



Dear GTA Member

Your Association has now held a meeting with Parcelforce senior managers to express our deep concern about current service levels and seek solutions for members. It has taken many weeks to organise this meeting due to a lack of responsiveness from Parcelforce.

At the outset of the meeting, GTA highlighted that the initial rollout of Click & Drop had caused widespread and persistent issues for the trade. These problems were unacceptable and had resulted in members losing business. While collection and delivery delays are serious operational concerns, it was also stressed that the loss or incorrect delivery of firearms is entirely unacceptable and cannot continue. Registered Firearms Dealers (RFDs) are legally required to report such incidents to the police, with matters in some instances escalating to the National Crime Agency (NCA). As a consequence, confidence within the firearms trade in Royal Mail's ability to manage these consignments safely and reliably in future has been seriously dented.

CLICK & DROP ROLLOUT

GTA stated that the Click & Drop rollout had been highly problematic for the trade causing countless problems. There had been a severe impact on day-to-day business. Parcelforce acknowledged the seriousness of the issues raised and confirmed that delivery performance remains its top priority. Key points discussed included:

- The *Click & Drop* platform was introduced across all industries and all account holders; its implementation had not been specific to the firearms sector.
- No changes have been made to the physical delivery process.
- It was understood that changes made to “scan events” had in Parcelforce's words “negatively impacted visibility and recovery actions” for firearms.
- “Scan events” are now being reinstated, with scanning at the point of collection being reintroduced to improve end-to-end visibility.

WDMO DECOMMISSIONED

The WDMO system was fully decommissioned last week. Its licence will not be renewed. *Click & Drop* is now its sole replacement.

NEW FIREARMS AD HOC COLLECTION SERVICE

A new firearms-specific ad hoc collection service has been launched. While it requires additional steps and completion of web forms, Parcelforce anticipates improved security, collection reliability, and delivery performance.

THIRD PARTY PLATFORMS

Parcelforce admitted that RFDs using third party integrations or bespoke APIs may experience additional complications during this transition. They urged GTA members to escalate their concerns through the “contact routes” listed below.

NO TIMELINE FOR NEW FIREARMS ACCOUNT HOLDERS

Royal Mail currently has no confirmed timeframe for onboarding new firearms account holders. Parcelforce apologised that they are presently unable to onboard new firearms customers but are working hard to implement a manual process. Further updates and timelines will be provided “in due course”.

HELP DESK

Initial help desk teams were designed to support all industries, rather than firearms-specific queries. Parcelforce accepted that this had led to confusion and inconsistent guidance for RFD account holders. As a result, Parcelforce committed to provide new contact details for dedicated firearms support. Please see contact information below.

RE-INTRODUCTION OF SCANNERS

New scanners integrated with updated software have been deployed. All firearms consignments should now be scanned at the point of collection.

LEGACY SYSTEMS

It was confirmed that system configurations dating back to 2012 are no longer in operation.

MISSING OR INCORRECTLY DELIVERED FIREARMS

Parcelforce assured GTA that cases involving missing or incorrectly delivered firearms are being treated as a priority by the Firearms Team, with same-day investigation and resolution wherever possible.

SUPPORT AND CONTACT ROUTES

- **Firearms Helpdesk** (ad hoc collections, tracking queries, missed collections): firearms.helpdesk@parcelforce.co.uk
- **Customer Services (urgent queries):**
03457 950 950 | account.support@parcelforce.co.uk
- **Account Migration / Onboarding:**
0345 266 0846 | parcelforce.onenetwork@parcelforce.co.uk
- **Click & Drop Support / Training:**
clickanddropsupport@royalmail.com
- **Click & Drop Help Centre:**
<https://help.parcel.royalmail.com/hc/en-gb>
- **Finance / Billing Queries:**
<https://www.royalmail.com/forms/contactfinance>
- **Account Changes / Products / Pricing:**
namsalesenquiries@royalmail.com

NEXT STEPS

- Parcelforce will continue to feedback any concerns raised into its transition team.
- An update on timelines for onboarding new firearms accounts will be provided once confirmed.
- A follow-up meeting has been arranged for 24 April for GTA to review progress.

Please do not hesitate to get in touch if you have any questions: tech@gtaltd.co.uk

Best regards

Paul Green, Technical Director
The Gun Trade Association

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