year of birth provided (in this case 2007) shows that the customer is under 18 - **DO NOT** hand the item over
 - Select SUBMIT
 - **If unable to deliver**
 - The PDA will return to the Pending Jobs screen
 - Return the item to the Enquiry Office

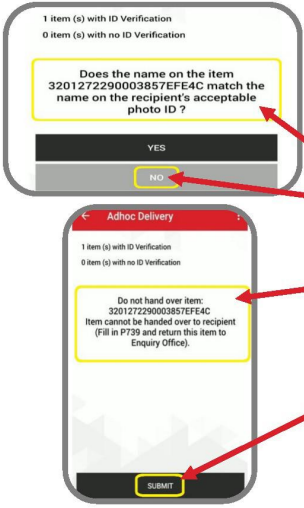
ID Verification

- After scanning an ID Verification item of mail the item information will appear on the PDA with 'IDV' to the side of the barcode information
 - Select CONFIRM DELIVERY TO CUSTOMER
- The ID Verification screen will be displayed
- For IDV items you need to confirm whether the customer is the named person on the item by validating customers ID. The following forms of ID are acceptable:
 - Passport
 - Photocard Driving Licence
 - Foreign National card
 - Military card
 - Police Warrant
 - Royal Mail Employee card
 - NHS or senior citizen bus pass
- Confirm YES if acceptable ID has been produced

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Step 6 Cont

ID Verification – These items must only be delivered to customers over the age of 18

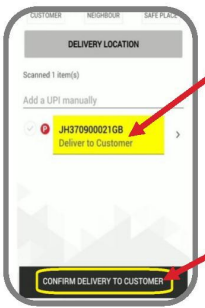
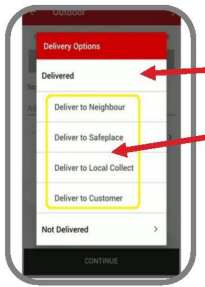
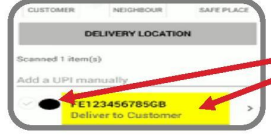
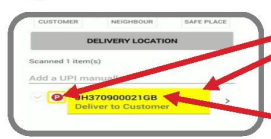


- The PDA will go to the capture photo instructions screen, then confirm to take photo
- Submit photo or retake if needed. **See Step 7** for Capture Photo
- The PDA will go to the 'Customer Name' box enabling delivery to be completed. **See Step 4** from the 'Customer Name' box screen onwards
- If no valid ID is available select NO,
 - **DO NOT** hand the item over to the customer
- A prompt screen will be displayed
 - Complete a P739 and hand this to the customer
 - Tap on SUBMIT
 - The PDA will return to the Pending Jobs screen
 - Return the item to the Enquiry Office

Note: Frontline colleagues under the age of 18 can handle / deliver these items

Step 7

Capture Photo – Delivery to Customer



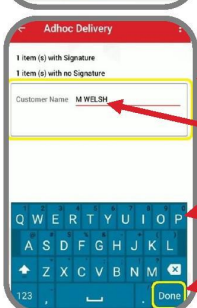
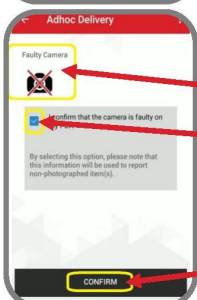
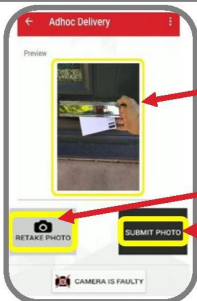
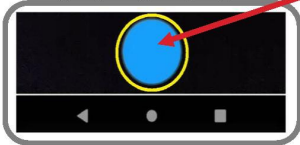
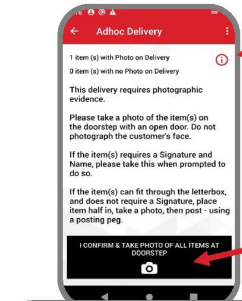
- Once you have scanned your items for delivery into your PDA and you have items that require only a photo capture, your PDA will prompt you by placing a 'P' next to the item number. The item number will also be highlighted in Yellow
 - Tap on the item number
- If a signature is required as well as a photo this will be denoted by a Black Dot (Signature) and Yellow Highlight. You will need capture a photo prior to obtaining a signature, which is outlined in **Step 4**
- The Delivery Options screen will be displayed
 - Select the appropriate delivery option Each option should be used for the relevant delivery option taken (e.g. Deliver To Neighbour, Safeplace, Etc)
- This will be displayed beneath the item number
- Select CONFIRM DELIVERY TO CUSTOMER

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Step 7 Cont

Capture Photo - Delivery to Customer



- Icon to information screen for hearing-impaired customers explaining the specific process for either Capture Photo, Age or ID verification, which will be specific for that product

- Your PDA will then give you some simple instructions on how to capture a photo on delivery

- Select the I CONFIRM & TAKE PHOTO OF ALL ITEMS AT DOORSTEP

- The camera function will then be displayed

- **DO NOT** photograph the customers face.

- **DO NOT** photograph the house number or name.

- To take a photo when you have the correct view on screen, select the Blue button on the foot of the screen.

Note: Alternatively you can use the left side button on the PDA if the weather is inclement to capture a photo

- The picture taken will be displayed on screen

- You can review the quality of the photo and either decide to re-take it or to submit it

- Select RETAKE PHOTO if you believe the quality of the photo is not good enough

- Select SUBMIT PHOTO if you are satisfied with the quality of the photo

- The PDA will return to the Pending Jobs screen

- There may be occasions when the camera will not work or it appears to be broken (cracked lens, etc). If the images continually appear distorted select CAMERA FAULTY

- The Faulty Camera screen will be displayed

- You **MUST** tap in the empty box to signify that you understand that by selecting this option that the report will read non-photographed item. Once the empty box has been selected it will turn blue with a white tick

- Select CONFIRM to continue

- The Customer Name screen will be displayed

- Ask the recipient for their name

- Input the recipients name from the on-screen keypad

- Select Done when completed data entry

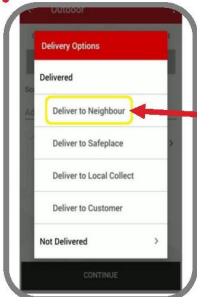
- Select SUBMIT

- The PDA will return to the Pending Jobs screen

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Step 7 Cont

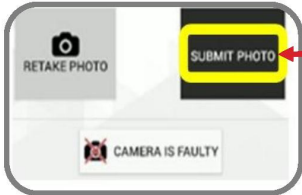
Capture Photo - Delivery to Customer



- If you find that nobody is available to accept the photo capture item then your next option will be a "Delivery to Neighbour"
 - As at the beginning of **Step 7** tap on the item number
 - From the Delivery Options screen select Deliver to Neighbour



- Deliver to Neighbour will be displayed beneath the item number
- Select CONTINUE



- Then follow the Photo Capture process detailed earlier in this Step
 - When you select SUBMIT PHOTO within the Photo Capture process the Neighbours Details screen will be displayed. You will then be required to input the Neighbours details



- You need to capture the following detail. Select each section by clicking the relevant area
 - Neighbours Name
 - House Name/Number
 - Street Name



- Using the on screen keypad input the data as required
- When all the data has been entered select Done on the keypad
- You now need to select SUBMIT



- The PDA will return to the Pending Jobs screen

- Note:**
- If a customer refuses to allow a photo to be taken, then please follow standard procedure and treat as a signature item and return to sender
 - If a customer refuses to allow a photo and refuses to return the parcel then the faulty camera option should be used
 - For CSP and Local Collect a photo is not required and you should follow the tracked not signature standard process
 - There is no change to the SafePlace process

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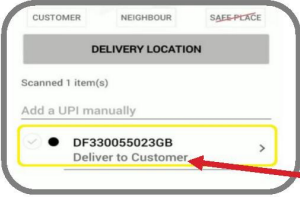
SOP D22.2

Step 8

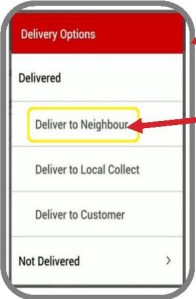
Deliver to Neighbour – To Be Used When



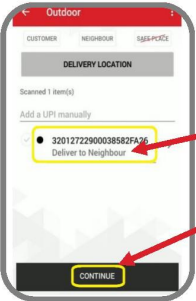
- A neighbour is available to accept items on behalf of the addressee
- The neighbour will provide their name
- The neighbour can provide acceptable ID for Age Verification (AV) items
 - Before taking the neighbour's details, ask 'Can I take your name for the tracking systems so that we can tell the poster and your neighbour that you've got their parcel?'
 - For Age Verification, follow the AV process on the PDA **See Step 6**
 - If the neighbour refuses to provide their name (or fails Age Verification), then either attempt to deliver to another neighbour or return to the original delivery address and follow P739 procedures
- The neighbour will sign for items that require a signature



➢ After scanning the item barcode, Deliver to Customer will be displayed beneath the item number, tap on the item number. This will display the Delivery Options screen



➢ Select Deliver to Neighbour



➢ Deliver to Neighbour will now be displayed beneath the item number

➢ Select CONTINUE



- The Deliver to Neighbour Data screen will be displayed. You need to capture the following detail. Select each section by clicking the relevant area
 - Neighbours Name
 - House Name/Number
 - Street Name

➢ Using the on screen keypad input the data as required



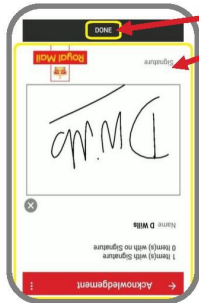
➢ When all the data has been entered select Done on the keypad

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Step 8 Cont

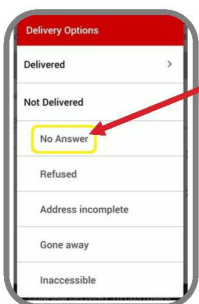
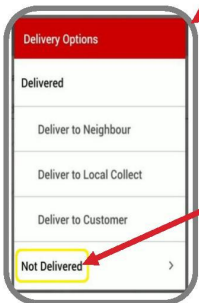
Deliver to Neighbour – To Be Used When



- You now need to select CONTINUE
- The Acknowledgement screen will be displayed showing the recipients name
- Hold the PDA in such a way to permit the recipient to sign in the box provided. Avoid handing over the PDA to the customer so far as is reasonably practicable:
 - You may choose to wear gloves, a face covering or use hand sanitiser if you wish
 - When the recipient has signed in the relevant box on the PDA, retrieve the PDA from the recipient
- The PDA will need to be placed in the upright position and DONE will be displayed at the top of the screen. The remainder of the screen will appear upside down, Tap DONE to finish
- You will be taken back to the Pending Jobs screen
- Return to the original recipient address and deliver a completed P739 card ensuring the neighbour address details are entered. Complete the house number where the item has been accepted, including the road/street name if it is a different road/street to the original recipient's address (i.e. around the corner). If the intended delivery address is a multi-occupancy building, you will also need to complete the customer's name and address details

Step 9

Not Delivered - Changing Status of Items



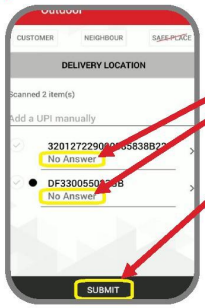
- When you scan an items barcode the DELIVERY LOCATION will default to Deliver to Customer. To change the status of all items listed:
 - Select DELIVERY LOCATION the Delivery Options screen will be displayed
 - Select the 'Not Delivered' option
 - Choose applicable status from list (e.g. No Answer in this example)

Note: For Auto Re-delivery See Step 10

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Step 9 Cont

Not Delivered - Changing Status of Items



- The DELIVERY LOCATION will now be displayed as No Answer
- Tap SUBMIT
- The PDA will return to the Pending Jobs screen
- To change an individual item status for instances where you have multiple items for an address, and you need to change the status of individual items:
 - Scan the item separately and follow the relevant delivery process
- If after selecting a Not Delivered reason the customer then appears, you can simply scan the item/s again and follow the Delivered process

Step 10

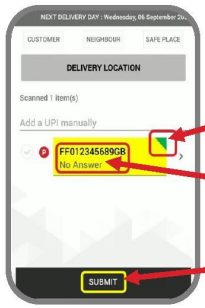
Not Delivered - Auto Re-delivery



- Upon selecting 'No Answer' from the Not Delivered options the following screen prompts will be displayed



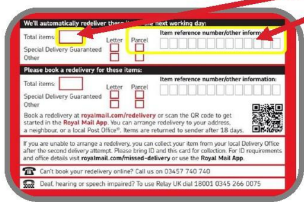
- The NEXT DELIVERY DATE prompt will be displayed (in this example, delivery was attempted on Sept 5th 2023).
 - Remember this date for completion of the P739 card
- Select the 'OK' option



- The Day1 unsuccessful Delivery attempt will be indicated by the GREEN triangle in the upper Right of the item identification Barcode number
- The DELIVERY LOCATION will now be displayed as No Answer
- Select SUBMIT



- The PDA will return to the Pending Jobs screen
- Complete the P739 indicating that delivery was attempted and insert a 'tick' or 'cross' into the next due day for delivery (Day2 - Sunday is not an option)
- Ensure you also include the number of undelivered items of mail and the customer details (Address, Name, etc)



- On the rear of the P739 ensure you add the number of items of mail and the items Barcode Number
- Deliver the completed P739 to the Customers address

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Step 10 Cont

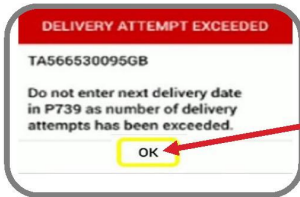
Not Delivered - Auto Re-delivery



- Apply the completed 1st Attempt (Day1) P3756 sticker to the item of mail & ensure that this does not obscure the delivery address

Note: Upon return to the delivery office return items to designated area, separating 1st attempt (Items due automatic redelivery) from 2nd attempt (Items to be held at CSP)

Day2



- The DELIVERY ATTEMPT EXCEEDED prompt will be displayed

- Select the 'OK' option

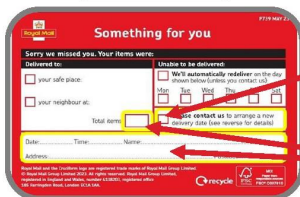


- The Day2 Delivery attempt will be indicated by the RED triangle in the upper Right of the item identification Barcode number

- The DELIVERY LOCATION will now be displayed as No Answer

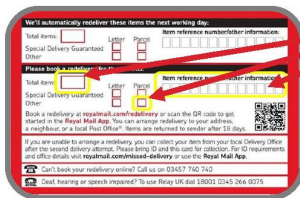
- Select SUBMIT

- The PDA will return to the Pending Jobs screen



- Complete the P739 indicating that delivery was attempted and insert a 'tick / cross' into the 'Please contact us to arrange a new delivery date' box

- Ensure you also include the number of undelivered items of mail and the customer details (Address, Name, etc)



- On the rear of the P739 ensure you add the number of items of mail, tick the 'Other' box and the items Barcode Number

- Deliver the completed P739 to the Customers address



- Apply the completed 2nd Attempt (Day2) P3756 sticker to the item of mail & ensure that this does not obscure the delivery address

Note: Upon return to the delivery office return items to designated area, again separating 1st attempt (Items due automatic redelivery) from 2nd attempt (Items to be held at CSP)

Step 11

Local Collect - Special Delivery, International, RM Signed For, RM Tracked Items and Barcoded Parcels



- For processes involving SPS and Non-SPS offices **See SOP D28 Process local Collect Items**

- For processes involving delivery to POL **See SOP D28 Process local Collect Items Step 5**

Operations Standards

SOP D22.2

Step 12



High Volume Barcode Products:

- For delivery to high volume Barcoded Products recipients (over 250 items), barcoded items should be broken down in to batches of a maximum of 250 items
- All barcoded items must be scanned in front of the recipient. Once the first batch has been scanned (250 items), the "Next" option should be selected
- If delivery is possible the "Delivered" option must be selected and the recipient's details typed on to the PDA device
- The PDA must then be handed over for the recipient to sign their name in the box provided
- The PDA should then be retrieved and the "Done" option must be selected to finish
- The first batch of Barcoded items can then be handed over to the recipient
- This procedure should then be repeated for all subsequent batches until all Barcoded items have been delivered

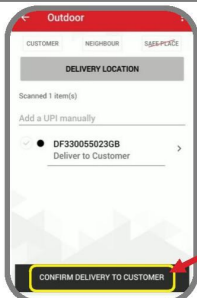
Step 13

Issue Preventing Signing For the Item(s) of Mail

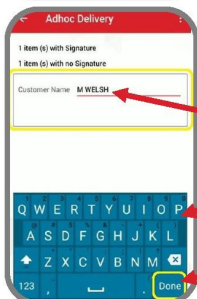


- If the customer has a disability (or other reason, such as concerns regarding Covid 19) affecting their ability to use the PDA to sign for items you should:

- After scanning the Signed For item, ask if anyone else is at the address that could sign for the item(s). If nobody is available ask if they could provide a mark in the signature box



- If this is possible, select CONFIRM DELIVERY TO CUSTOMER



- The Customer Name screen will be displayed
 - Ask the recipient for their name
 - Input the recipients name from the on-screen keypad
 - Select Done on the keypad when you have completed the data entry



- The Acknowledgement screen will be displayed showing the recipients name
 - Select PROCEED

Operations Standards

SOP D22.2

Step 13 Cont

Issue Preventing Signing For the Item(s) of Mail

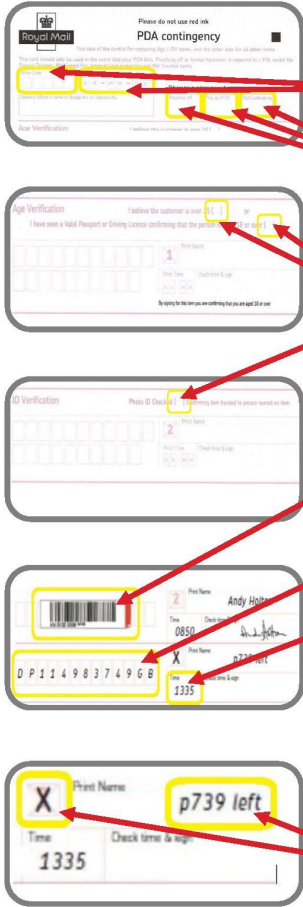


- Hold the PDA in such a way to permit the recipient to make their mark in the box provided
 - Enter M A R (Marked As Received) also in the signature box
 - The PDA will need to be placed in the upright position and DONE will be displayed at the top of the screen. The remainder of the screen will appear upside down
 - Select DONE to finish
- If the recipient is unable to provide their own Mark, enter D W S (Delivered Without Signature) in the signature box and hand the item(s) over to the recipient
 - The PDA will need to be placed in the upright position and DONE will be displayed at the top of the screen. The remainder of the screen will appear upside down
 - Select DONE to finish
- You may choose to wear gloves, a face covering or use hand sanitiser if you wish
- You will be taken back to the Pending Jobs screen

Step 14

PDA Contingency

A supply of P4550 ePoD Contingency Delivery Cards must be carried while out on delivery as a contingency measure and are only to be used in the event of a PDA breakdown, Pouching Off or Post Office providing a P739 Service

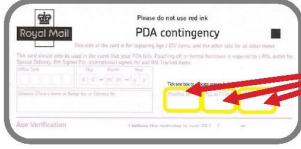


- Enter the relevant Unit Code, and delivery date. SPDOs etc. should use the same Office Code as their 'parent' Delivery Office.
 - Tick the box to indicate reason for use
- **Use the front of the card for Age and ID Verification items only, the reverse is for all other items**
 - Tick the appropriate box to confirm verification
 - If NO valid ID is available, DO NOT hand the item over to the customer
 - Complete a P739 and hand this to the customer
 - Return the item to the Enquiry Office
- When delivering a barcoded item of mail, peel off the removable barcode from the item and attach it to the card
 - If there is no peel off barcode, write the barcode number in the spaces provided
- The time of delivery must be written in the space provided using the 24-hour format
- The time of delivery must be written in the space provided using the 24-hour format
- The receiving customer must print and sign their name before the item is handed over. Ensure that writing is kept within box and only blue or black ink to be used. Red will not be recognised by the scanners once at the scanning centre
- If delivery cannot be made, place an X through the appropriate numbered box and enter reason why delivery was not possible



Operations Standards SOP D22.2

Step 14 Cont



PDA Contingency

- On completion of delivery return the Contingency Delivery Card and any undelivered items immediately to the Special Delivery work area, or other nominated point such as the nearest Post Office Limited site for Pouching off
- When a Contingency Delivery Card is used for formal handover of premium products at a Post Office (i.e. Pouching Off or POL providing a P739 service) a separate Contingency Delivery Card must be used and the appropriate box should be ticked

Standard Operating Procedure