

## Meter Franked Panellist Guide

### Receiving and reporting test items

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.

We measure Royal Mail's Quality of Service using test items - anonymous items of mail posted and received by panellists like you. As a panellist, it's your job to post and receive test items and report to us when you have done so, so that we can calculate the time it takes for Royal Mail to deliver your items.

[This guide explains step by step what to do when you receive test items and how to report them.](#)

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

#### **General information**

- Whilst taking part in the study, you will regularly receive test items from other Mailagents. On each day when you are at work, you need to check whether you have received any test items and report any test items you have received.
- It is also important that you 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.
- You will receive all types of test items, including letters, large letters and parcels. A small number of parcels will be too large to fit through your letterbox - recording these items is covered later in this document.
- Your task is to accurately report the date of receipt of these test items through the Mailagents app.



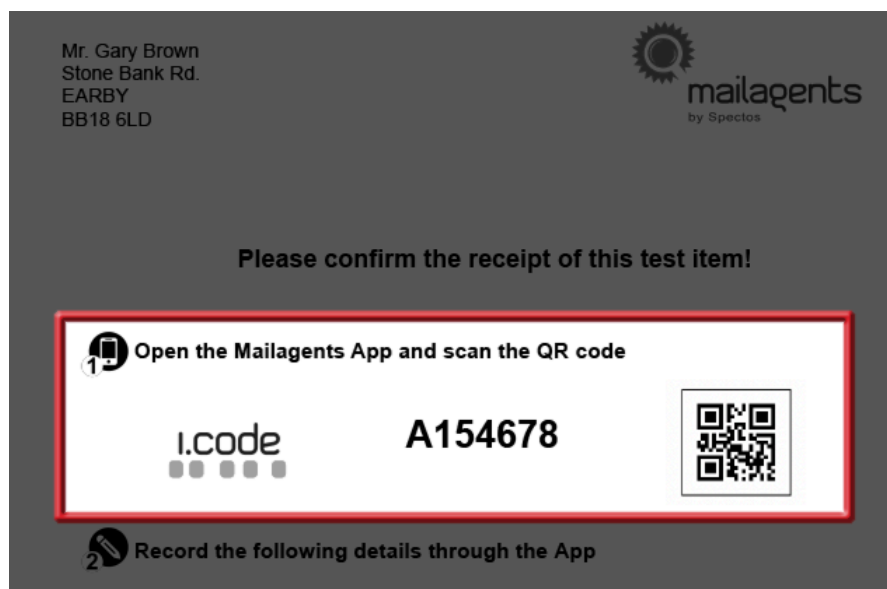
If you use any of the PO Box Collect, Business Diversion, Keepsafe, Redirection, Timed Delivery or Early Extraction services or hold a weekday mail retention and have refused a follow-up or 'sweeper' delivery, **please contact us immediately.**

- 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 and reporting test items'](#)

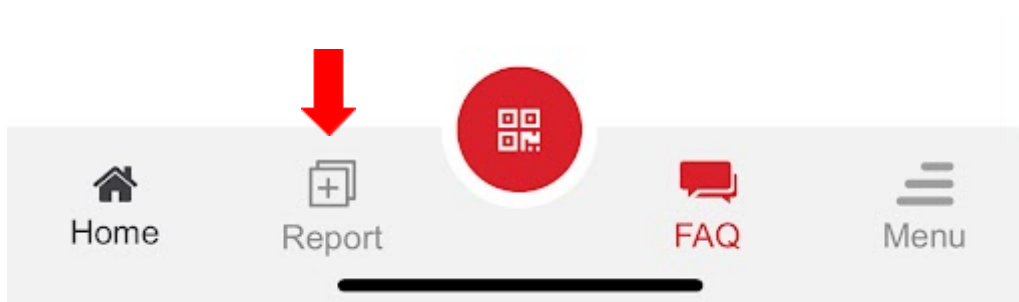
The following steps explain the process and your tasks.

**1.**

Scan the QR code on your test item via the app or enter the i.code manually. To enter the i.code manually, you will need to click the **'Report'** button at the bottom of the screen, and then select **'Test Item Receipt'**:



OR

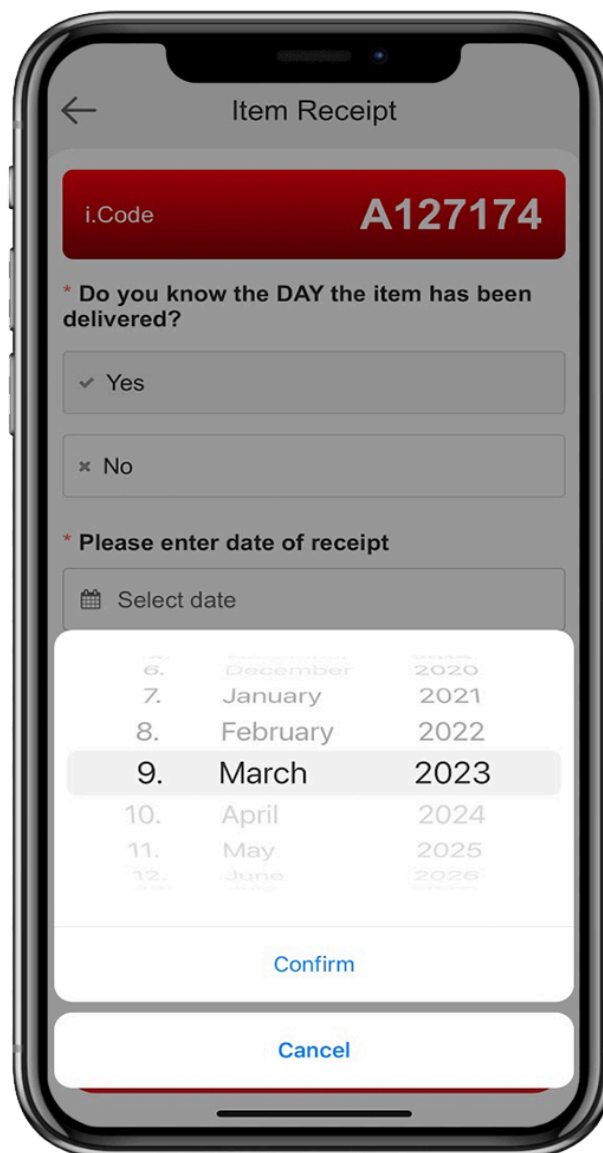




**Please note:** When receiving large parcels that have a 2D barcode on the postage label, you will also need to scan this barcode using the Mailagents app. This allows us to validate the date of receipt you have entered against the date of the scan made by your postman when they delivered the item.

## 2.

Record the **date of delivery** of each test item when you receive it:



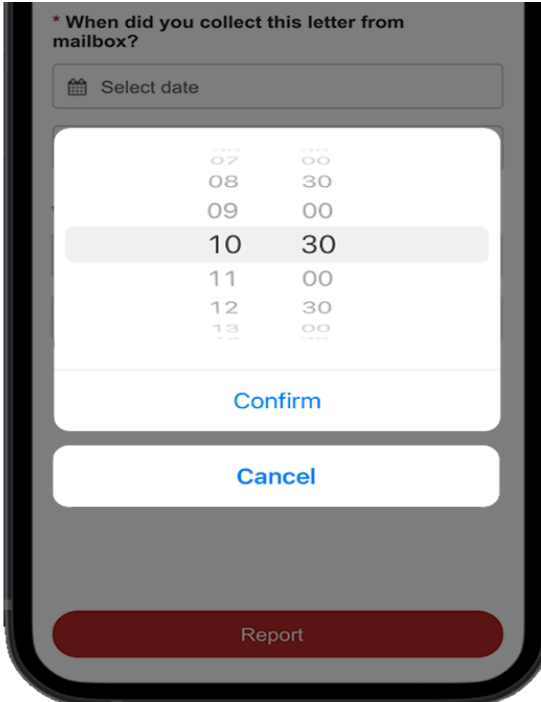
\* Please note that image variations are possible due to regular app updates.

**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 these items.

**i** If you cannot distinguish between these items or your business does not receive mail on Saturdays, report any items that arrive on a Monday as delivered on the Monday, even if the items are already there when you arrive at work. The delivery time for the items will be adjusted at reporting to take your status as a non-Saturday receiver into account.

### 3.

Enter the **time of delivery** for each item by selecting the 30-minute time band in which the item was delivered:



\* When did you collect this letter from mailbox?

Select date

07	00
08	30
09	00
10	30
11	00
12	30
13	00

Confirm

Cancel

Report

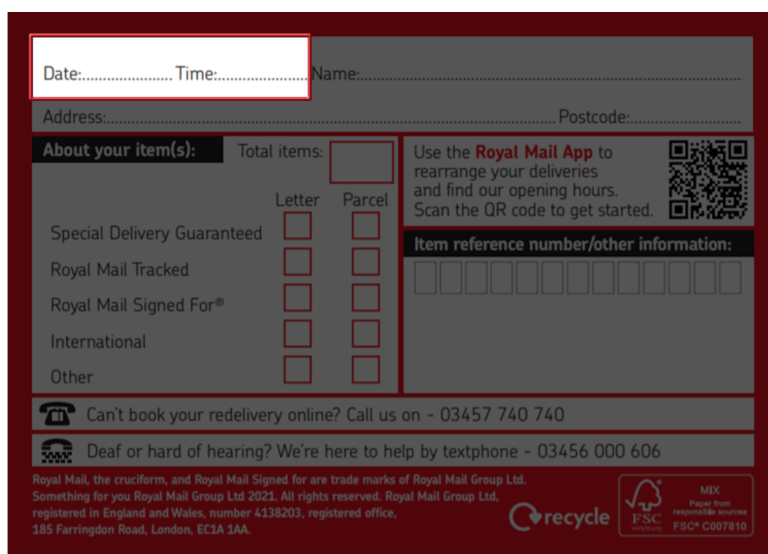
\* Please note that image variations are possible due to regular app updates.




If you do not know the time at which you received the item, report '**don't know**'.

#### **What if I'm not available to receive a large test item?**

Sometimes it is not possible for you to receive a test item in person, and it is too large to be delivered directly to your business.

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



Date:..... Time:..... Name:.....  
 Address:..... Postcode:.....  
 About your item(s): Total items:   
 Letter Parcel  
 Special Delivery Guaranteed    
 Royal Mail Tracked    
 Royal Mail Signed For®    
 International    
 Other    
 Use the **Royal Mail App** to rearrange your deliveries and find our opening hours. Scan the QR code to get started.  
 Item reference number/other information:  
  
 Can't book your redelivery online? Call us on - 03457 740 740  
 Deaf or hard of hearing? We're here to help by textphone - 03456 000 606  
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Please record the date and time **noted on the card** as the date and time the test item was delivered.

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


Royal Mail may also place a “**Something for you left**” label on the item:



**Royal Mail**  
**Something for you left**  

1 <sup>st</sup> Attempt	2 <sup>nd</sup> Attempt
Date:	Date:
Route Number:	Route Number:
Initials:	Initials:

If this label is present, record the date listed on the label under “**1st Attempt**” as the date the test item was delivered.

 **Never guess the date of receipt.** If you are unsure of the actual delivery date, you must report “**don’t know**” for the receipt date.

#### 4.

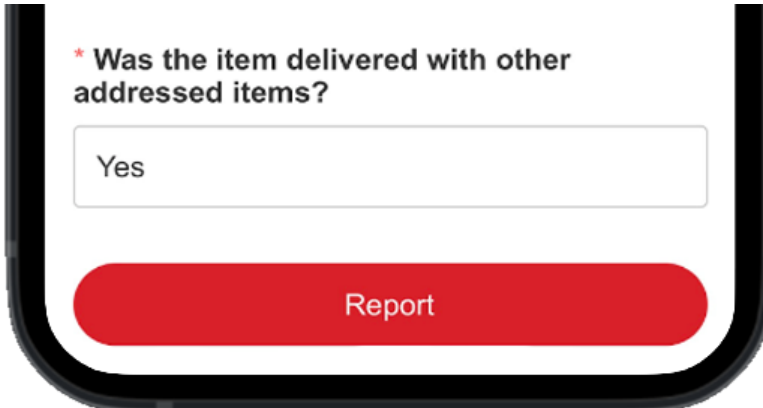
If the item is a meter franked item, enter the **amount of postage paid** for each item. If the item is a stamped item, confirm **the type of stamps** which are on the item:



**Please note:** We need to use the image of the current version of stamps, however, we still have the Queen's stamp in circulation. If you receive one of these on an item, this is still valid and you do not need to raise this as a query.

## 5.

If the item is a DSA Economy item, confirm whether or not the item was delivered together with **any other addressed mail items**:



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

## 6.

If there is a **brown envelope** contained within the test item, this envelope contains an RFID tag. Please return this tag to us **as soon as possible** by posting the brown envelope into a postbox.

The envelope already has postage applied and is pre-addressed, so you don't need to add any postage to it - just put it into the postbox.

Alternatively, if you use a business collection to post your mail, you can post the envelope together with your normal mail using your business collection.



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