

## Meter Franked Panellist Guide

### **Sending Meter Franked 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 how to prepare and post Meter Franked 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 (postbox, 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 franking you need to apply to them. For more information, watch our video ['Receiving your posting pack'](#) or consult our manual.
- You must be aware of and comply with the **terms and conditions** of posting Meter Franked mail at all times. In particular, you must ensure that you correctly **segregate** your mail by **class** and **format** and apply the **correct postage amount** on the frank mark of each item for the class and format used. You must also ensure that the **date** on the frank mark matches the date of posting.
- 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



mailagents



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

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



- Make sure that you are already using a **Mailmark franking machine** that prints a Mailmark barcode alongside the meter frank postage impression.
- 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 Meter Franked test items](#)'

The following steps explain the process and your tasks.

**i** **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                      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](mailto: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.

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.

Frank the test items as specified on your posting plan with the corresponding class we have requested. Please **do not use stamps** - all of your items must be franked. Make sure that you apply the correct amount of postage for the format of each item:

### POSTING PLAN

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


**Project**                      Meter Franked Mail

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

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**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**.

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**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.

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**Problems? Comments?**      We are at your disposal at any time. Simply send us an e-mail to: [support@mailagents.uk](mailto:support@mailagents.uk)

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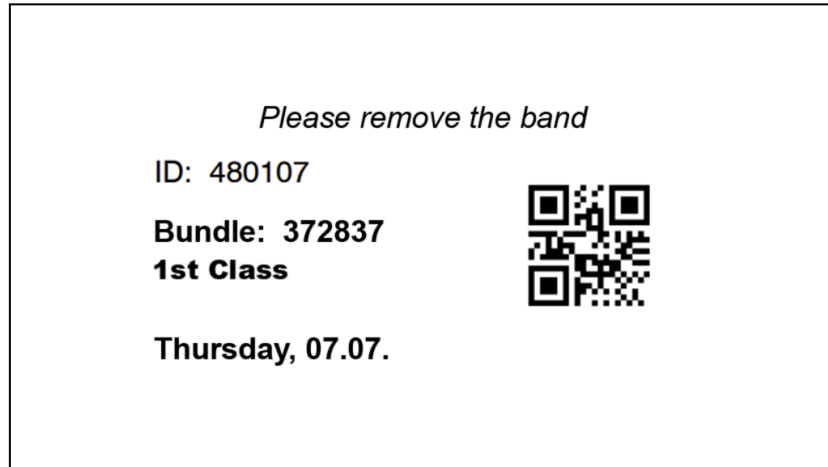
PLAN				ACTUAL (YOUR NOTES)		
Bundle ID	Posting date	Number of test letters	franking type	Posting date	Posting time	Latest collection time
111426	Monday 03/10/2022	4	1st class		:	:
111427	Tuesday 04/10/2022	2	1st class		:	:
111428	Wednesday 05/10/2022	3	2nd class		:	:
111429	Thursday 06/10/2022	1	1st 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.

**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.

### 3.

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:

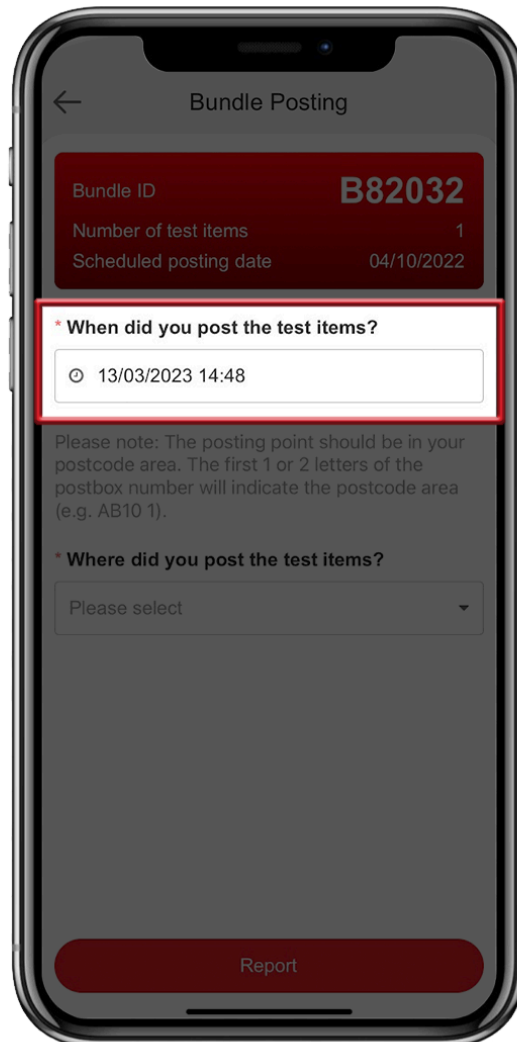


OR



#### 4.

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



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

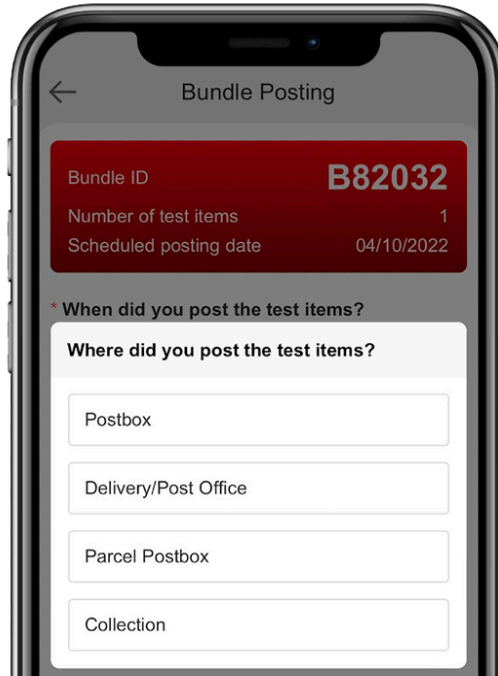
**Please note:** Be careful **not** to enter the last collection time of the posting location you used - this is **not** the same as the time of posting.



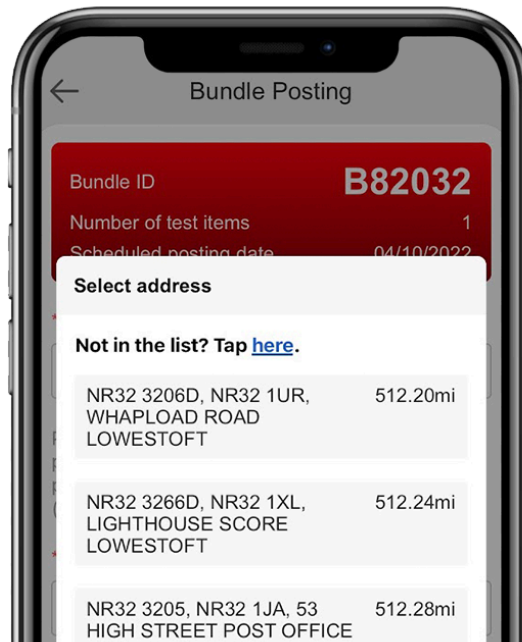
**Please note:** Be sure to record the time of posting accurately **to the nearest minute** - do **not** round it to the nearest 5 or 10 minutes. Rounding the posting time even by just 1 or 2 minutes can be enough to cause the item to be considered to have met the last collection when it did not, or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

**5.**

Select the **posting method** you used and the **posting location** you used to post the test items:



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**Please note:** If you post your bundle at a postbox, be careful to record the correct postbox you used by checking the **postbox ID number** at the bottom of the timeplate.

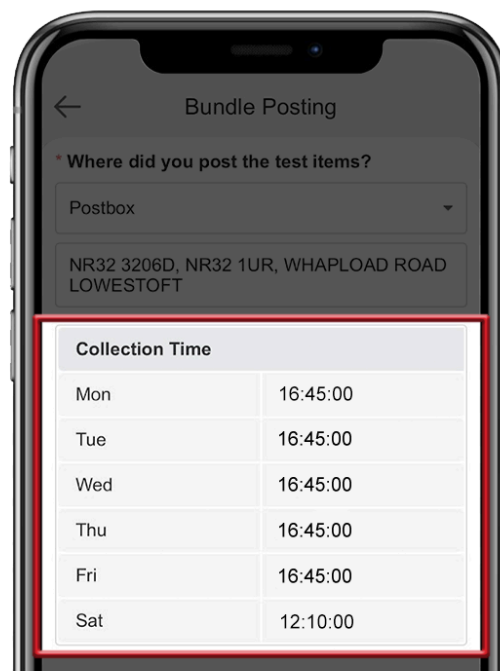
Postboxes without a Royal Mail timeplate are **not** Royal Mail postboxes!



If you use a Post Office or a Delivery Office, 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.

## 6.

Enter the **last collection time** of the posting location you used:

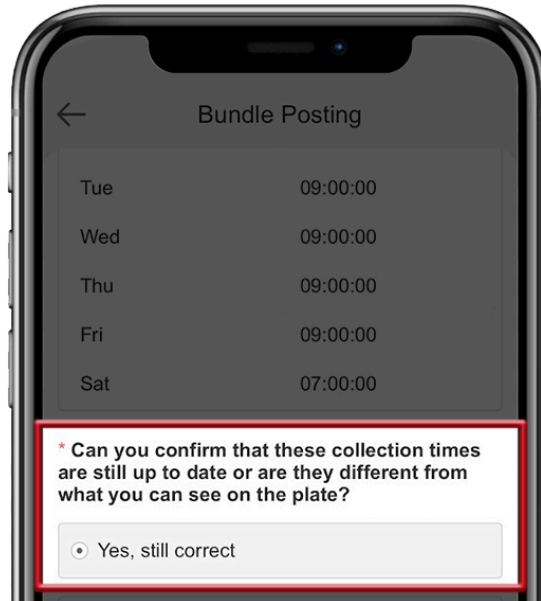


\* Please note that image variations are possible due to regular app updates.

## 7.

Next, **confirm** whether the item was posted in time for the last collection of the day:





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

**Please note:** If you are posting at a postbox and the **last collection time** shown in the app is **different** from what you can see on the postbox timeplate, you are **not sure about the last collection time or no time is available or visible**, take a photo of the timeplate and upload it to the app.



Also, if you notice any postbox defects, such as missing or damaged timeplates, please take a photo and upload it to the app.

Please make sure that the photo includes the **whole** of the timeplate, including both the Monday-Friday and Saturday **last collection times** and the **postbox ID number**. If the postbox ID number or timeplate is not visible, please include some of the surroundings of the postbox in the photo, as this will help us to identify the postbox.

**Please note:** If you are posting at a Post Office or Delivery Office and 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.

**i** 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 last collection time notice **if you can do so discreetly**, without attracting the attention of the Post Office or Royal Mail staff.

## 8.

Finally, **remove the slip** and post your items.

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

**Please note:** If you use an **ordinary postbox** to post your letter test items, you should enclose the items in an 'outer' envelope, together with your normal mail.

If you use a **franked mail postbox** to post your letter test items, you must enclose the items in either a red pouch (for 1st Class) or a green pouch (for 2nd Class) together with your normal mail before posting them.

**i** **Please note:** Parcel test items that you drop off at a Post Office or at a Royal Mail Delivery Office need to be franked **before** you hand them over to the Post Office or Delivery Office staff. Post Offices and Delivery Offices are **not** able to frank mail items.

**i** **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!

**Please note:** Meter Franked mail must be posted as early as possible in the day and before the last collection time of the posting location you use.

**Note that on Saturdays the last collection time may be earlier.**



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.

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