

MFM Panellist Guide

How to handle late sender's packs

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 sender's pack late.

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

General information

- For a detailed explanation of **how to report receiving a sender's pack**, please have a look at the manual '[Receiving your sender 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 early evening.
- When you receive a sender's pack, your task is to accurately report the date of receipt of the sender's pack through the Mailagents app.



If you use any of the PO Box Collect, Business Diversion, Keepsafe, Redirection, Timed Delivery 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 sender's pack late?

1.

If you receive a sender's 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 sender's pack is 07/10/2022.)





POSTING PLAN

PARTICIPANT ID 11111 Company, First name, Last name

Project Meter Franked Mail

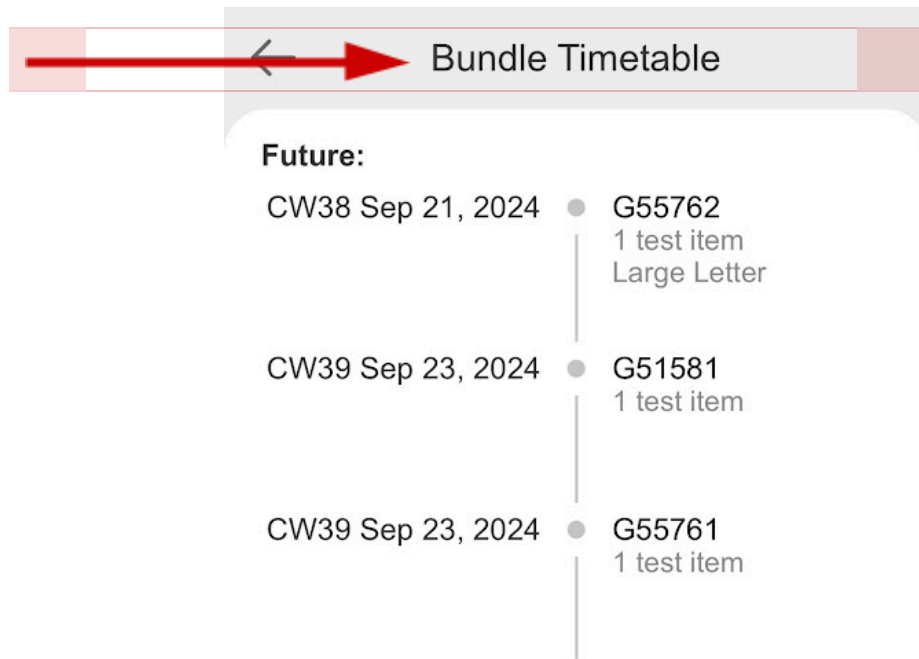
Posting Period 03/10/2022 - 07/10/2022

Receipt of posting package	Please confirm receipt of the posting package with the delivery date and package number (package ID) on the same day in the Mailagents App .	
	Package ID: 3405 Receipt date:	
Test bundles	Please confirm the posting of the test letters on the day of posting by stating the posting date, time and posting address through the Mailagents App . Different posting addresses can also be selected interactively there.	
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 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. On the home screen, select “**Bundle Timetable**”:



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

2.

Confirm the receipt of the sender’s pack via the Mailagents app as described in the manual ‘**Receiving your sender’s pack**’.

3.

If you cannot post a bundle in the sender’s pack on the day stated on your posting plan because that day has passed, simply post the bundle **on the next available working day that you are processing your business mail**.

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.

Please remember that you can only post a maximum of **two** bundles each day. This is to ensure test items are evenly spread out across different days, so that the data we provide to Royal Mail is representative.

If on a given day you have more than two outstanding bundles to post, please only post two of the bundles on that day and hold on to the remaining bundles until the next available business day.



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!

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

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