

Business Panellist Guide

Sending DSA (Downstream Access) test items

Hello

Thank you for your participation in the Royal Mail Downstream Access Quality of Service Study.

The aim of this study is to measure Royal Mail's Handover to End Quality of Service for DSA Standard and DSA Economy mail. 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 post DSA 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, mailer stationery, artwork and fonts that you also use for your normal mail to create your test items.
- Remember to **never** disclose to Royal Mail operational staff 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 DSA test items](#)'

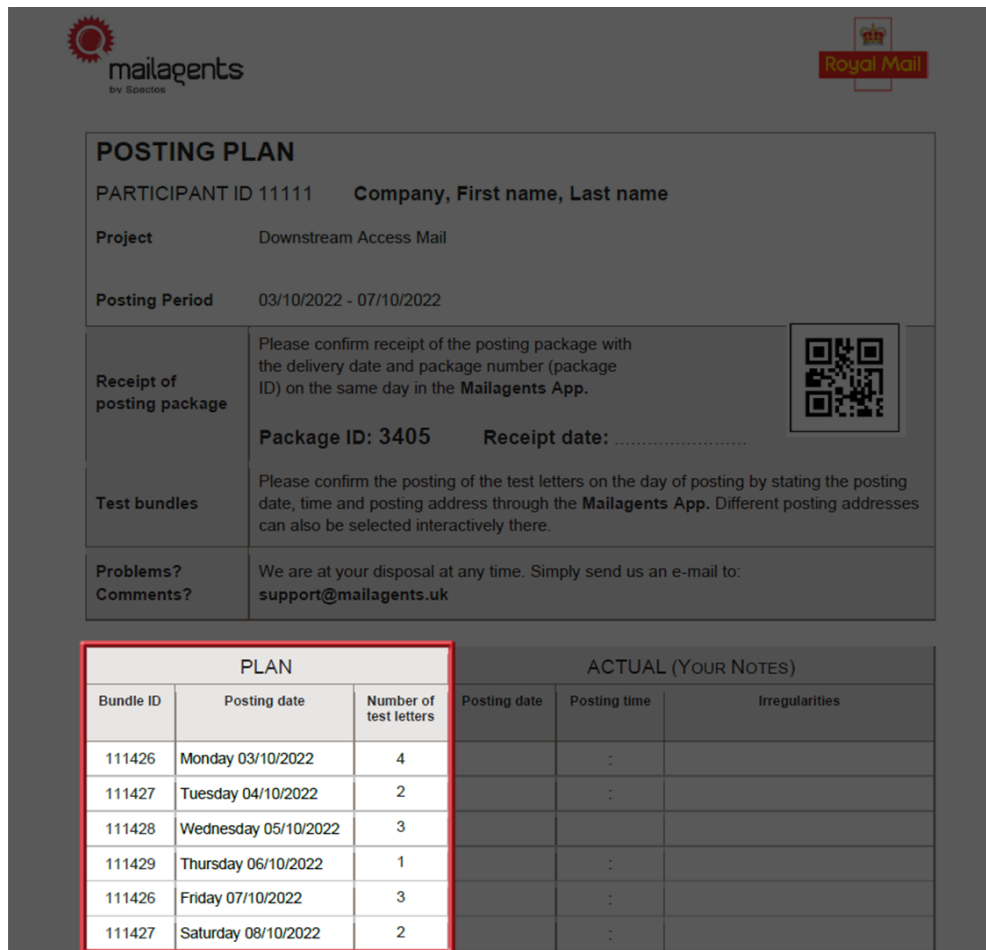
The following steps explain the process and your tasks:



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:



The screenshot shows a 'POSTING PLAN' form with the following details:

- PARTICIPANT ID:** 11111
- Company:** First name, Last name
- Project:** Downstream Access 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. Includes a QR code and fields for **Package ID: 3405** and **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	Posting date	Posting time	Irregularities
111426	Monday 03/10/2022	4		:	
111427	Tuesday 04/10/2022	2		:	
111428	Wednesday 05/10/2022	3		:	
111429	Thursday 06/10/2022	1		:	
111426	Friday 07/10/2022	3		:	
111427	Saturday 08/10/2022	2		:	

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

2.

Now, if necessary, remove the sleeve from these items and keep it until the test items are posted.

3.

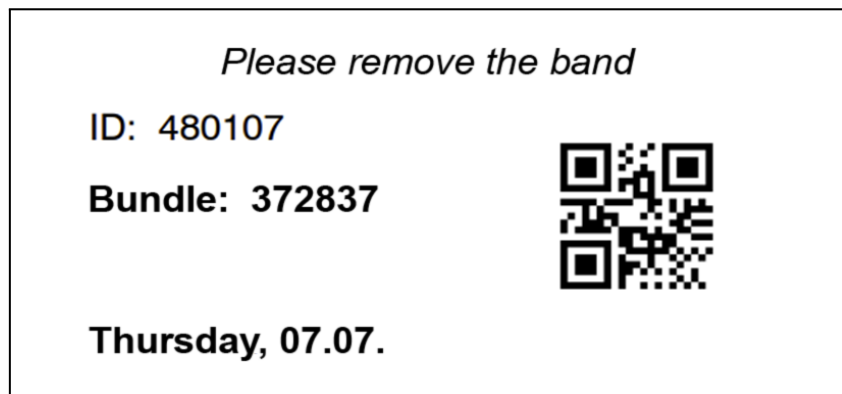
Now that all the test items have been prepared by you, they can be sent along with your normal mail for the day.



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

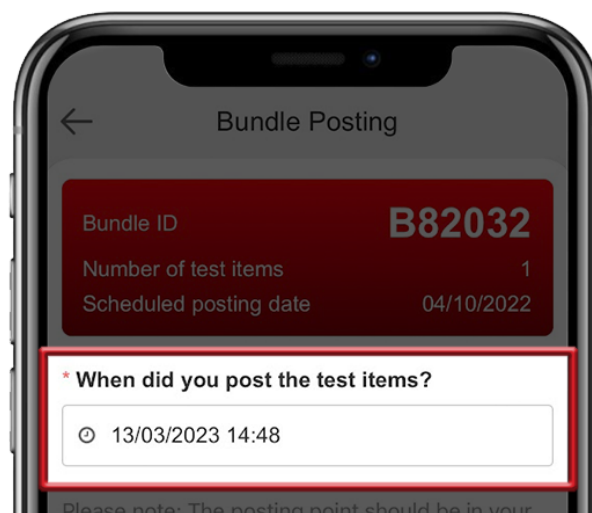
4.

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



5.

Enter the **date and time of posting** of the items on the Mailagents app:



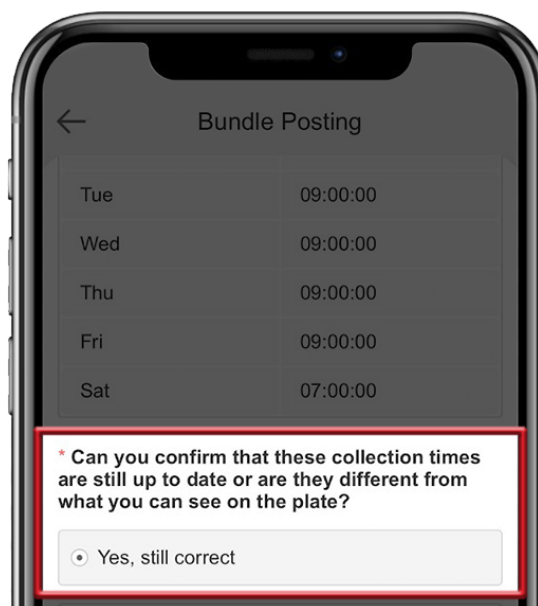
* Please note that image variations are possible due to regular app updates.

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

i **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 due collection when it did not, or vice versa!

6.

Confirm whether each test item has been posted in time for the due collection:



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

7.

Confirm the **DSA service used** and **size of item** that has been posted.

8.

Record whether there were any **irregularities during posting**, such as a collection failure, insufficient capacity to take all the mail, etc. in the Mailagents app.



Please note: If you cannot post an item according to the posting plan for any reason, please post the item **on the same day of the following week.**

As a thank you for your efforts, you will receive a **performance report** from us once a month showing you how long Royal Mail took to deliver your test items.

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