

Letter to Branches

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General Secretary: Billy Hayes (www.billyhayes.co.uk)

No. 665/14

Ref: 112.05

Date: 23rd October 2014

To All Postal Branches with Parcelforce Members
To All Regional Organisers
To All Parcelforce Representatives

Dear Colleague

Parcelforce Joint Statement Regarding The Introduction Of Delivery Options

Please be aware of the activity that has been ongoing since the conclusion of the Parcelforce IT Capability Development Agreement in 2011 and the evolution of IT capability to meet the ever increasing demands that are being made on the business. The introduction of new Delivery Options is the next step in this process and following discussions with the business the attached Joint Statement has been agreed.

Branches and representatives are requested to ensure that our members are made aware of the contents of this LTB.

Any enquiries in relation to this LTB should be addressed to Terry Pullinger, Assistant Secretary, e-mail: dwyatt@cwu.org or shayman@cwu.org quoting reference number: 112.05

Yours sincerely

Terry Pullinger
Assistant Secretary



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Parcelforce Worldwide and CWU Joint Statement Regarding the Introduction of Delivery Options

Since 2010/11 onwards we have been updating you on the progress we have been making from an IT perspective and the increasing capability of our hand-held devices.

This Joint Statement has been produced to provide information to you on a new range of Delivery Options which are due to be introduced over the next few months.

Customers are demanding ever more convenience and information about their collections and deliveries and our key competitors are moving forward at pace to meet these demands. It is against this backdrop that we recognise the need to introduce more flexibility into our collection and delivery services and preserve our position in the market. We already provide a number of SMS and other convenient Delivery Options this next release will further enhance our offering. We have jointly been involved via the Table of Success process in developing these enhancements and will continue to work together in developing appropriate training and briefing material.

The new Delivery Options which will be introduced consistent with all recent agreements in this regard will include new SMS messages the majority of which will be triggered without any further driver activity. Improvements such as safe-place delivery, an amended NSR process and delivery to a nominated neighbour will also be introduced, these will require some slight changes to current process. Other Delivery Options are still being scoped such as delivery with a PIN. A new indicator will also be introduced on the parcel label when Delivery Options have been chosen by the customer.

DO indicator



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The new Delivery Options will be trialled and piloted over the next few months. The majority of SMS messages will be triggered through current processes already undertaken when performing collections and deliveries. Some will require a slight change to input on the device.

The pilot will provide an opportunity to get used to the changes and also assess any potential impacts on first time delivery and the doorstep transaction.

We wish to reassure employees and CWU members that our agreed principles, already in place and designed to offer confidence and protection for individuals, will still apply and that waivers of responsibility will be established when responding to triggered delivery customer options.

We will monitor and review progress via the Table of Success joint working approach.



Terry Pullinger
Assistant Secretary
CWU



Peter Fuller
Operations Director
Parcelforce Worldwide

Date: 23rd October 2014

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