

Delivery App Frequently Asked Questions - Agency



Do I have to use my own phone for the Delivery App?

No. Using your own phone is voluntary. A PDA will be provided if you say no. You will not be treated unfavourably.

A VOLUNTARY CHOICE



Manager
conversation



Your phone,
your choice



PDA
alternative



Extra payment based on the hours worked to offset the expense of using your own device and data.



You will never be pressured to use your own phone.



What additional expense payment will I receive?

You'll receive an additional payment based on the hours worked to offset the expense of using your own device and data. It stops when you stop using the Delivery App.

The additional expense payment is subject to tax and is paid as taxable earnings through your agency.



Who can take part, and how do I prepare?

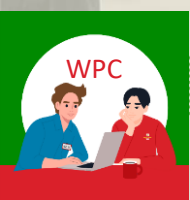
To take part:

Your manager must confirm that you are eligible.

You must register using the same email address as your Joined Up account.

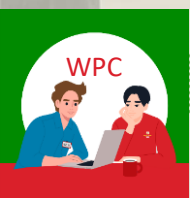
Before your shift:

You must bring a compatible smartphone and charging cable. Fully charge your phone.



When will Royal Mail and Parcelforce use the Delivery App?

We expect to use the Delivery App between November and December 2026 to support operations during our busiest period.



Is my Android phone compatible?



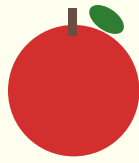
Requirements

- Android 13+
- 64-bit CPU
- 6 GB RAM
- 64 GB storage

Many older Android devices may not meet the minimum specification requirements



Is my iPhone compatible?



Requirements

- iOS 18+
- A12 Bionic or newer
- 4 GB RAM
- 64 GB storage

iPhones not compatible

iPhone X (A11 Bionic, 3 GB RAM)

iPhone 8 and iPhone 8 Plus (A11 Bionic, 2 GB / 3 GB RAM)

iPhone 7 and iPhone 7 Plus (A10 Fusion)

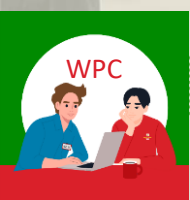
iPhone SE – 1st Generation (A9)



How much mobile data will the Delivery App use?

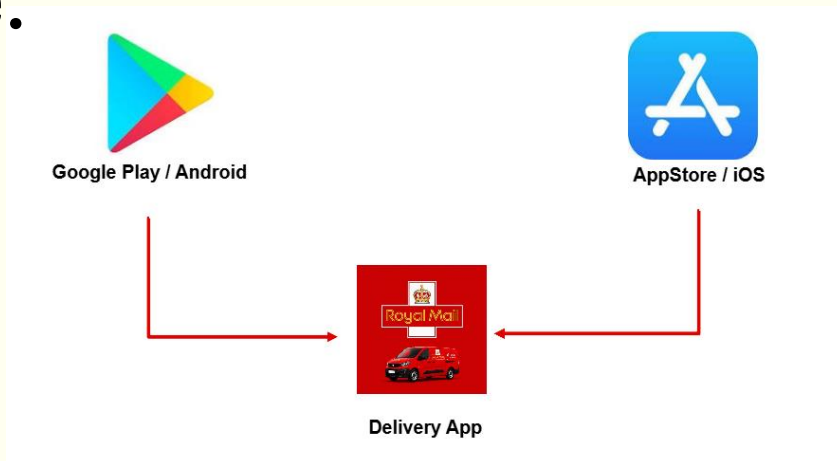
The Delivery App is expected to use around 3 GB of mobile data per month.

If you need to buy extra data, ask your manager for a PDA instead of using the Delivery App.



How do I register for the Delivery App?

Step 1: Download the Delivery App from the relevant app store.



Step 2: Open the Delivery App

As an agency worker, select 'Other user'.



Use the same email address as your JoinedUp account.



Why must my email addresses match?

Your JoinedUp and Delivery App email addresses must match.

Register for the Delivery App using the same email address as your JoinedUp account.

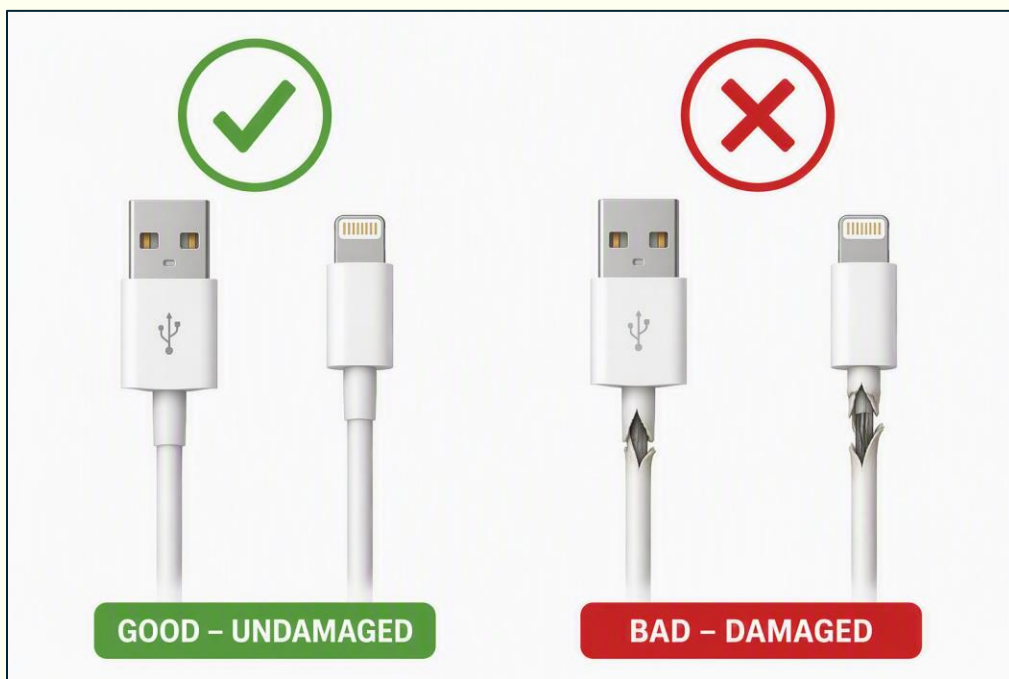
If they do not match, your additional expense payment may not appear in your weekly pay, paid in arrears.



Do I need a charging cable?

You'll need to bring a charging cable. It must be positioned so that it does not interfere with any vehicle controls, such as the steering wheel, gears or pedals.

Portable power banks cannot be charged on site or used in the van

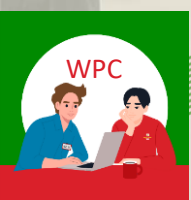


Check cables before use.
Do not use damaged cables.



Can Royal Mail see what is on my phone?

No. The Delivery App only shares delivery information with Royal Mail. Your personal apps, photos and messages stay private. The Delivery App is not used to monitor you.



What if my phone is damaged, stops working, loses signal or runs out of battery?

Stop using your own device and contact your local manager straight away. A PDA will be provided to complete your deliveries.



What if the Delivery App will not load or scan?

Contact your local manager. Do not hold up the round. They will support you, provide a PDA if needed and report the defect to the IT helpdesk.



Who can help me with the Delivery App?

If you have completed the eLearning and still need help setting up or using the Delivery App, speak to your local manager.

The poster near the SISO sign-in/out point links to training materials.

The Delivery App Safe Use film contains essential safety information.

Your local manager can also help with operational issues.



My additional expense payment looks wrong. What should I do?

Raise any pay query through the usual process with your agency. Pay is not resolved through the Delivery App.

Remember, you must be using the Delivery App during your shift to receive the additional expense payment.

