




**New and
improved
service**

Your **SecureDrop** service is changing

- Increased service reliability
- Real time delivery notifications
- Improved security of your items

Your address will shortly receive a new and improved SecureDrop service



What's changing?

You will receive exclusive early access to our upgraded SecureDrop service as we move to a new digital service.

We will continue to deliver parcels to your safe, weatherproof location, but all items small enough will now be put through your letterbox.



Instead of cards through your letterbox following a successful delivery, you will now receive real time delivery notifications by email advising you of a successful delivery.



What this means for you

- Successful first time delivery to your SecureDrop.
- Signed for items small enough delivered through your letterbox.
- Real time delivery notifications by email.
- Improved security of your items.



Introducing delivery eTags

To offer these benefits and to ensure the continued improvement of your delivery experience, we will be introducing electronic tag technology (also referred to as eTags).

The delivery eTags are small and discreet and will be affixed in a visible location at your normal delivery point. When a delivery officer scans your eTag using their handheld device, it will:

- provide us (and only us) with delivery information for your property
- act as proof of delivery for your items
- send you an email delivery notification

By affixing an eTag, we can provide an improved and more reliable service as no matter which delivery officer is on your round, they will always have the correct delivery instructions when they arrive at your property as this will be stored on your digital tag.

The eTag is a square adhesive tag with an envelope icon on it. We have several colours available, and we will closely match the colour of the eTag with the surface it is being applied to.



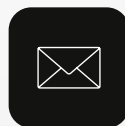
White
(See eTag to scale)



Brown



Blue



Black



Red



Grey



Green

Please note that we will be unable to continue with the SecureDrop service without using an eTag. Please refer to our terms and conditions for more details at www.jerseypost.com/terms.

FAQs

- **Why do I need an eTag at my property?**

The eTag will allow us to ensure the successful delivery of your items on the first attempt. In addition, we will now notify you by email as soon as your items have been delivered.

- **Where will you affix my eTag?**

The eTag needs to be in a visible location at your normal delivery point so that when the delivery officer arrives at your property, they can scan it to find out where your safe place is. There are limited options on where the eTag can go, so we will likely affix it on a flat surface on your front door, either above or below your letterbox. Generally, we will affix one eTag per household, but if you live in a block of flats or shared accommodation, we may only apply one eTag in the lobby, which all residents will share.

- **Does the eTag replace my existing barcode?**

Yes, we will continue to deliver to your safe place location, but we will no longer need the barcode that is in your safe place location, as the eTag will now hold all the delivery information and act as proof of delivery when scanned. Once the eTag is affixed at your property, you may wish to remove the old barcode in your safe place location as it will no longer be required.

- **Can you tell me more about the eTag technology?**

The eTag is a unique identifier for your property. Our delivery officers will use their handheld devices to scan the eTag for information on where to leave your items. This type of technology is called Near Field Communication (NFC) and is a contactless communication technology based on a radio frequency (RF) field. More commonly known examples that use this technology are contactless cards and hotel key cards.

- **Are eTags secure?**

Yes, the eTags do not store any personal or delivery information on them and access is encrypted and only readable by our handheld devices.

- **What happens if I move house?**

When moving house, log on to your Jersey Post account at www.jerseypost.com/account and cancel your current service. Once at your new property, you can sign up for the service with your new address. Your eTag must not be removed or disposed of, as it will become the eTag for the new residents.