

Delivery App

Getting started



Key exceptions colleagues must know when using the Royal Mail Delivery App — built on existing PDA functionality for outdoor parcel delivery.

Registration & payment

- **Use of the Delivery App is voluntary for agency colleagues.**
- Agency colleagues must download and register on the Delivery App before it can be used.
- Need help registering? Contact your local Manager for guidance and materials.
- An additional expense payment is made based on hours worked, to offset use of your own device and data. The payment stops when you stop using the App.

What Is Different

- Not supported in the App — Parcel Lockers, Customer Collects, Vehicle checks and Collections must still be processed on a PDA.
- **Route QR Code:** generate a QR code on the PDA, scan it with the Delivery App, then complete the outdoor delivery — including navigation — on your phone. Do not share this with anyone else.
- **See the RM Delivery App User Guide or Quick Steps video.**

Safe Driving

- Vehicle checks must be completed on a PDA (not available in the App).
- Your phone must be secured in the supplied windscreen mount.
- **Mobile phones must not be used whilst driving, including when hands free.**
- No mount provided? Contact your local Manager.
- **Watch the Delivery App Safe Use film on Content on Demand.**

Safe Charging

- Charge your phone before arriving in your unit.
- Bring your own charging cable and make sure it is in good condition.
- **Portable charging banks must not be used in RM vehicles or on RM sites.**
- Portable charging banks may be used on HCT duties but must not be charged on RM sites.
- Always check portable charging banks for damage before use.

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Useful guides



Ask your manager for guides and to show Safe Use and Quick Steps on Content-on-demand TV. Or scan the Delivery App Agency QR Code Poster for videos and guidance on your phone.



RM Delivery App – User Guide



WPC Parcel Locker Mitigation



WPC Core Route Solution Guide



RM Delivery App Safety Video



RM Delivery App Quick Step Video

Remember: Segregate Locker Parcels



- Parcels for Lockers cannot be delivered using the Delivery App.
- Indoor: scan locker items onto the Adhoc / DPR route and confirm the address.
- Remove locker items from the PDA manifest BEFORE the QR code is generated.
- **At Confirm Manifest, re-scan the locker barcode and select Yes to remove it.**
- For more information, see the WPC Parcel Locker Mitigation guide from your manager.