

ROYAL MAIL LETTERS - TECHNICAL TESTING PROCESS

LETTER FORMAT ITEMS

1. PRE-TESTING

CUSTOMER REQUESTS A FORMAL TEST ON A NEW LETTER MAILPIECE DESIGN

1. Pack design (PDF / Actual items) provided.
2. Technical design details provided by the customer.
3. Royal Mail undertake a visual and desk top check, feedback shared.
 - If the design is not different to existing designs in the User Guide then feedback is given to the customer against published specifications.
 - If the design is different , then checks are done with a view to assessing it as a new design.

2. INITIAL ASSESSMENT / REFINEMENT OF TEST PACK DESIGN (S)

DESIGN DETAILS PROVIDED BY THE CUSTOMER

(Letter Pack Test Details (V9)) (To include measurements of adhesive application, paper thickness, adhesive type etc)

Item visual provided.

1. Is the design suitable?
 - No – Because the design replicates an existing design or is as a previously unsuccessful tested design or the design will contribute to processing issues.
 - Yes – Design is suitable for further consideration because it's different to existing designs or, with some changes which the customer is advised of it could warrant further testing.
2. If suitable – customer provided with *(Letter Test Customer Criteria (v8))*. This provides requirements for mail piece presentation, Indicia, Barcode design, Delivery Address etc.
3. Customer to confirm date when packs will be ready for despatch and delivery.
 - 2 x 250 + 10 items per design RM agrees to test.
4. Royal Mail to confirm w/c test date to customer. Testing can take c2 weeks.

3. INITIAL MACHINE TESTING

PACKS RECEIVED BY ROYAL MAIL.

1. Are the packs suitable for testing?
 - No – Testing will not progress if test not agreed in advance, not suitably packed, not the agreed design, additional designs included or paperwork not received.
 - Yes – Testing commences at the first site.
2. Testing at the first site undertaken.
 - If no automation issues processing test mail, testing continues at the second site.
 - If there are automation issues processing test mail, testing concludes and feedback is shared with customer to make pack improvements. Customer may have the option to undertake further testing and the process re-commences.
3. Reports are created and feedback given to the customer.
4. If testing was successful at both sites validation testing offered to customer.

4. VALIDATION MACHINE TESTING

TESTING WAS SUCCESSFUL AT BOTH SITES AND ON ALL THREE MACHINE TYPES

1. Validation testing offered to customer if testing was successful at both sites.
2. Customer to confirm date when packs will be ready for despatch and delivery.
 - 2 x 250 + 10 items per design RM agrees to test.
3. Royal Mail to confirm w/c test date to customer. Testing can take c2 weeks.
4. Are the packs suitable for testing?
 - No – Testing will not progress if test not agreed in advance, not suitably packed, not the agreed design, additional designs included or paperwork not received.
 - Yes – Testing commences at the first site.
5. Testing at the first site undertaken.
 - If no automation issues processing test mail, testing continues at the second site.
 - If there are automation issues processing test mail, testing concludes and feedback is shared with customer to make pack improvements. Customer may have the option to undertake further testing and the process re-commences.
6. Reports created and feedback given to the customer.
7. If applicable, Technical Specification User Guide is updated