Submission 1 - Extending the use of ADPs.

Following our submission to Ofcom, you ruled in 2013 that Royal Mail should use an Alternative Delivery Point (ADP) if one was available and this is working very well. On the very rare occasion that a new postman is not aware of your directive a quick phone call puts this right for the future.

Currently however, Royal Mail will not accept the scanning of the unique barcode inside ADPs as proof of delivery/signature thus leaving a card for the client to collect from the sorting office, adding to the client's costs, and defeating the object of A.D.P in these cases.

For tracking mail and parcels Royal Mail staff use their scanner on the bar code displayed at that branch or on the parcel/letter and we submit that this should be extended to include scanning the bar code fitted to most ADPs.

Of the various barcodes we chose 128 to be inside the door of our ADP. This is a unique bar code per box. As described by Elfring Fonts Inc. Bar code 128 is widely used in shipping, product ladling, coupons, and postal applications. SCC-14 *(Shipping Container Code)* uses bar code 128 to build a shipping label from your UPC code. SSCC-18 *(Serial Shipping Container Code)* uses bar code 128 to build a serialized shipping code from your UPC code and a tracking number.

On a test last year the RM scanner could read our barcode but it could not save it so we need to use the form needs to be in the form that the Postman' scanner can read and store.

Below is a summary of the IMRG 2016 as it refers to ADP and safe places. We would particularly refer you to the last paragraph.

Submission1

Thus for parcels that have been sent requiring proof of delivery <u>we submit that scanning /recording of the unique bar code inside the ADP would be accepted as that proof and Royal Mail should co-operate with ADP suppliers to ensure the code is in the right form for their scanners to read.</u>

Attachment,

IMRG Consumer Delivery Report 2016 as it refers to alternative delivery points.

IMRG - Consumer Delivery Report 2016 as it refers to Alternative Delivery Points (A.D.P) such as a Sam Squirrel Box/ Parcel Keep Box. (Sam Squirrel's comments in red)

Do delivery concerns ever prevent you from shopping online?
Yes 60%

Why do delivery concerns sometimes prevent you and people in your household from shopping online? Top 3
65% Risk of failed delivery (due to no one at home to receive the item)

Has a good delivery experience directly encouraged you to order again from a particular retailer?
Yes 68%

If orders have not been delivered to your expectation, what have been the most common reasons?
30% Parcel delivered to the Post Office /depot and had to be collected.
45% No one at home to receive/ signature required.
52% No one is home to receive/Would not fit through letter box.

Preferred delivery options.
52% Delivery to a safe place (A.D.P. /shed/garage/secure box/Neighbour)

Distribution contributes significantly to the UK's carbon footprint. If a carbon-friendly delivery alternative was available, would you choose it over a traditional method?
Yes 72.1%

With 55% of our responding households reporting that there will not or may not be someone at home to accept a delivery and with more than 80% declaring home as their preferred delivery location, there is often a need for contingency.

When it comes to identifying the options available 53% do not have a safe-place adjacent to their home or a trusted neighbour to rely on. Of those that do, the majority uses a neighbour (40%), a shed (23%) or a porch (20%) and two-thirds of our responding households would prefer to be able to specify exactly their safe-place rather than leave it to the delivery agent's discretion.

The issue of 'delivery compliance' is becoming increasingly high profile and it only takes one error to tarnish the retailer / customer relationship or the carrier brand. A staggering 95% of our respondents confirm that they would like the delivery company to be able to confirm / demonstrate that they have followed the safe-place instructions provided. Fortunately, solutions now exist (such as a bar code to scan) to enable retailers to have a high level of control in this area.