



The communications union

LETTER TO BRANCHES

The Communications Union @CWUNews @CWUNews #TheCWU CWU.ORG

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27th April 2026

RM and CWU Joint Statement Covering Scanning Away from Location on Collection

Dear Colleagues,

Following trials in the Anglia division for enhanced PDA features using location information to prompt users to sense check the scan location when on collection, we have agreed a joint communication with Royal Mail covering this process, as the business seek to reduce scanning in the wrong location.

The enhanced feature issues a notification to the user when they attempt to scan a COLLOD or collection point barcode whilst the PDA location is away from the registered location by more than 100 meters. The notification says 'You are scanning in the wrong location, do you want to proceed?' giving the user an option to select 'Yes' or 'No'.

It is recognised that there might be differing reasons for the notification appearing, for example GPS issues or the collection point being recorded incorrectly in Route Manager, which should be corrected as this is highlighted. It is also recognised that this could occur as a result of staff knowingly scanning away from the location i.e. from a photo of the barcode on their mobile phone. CWU and the business are aware that this is not solely proportioned to OPG grade.

We trialled this update in Norwich DO and the Collections Hub at Norwich MC with an agreed amnesty on conduct. There were no issues during the trial from management or CWU representatives and any base data anomalies were corrected as a result of the trial.

The trial was then expanded to the wider Anglia division and due to increased visibility, we have received reports from management regarding staff scanning away from location, which could have resulted in conduct without the amnesty in place.

The joint aim is to see improved quality as a result of the new feature. Protection of a further National amnesty period for additional 3 months will be in place to reduce the potential for conduct cases going forward, with the focus being on coaching rather than conduct. This is captured in the joint statement and Royal Mail are now looking to deploy this upgrade nationally on Monday, 11th May.

In addition, the business has agreed that all required training and coaching will be given by Workplace Coaches to support OPGs as required, with all data on the deployment of Collection Proximity feature to be regularly shared with the National Collections JWG.

Any enquiries to the content of this LTB should be directed to the Outdoor Department, email address: Pharacz@cwu.org.

Yours sincerely,

Tony Bouch
Assistant Secretary



Implementation of the Collection Proximity PDA Feature

Introduction

Royal Mail (RM) and the Communication Workers Union (CWU) are committed to working together to improve quality of service, strengthen operational standards, and support a positive workplace culture. As part of this ongoing joint working approach, it has been agreed to introduce a new Collection Proximity feature within the PDA used across the Collections operation.

Background to Collection Proximity?

Collection Proximity is a new PDA feature designed to help improve the accuracy of scans at collection points and reduce scanning away from actual locations. This supports both quality of service and customer confidence in our service offerings and our base data.

A joint trial took place at the Norwich Delivery and Collection Hub, chosen for its mix of city, town and rural routes. This allowed both parties to assess the feature across a wide variety of operational environments.

- Only minimal issues were identified
- Issues were jointly resolved
- The trial confirmed the feature is simple to use and does not negatively impact workload or duty timings

The trial was successful in addressing any technical issues and improving base data which was uncovered to be incorrect following the introduction of the new feature. Instances of intentional scanning away from a location were addressed through supporting conversations and training.

Key points:

- Route Manager positional data is used to identify the expected collection location
- A **100-metre radius** is applied to each collection point
- If a user attempts to scan outside this radius, the PDA displays a message: **'You are scanning in the wrong location. Do you want to proceed?'**
- The user can select **'Yes'** to continue or **'No'** to recheck their location

This feature is designed to ensure that scans are made at the correct location and GPS location issues can be fixed.

Joint Commitment / Next steps

As a result of the trial, both RM and CWU have agreed to:

- Roll out the feature nationally in a planned way that will be shared with colleagues in advance
- Ensure appropriate communications and briefings are provided to all users
- Monitor the deployment jointly and address any issues through existing IR channels
- To note, there will be a conduct amnesty for a 3-month period following the deployment date. However, in extreme scenarios whereby there are repeated offenses which are not prevented through coaching, the conduct process might be used
- This will be in place for 3 months from the start date of national rollout to allow for duty rotations, training and familiarisation.

This enhancement facility reflects the continued joint commitment to:

- Improve quality of service
- Identify and support high impacting units
- Support frontline colleagues and managers to provide excellent customer service
- Enhance operational accuracy and base data
- Provide training where appropriate

Any performance related matters will be dealt with in line with national agreements and ensuring that all coaching and support is provided to employees.

Review

As part of ongoing reviews and a commitment to work together, feedback on the deployment of Collection Proximity feature within the PDA will be a regular feature of the National Collections JWG.

Any issues in relation to the interpretation of these key messages or the deployment approach, will be raised through the line and then with the National Collections Joint Working Group for review and clarification.

Title: Collection Proximity

Date: 27th April 2026

Audience: All Delivery/Collection OPGs (including those on dedicated parcel routes)

Summary

- **Collection Proximity** is a new PDA feature designed to reduce scans away from location and achieve better quality of service
- **It does this** by prompting the PDA user if they attempt to scan away from a designated collection point location; a pop up message will be displayed on the screen saying 'You are scanning in wrong location, do you want to proceed?' This will give the user the option to select 'No' or 'Yes'
- Route Manager data is used to identify the expected location
- There will be a 100-metre radius set for each collection point
- If the PDA is outside this boundary when scanning, the app prompts the user to check their location and select the 'Yes' or 'No' option before continuing
- This function has been trialled in Norwich Delivery and Collection hub, as it has a mix of locations to identify issues, fixes and improvements and more widely in the Anglia area over the past 6 weeks

Background – The Why and the What

- Improve location accuracy of collection scans
- Reduce avoidable “in the wrong location” scans
- Enhance quality of service and customer confidence
- Provide better data for regulatory performance and assist with true GPS issue identification

Collection proximity – What are the new enhancements on the PDA?

Collection Proximity is a new PDA feature designed to reduce incorrect scans and improve scan location accuracy. It works by:

- Prompting the PDA user if they attempt to scan away from the designated collection point location: Displaying the message ‘You are scanning in wrong location. Do you wish to proceed? – No or Yes
- Using Route Manager data to identify the correct expected scan point location
- Applying a 100-metre boundary around each collection point
- Triggering an alert when the PDA is outside this boundary, prompting the user to reassess their location before scanning

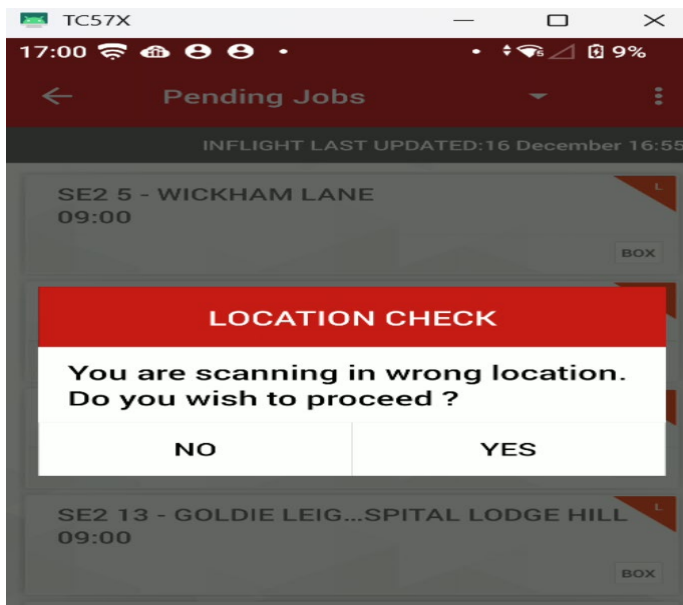
This simple intervention is intended to support better compliance and improve the quality of operational data and service.

Discussion

When will these changes take place?

From Monday 11th May 2026, PDAs will begin displaying proximity notifications.

What will I see on my PDA and what do I need to do?



- If you are at the correct location, click YES
- **If you are not**, click NO, and move to the correct location

What if the PDA shows the wrong message?

Occasionally, the PDA may incorrectly flag an unexpected location. This is usually due to outdated or incorrect data in Route Manager. If you receive a message but are confident you're at the correct collection point, please collect the mail and inform your Manager so they can advise the Route Manager Champion to update the system to reflect where we actually collect from.

To note, there will be a conduct amnesty for a 3-month period following the deployment date. However, in extreme scenarios whereby there are repeated offenses which are not prevented through coaching, the conduct process might be used