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 your letterbox** for mail **every day** between Monday and Saturday. 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.

- 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.

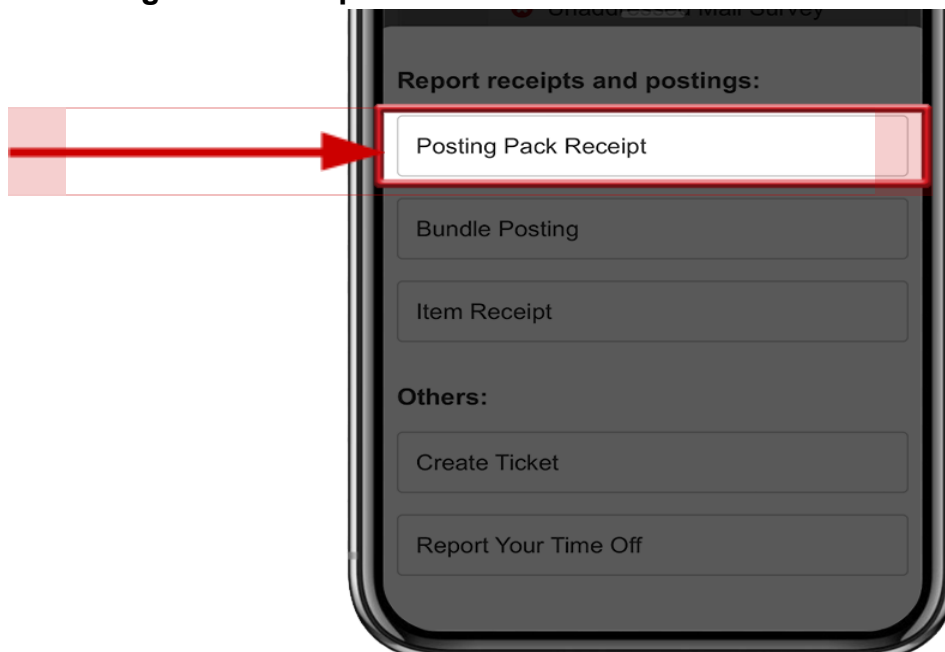Open your posting pack and take out your **personal posting plan**:

mailagents
by Spectos

Royal Mail

POSTING PLAN

PARTICIPANT ID sa_ID   **First name, Last name**

Project	Project Name (Stamped Mail)
Posting Period	03/10/2022 - 07/10/2022
Receipt of posting package	Please confirm receipt of the test package with the delivery date and package number (package ID) on the same day in the **Mailagents App.** **Package ID: operation ID Receipt date:** ....
Test bundles	1. Please confirm the posting of the test letters on the day of posting by stating the posting date, time and posting location (incl. address). through the **Mailagents App.** Different posting addresses can also be selected interactively there. 2. Please confirm that test items were posted in time for the last collection of the day (LAT). Please note that the LAT data is not infallible. Please flag via App if the LAT shown on the postbox plate does not match the provided LAT in the App and follow the instructions in the App.
Problems? Comments?	We are at your disposal at any time. Simply send us an e-mail to: **support@mailagents.uk**

PLAN			ACTUAL (Your Notes)			
Bundle ID	Posting date	Number and type of test items	Posting point (Post Office / Postbox)	Last advertised collection time of posting point	Posting date	Posting time
111426	Mon 03/10/2019	4 DL 1 DVD				:
111427	Tue 04/10/2019	2 small parcels				:
111428	Wed 05/10/2019	3 C4				:
111429	Thu 06/10/2019	1 Jiffy				:
111426	Fri 07/10/2019	5 C5				:
111427	Sat 14/03/2019	3 Letters 2 medium Parcels				:

* 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 '**Posting Pack Receipt**':

* 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 posting method to use (Post Office or Postbox), 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 and type of test items	Posting point (Post Office / Postbox)	Last advertised collection time of posting point	Posting date	Posting time
111426	Mon 03/10/2019	4 DL 1 DVD				:
111427	Tue 04/10/2019	2 small parcels				:
111428	Wed 05/10/2019	3 C4				:
111429	Thu 06/10/2019	1 Jiffy				:
111426	Fri 07/10/2019	5 C5				:
111427	Sat 14/03/2019	3 Letters 2 medium Parcels				:

* Please note that this is an example and variations are possible.
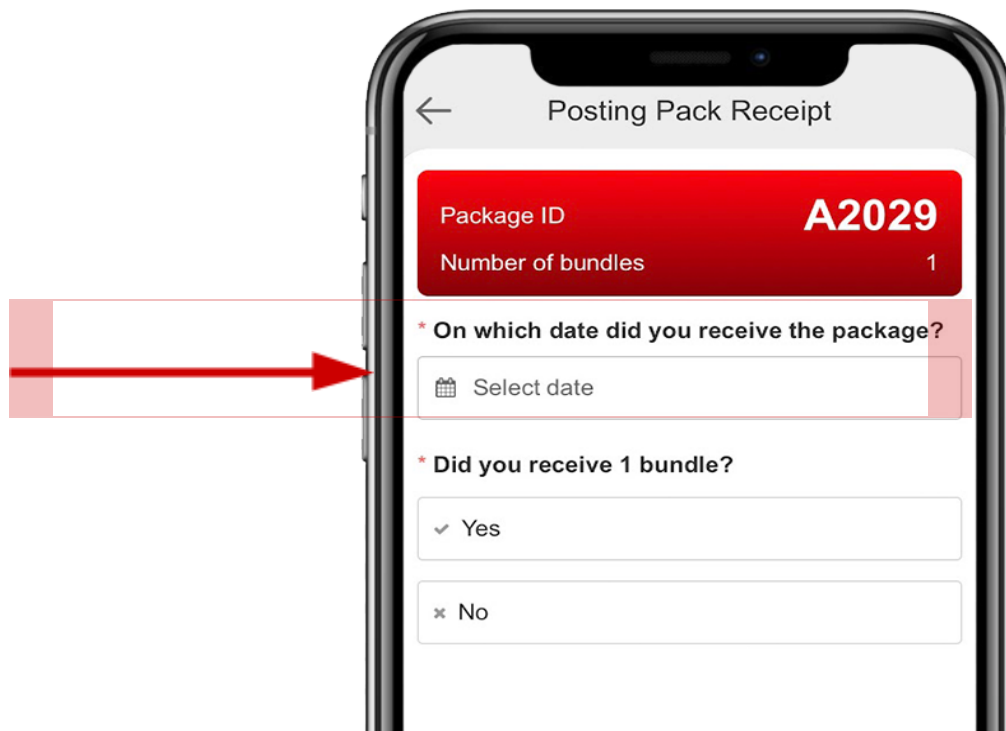
3.

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

POSTING PLAN

PARTICIPANT ID 11111   **First name, Last name**

Project	Stamped Mail
Posting Period	03/10/2022 - 07/10/2022
Receipt of posting package	Please confirm receipt of the test package with the delivery date and package number (package ID) on the same day in the **Mailagents App**. **Package ID: 3405** Receipt date: ....

4.

Enter the receipt date and confirm your entry:

* 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.
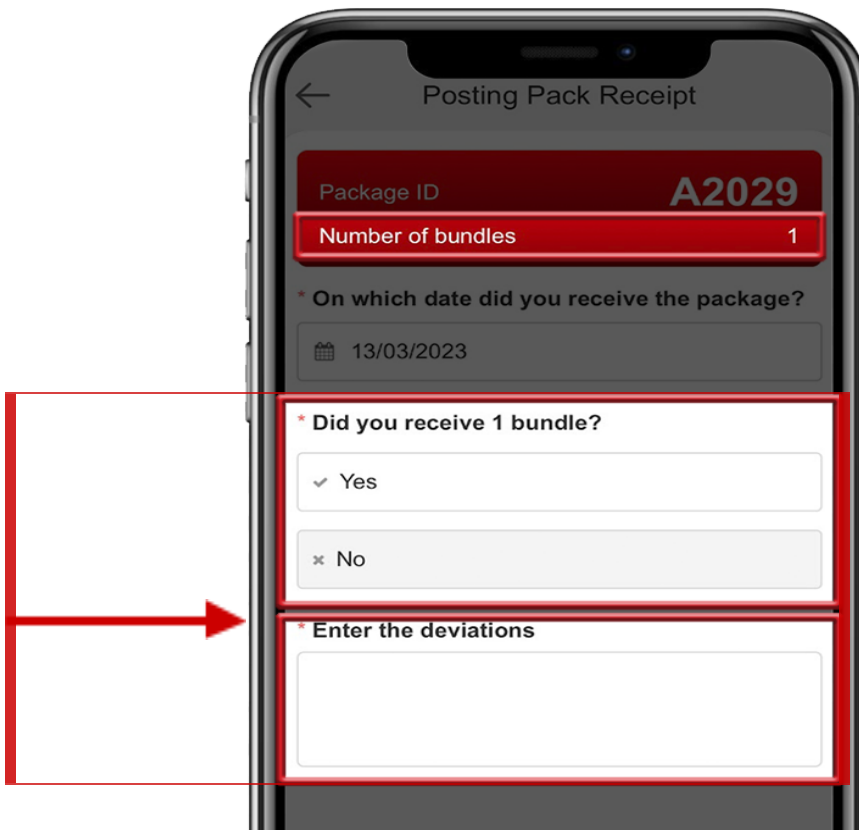
> **Never** guess the date of receipt.
> If you are unsure of the actual delivery date of a posting pack, you must report "**don't know**" for the receipt date.

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

Want to test your knowledge as a posting panellist? You can **find our quiz** in the Mailagents app.

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