



Dear GTA Member

GTA is continuing to receive a large volume of complaints from members regarding Parcelforce/Royal Mail. We apologise again that we are unable to respond to each and every email sent. We are a tiny team and simply do not have the capacity.

However, we have just held our second meeting with Parcelforce senior management. I am therefore reporting back to you on the key points raised during that meeting.

The Click & Drop software currently in use was originally a Royal Mail system and was never designed to accommodate the gun trade. Following the amalgamation of Royal Mail and Parcelforce, and the decision to withdraw the legacy HDMO software, Click & Drop has had to be adapted for gun trade requirements, hence the problems we are experiencing. This led to the introduction of the Ad-Hoc webform, which is intended to support dealers who require irregular collections.

You may recall that early versions of the Ad-Hoc webform indicated that dealers would receive a confirmation email. It was confirmed at the meeting that this functionality did not work and has since been disabled. As of Monday 27 May, a new internal process has been introduced. Under this system, RFDs will only receive a call only if a booking has not been logged correctly or if there is an issue with the collection.

Given the number of firearms that were mislaid and particularly during the early stages of the transition, the matter was escalated to the National Crime Agency. This has now been progressed through the appropriate channels and the Police have been in contact with Parcelforce/Royal Mail. A call with senior Parcelforce/Royal Mail management has been arranged and will take place shortly.

Pricing was also discussed. It is important to clarify that all historic GTA tariffs have now been withdrawn. Royal Mail does not apply charges for manual handling or London congestion, whereas Parcelforce previously did. Current tariffs vary depending on individual dealer requirements. For example, dealers with large, regular daily collections will be offered different rates compared to those requesting occasional, one-off collections. Members wishing to obtain a copy of their specific pricing can do so by emailing parcelforce.1network@parcelforce.co.uk

A list of general tariffs and the latest terms and conditions are attached above.

The next meeting between GTA and Parcelforce/Royal Mail is scheduled for mid-May. I will provide a further update following that discussion.

With best wishes



Paul Green, Technical Director

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