



Dear GTA Member

As Parcelforce account holders, you will be aware that Parcelforce and Royal Mail have been restructuring their operations, including streamlining their collection and delivery software. Unfortunately, these changes have been poorly administered and are affecting all of us.

Over recent months, RFD account holders have received multiple emails instructing them to activate an OBA account, then a Collect & Drop account. Most recently, RFDs were informed that the existing WDM online software will be switched off this coming Friday 13 March.

We fully understand the frustration these disruptions are causing. In response to your concerns, the GTA has been working tirelessly to engage with Parcelforce. However, the closure of the former Firearms Accounts Office has made communication extremely difficult.

The GTA has raised your concerns repeatedly, specifically requesting:

1. A clear written procedure explaining how Firearms Account Holders should transition to the new systems.
2. Reinstatement of the Firearms Accounts Office and helpdesk to ensure proper support during and after the transition.
3. A postponement of the shutdown of the WDM online software until the issues affecting Firearms Account Holders have been properly addressed.

Please continue to share your concerns with us. We are collating a file for submission to Parcelforce management. We have also raised the potential risk to public safety posed by Parcelforce's poor service. In particular, discussions are ongoing with the relevant authorities in light of the number of guns that have gone missing in transit.

Be assured we are doing everything humanly possible to resolve these problems. We are grateful for your understanding and support.

Best Regards

Paul Green, Technical Director

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