

# SecureDrop eTag FAQs

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## How does this replace my existing service?

As part of our enhancements, we will be digitising the very manual current service by introducing delivery eTags. As a result, this will improve the reliability of your service as it ensures that whichever delivery officer is on your round, they will always have the correct instructions when attending your property on where to deliver your items.

## Where does the eTag go?

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.

## How does the new process work?

When a delivery officer arrives at your property, they will look for the eTag to scan using their handheld devices. Once scanned, the handheld device will provide the delivery officer with instructions on where your safe place is so that they can deliver your item.

## 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 delivery eTags secure?

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

## What does the eTag look like?

The eTag is a square adhesive tag with an envelope icon on it. We have seven colours available, and we will closely select a colour that matches the surface it's being applied to.

## When will the pilot start?

Our dedicated pilot team will begin affixing the eTags at the Metropol Apartments from June 2022. The new service will be live as soon as we have affixed the eTag at your property. To confirm that the service is active, we will put a card through your door. Please note, when live, this replaces your old SecureDrop barcode in your safe place.

## How long will the pilot scheme run for?

The pilot scheme will run for several months. During this time, we will contact you for feedback on the service. If successful, the service will continue as is, and we will begin to roll out the service island-wide.

## Do I need to be at home when you affix my eTag?

No. Due to specific requirements on where the eTag can go, we will have a dedicated pilot team that will come to your property to deploy your eTag. We will contact you if there are any challenges with deploying your eTag.

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### **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.

### **Will it be my delivery officer affixing the eTag?**

Although your delivery officer will be aware of the eTag deployment, they will not be affixing the eTag during their normal round as they have deliveries to complete. There will be a dedicated pilot team that will deploy the eTags.

### **How will you notify me that an item has been delivered?**

When we successfully deliver an item to your safe place, we will now send an instant delivery notification by text and/or email, depending on the recorded preference we have on file for you. Please also ensure you check your junk/spam inboxes for these notifications. If you would like to update your contact details, please log in to your Jersey Post Account on our website or contact our Customer Care team.

### **What happens if I don't have an email address or mobile number?**

If you do not have an email address or mobile number, we will leave a card in your letterbox. If you are still receiving a card through your letterbox, it could be because you haven't provided us with your updated contact details.

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

If you applied for your service online, log on to your Jersey Post account at [www.jerseypost.com/account](http://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. Alternatively, contact our Customer Care team at [securedrop@jerseypost.com](mailto:securedrop@jerseypost.com). The eTag at your existing address must not be removed or disposed of, as it will become the eTag for the new residents.

### **What if my circumstances change and I no longer want a SecureDrop place?**

You can cancel your service at any time by logging in to your Jersey Post account at [jerseypost.com/account](http://jerseypost.com/account). This will deactivate the information on your eTag, but your existing eTag must not be removed or disposed of, as it will become the eTag for the new residents if you ever decide to move house.