

Private Panellist Guide

Participating in the Correctly Delivered Mail study

Thank you for your participation in the Correctly Delivered Mail study.

The aim of this study is to measure three things:

1. The proportion of mail items handled by Royal Mail that are **misdelivered** - that is, delivered to an incorrect address.
2. The proportion of mail items handled by Royal Mail that are '**doorstepped**' - that is, delivered in an improper manner that puts the item at risk of being damaged or stolen.
3. The proportion of doorstepped parcels delivered by Royal Mail that go on to become **lost or stolen**.

The results of the study are used by Royal Mail to help estimate the number of items it handles that are lost, stolen, damaged or otherwise interfered with.

[This guide explains step by step what to do when taking part in the Correctly Delivered Mail study.](#)

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

General information

- Whilst you are posting or receiving test items or during your rest period, you can also participate in the Correctly Delivered Mail study to earn extra reward points.
- You will be notified of an upcoming participation period via the Mailagents app.
- Your task is to accurately report details of the addressed mail items delivered to you by Royal Mail on each day from Monday to Saturday. There are no test items in this study - instead, you record details of the normal mail items you receive each day.
- Each participation period will last for **2 weeks**. During these 2 weeks, you should be available and not plan to be absent.
- You will receive **300 reward points** upon the successful completion of a participation period.

- 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:
['Participating in the Correctly Delivered Mail Study'](#)

What will you have to do?

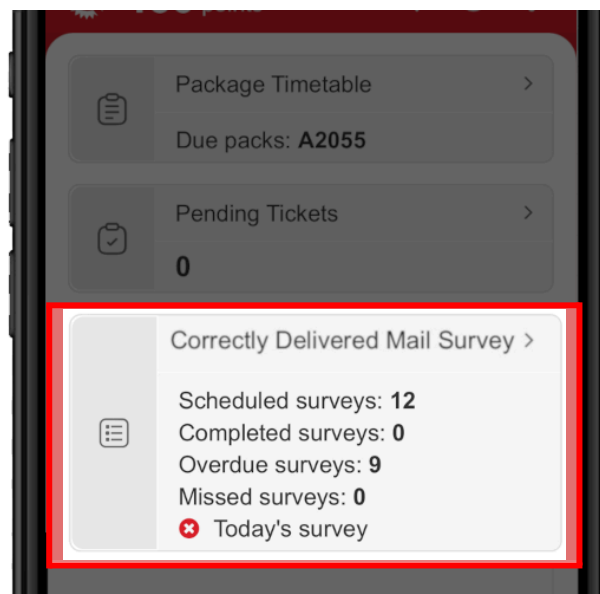
Please note: You should **not** report any deliveries of **Royal Mail 24/48**, **Special Delivery** or **Tracked** items, or **any items not delivered by Royal Mail**. These are **not** part of the Correctly Delivered Mail Survey.

i Please also exclude any **survey test items**, **posting packs** or **notices you receive from Spectos**, as well as any Royal Mail “**Something for You**” or “**Fee to Pay**” cards you receive.

You can find examples of postage indicia used for these items and of the Royal Mail cards in the **Annex** at the end of this manual.

1.

Check the start page of the Mailagents app to see if today's survey is still open or if there are any overdue surveys you need to complete. Click on the 'Correctly Delivered Mail Survey' widget to open the main page of the survey:



Please note: As soon as a survey becomes overdue, you should complete it. If you wait too long, the survey will be closed without a data entry. This will count as a missed survey, which may make you ineligible to receive your reward points.

2.

For each day, from Monday to Saturday, record the total number of **addressed** mail items delivered to your address by Royal Mail. Include all letters, parcels and packages:

1. THE TOTAL NUMBER OF ITEMS RECEIVED

*** How many items with the correct address(including business name) did Royal Mail deliver on this date?**

Letters

Parcel

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



Please note: If you did not receive any addressed mail items on a particular day, **you must enter a 0 in all of the fields** (correctly delivered letters, correctly delivered parcels and misdelivered items).

If you do not complete the data entry for each day of the study, you may become ineligible to receive your rewards. Data entry must be completed each day.

3.

Record the number of items that were **misdelivered**. For any items that were misdelivered, you will need to enter some additional data about the misdelivery - to do this, click on the cross displayed in the app, as shown below:

*** How many misdelivered items did you receive?** (Please count misdelivered only)

*** FOR EACH MISDELIVERED ITEM** (Please click on the cross to enter )

Heads up! You have 3 items left to be entered 



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

Please note: To determine whether an item was misdelivered, you will need to compare your address with the address written on the item, and mark the elements listed in the app accordingly.



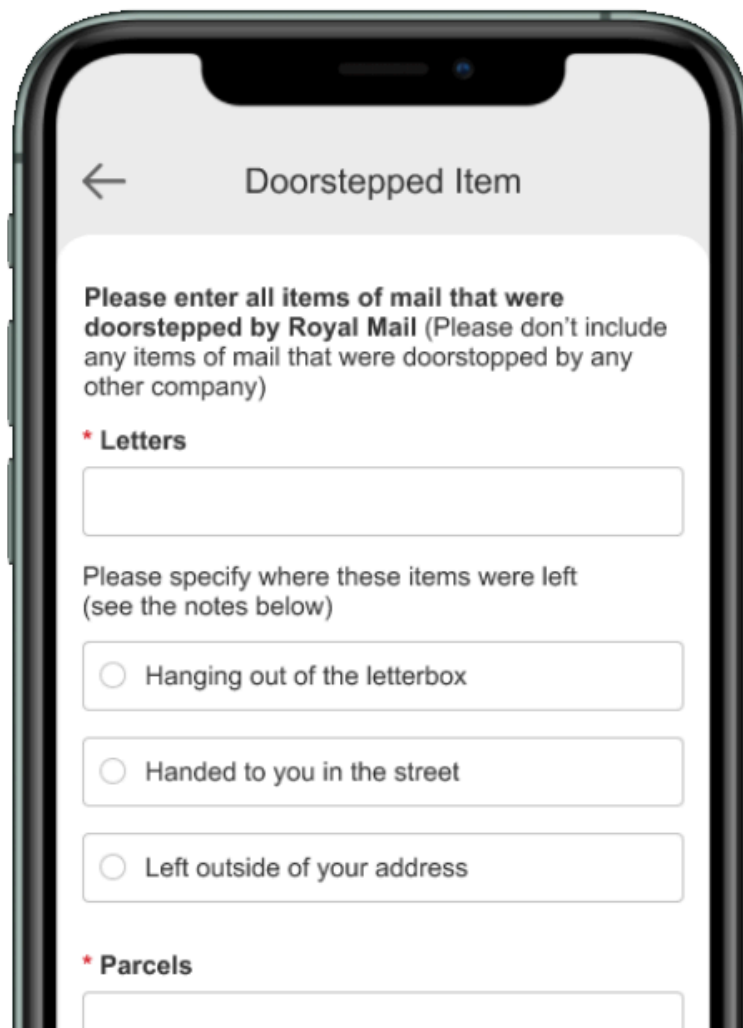
An item is misdelivered if any of the following elements of the address on the item do not **exactly** match your address:

- ✓ property name or number
- ✓ street name
- ✓ town name
- ✓ postcode

4.

Record the number of items that were '**doorstepped**' - that is, improperly delivered to your address. Answer any follow-up questions that appear in the app after entering your totals.

To determine whether an addressed mail item was improperly delivered to your address, please check the scenarios listed in the Mailagents app and overleaf and enter the data accordingly:



← Doorstepped Item

Please enter all items of mail that were doorstepped by Royal Mail (Please don't include any items of mail that were doorstepped by any other company)

* Letters

Please specify where these items were left (see the notes below)


Hanging out of the letterbox

Handed to you in the street

Left outside of your address

* Parcels


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

 **Please note:** If you did not receive any addressed mail items on a particular day, **you must enter a 0** in **both** the 'Letters' and 'Parcels' fields.

You should record an item as doorstepped if it has not been inserted fully into your letterbox or handed to you by your postman.

For example, an item is considered doorstepped in **all** of the following situations:

:

-  ✓ the item is left hanging out of the letterbox
✓ the item is handed to you in the street
✓ the item is left outside of your property, in or out of public view

This is not an exhaustive list, and you will need to make an assessment as to whether an item has been doorstepped on a case-by-case basis. If you are unsure as to whether an item is doorstepped, please get in touch with us.

You should **not** record items as doorstepped if they are:

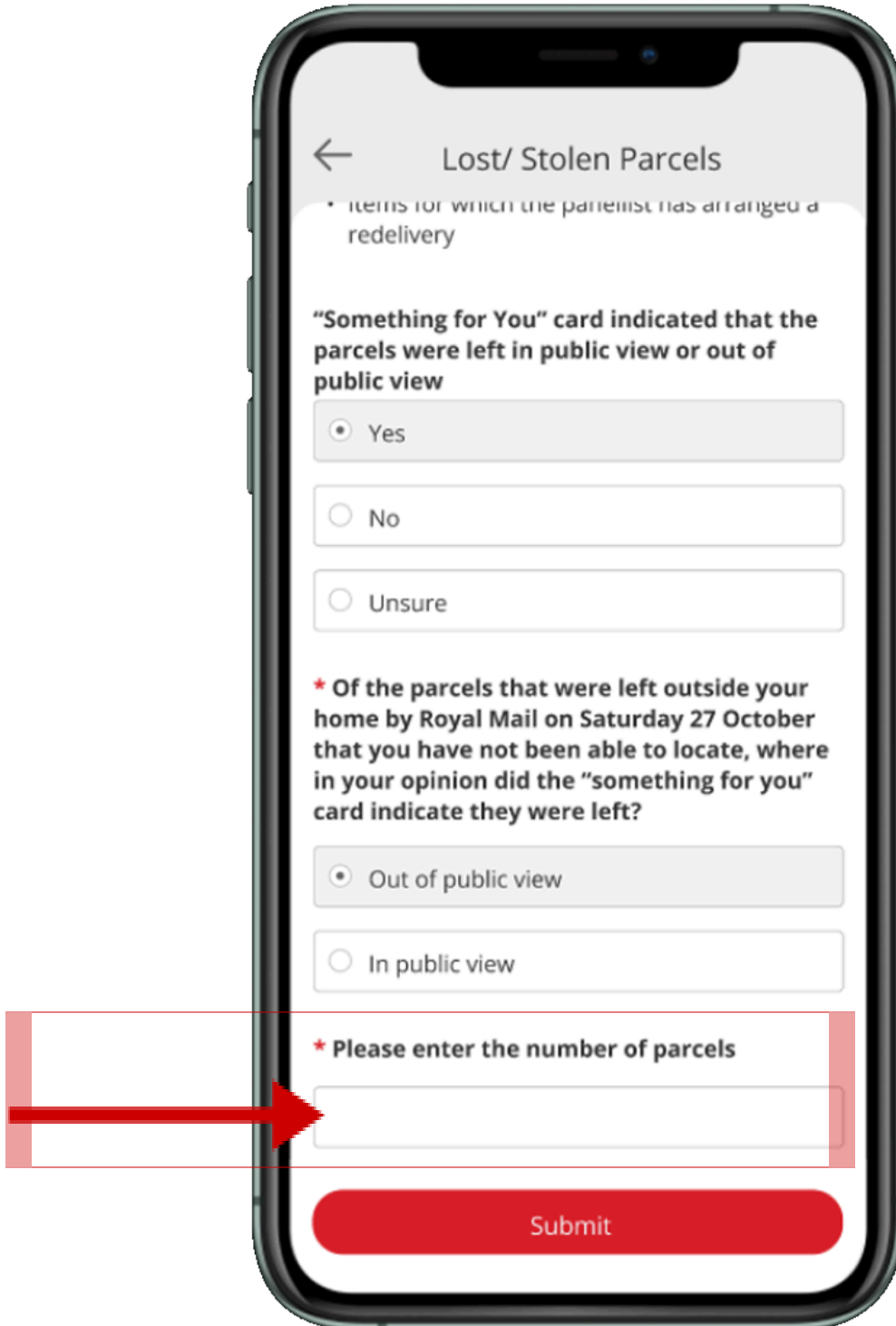
- Handed to you by the postman at your front door
- Delivered to a neighbour
- Returned to the Delivery Office
- Delivered to your porch, **provided that** the porch has a letterbox on the **outer door** (i.e. the door leading out onto the street)
- Left at your front door, where the postman has stepped back from the door and watched you collect the item
- Left in a suitable secure location on your property, called a ‘**Safeplace**’, **provided that all of the following apply:**



- The item does not require a signature - items requiring a signature will have ‘**Signed For**’ or ‘**SF**’ written on the stamp, frank mark or postage label
- The Safeplace is out of public view
- The Safeplace is sheltered from the weather
- A “Something for You” card has been left by the postman informing you where the item has been left
- You have **not indicated on Royal Mail’s official app** that you **do not want** the item **to be left in a Safeplace**
- You have **not registered a preferred Safeplace for this item** on Royal Mail’s official app **OR** the item **has been left in the preferred Safeplace you registered** for this item on Royal Mail’s official app

5.

Record the total number of **parcels** that were "lost", and answer any follow-up questions that appear in the app afterwards:



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



Please note: A parcel is considered 'lost' if you received a “**Something for You**” card from Royal Mail notifying you that the parcel was left at your address, but you have not been able to locate the parcel since then.



You should **not** record items as lost if they are:

- Letters
- Not delivered by Royal Mail
- Delivered to your neighbour
- Returned to the Delivery Office
- Subject to a redelivery you have arranged with Royal Mail
- Delivered to your letterbox
- Handed to you by the postman

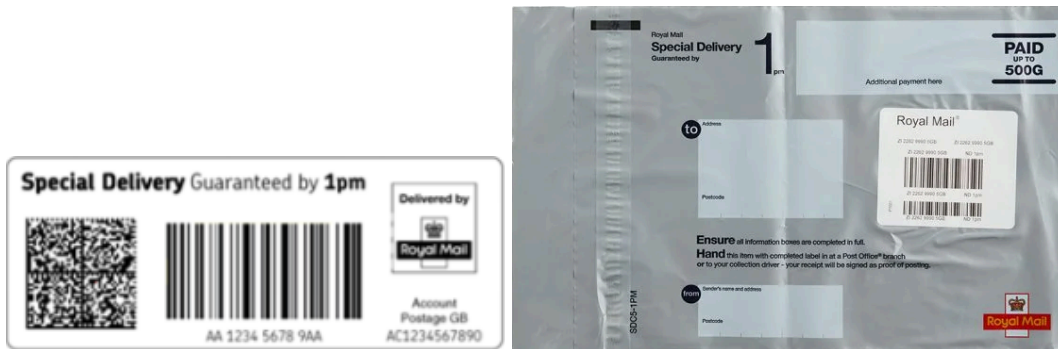
Thank you for helping to improve the service Royal Mail provides to homes, businesses and communities!





Annex - Example Postage Indicia and Delivery Cards

Royal Mail 24/48 Postage Indicia



Special Delivery Postage Indicia



<p>Delivered by Special Delivery Guaranteed by 1 pm Postage on Account GB</p>	<p>Delivered by Special Delivery Guaranteed by 9 am Postage on Account GB</p>
<p>QA-012 345 6789-24A 24F 24C</p>   <p>AA 1234 5678 9AA</p>	<p>QA-012 345 6789-24A 24F 24C</p>   <p>AA 1234 5678 9AA</p>
<p>Addressee Name Address Line 1 Address Line 2 Address Line 3 Address Line 4 Post Code</p> <p><small>RETURN TO: Name, Address Line 1, Address Line 2, Address Line 3, Town, Postcode, GB</small></p>	<p>Addressee Name Address Line 1 Address Line 2 Address Line 3 Address Line 4 Post Code</p> <p><small>RETURN TO: Name, Address Line 1, Address Line 2, Address Line 3, Town, Postcode, GB</small></p>
<p>Special Instructions 123456789 123456789 Special Instructions</p>	<p>Special Instructions 123456789 123456789 Special Instructions</p>
<p>Customer reference: 12345678901234567 Department reference: 1234567890</p>	<p>Customer reference: 12345678901234567 Department reference: 1234567890</p>

Tracked Postage Indicia

<p>Delivered by Tracked 24 No Signature Postage on Account GB</p>	<p>Delivered by Tracked 24 No Signature Postage on Account GB</p>
<p>QA-012 345 6789-24A 24F 24C</p>   <p>AA 1234 5678 9AA</p>	<p>QA-012 345 6789-24A 24F 24C</p>   <p>AA 1234 5678 9AA</p>
<p>Addressee Name Address Line 1 Address Line 2 Address Line 3 Town Post Code</p> <p><small>RETURN TO: Name, Address Line 1, Address Line 2, Address Line 3, Town, Postcode, GB</small></p>	<p>Safeplace</p> <p>Addressee Name Address Line 1 Address Line 2 Address Line 3 Town Post Code</p> <p><small>RETURN TO: Name, Address Line 1, Address Line 2, Address Line 3, Town, Postcode, GB</small></p>
<p>Special Instructions 123456789 123456789 Special Instructions</p>	<p>Safe Place Instructions 123456 Special Instructions 123456789</p>
<p>Customer reference: 12345678901234567 Department reference: 1234567890</p>	<p>Customer reference: 12345678901234567 Department reference: 1234567890</p>

Delivered by  **Tracked 48**
Postage on Account GB

QA-012 345 6789-24A 24F 24C




#AA 1234 5678 9AA#

ADDRESSEE NAME: Name, Address Line 1, Address Line 2, Address Line 3, Town, Postcode GB

ADDRESSEE NAME
Address Line 1
Address Line 2
Address Line 3
Town
Post Code

Post Office - scan the above right barcode

Customer reference:
12345678901234567
Department reference:
1234567890

Delivered by  **Tracked 48**
Postage on Account GB

Signature

QA-012 345 6789-24A 24F 24C




AA 1234 5678 9AA

RETURN TO: Name, Address Line 1, Address Line 2, Address Line 3, Town, Postcode GB

ADDRESSEE NAME
Address Line 1
Address Line 2
Address Line 3
Town
Post Code

Special Instructions 123456789
123456789 Special Instructions

Customer reference:
12345678901234567
Department reference:
1234567890

Tracked 48 Delivered By 
Signature Postage Paid GB

04/01/24

Medium Parcel
3,999g
£8.69



0210-81AB-0204-C600

ROYAL MAIL
SO18 2XX

See item for full address details

VAT: y8 2-19553 BR: 025003 2

Royal Mail Delivery Cards

'Something for You' card

P739 MAY 23

 **Something for you**

Sorry we missed you. Your items were:

Delivered to:	Unable to be delivered:
<input type="checkbox"/> your safe place: <input type="checkbox"/> your neighbour at: Total items: <input type="text"/>	<input type="checkbox"/> We'll automatically redeliver on the day shown below (unless you contact us): Mon <input type="checkbox"/> Tue <input type="checkbox"/> Wed <input type="checkbox"/> Thu <input type="checkbox"/> Fri <input type="checkbox"/> Sat <input type="checkbox"/> <input type="checkbox"/> Please contact us to arrange a new delivery date (see reverse for details)

Date:..... Time:..... Name:.....
Address:..... Postcode:.....

Royal Mail and the Cruziform logo are registered trade marks of Royal Mail Group Limited.
© Royal Mail Group Limited 2023. All rights reserved. Royal Mail Group Limited,
registered in England and Wales, number 4135203, registered office,
385 Farringdon Road, London EC1A 1AA.


We'll automatically redeliver these items the next working day:

Total items:	Letter	Parcel	Item reference number/other information:
<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
Special Delivery Guaranteed	<input type="checkbox"/>	<input type="checkbox"/>	
Other	<input type="checkbox"/>	<input type="checkbox"/>	


Please book a redelivery for these items:


Total items:	Letter	Parcel	Item reference number/other information:
<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
Special Delivery Guaranteed	<input type="checkbox"/>	<input type="checkbox"/>	
Other	<input type="checkbox"/>	<input type="checkbox"/>	

Book a redelivery at royalmail.com/redelivery or scan the QR code to get started in the **Royal Mail App**. You can arrange redelivery to your address, a neighbour, or a local Post Office®. Items are returned to sender after 18 days.



If you are unable to arrange a redelivery, you can collect your item from your local Delivery Office after the second delivery attempt. Please bring ID and this card for collection. For ID requirements and office details visit royalmail.com/missed-delivery or use the **Royal Mail App**.

 Can't book your redelivery online? Call us on 03457 740 740

 Deaf, hearing or speech impaired? To use Relay UK dial 18001 0345 266 0075

Mailagents is a service from Spectos on behalf of Royal Mail.

Spectos · Email support@mailagents.uk · Web www.mailagents.uk

'Fee to Pay' card



ENQ_ADDRESS_LINE_1
 ENQ_ADDRESS_LINE_2
 ENQ_ADDRESS_LINE_3
 ENQ_ADDRESS_LINE_4
 ENQ_ADDRESS_LINE_5
 ENQ_ADDRESS_LINE_6
 ENQ_ADDRESS_LINE_7
 ENQ_ADDRESS_LINE_8
 ENQ_POSTCODE
 TEL: 03456 021 021

OPENING TIMES:
 Mo: MONDAY
 Tu: TUESDAY
 We: WEDNESDAY
 Th: THURSDAY
 Fr: FRIDAY
 Sa: SATURDAY
 Su: SUNDAY
 CLOSED BANK HOLIDAYS

ENQOFFICE_ID

Unfortunately we can't deliver your item because there is a fee to pay

Name	Today's date
Address	
<input type="checkbox"/> There's a Customs charge* <input type="checkbox"/> The sender didn't pay the full postage	Amount Due £ .
Ref No.	<input type="checkbox"/> Signature item

Amount Due includes a handling fee. See royalmail.com/feetopay for details

*All postal items entering the UK from outside the EU may be assessed by HM Revenue & Customs and incur import duty and/or tax charges. For more information visit gov.uk and search for **Notice 143**

What to do next?

- Visit royalmail.com/feetopay to choose a delivery day
- Simply pay with PayPal, or a Credit or Debit Card

Can't pay online?

Paying online gives you the flexibility to select a convenient day for delivery, but we understand it isn't always an option. In these cases, you can pay:

With postage - affix stamps or a franking machine impression to the correct value overleaf and post this card; we'll arrange delivery.

In person - Bring this card and payment to the address overleaf. Please also bring proof of your identity: Passport, driving licence, credit/debit card or cheque book.

Please note: we will keep underpaid items for 18 calendar days and Customs items for 21 calendar days, before returning to sender.

© 2018 Royal Mail is a trading name of Royal Mail Group Ltd. Registered in England and Wales. Registered number: 4138703. Registered office: 300 Victoria Embankment, LONDON EC4Y 0HQ.