

## Business Panellist Guide

### Receiving your posting pack

Hello

Thank you for your participation in our studies as a receiving and posting panellist.

The aim of the studies is to measure Royal Mail's 'Quality of Service' - that is, the proportion of mail items Royal Mail deliver on time. The results of the studies allow Royal Mail to improve the service they provide to homes, businesses and communities across the UK.

This guide explains step by step what to do when you receive a posting pack.

We recommend that you download this PDF to your desktop for easy access.

#### General information

- The test items to be sent by you will be enclosed in a **posting pack**, which will be either a large letter or a parcel.
- Whilst taking part in the study, you need to check whether any mail has been delivered to your business **every day** when you are at work. Remember that deliveries can be made until late afternoon.
- When you receive a posting pack, your task is to accurately report the date of receipt of the posting pack through the Mailagents app.



If you use any of the PO Box Collect, PO Box Transfer, Business Diversion, Keepsafe, Redirection, Timed Delivery, Early Collect or Early Extraction services or hold a weekday mail retention and have refused a follow-up or 'sweeper' delivery, **please contact us immediately**.


- Please remember to **never** disclose to Royal Mail employees that you are participating in the study.
- In addition, feel free to watch our video on this topic. Simply click on the following link: ['Receiving your posting pack'](#)

## What do you need to do after receiving your posting pack?

### 1.

Open your posting pack and take out your **personal posting plan**:

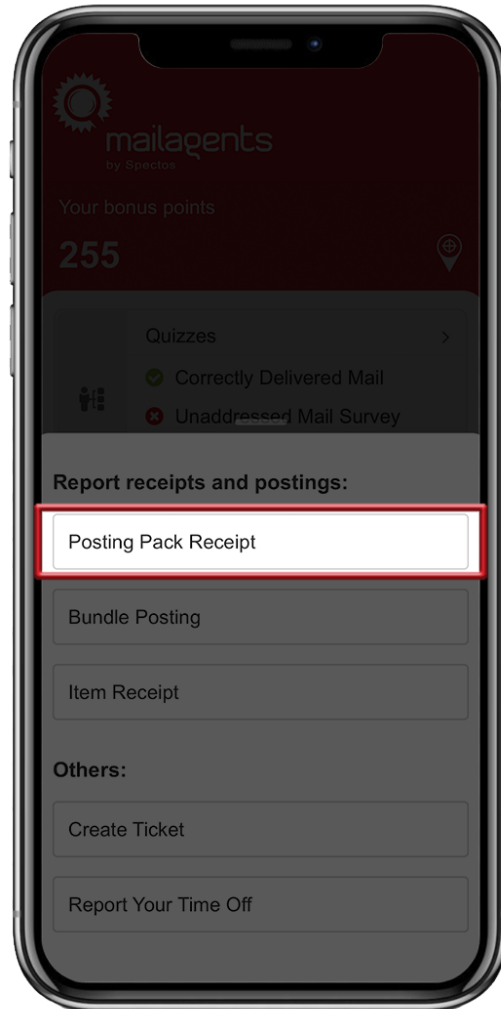


POSTING PLAN	
PARTICIPANT ID 11111	<b>Company, First name, Last name</b>
<b>Project</b>	Meter Franked Mail
<b>Posting Period</b>	03/10/2022 - 07/10/2022
<b>Receipt of posting package</b>	<p>Please confirm receipt of the posting package with the delivery date and package number (package ID) on the same day in the <b>Mailagents App</b>.</p> <p><b>Package ID: 3405</b>      <b>Receipt date:</b> .....</p> 
<b>Test bundles</b>	<p>Please confirm the posting of the test letters on the day of posting by stating the posting date, time and posting address through the <b>Mailagents App</b>. Different posting addresses can also be selected interactively there.</p>
<b>Problems? Comments?</b>	<p><input type="checkbox"/> We are at your disposal at any time. Simply send us an e-mail to: <b>support@mailagents.uk</b></p>

PLAN				ACTUAL (YOUR NOTES)		
Bundle ID	Posting date	Number of test letters	franking type	Posting date	Posting time	Latest collection time
111426	Monday 03/10/2022	4	1st class		:	:
111427	Tuesday 04/10/2022	2	1st class		:	:
111428	Wednesday 05/10/2022	3	2nd class			:
111429	Thursday 06/10/2022	1	1st class		:	:
111426	Friday 07/10/2022	3	2nd class		:	:
111427	Saturday 08/10/2022	2	1st class		:	:

\* Please note that this is an example and variations are possible.

The posting plan can also be viewed via the app. Below the reporting section, select: **'Report receipt of posting package'**:



\* Please note that image variations are possible due to regular app updates.

**2.**

Compare the number of items to be posted with the number listed in the posting plan.


Your posting plan shows how many test items are included, the dates and times when you need to post them and the type of franking you need to apply to each of them, along with a unique ID number for each test bundle, which you can also find on the bundle itself:

PLAN				ACTUAL (YOUR NOTES)		
Bundle ID	Posting date	Number of test letters	franking type	Posting date	Posting time	Latest collection time
111426	Monday 03/10/2022	4	1st class		:	:
111427	Tuesday 04/10/2022	2	1st class		:	:
111428	Wednesday 05/10/2022	3	2nd class			:
111429	Thursday 06/10/2022	1	1st class		:	:
111426	Friday 07/10/2022	3	2nd class		:	:
111427	Saturday 08/10/2022	2	1st class		:	:

\* Please note that this is an example and variations are possible.

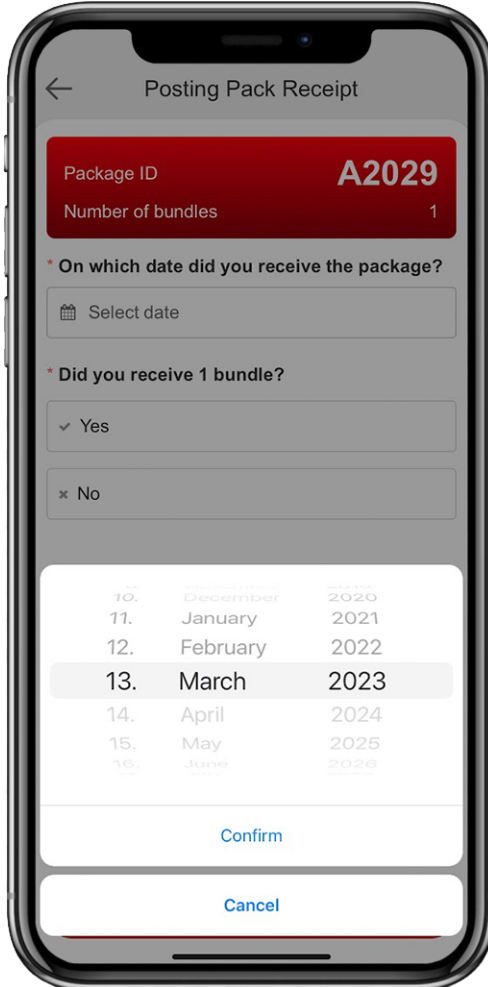
**3.**

Confirm the receipt of the posting pack via the Mailagents app by scanning the QR code in the posting plan:

<b>Posting Period</b>	03/10/2022 - 07/10/2022	
<b>Receipt of posting package</b>	<p>Please confirm receipt of the posting package with the delivery date and package number (package ID) on the same day in the <b>Mailagents App</b>.</p> <p><b>Package ID: 3405</b>      <b>Receipt date:</b> .....</p>	
<b>Test bundles</b>	<p>Please confirm the posting of the test letters on the day of posting by stating the posting date, time and posting address through the <b>Mailagents App</b>. Different posting addresses</p>	

#### 4.

Enter the receipt date and confirm your entry:



Posting Pack Receipt

Package ID **A2029**

Number of bundles **1**

\* On which date did you receive the package?

Select date

\* Did you receive 1 bundle?

✓ Yes

✗ No

10.	December	2020
11.	January	2021
12.	February	2022
13.	March	2023
14.	April	2024
15.	May	2025
16.	June	2026

Confirm

Cancel

\* Please note that image variations are possible due to regular app updates.

### What should you do if a posting pack could not be delivered to you because you weren't in to receive it?



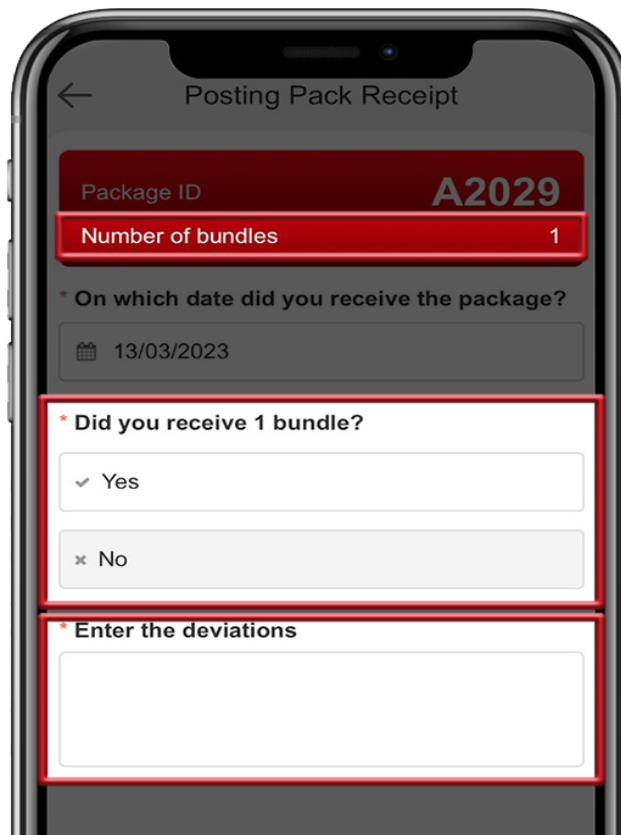
In this scenario, Royal Mail will place a **“Something for You”** card through your letterbox.

Record **the date and time noted on the card** as the date and time the posting pack was delivered.

**i** **Never guess the date of receipt.** If you are unsure of the actual delivery date, you must report “**don’t know**” for the receipt date.

## 5.

Compare the number of bundles to be included in the posting pack with the number of bundles you received. If there are any deviations, please make a note:



\* Please note that image variations are possible due to regular app updates

Thank you for helping to improve the service Royal Mail provides to homes, businesses and communities!