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**GMB UNION – EVRI**

**NEWSBRIEF**

**GMB GIVES YOU A VOICE EVRI COURIER MATTERS**

**Dear Evri members,**

As some of you may already be aware, we have a regular National meeting most Monday’s with Evri.

We correlate EVRi’s minutes with our own notes & in the interests of transparency will endeavour to share them with members by the end of each week on the notice board.

**Monday 06/02/2023**

1. In the last 4 days volumes in the network of packet & postable traffic has suddenly increased dramatically & not in line with original figures mentioned in comms on col.  Is there a special deal on the cheaper bandings for clients at the moment?

OUTCOME/ACTION POINT – Evri have identified an issue that the banding is being displayed incorrectly on the Cognito app and COL, but is correct on the CDM’s Workforce Portal. Since payment is associated with the bandings on the Workforce Portal Evri say please be assured that you will receive the correct payment for these parcels.

1. Misbands are at an all time high.  The upgrade rejection rate is too high now for couriers to take the risk that their upgrade requests may fail the current process.  Couriers are taking the financial brunt for a problem that is between Evri and their clients during an already bleak time.  The SE+ service providers we were told outperform other service providers will soon be forced to leave simply because they cannot afford to stay. This is seriously affecting morale & mental health.

OUTCOME/ACTION POINT – Evri investigating.

1. News article re Manchester reporting contractors being given rounds taken from SE+ couriers & some SE+ couriers being left with a volume of just 10 parcels after rebalancing in their local area.

OUTCOME/ACTION POINT – Evri state they don’t want to lose good couriers and the volume of 10 parcels was an IT error with manifests.

1. Scottish Region Courier Rate review escalated.

OUTCOME/ACTION POINT – Evri to investigate.

1. Scottish Region Courier Rate review error during implementation.

OUTCOME/ACTION POINT – Evri to investigate.

1. Update/solution to 194 booking holiday issue?

 OUTCOME/ACTION POINT – IT are looking for a fix, in the mean time Evri are looking at a temporary workaround so no holiday accrual is lost.

1. Guaranteed HSP on 23 & 24 December seems to have not been processed. 2 examples provided.

OUTCOME/ACTION POINT – Evri to investigate.

1. North East Region Courier Rate review escalated again.

OUTCOME/ACTION POINT – Evri to investigate.

1. London Region Courier Holiday booking issue since August.

OUTCOME/ACTION POINT – Evri to investigate.

1. Midlands Region Courier lost bonuses for 5 months due to App issues.

  OUTCOME/ACTION POINT – Evri to investigate.

1. London Region Courier was on historical missing payment spreadsheet re missing bonuses for a whole year.

OUTCOME/ACTION POINT – Evri processing payment.

1. Southern Region Courier was on historical missing payment spreadsheet for over £300 missing payments from a year ago.

OUTCOME/ACTION POINT – Evri have processed payment.

1. London Region Courier was on historical missing payment spreadsheet re missing bonuses for a whole year.

OUTCOME/ACTION POINT – Evri processing payment.

1. GMB requested a discussion regarding changes to the Partnership Agreement.

OUTCOME/ACTION POINT – To be diarised.