BAM Panellist Guide

Sending Business Account Mail test items

Thank you for your participation in our studies as a 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 Business Account Mail panellist, it's your job to post 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 how to prepare and post business account mail test items.

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

General information

- Test items can be letters and parcels of different sizes.
- Test items should be posted **together with your normal mail for the day**, using your business' usual posting method (Post Office, Delivery Office or business collection).
- You will receive a **sender's pack** once per week. This will contain the test items you need to post, along with a **posting plan** telling you when you need to post them and the type of postage you will need to apply to them.
  For more information, watch our video 'Receiving your posting pack' or consult our manual.
- To maintain authenticity, we use the original envelopes that you also use for your normal mail to create your test items.
- The test items must be correctly **segregated** by you according to class, format and product type, in accordance with Royal Mail's terms and conditions of posting business account mail.
- If you are able to do so, using the smartphone version of the Mailagents app rather than the web app will help you to achieve mobile verification, resulting in you receiving fewer queries from us. To achieve mobile verification, please

ensure your location services are turned on in the app and enter your items whilst you are close to the Post Office or Delivery Office.

To find out more about mobile verification, consult our manual on the topic.

- Please remember to **never** disclose to Royal Mail employees that you are participating in the study.

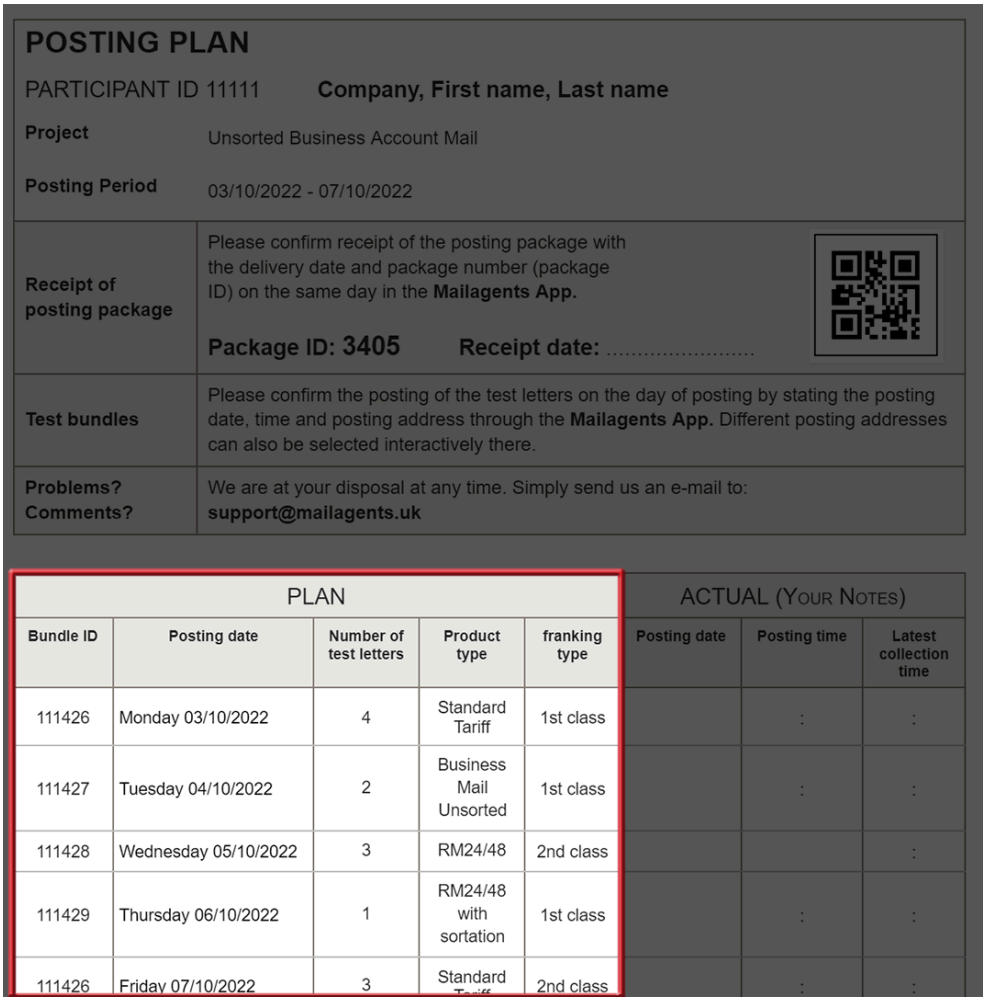
- In addition, feel free to watch our video on this topic.
  Simply click on the following link: 'Sending unsorted business mail'

The following steps explain the process and your tasks.

Please note: You have already received your sender's pack!
If you want to learn more about this, please have a look at the manual or our video 'Receiving your posting pack'.

1.

Check the **posting plan** to see which test items need to be posted today:



POSTING PLAN

PARTICIPANT ID 11111 **Company, First name, Last name**

Project	Unsorted Business Account 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**	**Product type**	**franking type**	**Posting date**	**Posting time**	**Latest collection time**
111426	Monday 03/10/2022	4	Standard Tariff	1st class		:	:
111427	Tuesday 04/10/2022	2	Business Mail Unsorted	1st class		:	:
111428	Wednesday 05/10/2022	3	RM24/48	2nd class			:
111429	Thursday 06/10/2022	1	RM24/48 with sortation	1st class		:	:
111426	Friday 07/10/2022	3	Standard	2nd class		:	:

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

2.

For your test items to be sent today, remove the elastic band or paperclip, if there is one, and keep the slip with the QR code until you have posted the items.
Process the test items as specified on your posting plan with the corresponding class and product type we have requested. Please **do not use stamps** - all of your items must be sent through your Royal Mail Online Business Account (OBA).

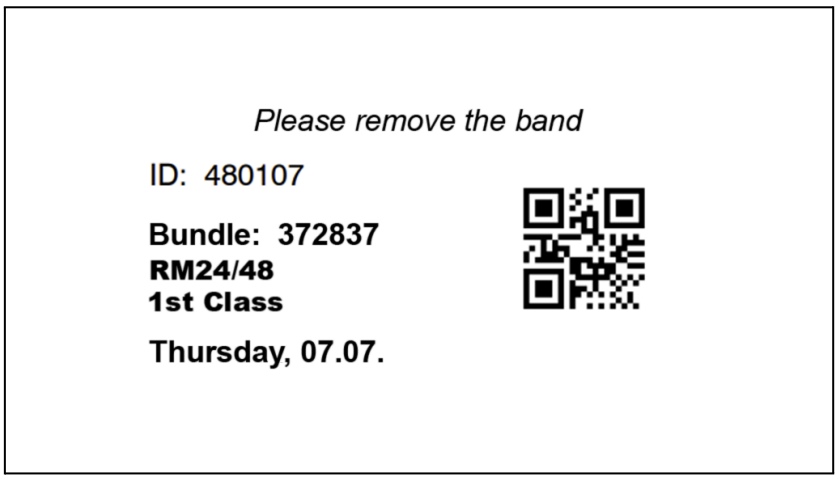
Make sure that you apply the **correct postage** for the format of each item.

3.

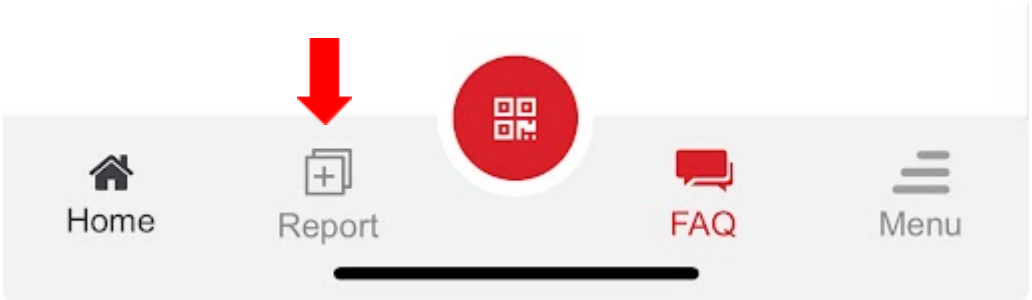
Please make sure that every business account mail posting is accompanied by an associated **Confirmed Sales Order**.

4.

Now that you have prepared the test items, you will need to complete the data entry for the items. You do this by logging into your app or web app and selecting '**Bundle Posting**'. You can either scan the QR Code on the slip or enter the items manually by clicking the '**Report**' button at the bottom of the screen:



OR

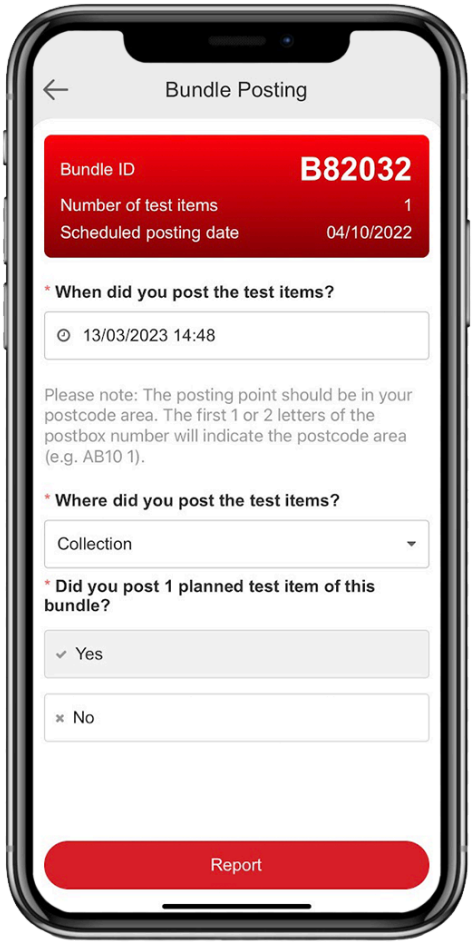


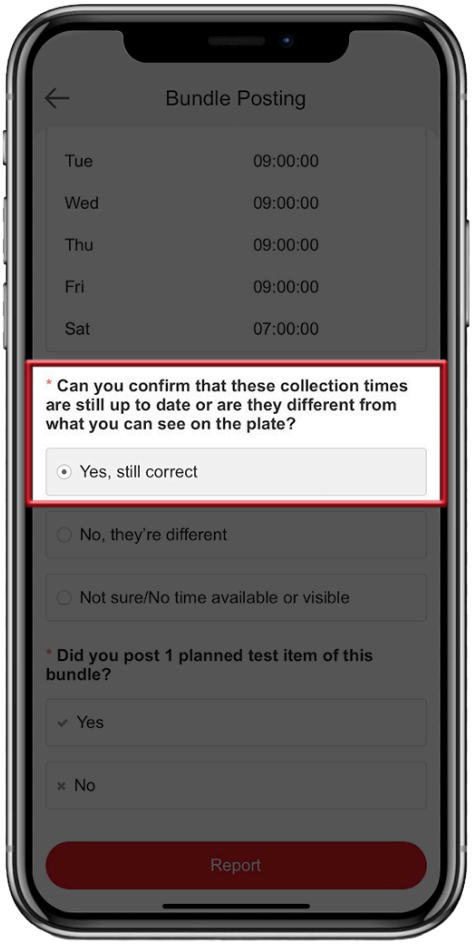
Please note: Business account mail items are **not** permitted to be posted into a postbox. The test items must be posted either at a Post Office or Delivery Office or using your business collection, **before the last collection time** on each day from Monday to Friday.

If you use a business collection to post your mail, you must ensure that your items are made available for collection in good time to meet the final collection of the day from your business premises. If someone else at your business handles the outgoing mail before it is collected by Royal Mail, make sure to allow extra time for this.

5.

Now please enter the **date** and **time** at which you posted the bundle (if you posted it at a Post Office or Delivery Office) or made the bundle available for collection (if you used a business collection to post it), along with the **posting method** and **location** and the **last collection time** of the posting location you used:





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

Please note: Be careful **not** to enter the last collection time of the posting location you used - this is **not** the same as the time of posting.

Please note: If you use a Post Office or Delivery Office to post your bundle, be careful to record the correct Post Office or Delivery Office you used by checking the **name and address** of the Post Office or Delivery Office shown in the app. The name and address can often be found on the last collection time notice.

Please note: If the **last collection time** shown in the app is **different** from the time displayed in the Post Office or Delivery Office, you are **not sure about the last collection time or no time is available or visible**, you are not required to take any further action beyond reporting the last collection time displayed at the Post Office/Delivery Office.

You are welcome to report the discrepancy to us by taking a photo of the last collection time notice and uploading it to the app. If you do so, please remember to include the **whole** last collection time notice in the photo, including the last collection times for Monday to Saturday and the address of the Post Office/Delivery Office (if displayed).

Only take a photo of a Post Office/Delivery Office last collection time notice **if you can do so discreetly**, without attracting the attention of the Post Office or Royal Mail staff.

6.

Now check that the slip along with the paperclip or elastic band has been removed and post the bundle together with your normal business post.

Please note: **Never** forget to remove the elastic band or paperclip and slip with the QR code on before posting!

Please note: Be sure to record the time of posting accurately **to the nearest minute** - do **not** round it to the nearest 5 or 10 minutes. Rounding the posting time even by just 1 or 2 minutes can be enough to cause the item to be considered to have met the last collection when it did not, or vice versa!

Please note: If you cannot post an item according to the posting plan for any reason, such as not receiving your sender's pack on time, please post the item on **the next available day** on which you are able to post, **alongside your normal post** for that day, as soon as possible after the scheduled date.

Please note: If you are behind on postings and need to catch up, please ensure you send a maximum of **two** (2) bundles per day only.
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 day.

Please note: Always remember to **segregate** your mail by **class** and **format** before posting!

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