

DSA TERMS OF BUSINESS

Presentation

- ONEPOST will supply bag labels and line listings. The bag labels will arrive the day after the live audit has been completed via a signed for by 3.00pm service.
- ONLY the bag labels supplied by ONEPOST should be used for this mailing. In the unlikely event one of the labels is damaged, please affix by sellotape or by a staple to a plain label.
- Please use Royal Mail sacks for bagging.
- Please fulfill the consignment in the order per the line listing supplied. It is vital that in bagging the items, the correct items go in each bag as per the listing. If there is more than one bag for a selection, please only bag the appropriate sequence numbered items in each bag.
- Once items are bagged there is usually no requirement for subsequent sortation – cages and magnums should be filled. The exceptions to this are as follows: where cells are to be kept separate; if a split collection is required or if the data file is over 50,000 records (in which case the mail must be split into different cages/magnums per seg as detailed in the “Special Instructions” section above).
- In the event there are any standard tariff items, please post these via Royal Mail second class from your premises and charge to your client’s RM account.
- ONEPOST may forward a ‘rejects’ file with sorted data. These files have been rejected by our sortation as being unsuitable for mailing. It is at the client’s discretion if these records should be mailed. If so, these cells should be processed by you in the usual way via Royal Mail and invoiced directly to your client.
- If submitted to the carrier with the DSA portion of this mailing you will be invoiced directly by the carrier
- For Health and Safety purposes, we do not recommend stacking cages and magnums more than two high when erected and 12 high when collapsed.

Consumables & Collections

- PLEASE NOTE: Consumables are only supplied to the mailing house when the overall weight of the collection is above 2 tons.
- If the collection is under 2 tons then the bags will be replenished by carrier upon collection.
- The carrier will supply magnums/ cages and Royal Mail sacks / bag ties for bagging. In the event of these consumables not being delivered in time (i.e. before you start to fulfill the mailing) please use standard Royal Mail sacks and use alternative cages, when the carrier collects this consignment, they will replace the Royal Mail sacks that have been used and the driver will need to handball the bags into the lorry from the alternative cages.
- A customer and driver manifest will be supplied for the warehouse to sign when handing the posting over and the driver to sign.
- Please be aware there maybe a collection charge of £150 should the mailing be less than 10k items. Cancellations on the day of collection may incur charges between £30-£600. This will be charged direct to the client.
- If the whole mailing is not available at an agreed time then additional charges may apply for an extra pick up requirement.
- In the event of production failing to meet agreed collection date and times, it is advisable to hold the part mailing until the job is complete. The processing of part forecasted jobs can delay mailings by up to 48 hours.
- If this is a VAT free solution please note that only complete cells can be collected.
- For queries on Collections or Consumables please contact our Operations team on 0800 138 3551 (Option 2) or email: operations@onepost.co.uk

Proofs

- For each mailing file ONEPOST must approve both PPI’s and data coding which appears under the address in order to confirm that it meets the criteria necessary to be processed for Downstream Access. Please email proofs to: proofs@onepost.co.uk
- Please ensure wherever possible that the supplied proof files are clearly labelled with the corresponding supplied data file names.
- Please note a valid ‘undelivered’ return address is required for each mailing. The return address must be preceded by - “ If undelivered please return to: ” Or “ Return Address: ”
- PPI templates for sizing and positioning are available from ONEPOST on request. PPI sizing must be followed exactly.

To note

- To allow adequate timing for Down Stream Access, details of the posting must be uploaded to Royal Mail Wholesale website, by ONEPOST, 7 days before posting. This means that ONEPOST need notification of the mailing at least 8 days before collection date, but, exceptionally, over bank holiday weekends, there is an extra days requirement. Ideally the data is required at the same time as the notification, however depending on size of mailing and location of mailing house a shorter lead time may be available
- Any re-runs of data will be charged at £150 per job with an additional charge of £50 per extra cell.