

Private Panellist Guide

How to handle late sender's packs

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.

This guide explains step by step what to do when you receive a sender's pack late.

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

General information

- For a detailed explanation of **how to report receiving a sender's pack**, please have a look at the manual '[Receiving your sender's pack](#)'.
- Whilst taking part in the study, you need to **check your letterbox** for mail **every day**. Remember that deliveries can be made up until early evening.
- When you receive a sender's pack, your task is to accurately report the date of receipt of the sender's pack through the Mailagents app.
- 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 late posting packages](#)'
- You are also welcome to watch the main video on this topic.
Simply click on the following link: '[Receiving your posting pack](#)'

What do you need to do if you receive your sender's pack late?

1.

If you receive a sender's pack late, you may find that **some of the posting dates listed on the posting plan have already passed:**

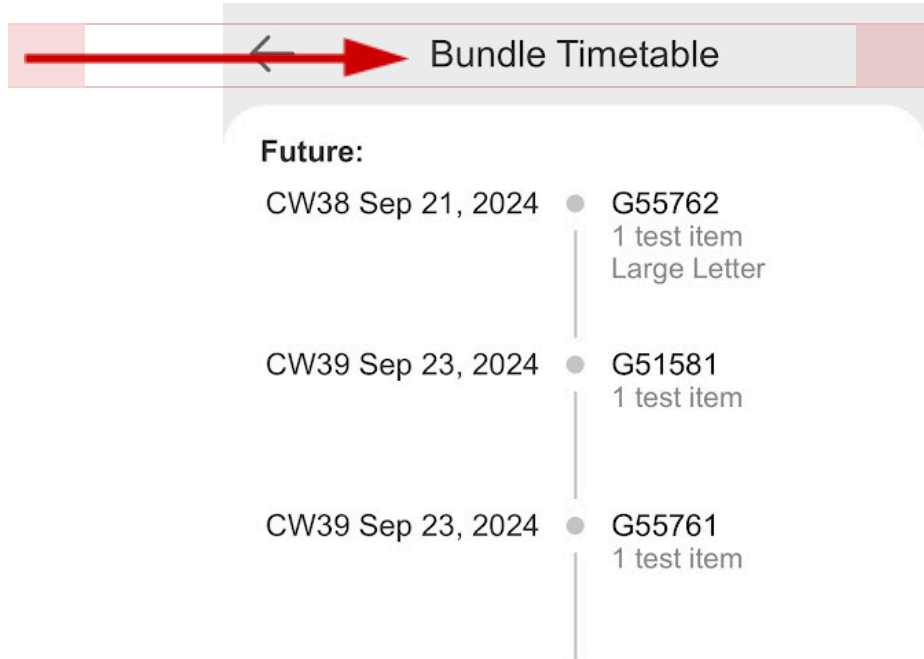
(In the example below, the receipt date of the sender's pack is 07/10/2022.)

POSTING PLAN	
PARTICIPANT ID SA_ID	First name, Last name
Project	Project Name
Posting Period	03/10/2022 – 07/10/2022
Receipt of posting package	<p>Please confirm receipt of the test package with the delivery date and package number (package ID) on the same day in the Mailagents App.</p> <p>Package ID: operation ID Receipt date:</p>
Test bundles	<p>1. Please confirm the posting of the test letters on the day of posting by stating the posting date, time and posting location (incl. address). through the Mailagents App. Different posting addresses can also be selected interactively there.</p> <p>2. Please confirm that test items were posted in time for the last collection of the day (LAT). Please note that the stated LAT data is not flawless. Please flag via the App if the LAT shown on the postbox plate does not match the provided LAT in the App and follow the instructions in the App.</p>
Problems? Comments?	If you have any questions please send us an e-mail to: support@mailagents.uk

PLAN			ACTUAL (YOUR NOTES)			
Bundle ID	Posting date	Number and type of test items	Posting point (Post Office / Postbox)	Last advertised collection time of posting point	Posting date	Posting time
111426	Mon 03/10/2022	4 DL 1 DVD				:
111427	Tue 04/10/2022	2 small parcels				:
111428	Wed 05/10/2022	3 C4				:
111429	Thu 06/10/2022	1 Jiffy				:
111426	Fri 07/10/2022	5 C5				:

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

The posting plan can also be viewed in the app. On the home screen, select **“Bundle Timetable”**:



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

2.

Confirm the receipt of the sender's pack via the Mailagents app as described in the manual '**Receiving your sender's pack**'.

3.

If you cannot post a bundle in the sender's pack on the day stated on your posting plan because that day has passed, simply post the bundle **on the next available day**, ensuring you post as soon as possible after the scheduled date.

You should also follow this process if you are unable to post a bundle on the day stated on your posting plan for any other reason, such as illness or holidays.

Please remember that you can only post a maximum of **two** bundles each day. 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.



Before you post the items, please **don't forget to remove the elastic band or paperclip and the slip with the QR code on.**

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