

Private Panellist Guide

How to handle RFID tags

Thank you for your participation in our studies as a receiving and posting panellist.

[This guide explains step by step how to handle RFID tags.](#)

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

General information

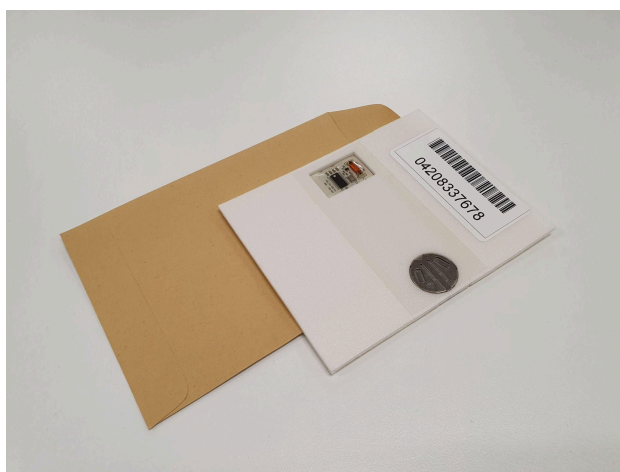
- The majority of test items you will send and receive in the Royal Mail survey include an **RFID tag**. This tag interacts with purpose-built readers installed at Royal Mail's sorting offices as it passes underneath them, which record the date and time at which the tag passed underneath. This allows Royal Mail to know when the item passed through each sorting office as it made its way through the postal network.
- RFID tags are a vital part of the Royal Mail survey. Every time you receive a test item, it is imperative that you **return the RFID tag inside to us** as soon as possible. This is so that the tag can be checked by us and inserted into another test item to be used again.
- You will receive **10 reward points** every time you successfully return an RFID tag to Spectos after receiving the tag in a test item.
- 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: '[How to handle RFID tags](#)'



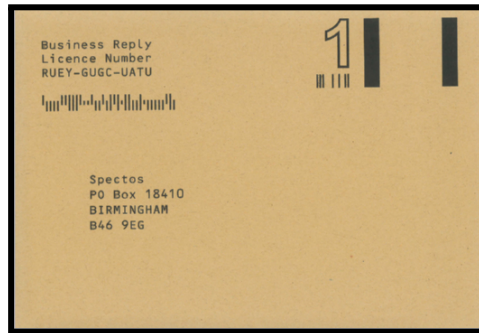
How do I handle an RFID tag?



Please note: If you have started to receive test items and want to learn more about receiving and reporting test items, check out our video "[Receiving and reporting test items](#)" and manual [[PDF](#)].



When you receive a test item, an RFID tag will usually be enclosed **within the test item** in its own brown return envelope:



i Please note: You should **not** open this envelope!

If you receive a test item containing such an envelope, or find such an envelope for any other reason, **please make sure to return the tag to us!** We need every tag you receive back as soon as possible so we can check them and insert them into new test items for our Mailagents to receive, so please ensure you return them promptly.

The brown envelope containing the RFID tag is already prepaid, with the postage printed on the front, and pre-addressed to our office. All you have to do is post it into a postbox. You will receive your reward points automatically once we've received the tag and booked it back into our system.

i Please note: You do **not** need to put any stamps on the envelope!