

Private Panellist Guide

Receiving and reporting 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 what to do when you receive test items and how to report them.

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

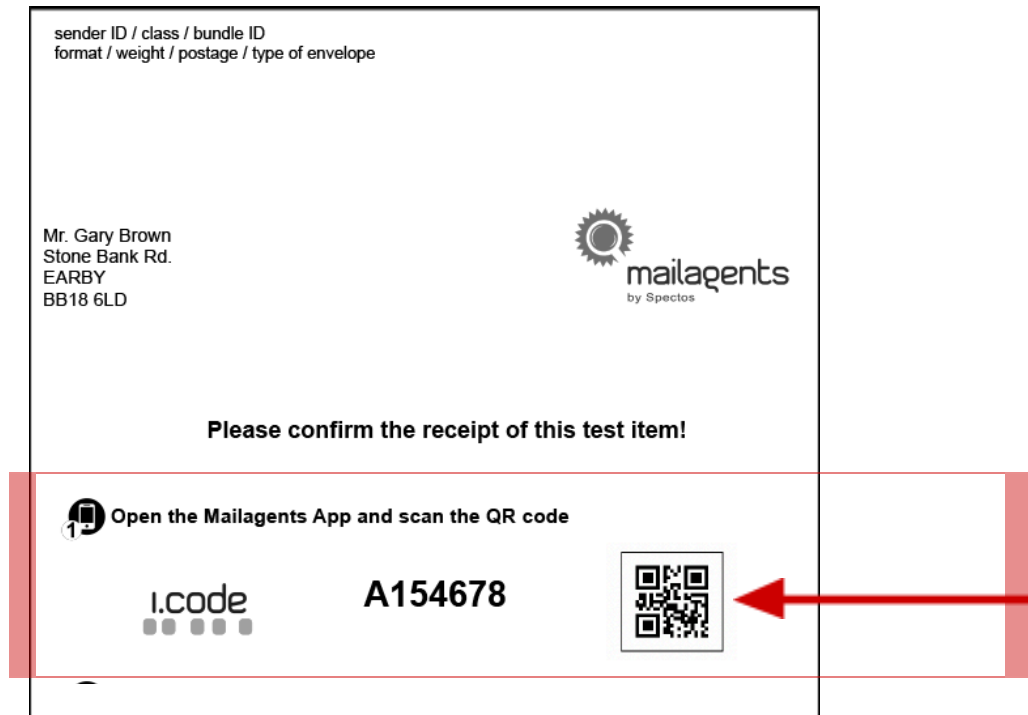
General information

- Whilst taking part in the study, you will regularly receive test items from other Mailagents. On a daily basis, you need to check whether you have received any test items and report any test items you have received.
- It is also important that you **check your letterbox** for mail **every day**. Remember that deliveries can be made up until early evening.
- You will receive all types of test items, including letters, large letters and parcels. A small number of parcels will be too large to fit through your letterbox - recording these items is covered later in this document.
- Your task is to accurately report the date of receipt of these test items 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: ['Receiving and reporting test items'](#)

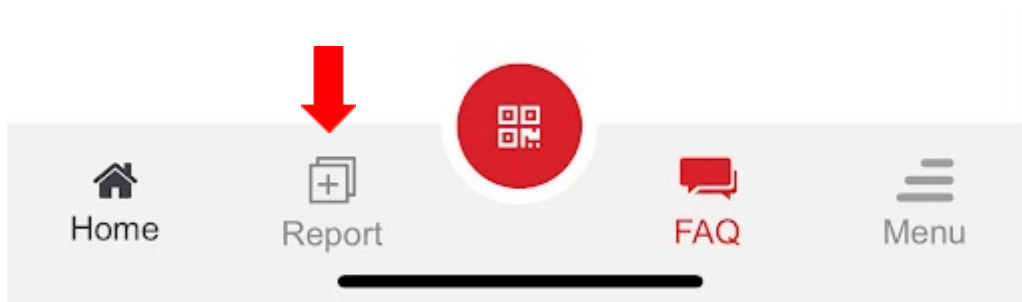
The following steps explain the process and your tasks.

1.

Scan the QR code on your test item via the app or enter the i.code manually. To enter the i.code manually, you will need to click the '**Report**' button at the bottom of the screen, and then select '**Test Item Receipt**':






OR



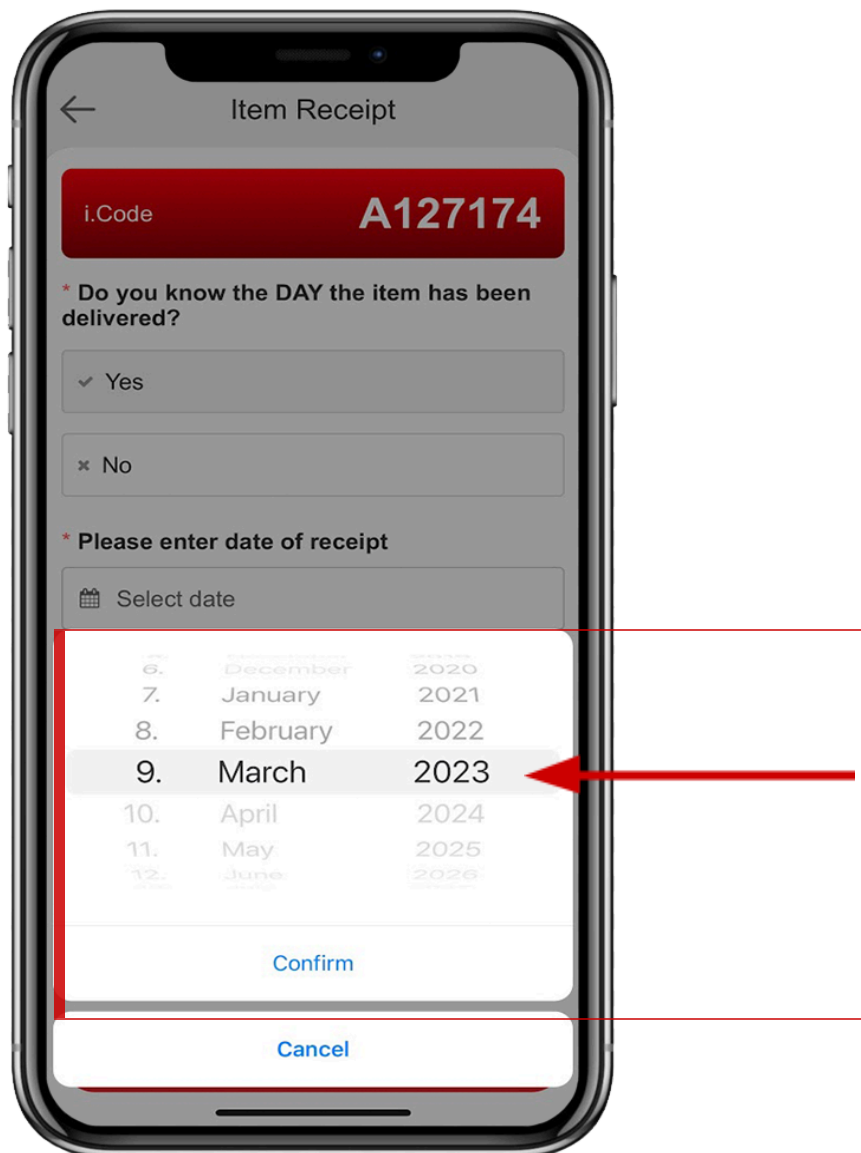
2.

When receiving large parcels that have a 2D barcode on the postage label, you will also need to scan this barcode using the Mailagents app. This allows us to validate the date of receipt you have entered against the date of the scan made by your postman when they delivered the item:

1st Class		Delivered by  Royal Mail	
Postage on Account GB			
E66	J57	Parcel	
		1000g	
XX-XXX XXX XXXX-XXX XXX XXX			
			
Addressee Name			
Address Line 1			
Town			
Postcode			
		Return address Name Address Line 1 Town Postcode	
Customer reference: A12345 / B987654			
Department reference:			

3.

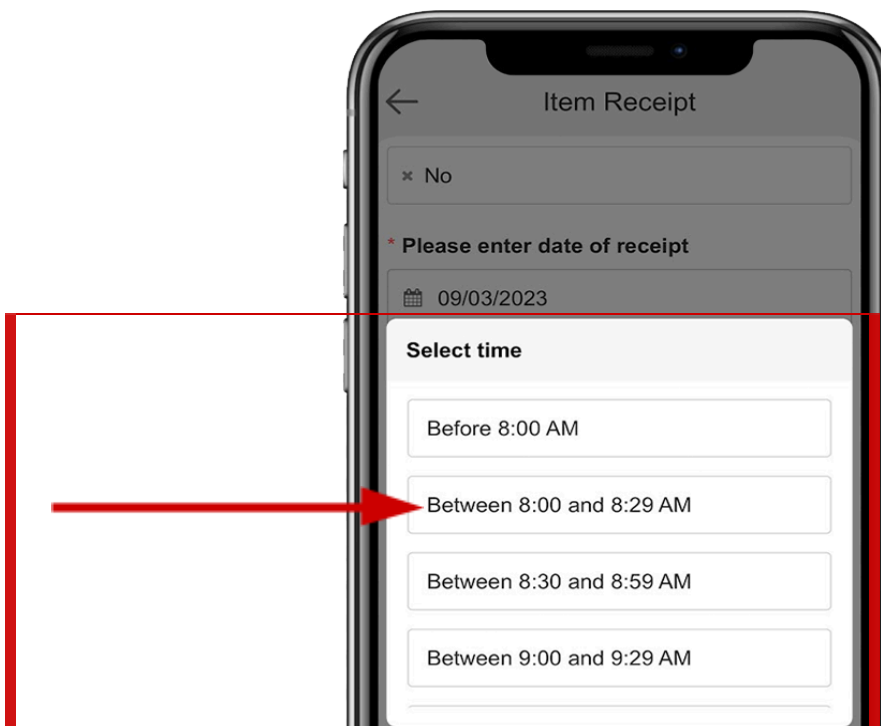
Record the **date of delivery** of each test item when you receive it:



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

4.

Enter the **time of delivery** for each item by selecting the 30-minute time band in which the item was delivered:



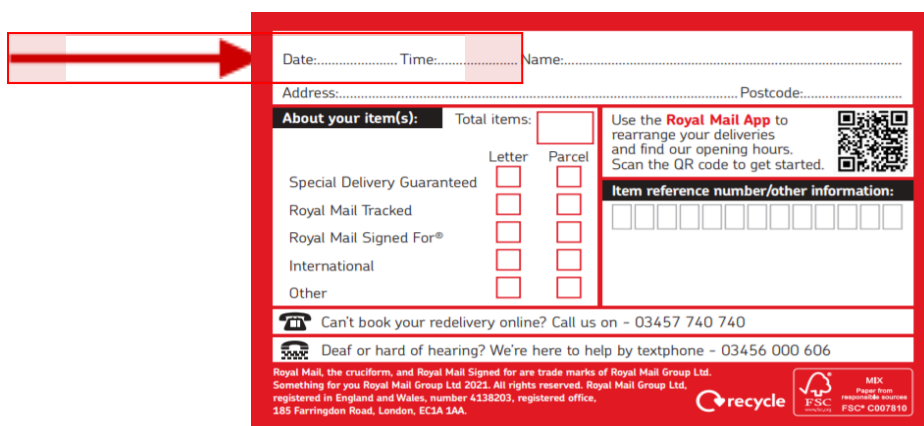
* Please note that image variations are possible due to regular app updates.

If you do not know the time at which you received the item, report '**don't know**'.

What if I'm not available to receive a large test item?

Sometimes it is not possible for you to receive a test item in person, and it does not fit through your letterbox.

In this scenario, Royal Mail will place a "**Something for You**" card through your letterbox:



Please record the date and time **noted on the card** as the date and time the test item was delivered.

You may receive more than one card for the same item, as Royal Mail will try to deliver the item again the next day if they cannot deliver it at the first attempt. If this happens, record the date and time noted on the **first card** you receive.

Royal Mail may also place a “**Something for you left**” label on the item:

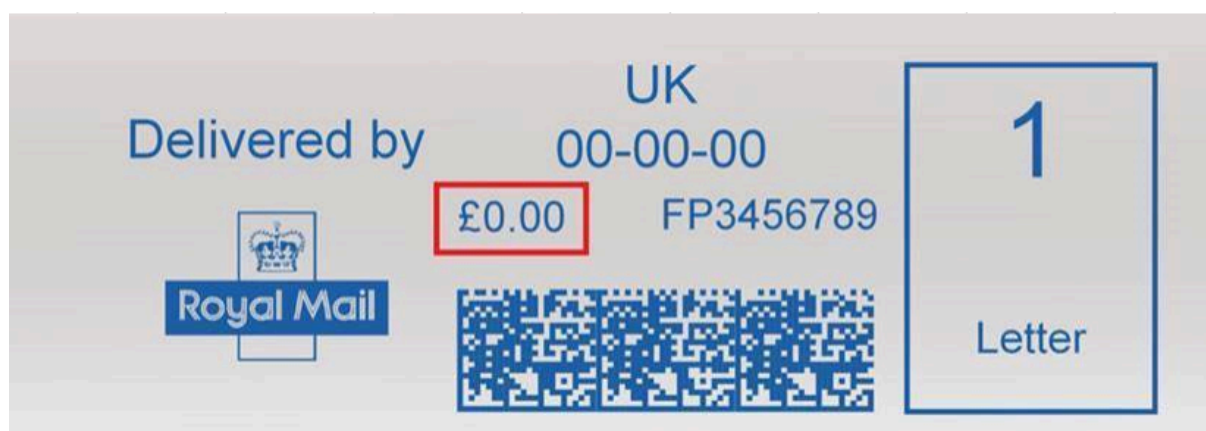
Royal Mail	
Something for you left	
1 st Attempt	2 nd Attempt
Date:	Date:
Route Number:	Route Number:
Initials:	Initials:

If this label is present, record the date listed on the label under “**1st Attempt**” as the date the test item was delivered.

i Please note: **Never** guess the date of receipt. If you are unsure of the actual delivery date, you must report “**don’t know**” for the receipt date.

5.

If the item is a meter franked item, enter the **amount of postage paid** for each item.
If the item is a stamped item, confirm **the type of stamps** which are on the item:

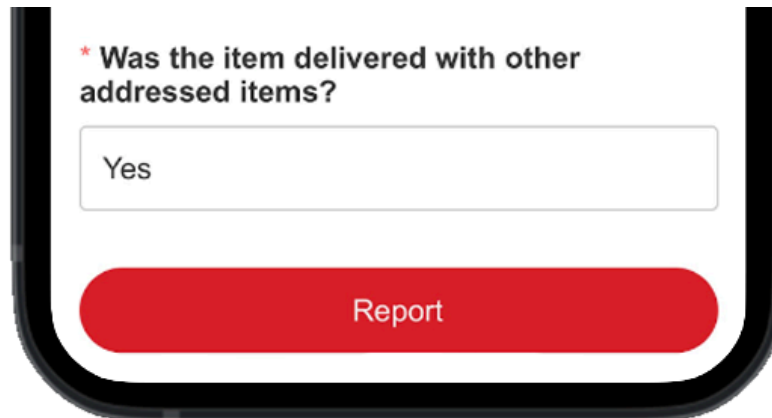




Please note: We need to use the image of the current version of stamps, however, we still have the Queen's stamp in circulation. If you receive one of these on an item, this is still valid and you do not need to raise this as a query.

6.

If the item is a DSA Economy item, confirm whether or not the item was delivered together with **any other addressed mail items**:



* Was the item delivered with other addressed items?

Report

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

7.

If there is a **brown envelope** contained within the test item, this envelope contains an RFID tag. Please return this tag to us **as soon as possible** by posting the brown envelope into a postbox.

The envelope already has postage applied and is pre-addressed, so you don't need to add any postage to it - just put it into the postbox.

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