

How to handle Personal Contact Items (PCIs) - COVID-19 procedure

Signature only items

- Do not ask the customer to sign for signature only items.
 - At signature step, **select cancel** on Verifone or wait until the Verifone times out.
 - It will bring you to the blank signature pad on RPS, **select manual signature**.
 - That will be the end of the transaction
 - For **regular signature items**, hand the item to the customer.
- The following items **must** be signed for by the customer. If the customer refuses, advise that you are not able to deliver the item until a signature has been captured.
 - Xpresspost Certified
 - Registered Mail
 - Proof of Identity (POI) items
 - Proof of Age (POA) items
 - COD
 - Customs (with an amount owing)
 - Customs items that have been prepaid online and no longer have an amount owing but still require a signature can be delivered following the same process as normal **signature only** items (as per above).
- Your safety matters most. If an upset customer threatens you and demands you hand over a package, give it to them without confrontation. Report the incident to your team leader as soon as it is safe to do so. Call the police to report any violence or threats, or if anything was stolen.

For customers who want to purchase option for signature upon delivery

- Until further notice, do not sell the signature option to customers.
- The signature process has been modified temporarily, and in many cases customers will not be asked to sign for an item at the time of delivery. This also applies to items for which signature is included.
- Senders will still have access to up-to-date tracking information and will receive confirmation of delivery – just without the receiver's signature.