

Private Panellist Guide

Why is Mobile Verification important?

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

This guide explains what mobile verification is, why it is important and how to ensure you enter mobile verified data.

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

General information

- It is important to have your location services turned on within the app.
- Using your location services helps you to get fewer queries.
- Mobile verification helps us ensure the accuracy of the data we provide to Royal Mail.
- In order to achieve mobile verification, you need to enter your bundles in the app as close to the posting location you used as possible, so that you are within range of the known GPS location of that posting location.
- To qualify for the monthly prize draws, you will need to achieve mobile verification for each of the bundles you send each month.

What is mobile verification?

Mobile verification is a feature built into the Mailagents app, whereby the app compares your location against the known GPS locations of Royal Mail's posting facilities when you report posting your test items.

If you are close enough to the posting location you used, the mobile verification feature can automatically validate the date, time and location at which you posted the items. This provides Spectos and Royal Mail with definitive confirmation of the data you've entered.

Why is it important to record mobile verified data?

By using mobile verification, we are able to authenticate the details you enter regarding when and where your bundle was posted. This not only helps us to provide more accurate information to Royal Mail, but also reduces queries for you - as we've already checked your posting details, we won't need to send you any of the usual queries for any mobile verified items you send.

Note: You may still occasionally receive queries on mobile verified items under certain circumstances, such as if you report posting an item at a Post Office on a day when the Post Office was recorded as being closed. However, these queries should be very rare.

How to achieve mobile verification

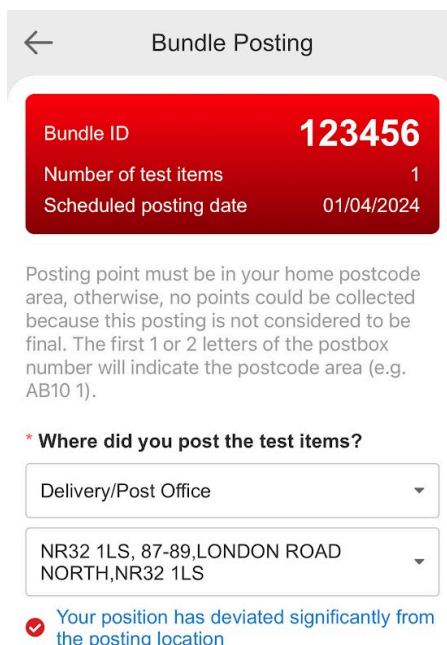
Ensure your location services are activated. To do this:

- Go to the Settings icon on your mobile device.
- Select 'Applications'/'Apps'
- Find the Mailagents app
- Select 'Location'. If there is an option to activate use of your location, activate it.
- You may have the option to choose when location services are used. If this is the case, please select "While Using the App".

You should now be able to provide us with mobile verified data.

To achieve mobile verification, you need to report posting a bundle as soon as you have posted it and be within range of the posting location you used. The app will indicate whether you are close enough to the posting location for the bundle to be mobile verified.

If you are not close enough, your screen will look like the below:



Clicking on the tick will take you to the next screen, which will show you how far you are from the posting location. Please move closer to the posting location you used and check again. If the tick turns green, you are now close enough for the bundle to be mobile verified.

Please note: In order for you to have the best chance of reporting mobile verified data, it is important that you report posting each bundle **as you post it** while using your location services.



We recommend that you report the posting whilst you are stood next to the postbox you used or at the Post Office or Delivery Office you used. However, if there is a risk of you attracting unwanted attention by doing this, try going to a nearby less conspicuous location, such as a bench or a bus stop, and reporting the posting from there. The app will let you know whether you are still close enough to the posting location for the bundle to be mobile verified.

If you need any assistance with setting up location services on your device, please raise a ticket in the app under the “Technical support” category and we will arrange for a team member to assist.

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