



YOUR RESPONSIBILITIES AS STUDY PARTICIPANT: SENDER

TEST MAIL DISPATCH

As a sender, you have been assigned a very special and important role; it is your task to send test mail to other study participants, the receivers, whose task it is to confirm receipt of test mail. Having participants who act as senders and receivers to confirm dispatch and receipt, allows Spectos to measure the transit time of mail.

The study design is based on the bpost's actual letter distribution. Therefore it is of utmost importance that test mail is dispatched according to the predefined factors, e.g. from your town/district. There are several different methods for dispatch. However, you will primarily use only one of them:

Dispatch methods for:	Private Households	Businesses
	<p>Test letters can be mailed from a post office counter or sent posted in a letterbox located at the post office. Opening hours in urban areas are normally from 9.00a.m. to 6.30p.m. and in rural areas from 9.00a.m. to 4.00p.m. You can search for your nearest post office at www.depostlaposte.be/locations/residential/fr/</p>	
	<p>Test mail may also be sent using one of the bpost's mailboxes. Please pay attention to collection times for individual mailboxes! You can search for your nearest mailbox and collection times at www.bpost.be/site/fr/residential/customerservice/search/red_boxes.html</p>	
	<p>Post Points are located in bookstores, supermarkets, filling stations, town halls and stations. Test mail is handed over in person at these locations.. Your nearest Post Point can be found at www.depostlaposte.be/locations/residential/fr/</p>	<p>Business senders who have a customer collection service simply need to hand over the mail to bpost for collection on the given dispatch date.</p>



Dispatch dates are listed in the dropping protocol. In order to ensure we meet the targeted induction date, mail must be posted at least half an hour before the post office closing time or before the last collection time as stated on the mailbox.

PLEASE INFORM COHABITANTS/CO-WORKERS ...

It is extremely important, both as a private participant or business, that you inform others in your household or workplace of your participation in the study, in order to prevent any distortions in results. If you are a business participant, please inform all responsible co-workers in the forwarding office of the study and the urgency of same-day shipping. If test mail is to be collected from your company, the letters must be sorted according to priority and non-priority mail. As a business participant, we may also ask you to use your own franking machine or digital prepayment for the postage of test mail. We will of course reimburse the postage costs!

... PSST, IT'S TOP SECRET!

Please do not mention your participation in the test mail study to any staff members in the post office branch where you send your mail. We are only able to guarantee the bpost an objective measurement, if all data remains uninfluenced, i.e. if all those involved in the collection and delivery processes are unaware of the study.

MAILAGENTEN INTERNET PORTAL WWW.MAILAGENTEN.BE

REGISTRATION AT WWW.MAILAGENTEN.BE

If you are **already a registered user** on the Mailagenten portal, you can log yourself in using your username and password..

If you have not yet registered on the Mailagenten portal, you can do so in a few simple steps: Go to the website www.mailagenten.be and click on the link "Registration". Enter your name and **check the box to confirm that you have already received test mail from us**.

For verification reasons, please enter an i.code which you have already registered and follow the further instructions. If you don't have any i.codes at hand, you can request one using our online contact form or by sending an email to support@mailagenten.be.

SENDERS DOMAIN

In the SERVICE section of our Mailagenten portal, you will find a link for "Senders". In this section you are able to do the following:

- confirm receipt of a test package
- confirm dispatch of a bundle

Further useful information can be found in this area, such as the dispatch date of the next bundle.

REGISTER AVAILABILITY

In the SETTINGS section of our Mailagenten portal, you can register a TEST STUDY BREAK, e.g. if you are planning a holiday. This ensures that we will not send you any test mail to be dispatched during this time period.

Please enter the period of absence as far in advance as possible, ideally 6 weeks in advance so that we can take these dates into account when the test mail is being planned.

CONFIRM TEST PACKAGE RECEIPT

A **Test Package** will be dispatched at the beginning of a new measurement. It contains an dropping protocol, as well as envelopes which contain test letters for each respective dispatch date (the so-called **Bundle**).

On the day you receive the Test Package, you should register the **Package-ID** and the **Date of Receipt** on the Mailagenten portal. The 4 or 5-figure Package-ID can be found on the dropping protocol. You can also note deviations or remarks on the portal.

DROPPING PROTOCOL

On the dropping protocol, you will find information on when and how test mail should be handed over to the bpost, as well as the quantity.

CONFIRM DISPATCH OF TEST MAIL (BUNDLE)

The dispatch of test letters can be registered by entering the **Bundle-ID** on the Mailagenten portal. The delivery method and the location of your preferred mailbox will be automatically shown. If you post the mail using a different method or different location, you can change both of these at this point.

If you wish to continually use another mailbox as your preferred mailbox, you can enter this information under "Update your Personal Details".

FEEDBACK



To ensure accurate results for the study, we kindly ask you to report the receipt of test packages and dispatch of bundles on the same day using our Mailagenten portal www.mailagenten.be

UPDATE YOUR PERSONAL DETAILS

On the sender homepage under “UPDATE PERSONAL DETAILS”, you have the possibility to change the address details of your preferred mailbox for sending test mail.

TECHNICAL DETAILS – HANDLE WITH CARE

The test study is technically supported, in that test mail is equipped with **RFID-transponders** (Radio Frequency IDentification). The small **chip card** is automatically read by special readers located at mail depots or in selected mailboxes.

We therefore ask you to adhere to the following rules when handling transponders and test letters:

- DO NOT STAPLE
- DO NOT CUT
- DO NOT BEND
- DO NOT HOLE PUNCH
- DO NOT EXPOSE TO MOISTURE
- DO NOT EXPOSE TO HEAT

Any of the above may damage the transponder and lead to it being inoperative.

CONTACT

Should you have any questions, ideas or suggestions, please use our online contact form or email us at:

support@mailagenten.be

Enjoy participating in our study!

Your Mailagenten Team!