

Business Panellist Guide

Receiving and reporting test items

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.

We measure Royal Mail's Quality of Service using test items - anonymous items of mail posted and received by panellists like you. As a panellist, it's your job to post and receive test items and report to us when you have done so, so that we can calculate the time it takes for Royal Mail to deliver your items.

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

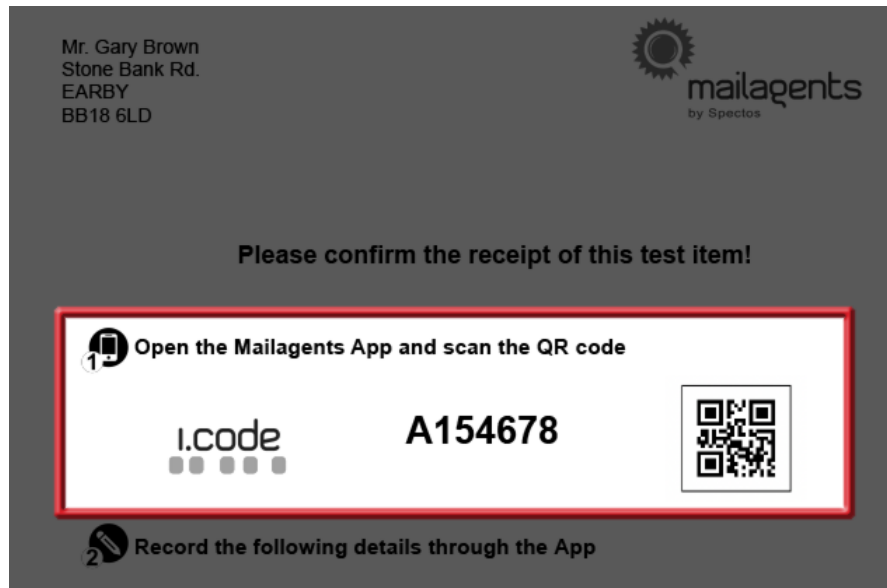
General information

- Receipt of test items must be verified daily, Monday to Saturday.
- It is also important that you check for mail delivered to your business regularly **every day** when you are at work. Remember that deliveries can be made up until late afternoon.
- You will receive all types of test items, including letters, large letters and parcels. A small number of parcels will be too large to fit through a letterbox - recording these items is covered later in this document.
- Your task is to accurately report the date of receipt of these test items via the Mailagents app.
- 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 and reporting test items'](#)

The following steps explain the process and your tasks.

1.

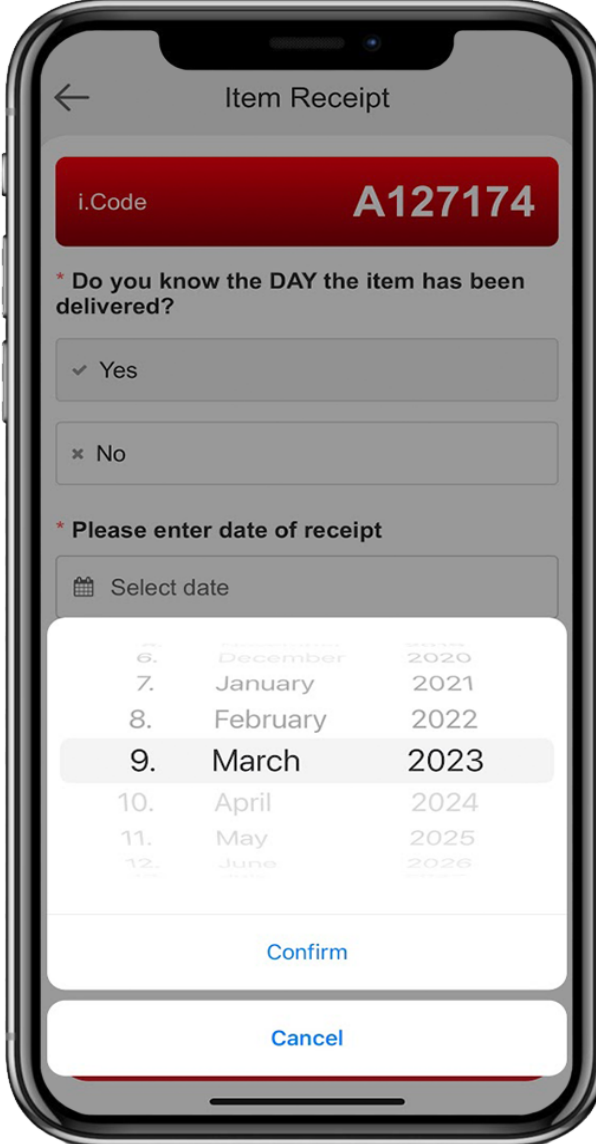
Scan the QR code on your test item via the app or enter the i.code manually:



Please note: When receiving large parcels that have a 2D barcode on the postage label, you will also need to scan this barcode using the Mailagents app. This allows us to validate the date of receipt you have entered against the date and time of the scan made by your postman when they delivered the item to you.

2.

Record the **date of delivery** of each test item when you receive it:



The screenshot shows the 'Item Receipt' app interface. At the top, there is a back arrow and the title 'Item Receipt'. Below this, a red box displays 'i.Code A127174'. A question asks, '* Do you know the DAY the item has been delivered?' with two options: '✓ Yes' and '× No'. Below this, another question asks, '* Please enter date of receipt' with a calendar icon and the text 'Select date'. A date selection calendar is open, showing months from December 2020 to June 2026. The date '9. March 2023' is selected and highlighted. At the bottom of the calendar, there are 'Confirm' and 'Cancel' buttons.

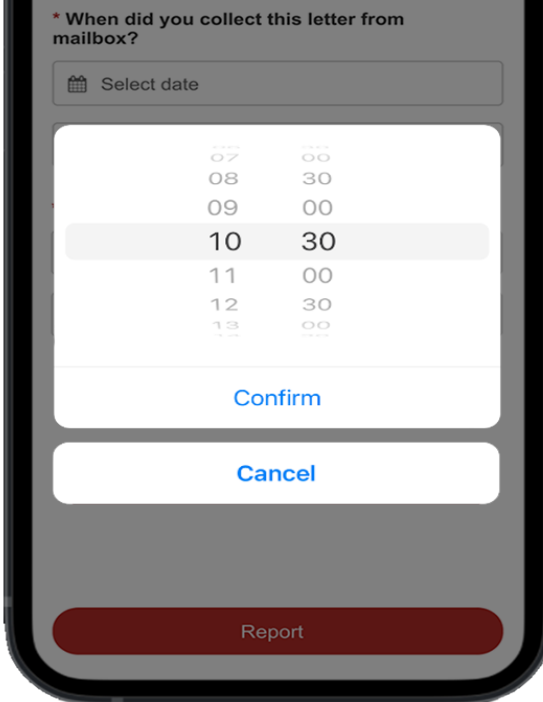
* Please note that image variations are possible due to regular app updates.



Please note: If you do not work on Saturdays but are able to distinguish between items delivered on a Saturday and items delivered on the following Monday, please take care to record the correct date of receipt for these items. If you cannot distinguish between these items or your business does not receive mail on Saturdays, record the items as delivered on the Monday.

3.

Enter the **time of delivery** for each item:



* When did you collect this letter from mailbox?

Select date

07	00
08	30
09	00
10	30
11	00
12	30
13	00

Confirm

Cancel

Report

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

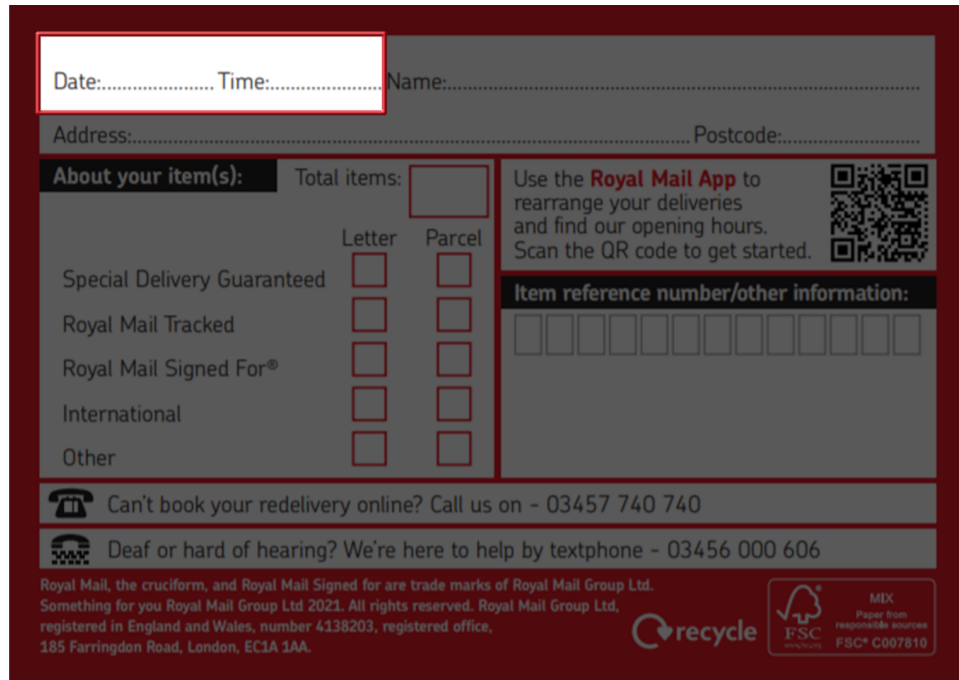


Be sure to record the time of delivery **to the nearest minute**.
If you do not know the time at which you received the item, report '**don't know**'.

What if I'm not available to receive a large test item?

Sometimes it is not possible for you to receive a test item in person, and it is too large to be delivered directly to your business.

In this scenario, Royal Mail will place a **'Something for You'** card in your letterbox:



The image shows a 'Something for You' card from Royal Mail. At the top, there are fields for Date, Time, and Name. Below these are fields for Address and Postcode. The main section is titled 'About your item(s):' and includes a table for 'Total items:' with columns for 'Letter' and 'Parcel'. The table lists several services: Special Delivery Guaranteed, Royal Mail Tracked, Royal Mail Signed For®, International, and Other. To the right of the table, there is a QR code and text encouraging the use of the Royal Mail App. Below the QR code is a section for 'Item reference number/other information:' with a grid of boxes. At the bottom of the card, there are contact numbers for redelivery and for deaf or hard of hearing. The footer contains copyright information, a recycling logo, and FSC/MDX logos.

Total items:		
Letter	Parcel	
Special Delivery Guaranteed	<input type="checkbox"/>	<input type="checkbox"/>
Royal Mail Tracked	<input type="checkbox"/>	<input type="checkbox"/>
Royal Mail Signed For®	<input type="checkbox"/>	<input type="checkbox"/>
International	<input type="checkbox"/>	<input type="checkbox"/>
Other	<input type="checkbox"/>	<input type="checkbox"/>

Please record the date and time **noted on the card** as the date and time the test item 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.

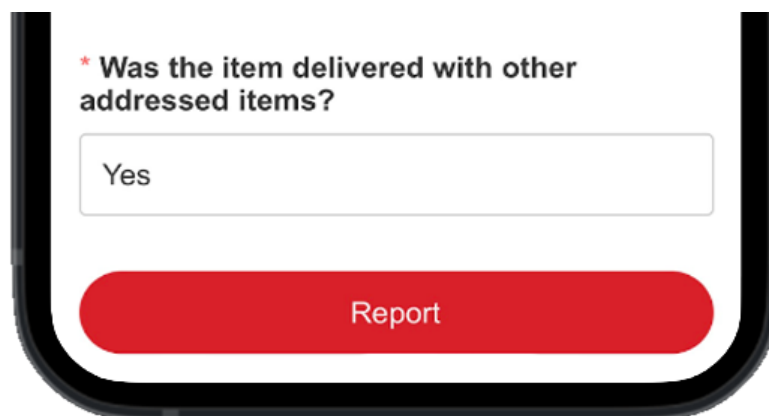
4.

Enter the **amount of postage paid** for each item (only for Meter Franked test items):



5.

If the item is a DSA Economy item, confirm whether or not the item was delivered together with **any other addressed mail items**:



The image shows a white survey question with a black border. The question is: "* Was the item delivered with other addressed items?". Below the question is a white input field containing the text "Yes". At the bottom of the form is a red button with the text "Report".

* 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!