

BAM Panellist Guide

Sending unsorted business 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.

Spectos measure Royal Mail's Quality of Service using test items. As a panellist, it will be your job to send and record data for these test items.

[This guide explains step by step how to prepare and post unsorted business mail test items.](#)

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

General information

- The test items have the following formats: Letters, large letters and parcels.
- Test items should be posted **along with your normal mail for the day**.
- You will receive a **posting 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.
- 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 segregated by you according to class, consignment format and product type.
- 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 test items](#)'

The following steps explain the process and your tasks:

i **Please note:** You have already received your posting pack!
 If you want to learn more about this, please have a look at our video [‘Receiving your posting pack’](#) or the corresponding manual.

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 Tariff	2nd class		:	:

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

2.

Remove the elastic band or paperclip from these items and keep only the slip with the barcode until the test items are posted.

3.

Please make sure that every Unsorted Business Account mailing is accompanied by an accurately completed **sales order**.

4.

Now that all the items have been prepared by you, they can be sent with your normal mail for the day.




Please note: Unsorted Business Mail is **not** permitted to be posted into a postbox. The test items must be posted **before the last collection time** of the posting point.



Please note: **Never** forget to remove the sleeve before posting!

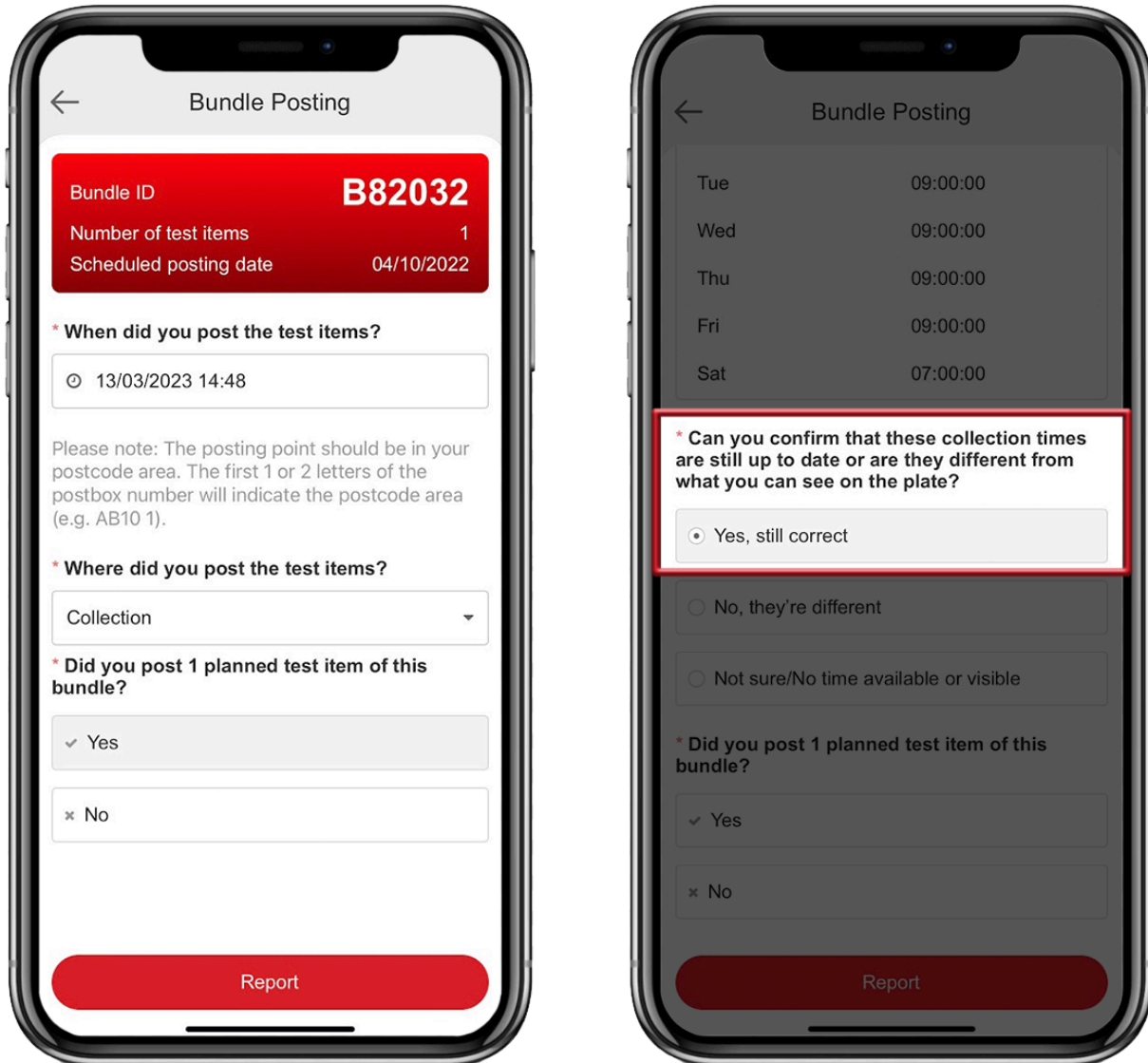
5.

Scan the **QR Code** on the slip with the Mailagents app to confirm your posting:

Sender	
Send date: Mon 22/04	
Bundle ID: F34159	
Format: DL	
<i>Please remove the wrap-around band before sending</i>	

6.

Now enter all relevant information in the app and 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: 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, please post the item **the next available day**.



Please note: If you have not posted a test item in time for the last collection time of the day, **please notify us immediately.**

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