

Meter Franked 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 posting pack](#)'

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

1.

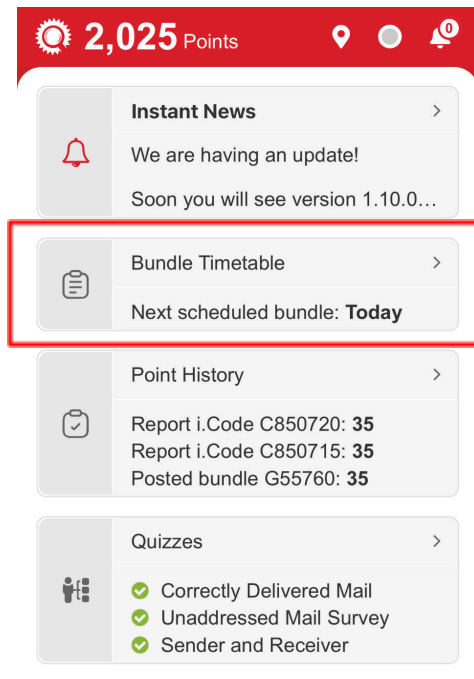
Open your sender's pack and take out your **personal posting plan**:

POSTING PLAN	
PARTICIPANT ID 11111	Company, First name, Last name
Project	Meter Franked Mail
Posting Period	03/10/2022 - 07/10/2022
Receipt of posting package	<p>Please confirm receipt of the posting package with the delivery date and package number (package ID) on the same day in the Mailagents App.</p> <p>Package ID: 3405 Receipt date:</p> 
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?	<input type="checkbox"/> 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.

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

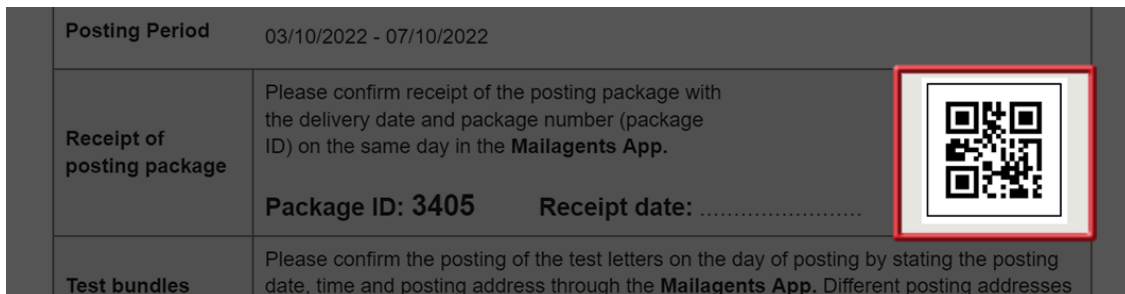
Your posting plan shows how many test items are included, the dates when you need to post them and the type of franking you need to apply to each of them, along with a unique ID number for each test bundle, which you can also find on the bundle itself:

PLAN				ACTUAL (YOUR NOTES)		
Bundle ID	Posting date	Number 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		:	:

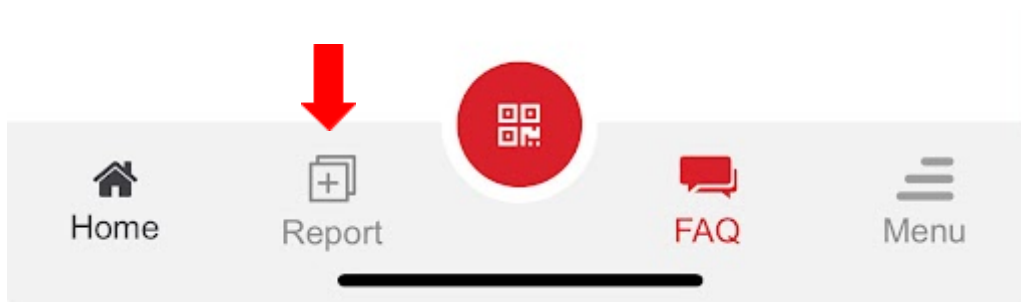
* Please note that this is an example and variations are possible.

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



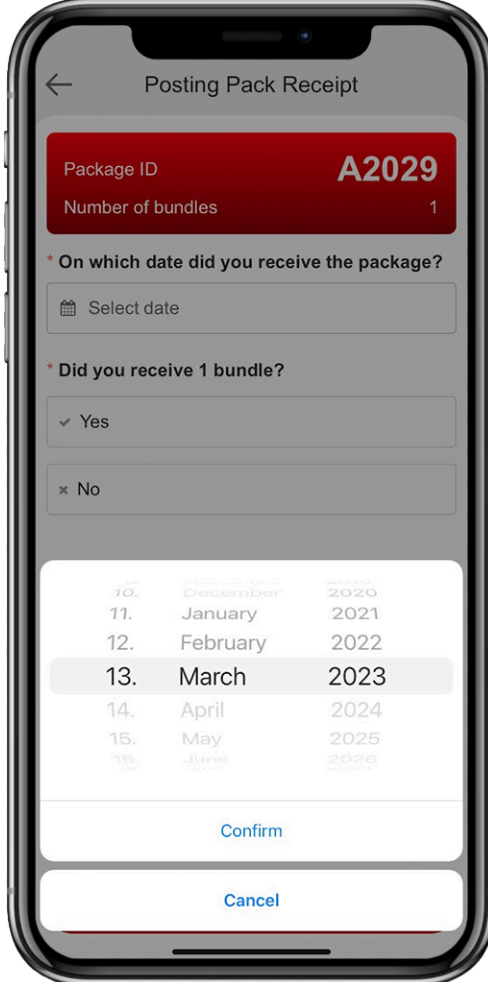
Please note: You may occasionally receive a sender's pack in two separate consignments. This will usually happen when you have been allocated large parcels to post.



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:



Posting Pack Receipt

Package ID **A2029**

Number of bundles **1**

* On which date did you receive the package?

Select date

* Did you receive 1 bundle?

✓ Yes

✗ No

10.	December	2020
11.	January	2021
12.	February	2022
13.	March	2023
14.	April	2024
15.	May	2025
16.	June	2026

Confirm

Cancel

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

Please note: If you do not work on Saturdays but are able to distinguish between items delivered on a Saturday and items delivered on the following Monday, please take care to record the correct date of receipt for any sender's packs you report on a Monday.



If you cannot distinguish between these items or your business does not receive mail on Saturdays, report any sender's packs that arrive on a Monday as delivered on the Monday, even if they are already there when you arrive at work.

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.

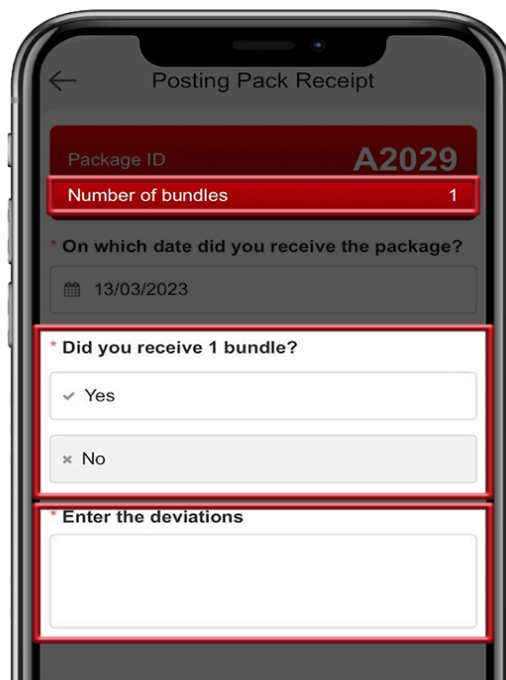


Never guess the date of receipt.

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:



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