

## Business Panellist Guide

### How to handle late posting packages

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 late.

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

#### **General information**

- For a detailed explanation of **how to handle a posting pack**, please have a look at the manual '[Receiving your posting pack](#)'.
- 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 up 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: '[How to handle late posting packages](#)'
- You are also welcome to watch the main video on this topic. Simply click on the following link: '[Receiving your posting pack](#)'

## What do you need to do if you receive your posting pack late?

### 1.

If you receive a posting pack late, you may find that **some of the posting dates listed on the posting plan have already passed:**

*(In the example below, the receipt date of the posting pack is 07/10/2022)*





### POSTING PLAN

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

**Project**                      Meter Franked Mail

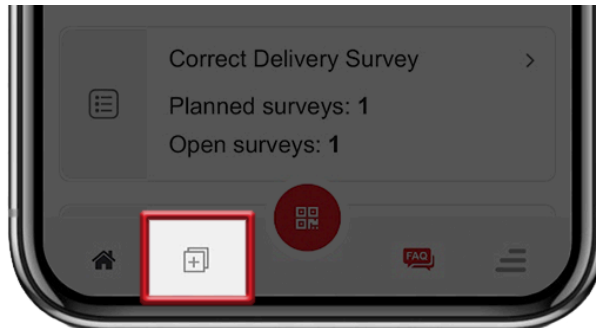
**Posting Period**              03/10/2022 - 07/10/2022

<b>Receipt of posting package</b>	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> .	
	<b>Package ID: 3405</b> <b>Receipt date:</b> .....	
<b>Test bundles</b>	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.	
<b>Problems? Comments?</b>	We are at your disposal at any time. Simply send us an e-mail to: <a href="mailto:support@mailagents.uk">support@mailagents.uk</a>	

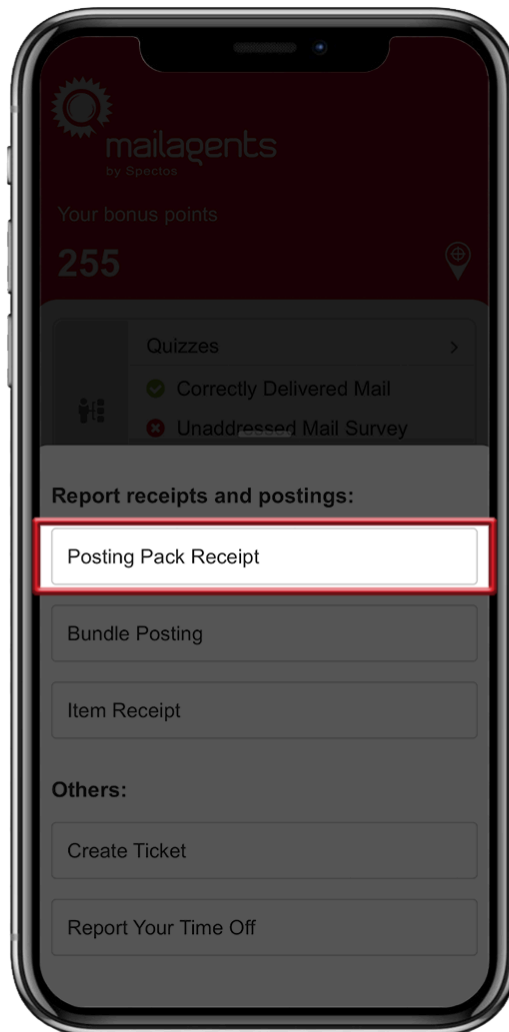
PLAN				ACTUAL (YOUR NOTES)		
Bundle ID	Posting date	Number of test letters	franking type	Posting date	Posting time	Latest collection time
111426	Monday 03/10/2022	4	1st class		:	:
111427	Tuesday 04/10/2022	2	1st class		:	:
111428	Wednesday 05/10/2022	3	2nd class		:	:
111429	Thursday 06/10/2022	1	1st 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 in the app. Open the **'+' symbol** in the main menu and select **'Posting Pack Receipt'**:



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



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**2.**

Confirm the receipt of the posting pack via the Mailagents app as described in the manual '**Receiving your posting pack**'.

**3.**

If you cannot post a bundle in the posting pack on the day stated on your posting plan because that day has passed, simply post the bundle **on the same day of the following week**.

You should also follow this process if you are unable to post a bundle on the day stated on your posting plan for any other reason, such as illness or holidays.

**Example:**



You receive a posting pack containing one bundle on Wednesday, January 4<sup>th</sup> 2023, but the planned posting date for this bundle is Tuesday, January 3<sup>rd</sup> 2023.

Simply post the bundle on **Tuesday, January 10<sup>th</sup> 2023**.



If you are unable to post the bundle on the same day of the following week, please post it on the **next available working day** when you are able to post.

Before you post the items, please **don't forget to remove the elastic band or paperclip and the slip with the QR code on.**

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