

BAM Panellist Guide

Receiving your sender's pack

Thank you for your participation in our studies as a business 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.

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 **sender's pack**, which will either be a large letter or a parcel.
- 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: ['Receiving your sender pack'](#)

What do you need to do after receiving your sender's pack?

1.

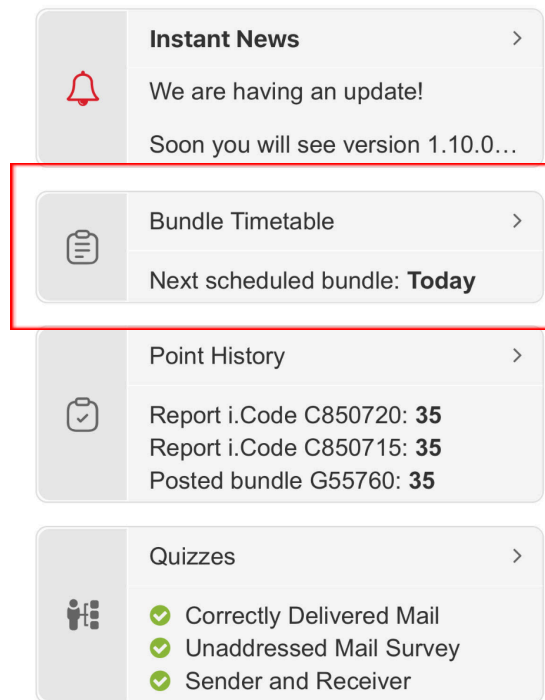
Open your sender's pack and take out your **personal posting plan**:

POSTING PLAN	
PARTICIPANT 11111	
Project Royal Mail Parcels PPI_boxable	
Posting Period from 17/10/2024 to 17/10/2024	
Receipt of posting package	<p>Please confirm receipt of the senders pack with the delivery date and package number (Senders Pack ID) on the same day in the Mailagents App.</p>  <p>Senders Pack ID: A3871 Receipt date:</p>
Test bundles	<p>1. Please confirm the posting of the test items 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.</p> <p>2. Please confirm that test items were posted in time for the last collection of the day (LAT). Please note that the stated LAT data is not flawless. Please flag via the 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.</p>
Observations	
Problems? Comments?	If you have any questions please send us an e-mail to: support@mailagents.uk

PLAN				ACTUAL Your Notes			
Bundle ID	Posting date	Number and type of test items	Delivery Option	Posting point Post (Office / Postbox)	Latest advertised collection time of posting point	Posting date	Posting time
G61085	Thursday 17/10/2024	4 Jiffy	1st				

* 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.

Compare the number of items and bundles to be posted with the number listed in the posting plan.

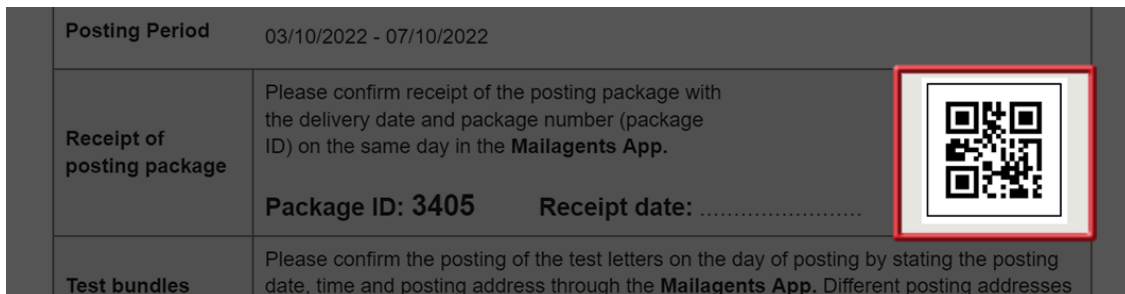
Your posting plan shows how many test items are included, the dates when you need to post them and the class and type of postage you need to apply to them, along with a unique ID number for each test bundle, which you can also find on the bundle itself:

PLAN				ACTUAL Your Notes			
Bundle ID	Posting date	Number and type of test items	Delivery Option	Posting point Post (Office / Postbox)	Latest advertised collection time of posting point	Posting date	Posting time
G61085	Thursday 17/10/2024	4 Jiffy	1st				

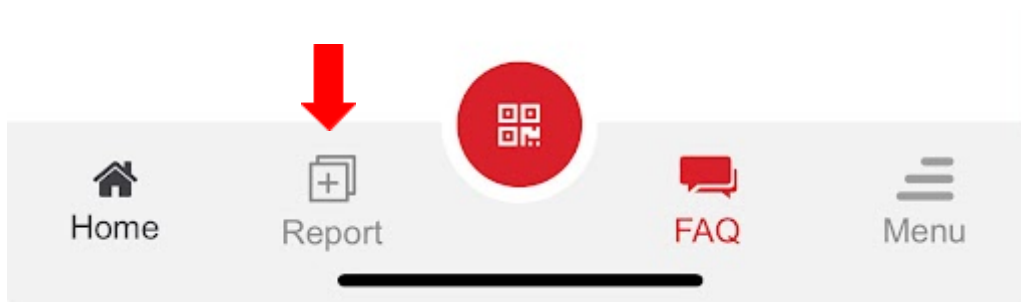
* Please note that this is an example and variations are possible.

3.

Confirm the receipt of the sender's pack via the Mailagents app by scanning the QR code in the posting plan. You can also use the web app and manually confirm the receipt by clicking the "Report" button at the bottom of the app and selecting "Sender's Pack Receipt":



OR



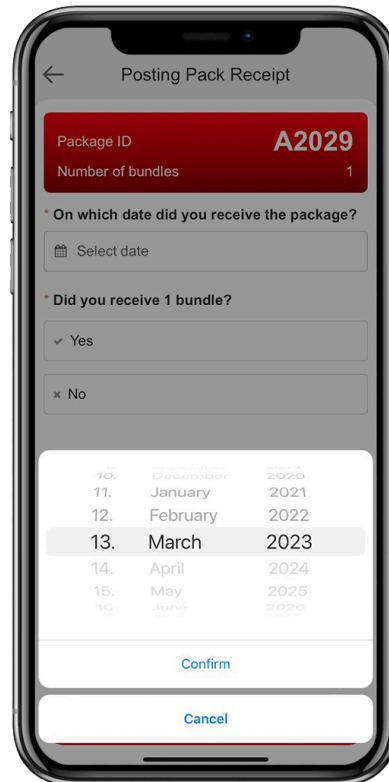
Please note: You may occasionally receive a sender's pack in two separate consignments. This will usually happen when you have been allocated large parcels to post.



Where this is the case, the posting plan will be contained in one consignment and an information letter will be contained in the other confirming that it is part of the same sender's pack. You only need to scan the QR code on the posting plan to report receiving the whole sender's pack, and don't need to do anything with the information letter.

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 sender's pack could not be delivered to you because you weren't in to receive it?

In this scenario, Royal Mail will leave a **"Something for You"** card at your business premises.

Record **the date noted on the card** as the date the sender's pack was delivered.



You may receive more than one card, as Royal Mail will try to deliver the pack again the next day if they cannot deliver it at the first attempt. If this happens, record the date noted on the **first card** you receive.

Royal Mail may also place a **"Something for you left"** label on the pack - if this happens, record the date listed on the label under **"1st Attempt"** as the date the sender's pack was delivered.

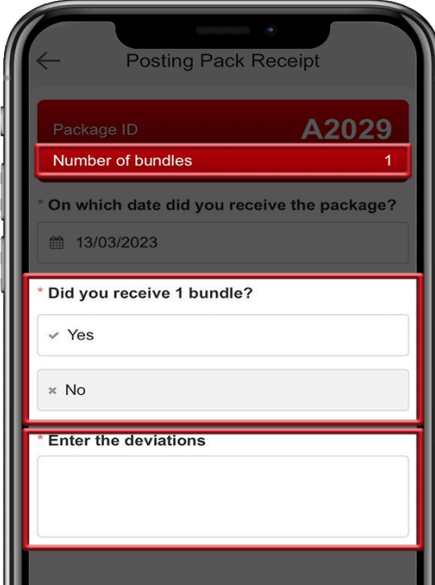


Never guess the date of receipt.

If you are unsure of the actual delivery date of a sender's pack, you must report **"don't know"** for the receipt date.

5.

Confirm whether you have received the same number of bundles as are listed on the posting plan. If there are any discrepancies, please make a note:



Posting Pack Receipt

Package ID **A2029**

Number of bundles **1**

On which date did you receive the package?

13/03/2023

Did you receive 1 bundle?

Yes

No

Enter the deviations

* 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!