

CIRCULATION: NATIONAL EXECUTIVE COUNCIL

A/3 PC NW 06 01

Your Ref:
Our Ref: CB/EJA/PC NW 06 01

National Federation of SubPostmasters

25th September 1996

Evelyn House
22 Windlesham Gardens
Shoreham by Sea
West Sussex BN43 5AZ

CIRCULATION: NATIONAL EXECUTIVE COUNCIL

Tel: **GRO**
Fax:

General Secretary
COLIN BAKER

Assistant General Secretaries
KEVIN DAVIS
PAUL HEASMAN

Dear Executive Officer,

COUNTER AUTOMATION - INITIAL GO-LIVE

I am sure you will be interested in the attached correspondence which is information regarding the progress of automation from the original ten offices previously advised to you to the next phase of a live trial.

The correspondence consists of a list of the offices destined to be part of the live trial starting in March 1997, which consists of offices in the North East and in the South West. The South West list includes the initial "go-live" offices. Also contained in the correspondence is a draft letter to Sub-Postmasters which will be sent to those offices involved.

You will have noted that the launch of the system at Leonard Stanley Post Office has passed off without any publicity at all. I can advise that the first card payment of Child Benefit was paid on time without a hitch and the system is now up and running at that office.

It is planned to launch the system publicly when the remainder of the ten go live later in October. This will clearly help us with our publicity as the first office was not a member. Whilst we had asked BA/POCL to hold off their publicity until **GRO** **GRO** was involved in the trial, the lack of a public announcement was probably due to the forthcoming Conservative Party Conference and not because **GRO** **GRO** **GRO**. An article is being prepared for the next edition of the journal to provide members with additional information.

In addition to this information you may wish to know that Andrew Stott of the BA/POCL team has been recalled to the DSS to work on a new fraud initiative. We have, therefore, lost a good contact within the team and will use our opportunities to build up a relationship with his successor, Mr. Peter Crahn, who has been brought in from the DSS.

Also enclosed is a copy of the sign-off form which will be used during the initial go-live trial. Further information will be provided regarding any changes which the trial indicates are necessary.

We will keep you advised of developments.

Yours Sincerely,

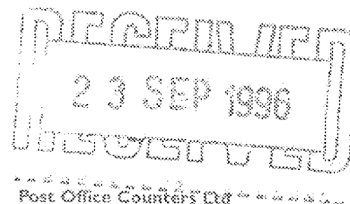
GRO

COLIN BAKER
General Secretary

enclosure

CIRCULATION: NATIONAL EXECUTIVE COUNCIL

A/3 PC NW 06 01



Mr C Baker
General Secretary
National Federation of Subpostmasters
Evelyn House
22 Windlesham Gardens
Shoreham by Sea
West Sussex
BN43 5AZ

File Ref: 'Auto'

19 September 1996

Dear Mr Baker

AUTOMATION - INITIAL GO LIVE AND LIVE TRIAL PILOT OFFICES

Please find enclosed for your information lists of offices involved in the Initial Go Live and Live Trial. Also, a draft letter which RGMs will be using to inform live trial offices of (sic) the trial.

Yours sincerely

GRO

Tom Coleman
Head of Relationship Management



GRO

Post Office Counters Ltd
Retail Development Centre
20-23 Greville Street
London EC1N 8SS

Facsimile **GRO**

Post Office Counters Ltd Registered in England
No. 21545 (R) Registered Office: Drury House
1-16 Mark Lane, London EC3R 7JX

BA_AREA	BA_NAME	FADCODE	ADDRESS1	ADDRESS2	ADDRESS3	ADDRESS4	POSTCODE	Contract Type
11.4	North Tyneside							FPO
11.1	Newcastle							BO
11.5	Northumberland							BO
11.8	South Tyneside							BO
11.1	Newcastle							BO
11.8	South Tyneside							MSPO
11.5	Northumberland							COMMCA
11.1	Newcastle							SPSOCA
11.5	Northumberland							SPSOCA
11.8	South Tyneside							MSPO
11.8	South Tyneside							SPSOCA
11.4	North Tyneside							SPSOCA
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Sheet1

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Sheet1

ADDRESS2	ADDRESS3	ADDRESS4
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		GLOUCESTERSHIRE
		GLOUCESTERSHIRE
		CIRENCESTER, GLOUCESTERSHIRE
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		CHELTENHAM, GLOUCESTERSHIRE
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		BRISTOL, AVON
		GLOUCESTERSHIRE
		STROUD, GLOUCESTERSHIRE
		BRISTOL, AVON
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		STROUD, GLOUCESTERSHIRE
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		STONEHOUSE, GLOUCESTERSHIRE
		TETBURY, GLOUCESTERSHIRE
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		STROUD, GLOUCESTERSHIRE
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		STONEHOUSE, GLOUCESTERSHIRE
		BRISTOL, AVON
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		GLOUCESTERSHIRE
		TETBURY, GLOUCESTERSHIRE
		BRISTOL, AVON
		GLOUCESTERSHIRE

GRO

Sheet1

GRO

BRISTOL, AVON
BREAM,LYDNEY
COLEFORD, GLOUCESTERSHIRE
BRISTOL, AVON
BRISTOL, AVON
GLOUCESTER
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HUCCLECOTE, GLOUCESTERSHIRE
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SOMERSET
BRISTOL
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Sheet1

POSTCODE	Contract Type
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	RESHRCA

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Draft Letter

TO: Subpostmaster

FROM: RGM

Bringing Technology to Post Offices and Benefit Payments

Automation Plans for your Post Office

As I hope you are aware, it is one of Post Office Counters top objectives to install automation into Post Offices. You may also be aware that the installation will start this Autumn with ten Post Offices in the Stroud area and then take approximately two years to roll out into every Post Office.

I am delighted to tell you that your Post Office is to be automated in the next phase of the installation which will start in March 1997. You will be provided with a computer system, printer and an additional telephone line to enable you to carry out automated benefit transactions for Child Benefit customers when they receive the new Payment Card.

However, you do not need to worry about these details just yet as you will shortly be provided with more information about plans for your office including training and on-going support you and your staff will receive.

The automation of Post Offices is a very large and complex project and as one of the first subpostmaster involved we will be asking for your feedback on the installation process and the training and support you receive so we can improve how things are done in the future. You are at the forefront of the most significant and exciting development in Post Office Counters for many years - perhaps the most important ever. I hope you will enjoy taking part and I look forward to your contribution.

At this stage please do not hesitate to raise any questions or concerns you have about automation with your retail network manager who should be in contact soon to confirm some details about your Post Office and begin to gather your ideas on how the installation can be most effectively handled.

CIRCULATION: NATIONAL EXECUTIVE COUNCIL

A/3 PC NW 06 01



Mr C Baker
General Secretary
National Federation of Subpostmasters
Evelyn House
22 Windlesham Gardens
Shoreham by Sea
West Sussex
BN43 5AZ

9 September 1996

Dear Mr Baker

AUTOMATION - INITIAL GO-LIVE

Enclosed for your information is a copy of the 'sign-off' we will be using during the Initial Go-Live.

Yours sincerely



Tom Creman
Head of Relationship Management



GRO

Post Office Counters Ltd
Retail Development Centre
20-23 Gravelly Street
London EC1A 3SS
Facsimile **GRO**

Post Office Counters Ltd Registered in England
No. 2154549 Registered Office: Drury House
1-16 Broad Street, London W1P 9JL

18 SEP '96 16:43 FROM _____

TO **GRO**

P.02/03

From: Paul Underwood To: Graham Katon

Date: 17/9/96 Time: 16:17:50

Page 2 of 3

INSTALLATION CHECKLIST

This form is to be retained by the Postmaster until completion of all tasks, when it will be collected by ICL Pathway.

Installation engineer: Please tick off your activities once they have been successfully completed and advise ICL Pathway of job completion via your normal channels. Any issues preventing completion of your work should be escalated immediately.

Postmaster Please sign off each activity once each engineer has signed for his/her work and it has been completed to your satisfaction. Any issues should be escalated to Graham Katon or **GRO**

NAME OF OFFICE:

ISDN LINE INSTALLATION

Fit equipment

NTE to Exchange test

[]
[]

Engineer sign offDate.....

Postmaster sign-offDate.....

SITE PREPARATION

Trunking installed

ISDN Cable in place

Mains power test

Tidy up

[]
[]
[]
[]

Engineer sign offDate.....

Postmaster sign-offDate.....

TRAINING SYSTEM INSTALLATION

Equipment installed

Training system powers up OK

Peripheral tests OK

Key passed to Postmaster

Assets recorded

Boxes removed from site

Contact base

[]
[]
[]
[]
[]
[]

Engineer sign offDate.....

Postmaster sign-offDate.....

18 SEP '96 16:43 FROM

TO GRO

P.03/03

From: Paul Underwood To: Graham Katon

Date: 17/9/96 Time: 16:18:30

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INSTALLATION CHECKLIST

This form is to be retained by the Postmaster until completion of all tasks, when it will be collected by ICL Pathway.

Installation engineer:

Please tick off your activities once they have been successfully completed and advise ICL Pathway of job completion via your normal channels. Any issues preventing completion of your work should be escalated immediately.

Postmaster

Please sign off each activity once each engineer has signed for his/her work and it has been completed to your satisfaction. Any issues should be escalated to Graham Katon on:

GRO

LIVE SYSTEM INSTALLATION

Equipment installed
Training system powers up OK
Network link OK
Peripheral tests OK
Key passed to Postmaster
Assets recorded
Boxes removed from site
Contact base

[]
[]
[]
[]
[]
[]
[]
[]

Engineer sign off Date.....

Postmaster sign-off Date.....

OVERALL

Are you completely satisfied with the installation at your outlet? Yes/No

If not, please add your comments here:

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