<u>Submission to Ofcom 12th Jan 2018</u>

You kindly approved our submission in 2013 that Royal Mail should use alternative delivery points if one is available.

This now works very well but in the event that a signature is required Royal Mail will not leave the package and need the recipient to collect from the sorting office. This means delay, extra time and/or fuel cost to collect.

All our alternative delivery point boxes - and many of our competitors -, have inside a unique barcode inside that the postman can scan to confirm a delivery but Royal Mail never use.

Pic of a unique barcode inside our ADP and confirmation of couriers using an 8 digit code

The scanners used by Royal Mail can read the barcode we use but cannot store it as it is the wrong format so they have no record. Asking Royal Mail on numerous occasions as to that format has brought no response.

 It does appear that a barcode using Code128 is the most useful and as many couriers use an 8 digit code we would ask that Royal Mail must arrange for their scanners to read and save a barcode of 8 digits in code 128 and that on depositing a parcel scanning the code will be accepted as proof of delivery. The barcode in the alternative delivery point should also have the numbers also printed above so it can be used where the postman has no scanner.

Bob Dudson