



# G031 Drop & Go

## Requirements Specification

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<u>CIRCULATION</u>		

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## 1. Document Control

### 1.1 Version History

VERSION	DATE	CHANGE DETAILS
0.01	23 <sup>rd</sup> June	First draft (CB)
0.02	18 <sup>th</sup> Aug	Issued ( KB)
0.03	15 <sup>th</sup> Sept	1 <sup>st</sup> Revision
1.00	1 <sup>st</sup> Nov 2011	Issued for approval

### 1.2 Change Control

**All requests for changes to this document should be sent to the Process & Standards team at [HYPERLINK "mailto:Process%20&%20Standards?subject=Request"]**

### 1.3 References / Related / Dependent / Parent Documents

REFERENCE	DOCUMENT REFERENCE	TITLE	VERSION	DATE
[1]	PID	Project Initiation Document	V1.0	
(2)	Feasibility	Feasibility		

## 2. Introduction

These are the requirements governing the introduction of the Drop & Go small business mails solution into the Crown network, and the completion of the feasibility for a tiered mails account customer proposition.

### 2.1 Background

The Small Business segment makes in excess of 2 million branch visits per week to Post Office branches; Small Businesses spend over £500m annually, generating approx. £100m income.

A challenge which has consistently eluded Post Office is the identification of these key business customers and their spending habits. This project will offer these customers a valuable service and faster branch journey, and in return it will provide us the capability to identify key small business customers, to track and assess their spending patterns, directly market to them and more effectively meet their mailing requirements

The customers in question typically they spend up to £5000 per year on mails which makes them significantly larger than the average domestic customer. They are very responsive to service level fluctuations and are most likely to move to competitors if we fail to meet their needs.

### **Mails Distribution Agreement**

A key part of the new distribution agreement with RMG will be around servicing small business customers. POL has agreed to deliver 2000 small business hubs whereby mails customers will receive a preferential service and have access to small business club benefits; the Drop & Go service will provide the platform to allow us to deliver the wider programme in the coming years aligned with network transformation.

Drop & Pay is concerned with developing and implementing a service in Crown Branches where registered small business customers can:

- Download a mails manifest from our website, indicating the number of items to be posted and the service required
- Come into branch and drop off their mail directly at the Fast Drop counter (avoiding queuing) and receive a receipt for that number of items from the counter colleague.
- The colleague can access the customer's account using a mag-stripe card, log that a certain number of mails items have been dropped off by that customer and issue them a receipt.

- At a later time (before the branch cut off) the colleague can again access the customers' account, transact the mails items, debit the customer's pre-loaded account and print out a transaction receipt.
- When the customer next comes in to drop off mails they will be given the receipt for their previous transaction.

## 2.2 Structure

This document will provide the following information;

- Section 3 describes requirements relating to the development and implementation
- Section 4 covers Acceptance and Authorisation.
- Appendix A provides a glossary of terms and abbreviations.
- Appendix B provides details of assumptions made by the Drop & Go project

## 2.3 Purpose and Scope of Document

This document describes requirements that the Drop & Go team have identified as being necessary for delivery & includes all requirements known to date.

## 2.4 Timescale of Project / Change

Milestone/Deliverable	Date
POL IC	5th July
Requirements/ delivery plan agreed	18TH July
Gate 2 (approval into delivery)	27th July
APOP Metadata configured	2nd August
APADC Scripts agreed	13th September
Receipt Templates build	27th September
Produce high level testing plan	19- 23 Sept
Write low level testing steps	26 – 30 Sept
Cycle 1 testing	03 -14 Oct
Fix defects found in cycle 1	17-21 Oct
Cycle 2 testing	24-28 Oct
Fix outstanding issues and produce test report	31 Oct -5 Nov
Live Reference Data proving completed	11th November
Live System testing completed	11th November

Milestone/Deliverable	Date
Go Live Gate	9th November
Go Live (to 30 trial branches)	11 <sup>th</sup> November
n. Post Implementation Review	June 2012

## 2.5 Roles and Responsibilities

Kirstin Bloxam is the author and owner of this SOR. Drop & GO project team members have consulted with key members of Post Office Ltd & the resulting requirements are quoted here.

Each requirement states (where known) who the owner is within Post Office Ltd.

Business Architecture Team have final approval over the SOR's fitness for purpose.

## 3. General Requirements

### Security

Reference	G31-0001
Requirement	When the customer opens an account as a sole trader or internet seller, they shall provide one form of recognised personal ID and one form of ID which verifies their address, The documents provided must comply with Anti Money Laundering requirements
Impacted System/s	Horizon
Impacted Processes	Customer Journey
Priority	Essential
Delivery date	Go live
Owner	Tony Newman, Security
Acceptance criteria	The proof of ID number is captured in Horizon transaction
Acceptance method	Test

Reference	G31-0002
Requirement	When the customer opens an account as a small business, they shall provide a Letter of authority

	on company headed paper which names them (the customer in branch) as the nominated contact. They shall provide one form of recognised personal ID which confirms this. They shall also provide a certificate of Incorporation. The documents provided must comply with Anti Money Laundering requirements
Impacted System/s	Horizon
Impacted Processes	Customer Journey
Priority	Essential
Delivery date	Go live
Owner	Tony Newman, Security
Acceptance criteria	The proof of ID number and the Company number is captured in Horizon
Acceptance method	Statement of fact. Test

Reference	G31-0003
Requirement	When the customer edits an account as a small business, they shall provide one form of recognised personal ID which confirms that's they are the nominated contact person for the account. If it is for a change of address they shall provide proof of old address and of new address. If it is for change of company name the customer shall provide the certificate of corporation for the existing business and the certificate for the new company name. The documents provided must comply with Anti Money Laundering requirements
Impacted System/s	Horizon
Impacted Processes	Customer Journey
Priority	Essential
Delivery date	Go live
Owner	Tony Newman, Security
Acceptance criteria	The proof of ID number and the Company number is captured in Horizon
Acceptance method	Statement of fact. Test

Reference	G31-0004
Requirement	When the customer edits an account as a sole trader or internet sellers, they shall provide one

	form of recognised personal ID. If it is for a change of address they shall provide proof of old address and of new address. If it is for change of name the customer shall provide proof of their old and new name name. The documents provided must comply with Anti Money Laundering requirements
Impacted System/s	Horizon
Impacted Processes	Customer Journey
Priority	Essential
Delivery date	Go live
Owner	Tony Newman, Security
Acceptance criteria	The proof of ID is provided and complies with AML requirements
Acceptance method	Statement of fact.

Reference	G31-0005
Requirement	When the customer completes the closure of an account as a small business they shall provide one form of recognised personal ID, which confirms the contact name in Horizon. If the person named as the contact is no longer working for the company then the person requesting the closure must provide a letter of authorisation on headed company paper, naming <i>them</i> as the nominated and authorised contact to complete the closure of the account. The documents provided must comply with Anti Money Laundering requirements
Impacted System/s	Horizon
Impacted Processes	Customer Journey
Priority	Essential
Delivery date	Go live
Owner	Tony Newman, Security
Acceptance criteria	The proof of ID and authorisation is provided and complies with AML requirements
Acceptance method	Statement of fact.

Reference	G31-0006
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Requirement	When the customer completes the closure of an account as a sole trader or internet seller they shall provide one form of recognised personal ID. If it is for a change of address they shall provide proof of old address and of new address. If it is for change of name the customer shall provide proof of their old and new name name. The documents provided must comply with Anti Money Laundering requirements
Impacted System/s	Horizon
Impacted Processes	Customer Journey
Priority	Essential
Delivery date	Go live
Owner	Tony Newman, Security
Acceptance criteria	The proof of ID number and the Company number is captured in Horizon
Acceptance method	Statement of fact. Test

Reference	G31-0007
Requirement	T&Cs to reflect that it's a customer's responsibility to update their ID/ contact details in the event that their nominated representative changes
Impacted System/s	
Impacted Processes	Customer Journey
Priority	Essential
Delivery date	Go live
Owner	Tony Newman, Security
Acceptance criteria	T&Cs display the customers responsibilities clearly
Acceptance method	Document review

## Legal

Reference	G31-0008
Requirement	The customer's handover receipt or manifest cannot function as a proof of postage, as the actual address of the mail will not have been

	checked within this transaction.
Impacted System/s	Horizon
Impacted Processes	Customer Journey
Priority	Essential
Delivery date	Go live
Owner	Jessica Madron
Acceptance criteria	Guidance provide in counter staff training and T&C'S
Acceptance method	Document review

Reference	G31-0009
Requirement	We will use the same compensation amounts/ assumptions as Royal Mail in case of lost mails.
Impacted System/s	Horizon
Impacted Processes	Customer Journey, Lost Mails process
Priority	Essential
Delivery date	Go live
Owner	Jessica Madron
Acceptance criteria	Same criteria described in T&C's
Acceptance method	Document review

Reference	G31-0010
Requirement	If a customer does not present a completed manifest, they cannot complete a D&G transaction, as we will not know/ be able to confirm how many items have been dropped off and which services have been requested
Impacted System/s	Horizon
Impacted Processes	Customer Journey
Priority	Essential
Delivery date	Go live
Owner	Jessica Madron
Acceptance criteria	Required prompt present on Horizon script. Process defined in branch training material
Acceptance method	Document review and test script

Reference	G31-0011
Requirement	There shall be a prompt for the clerk to ask the customer to confirm their name and check that this is the account holder details on screen; this increases security and decreases our liability in case of fraudulent use
Impacted System/s	Horizon
Impacted Processes	Customer journey
Priority	Optional
Delivery date	Go live
Owner	Jessica Madron
Acceptance criteria	Test question present on APADC script
Acceptance method	Test

Reference	G31-0012
Requirement	The customer data must belong to Post Office, and not held or shared with external suppliers
Impacted System/s	Horizon, APOP
Impacted Processes	Customer Data
Priority	Essential
Delivery date	Go live
Owner	Jessica Madron
Acceptance criteria	Data stored on APOP and owned by POLtd. T&C's and application form both contain this statement
Acceptance method	Statement of fact

Reference	G31-0013
Requirement	The Application Form must reflect the approved T&Cs.
Impacted System/s	n/a
Impacted Processes	Customer Journey
Priority	Essential
Delivery date	Go live

Owner	Jessica Madron
Acceptance criteria	Application form updated with approved T&C's
Acceptance method	Document review

Reference	G31-0014
Requirement	There should be an Opt In tick box to agree to being offered other postal services
Impacted System/s	Horizon
Impacted Processes	Customer Journey, Customer data
Priority	Optional
Delivery date	Go live
Owner	Jessica Madron
Acceptance criteria	There must be an opt in tick box present on the Application form
Acceptance method	Document review

Comms

Reference	G31-0015
Requirement	The Drop & Go comms should be aligned with the Mails strategy activity
Impacted System/s	n/a
Impacted Processes	
Priority	Preferred
Delivery date	Go live
Owner	Kim Lindsay
Acceptance criteria	Drop & Go comms plan agreed and signed off by mails strategy team
Acceptance method	Document review

P&BA

Reference	G31-0016
Requirement	Customer enquires to be managed by POEX contact centres, and branch enquiries to be managed by NBSC contact centres. Scripts and process maps will be provided to support 1 <sup>st</sup> contact issue resolution. Resolution timescales to

	be agreed
Impacted System/s	Knowledge databases – Remedy (NBSC) and Seibel ( POEx)
Impacted Processes	POEX, NBSC processes
Priority	Essential
Delivery date	Go live
Owner	Richard Poulton
Acceptance criteria	All processes and scripts and training manuals will be documented, distributed to POEX and NBSC, to quality and timescales by 3/11/11
Acceptance method	Document review

Reference	G31-0017
Requirement	Unresolved issues will be escalated to P&BA team, as per BAU process. Resolution timescales to be defined and agreed. Will differ dependant on query type
Impacted System/s	n/a
Impacted Processes	P&BA issue resolution
Priority	Essential
Delivery date	30 <sup>TH</sup> October
Owner	Paul Lebeter
Acceptance criteria	Process and timescales agreed
Acceptance method	Design walk through

Reference	G31-0018
Requirement	Exception processes to be defined for the following – Branch loses mail, Branch miskeys top up or mail items, branch processes wrong service, Customer disputes balance, branch misses posting cut off time, mismatches mail to customer account, clerk interrupted whilst processing, clerk settles to cash.
Impacted systems	APOP, Horizon
Impacted Processes	P&BA issue resolution
Priority	Essential
Delivery date	30 <sup>th</sup> October

Owner	Paul Lebeter
Acceptance criteria	Exception processes must be documented, version controlled and signed off by P&BA stakeholders
Acceptance method	Document walk through

Reference	G31-0019
Requirement	P&BA must be able to issue a transaction correction to branches
Impacted System/s	Horizon
Impacted Processes	Transaction corrections, branch processes
Priority	Essential
Delivery date	Go live
Owner	Paul Lebeter
Acceptance criteria	Service available and functional
Acceptance method	Statement of fact Test

Reference	G31-0020
Requirement	There must be an APOP function available to manually adjust ( credit or debit) balances, which is managed by the Admin user profile
Impacted System/s	APOP
Impacted Processes	
Priority	Essential
Delivery date	Go live
Owner	Paul Lebeter
Acceptance criteria	Function available
Acceptance method	Design walk through and Test

Reference	G31-0021
Requirement	The customer account number must be recorded in all transactions
Impacted System/s	APOP, Horizon, Credence
Impacted Processes	n.a

Priority	Essential
Delivery date	Go live
Owner	Paul Lebeter
Acceptance criteria	Account number must be visible in all APOP transaction records
Acceptance method	Test

Reference	G31-0022
Requirement	A new SAP account must be set up to manage Drop&Go
Impacted System/s	SAP
Impacted Processes	n/a
Priority	Essential
Delivery date	Go live
Owner	Paul Lebeter
Acceptance criteria	New SAP Account set up and live
Acceptance	Test

Reference	G31-0023
Requirement	Customers shall be restricted to only using their account at one branch
Impacted System/s	APOP
Impacted Processes	Customer journey
Priority	Essential
Delivery date	Go live
Owner	Paul Lebeter
Acceptance criteria	APOP system will restrict use of the card at any other branch apart from the customers allocated branch
Acceptance criteria	Document review and Test

Reference	G31-0024
Requirement	Data will be built in existing universes
Impacted System/s	Credence
Impacted	n/a

Processes	
Priority	Essential
Delivery date	Go live
Owner	Paul Lebeter
Acceptance criteria	Visibility of data in existing universes
Acceptance method	Test

Reference	G31-0025
Requirement	The close account transaction should not include a barcode. The customer account number should be provided instead
Impacted System/s	N/A
Impacted Processes	n/a
Priority	Preferable
Delivery date	Go live
Owner	Paul Lebeter
Acceptance criteria	The letter that is created for the close account transaction should have only the customer account number to identify the account
Acceptance method	Statement of fact

Reference	G31-0026
Requirement	The project must provide a central budget where negative arrears can be written off
Impacted System/s	POLSAP
Impacted Processes	P&BA reconciliation
Priority	Preferable
Delivery date	Go live
Owner	Paul Lebeter
Acceptance criteria	Budget provided
Acceptance method	Statement of fact

Reference	G31-0027
Requirement	If a customer account is incorrectly debited or conversely not debited, there must be a facility to

	rectify the error and notify the customer after the event
Impacted System/s	POLSAP,APOP
Impacted Processes	P&BA reconciliation
Priority	Essential
Delivery date	Go live
Owner	Paul Lebeter
Acceptance criteria	The exceptions process for rectifying accounts must demonstrate how this works
Acceptance method	Design walk through

Managed Services

Reference	G031- 0028
Requirement	Any changes to the process, Network, significant change in customer base or impacted systems must have engagement with Service Management
Impacted System/s	n/a
Impacted Processes	Change Control
Priority	Essential
Delivery date	Go live
Owner	Richard Poulton
Acceptance criteria	Mutual agreement in place
Acceptance method	Statement of fact

Reference	G031- 0029
Requirement	The appropriate processes are in place to manage incidents that affect the delivery of the service
Impacted System/s	n/a
Impacted Processes	Business Continuity
Priority	Essential
Delivery date	Go live
Owner	Richard Poulton
Acceptance criteria	All required documents to be version controlled, signed off by stakeholders, and provided to Service delivery 2 weeks prior to Go live

Acceptance method	Design walk through, document review
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Reference	G031- 0030
Requirement	All communications to customers and branches must be provided to the support centres prior to go live
Impacted System/s	n/a
Impacted Processes	Communication
Priority	Essential
Delivery date	Go live
Owner	Richard Poulton
Acceptance criteria	All required documents to be version controlled, signed off by stakeholders, and provided to Service delivery 1 weeks prior to Go live
Acceptance method	Document review

Reference	G031-0031
Requirement	Appropriate budget allocation for additional consumables allocated
Impacted System/s	n/a
Impacted Processes	Consumables
Priority	Essential
Delivery date	Go live
Owner	Richard Poulton
Acceptance criteria	Appropriate budget agreed and allocated to additional consumable pot
Acceptance method	Statement of fact

Reference	G031- 0032
Requirement	Develop and agree any new/changes to Contact Centre processes and scripts
Impacted System/s	N/A
Impacted Processes	Contact Centre Processes and Scripts
Priority	Essential
Delivery date	2 weeks prior to Go live
Owner	Richard Poulton
Acceptance criteria	All required documents to be version controlled, signed off by stakeholders, and provided to

	Service delivery 2 weeks prior to Go live
Acceptance method	Document review

Reference	G031-0033
Requirement	<p>Clear, appropriate, defined and documented Incident Management Processes for all possible Incidents including Major Business Continuity Incidents (MBCI).</p> <p>DN: Service Gateway Team to obtain PATH code from Service Delivery Live Service Desk and include in contract or OLA - required by Supplier when contacting Live Service desk</p>
Impacted System/s	N/A
Impacted Processes	Incident Management
Priority	Essential
Delivery date	Go live
Owner	Richard Poulton
Acceptance criteria	All required documents to be version controlled, signed off by stakeholders, and provided to Service delivery 2 weeks prior to Go live
Acceptance method	Document review

Reference	G031- 0034
Requirement	Documented MI requirements for MI from NBSC/POEX, Web Team for Gomez or Omniture monitoring
Impacted System/s	N/A
Impacted Processes	Management Information
Priority	Essential
Delivery date	Go live
Owner	Richard Poulton
Acceptance criteria	All required documents to be version controlled, signed off by stakeholders, and provided to Service delivery 2 weeks prior to Go live
Acceptance method	Document review

Reference	G031- 0035
Requirement	The project shall provide Service Delivery with an

	<p>OLA prior to Go Live</p> <p>This should include but not be limited to:</p> <ul style="list-style-type: none"> <li>- Business process map (using swim lanes)</li> <li>- Areas of responsibility</li> <li>- Processes that fall within/across each area of responsibility</li> <li>- Method by which the processes will be carried out</li> <li>- Time at which the processes will be carried out.</li> <li>- Escalation Contact Points</li> <li>- Incident Management Processes</li> </ul>
Impacted System/s	N/A
Impacted Processes	Operational Level Agreements
Priority	Essential
Delivery date	2 weeks prior to Go live
Owner	Kirstin Bloxam
Acceptance criteria	All required documents to be version controlled, signed off by stakeholders, and provided to Service delivery 2 weeks prior to Go live
Acceptance method	Document review

Reference	G031- 0036
Requirement	The Project shall ensure that there are clearly defined and documented processes in place for the management of problems that have been identified as result of single or multiple incidents.
Impacted System/s	N/A
Impacted Processes	Problem Management
Priority	Essential
Delivery date	2 weeks prior to Go live
Owner	Kirstin Bloxam
Acceptance criteria	All required documents to be version controlled, signed off by stakeholders, and provided to Service delivery 2 weeks prior to Go live
Acceptance method	Document review. Design walk through

Reference	G031- 0037
Requirement	Tagging, Incident management, customer flows and processes to be documented and agreed
Impacted System/s	Internet

Impacted Processes	n/a
Priority	Essential
Delivery date	Go live
Owner	Richard Poulton
Acceptance criteria	All required documents to be documented, version controlled signed off by stakeholders, and provided to Service delivery 2 weeks prior to Go live
Acceptance method	Document review. Design walk through

Branding

Reference	G31-0038
Requirement	The branding for the plastic mag cards will meet POL Branding standards
Impacted System/s	Horizon
Impacted Processes	
Priority	Essential
Delivery date	30.09.2011
Owner	Kim Lindsay
Acceptance criteria	All branding agreed and signed off by stakeholders
Acceptance method	Document review

Reference	G31-0039
Requirement	Each customer will be given a customer welcome pack that contains information on how the Drop & Go process works, T&C's , manifests,
Impacted System/s	Horizon
Impacted Processes	Customer Journey
Priority	Essential
Delivery date	30.09.2011
Owner	Kim Lindsay
Acceptance criteria	All agreed content is available in the welcome packs
Acceptance method	Material and document review

Network

Reference	G31-0040
Requirement	Anti Money Laundering requirement shall mean that there will be a max deposit of £250 in the customer's account, and minimum time between deposit/ withdrawal of 7 working days
Impacted System/s	Horizon
Impacted Processes	Customer Journey
Priority	Essentail
Delivery date	31 <sup>ST</sup> August
Owner	Kim Lindsay
Acceptance criteria	Agreed limits reflected in T&C's
Acceptance method	Document review

Reference	G31-0041
Requirement	Training/ Comms to indicate business rules around which order to process the mails in ie SD, recorded, standard etc.
Impacted System/s	n/a
Impacted Processes	Mails
Priority	Essential
Delivery date	Go live
Owner	Kim Lindsay
Acceptance criteria	Business rules are documented and included in all training and comms material
Acceptance method	Document review

Reference	G31-0042
Requirement	Before processing, the customers mail must be stored in the Drop & Go mail bags in an agreed secure area within the branch
Impacted System/s	n.a
Impacted Processes	mails
Priority	Essential
Delivery date	Go live

Owner	Network
Acceptance criteria	Storage requirements are all documented and communicated A secure area is agreed and available in all branches
Acceptance method	Statement of fact, document review

Reference	G31-0043
Requirement	Branch Managers will determine and agree their own service cut off time, ensuring that they have accounted for enough time to process the mails before the Special Delivery cut off time.
Impacted System/s	n/a
Impacted Processes	Mails processes
Priority	Essential
Delivery date	Go live
Owner	Mark X Gibson
Acceptance criteria	The mail drop off cut off times will be agreed locally by the branch manager. This will be manually documented in the customer welcome pack the clerk when issuing to the customer
Acceptance method	Document review

Reference	G31-0044
Requirement	Each branch to have a set of approved scales at the Fast drop counter, and the appropriate Fast drop signage will be displayed.
Impacted System/s	n/a
Impacted Processes	Customer journey, Branch standards
Priority	Essential
Delivery date	Go live
Owner	Mark x Gibson
Acceptance criteria	All branches have the required working scales and correct signage displayed at the fast drop counter
Acceptance method	Statement of fact.

Compliance

Reference	G31-0045
Requirement	Requirement from Compliance for this project to not negatively impact the current Mails Integrity standards which we have agreed with Royal Mail.
Impacted System/s	n/a
Impacted Processes	Mails integrity processes
Priority	Essential
Delivery date	Go live
Owner	Jean Price
Acceptance criteria	The process meets all mails integrity standards
Acceptance method	Statement of fact, design walk through

Reference	G31-0046
Requirement	There shall be a clause in the 'Terms and conditions' to indicate that a customer must keep their account funded; if mails are not sent due to a lack of funds in the account then this is the responsibility of the customer, not a POL risk.
Impacted System/s	n/a
Impacted Processes	Branch processes
Priority	Essential
Delivery date	Go live
Owner	Jean Price
Acceptance criteria	The clause will be included in the T&C's and singed off by Legal
Acceptance method	Document review of T&C's

### 3.1 Customer Experience

(behaviours, norms and values of the organisation.)

Reference	G31 – 0047
Requirement	All counter staff should be fully aware and trained in the Drop & Go processes
Impacted	Horizon

System/s	
Impacted Processes	Branch processes
Priority	Essential
Delivery date	Go live
Owner	Training Team
Acceptance criteria	All counter staff will be provided with a training pack, delivered to required timescales and quality. This training will be delivered by the branch manager during WTLL and training material will be made available in a 'How To' guide pack
Acceptance method	Statement of fact, document review

Reference	G31 – 0048
Requirement	There will be counter staff resource time allocation made to the Drop & Go counter, to ensure that customers are able to drop off their mails without queuing
Impacted System/s	Horizon
Impacted Processes	Branch processes
Priority	Essential
Delivery date	Go live
Owner	
Acceptance criteria	Allocation of resource time is agreed and adhered to by each participating branch
Acceptance method	Statement of fact

### 3.2 Facilities & Layout

Reference	G31-0049
Requirement	Branches will require a stock of at least 10 mail bags ( orange in colour)
Impacted System/s	n/a
Impacted Processes	n/a
Priority	Essential
Delivery date	Go live
Owner	Equipment team
Acceptance criteria	10 Bags in kept in stock at all times
Acceptance method	Statement of fact

Reference	G31 -0050
Requirement	Branches will be required to keep Welcome packs and application forms in stock
Impacted System/s	n/a
Impacted Processes	Branch standards
Priority	Essential
Delivery date	Go live
Owner	Network
Acceptance criteria	Branch will have a minimum of 25 packs in stock at any time
Acceptance method	Branch Stock check

Reference	G31-0051
Requirement	Branches will need to have an agreed secure area where mail bags can be stored prior to processing
Impacted System/s	n/a
Impacted Processes	Branch standards, Mails integrity
Priority	Essential
Delivery date	Go live
Owner	Mark x Gibson
Acceptance criteria	Secure area to be labelled and all branch staff will be aware
Acceptance method	Statement of fact

### 3.3 People

Reference	G31 -0052
Requirement	There will be a nominated Drop & Go 'expert' in each branch, who will be the main contact for all Drop & Go activity
Impacted System/s	n/a
Impacted Processes	n/a
Priority	Preferred
Delivery date	Go live
Owner	Network
Acceptance criteria	Each branch will have communicated their nominated clerk to project team
Acceptance method	Statement of fact

### 3.4 Performance (Targets & Measures)

Measurable aspect of the business.

Reference	G31- 0053
Requirement	To reconcile SAP and APOP balances totals, there must be weekly and monthly reporting
Impacted System/s	APOP, SAP
Impacted Processes	
Priority	Essential

Delivery date	Go live
Owner	Paul Lebeter
Acceptance criteria	Test that reports demonstrate SAP and APOP balances correctly
Acceptance method	Test

### 3.5 Process

Reference	G31- 0054
Requirement	The customer must be able to Open a new Drop & Go account in all crown branches. They will be issued with a welcome pack, mag card and must top up their account with £20 minimum
Impacted System/s	Horizon, APOP
Impacted Processes	Customer Journey,
Priority	Essential
Delivery date	Go live
Owner	Kim Lindsay
Acceptance criteria	All designated Drop & Go branches will have 25 welcome packs and mag cards in stock at go live. The horizon system must have the required updates to manage the Open account transaction, and new account details record will be present in APOP
Acceptance method	Check of stock and test Horizon transaction

Reference	G31- 0055
Requirement	The customer shall be able to request to update their account details in branch ,and the clerk must be able to process this transaction on Horizon in real time
Impacted System/s	Horizon, APOP
Impacted Processes	Customer Journey,
Priority	Essential
Delivery date	Go live
Owner	Kim Lindsay
Acceptance criteria	Customers account details will be updated successfully in the Horizon system in near real time, and new details will be visible in APOP database

Acceptance method	Test systems
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Reference	G31- 0056
Requirement	The customer shall be able to check their account balance at the counter by presenting their Drop & Go mag card
Impacted System/s	Horizon, APOP
Impacted Processes	Customer Journey
Priority	Essential
Delivery date	Go live
Owner	Kim Lindsay
Acceptance criteria	The system will present the customers account balance when the clerk selects 'balance and top up' from the Drop & Go menu and the customers card has been swiped
Acceptance method	Test system

Reference	G31- 0057
Requirement	The customer shall be able to Top up their account balance at the counter by presenting their Drop & Go mag card. The balance must not exceed £250, and there shall be a minimum Top Up of £5
Impacted System/s	Horizon, APOP
Impacted Processes	Customer Journey,
Priority	Essential
Delivery date	Go live
Owner	Kim Lindsay
Acceptance criteria	The system will allow a Top up of the customers account balance when the clerk selects 'Balance and Top up' from the Drop & Go menu and the customers card has been swiped. The system will be configured so that the balance will not be able to exceed £250, and there shall be a minimum Top Up of £5
Acceptance method	Test

Reference	G31- 0058
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Requirement	The customer must prepare and mark their mails with the service they require, and reflect this information on the manifest. This preparation must happen prior to handing over the mails for processing at the counter
Impacted System/s	Horizon, APOP
Impacted Processes	Customer Journey,
Priority	Essential
Delivery date	Go live
Owner	Kim Lindsay
Acceptance criteria	The welcome pack will include clear directions to the customer on their responsibilities. The counter training will include the 'prepare mail' process, so that the clerk is aware of the customer's responsibilities.
Acceptance method	Document review

Reference	G31- 0059
Requirement	The clerk shall count the number of mail items that the customer drop off for processing. They must enter this number on the Horizon system, by selecting 'Count mail' from the Drop & Go menu. They shall then print a receipt and hand this to the customer
Impacted System/s	Horizon, APOP
Impacted Processes	Customer Journey,
Priority	Essential
Delivery date	Go live
Owner	Kim Lindsay
Acceptance criteria	The system will display the count mails option, it will allow the clerk to enter a numerical figure, and associate this with the customers account, saving this in the Horizon system. There will be a 'Count mails' receipt for printing which contains this information
Acceptance method	Test, design walk through

Reference	G31- 0060
Requirement	The Horizon system must allow the clerk to identify

	the customers account, without the customer present. The account number shall be manually entered by selecting ' Start process mails'. The account balance from APOP must then be able to be transferred into the Horizon 'basket'
Impacted System/s	Horizon, APOP
Impacted Processes	Customer Journey,
Priority	Essential
Delivery date	Go live
Owner	Kim Lindsay
Acceptance criteria	The system displays the 'Start process mails' option, it allows the clerk to enter an account number figure, and this locates and displays the customers account in the Horizon system. There will be a message which gives the clerk the option to transfer the customers balance from APOP into the Horizon basket
Acceptance Method	Test, design walk through

Reference	G31- 0061
Requirement	The Horizon system must allow the clerk to process the customer's mail items as per postal services BAU mails process. The cost of the total mails item processed must be debited from the basket total. There must be the ability to select Certificates of Postage and print a receipt to detail the mails transactions
Impacted System/s	Horizon, APOP
Impacted Processes	Customer Journey, Mails processes
Priority	Essential
Delivery date	Go live
Owner	Kim Lindsay
Acceptance criteria	The system allows the clerk to navigate from the 'Start process mail' transaction to the Mails Home page. The basket total will be debited from the stack total (which is the customers balance) The CoP can be selected and a mails receipt is printed successfully. A revised customer balance will be visible in APOP
Acceptance method	Test, design walk through

Reference	G31- 0062
Requirement	The Horizon system must allow the clerk to complete the mails transaction, and transfer the remaining balance from the basket back to the customers account
Impacted System/s	Horizon, APOP
Impacted Processes	Customer Journey,
Priority	Essential
Delivery date	Go live
Owner	Kim Lindsay
Acceptance criteria	The system will display the 'End process mails' option, it allow the clerk to select an option to transfer the remaining balance back into the customer account. The balance will transfer and this will also be displayed as the new balance in APOP in 'near real' time
Acceptance method	Test, design walk through

Reference	G31- 0063
Requirement	The Horizon system must allow the clerk to suspend a customers account if a card has been lost or stolen
Impacted System/s	Horizon, APOP
Impacted Processes	Customer Journey,
Priority	Essential
Delivery date	Go live
Owner	Kim Lindsay
Acceptance criteria	The system shall display the 'Lost damaged card' option, it will allow the clerk to enter an account number, and this locates and displays the customers account in the Horizon system. There will be a message on Horizon to 'Suspend Card' and then to 'Issue replacement card'. This will be visible in APOP as a status to change to 'active'.
Acceptance method	Test, design walk through

Reference	G31- 0064
Requirement	When a new card has been issued the APOP

	database shall record the new card number , which shall contain a reference to the old card number
Impacted System/s	APOP, Horizon
Impacted Processes	APOP admin processes
Priority	Essential
Delivery date	Go live
Owner	Paul Lebeter
Acceptance criteria	The APOP record must display both the new card number and the old card number
Acceptance method	Test

Reference	G31- 0065
Requirement	The Horizon system must allow the clerk to close an account at the customer's request. The account must then be 'suspended and un -useable, until the 'Close account process has been progressed
Impacted System/s	Horizon, APOP
Impacted Processes	Customer Journey,
Priority	Essential
Delivery date	Go live
Owner	Kim Lindsay
Acceptance criteria	The system displays the 'Request close' option and after swiping the mag card this will locate and display the customers account in the Horizon system. There will be a message which gives the clerk the option to 'suspend' the customers account in Horizon. This will also be visible in APOP as a status change to 'suspend' in near real time. This will link to the exceptions process APOP status changes .
Acceptance method	Test, design walk through

Reference	G31- 0066
Requirement	The Horizon system must allow the clerk to complete the close account process at the counter, on production of their 'Close account authorisation letter and the required ID (as stated in G31-0001)

Impacted System/s	Horizon, APOP
Impacted Processes	Customer Journey,
Priority	Essential
Delivery date	Go live
Owner	Kim Lindsay
Acceptance criteria	The system displays the 'Complete close' option; it allows the clerk to view the outstanding account balance. The system displays an option for the clerk to confirm that they have settled the outstanding balance with the customer. The APOP system will display a revised balance of £0 and a change to status of 'Closed'
Acceptance method	Test, design walk through

### 3.6 System

Reference	G31- 0067
Requirement	<p>A New APOP Service will be created to support the product, by defining the required Meta Data to use purely existing APOP functionality. This service will store Drop &amp; Go account details in APOP and be the master for the account details and account balance.</p> <p>The creation of a new APOP Admin Super User by <b>Fujitsu CR</b> will enable P&amp;BA to gain admin access to this service for use.</p>
Impacted System/s	APOP
Impacted Processes	Horizon Counter and P&BA APOP Admin
Priority	Essential
Delivery date	Go live
Owner	Kim Lindsay
Acceptance criteria	APOP Service supports Horizon transactions and P&BA processes, proven by POL testing.

Acceptance method	Test
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Reference	G31-0068
Requirement	<p>New Reports will be produced from APOP via the overnight batch to cover Reconciliation against POLSAP, various exception scenarios and production of letters. This will use the existing APOP functionality again defined by the APOP Meta Data for the service.</p> <p>A change to add the service to the batch schedule by <b>Fujitsu CR</b> will enable this production of these reports.</p>
Impacted System/s	APOP
Impacted Processes	P&BA APOP Admin
Priority	Essential
Delivery date	Go live
Owner	Kim Lindsay
Acceptance criteria	New reports all generated by the overnight batch, proven by POL testing.
Acceptance method	Test

Reference	G31-0069
Requirement	Financial Data captured by the Horizon transactions will feed to POLSAP via the existing interface. The P&BA part of the OBC process will define how the required financial information will feed to what POLSAP GL.
Impacted System/s	POLSAP
Impacted Processes	P&BA Accounting and Reconciliation Processes

Priority	Essential
Delivery date	Go live
Owner	Kim Lindsay
Acceptance criteria	Financial data feeds to POLSAP GL as required, proven by POL testing.
Acceptance method	Test

Reference	G31-0070
Requirement	Transaction data will feed to Credence from Horizon via the existing BAU process supplemented by a <b>Logica CR</b> to ensure the correct mapping of data to fields that can be used for reporting.  The reports will be created by P&BA and will cover Reconciliation to POLSAP and APOP.
Impacted System/s	Credence
Impacted Processes	P&BA APOP Admin
Priority	Essential
Delivery date	Go live
Owner	Kim Lindsay
Acceptance criteria	Transaction data fed to Credence and available for reporting by P&BA.
Acceptance method	Test

### 3.6 Receipt requirements

Receipts – Customers will be provided with receipts for each Drop & Go transaction. The branch will require a receipt to be held with customer's mails in order to access the customers account and process mails without the customers present

Please see attached templates and overview of content below

Receipt type

Field	Open Account	Balance		Top Up		Count Mails		Cnt Mails+Top Up		End Process Mails		Edit Account		Request Close		
	Customer	Branch	Customer	Branch	Customer	Branch	Customer	Branch	Customer	Branch	Customer	Branch	Customer	Branch	Customer	Branch
Company Name	X	X	X	n/a	X	X	X	X	X	X	X	X	X	X	X	X
Contact name	X	X	X		X	X	X	X	X	X	X	X	X	X	X	X
Transaction value	X	X			X	X			X	X	X	X	X			
Balance			X		X	X	X	X	X	X	X	X	X	X	X	X
Transaction type	X	X	X		X	X	X	X	X	X	X	X	X	X	X	X
Mag card number		X				X			X		X		X		X	X
No of items						X	X	X	X	X	X	X	X			

Branch Receipt: Trans type displayed:

Open Account	Balance Enquiry	Top Up	Count Mails	Count Mails with Top Up	End Process Mails	Edit Account	Request Close

Customer Receipt: Trans type displayed:

Extra wording for Customer receipt:

Open Account	Balance Enquiry	Top Up	Mails Handover	Mails Handover with Top Up	Mails Processed	Changes to Account Details	Account Closure Req
Thanks, your Drop & Go Account is now Open. You can take Mails Items directly to a Fast Drop position at your branch using your card.	Thanks for asking for a Balance Enquiry. Balance shown includes all items we've processed. There may be some recent items we've still to process that won't be included. Don't forget you can top up your account at any time at your branch using your card.	Thanks for Topping Up your account. Balance shown is current and includes this Top Up. There may be some recent items we've still to process that won't be included.	We've accepted your mails items for processing. This is not a Certificate of Posting. Any Mails receipts or Certificates of Posting can be collected from the next working day if items were dropped off before the branch's Last Drop Off Time.	Thanks for Topping Up your account. Balance shown is current and includes this Top Up. There may be some recent items we've still to process that won't be included. Any Mails receipts or Certificates of Posting can be collected from the next working day if items were dropped off before the branch's Last Drop Off Time.	Thanks for posting mails items using Drop & Go. Your account had been debited with the above amount. Balance shown is current and takes account of the items posted.	Thanks for updating your account details. Balance shown includes all items we've processed. There may be some recent items we've still to process that won't be included. This is not a Certificate of Posting.	Thanks for updating your account details. Balance shown includes all items we've processed. There may be some recent items we've still to process that won't be included. You'll receive a letter shortly which will let you finalise the closure & collect your remaining balance from the branch.

Length of wording

135

256

168

242

360

204

172

173

Reference	G31- 0071							
Requirement	<p>The Horizon system must generate a receipt for each 11 transactions, which will have the following fields available. For each receipt there must be a branch and customer version. The branch version must contain the mag card number field and the customer version must not. The template will be the same for each receipt, but only the required fields will be present. Please see fourth attachment for details of field required</p> <table border="1" data-bbox="620 1668 979 1879"> <tr><td>Company Name</td></tr> <tr><td>Contact name</td></tr> <tr><td>Transaction value</td></tr> <tr><td>Balance</td></tr> <tr><td>Transaction type</td></tr> <tr><td>Mag card number</td></tr> <tr><td>No of items</td></tr> </table>	Company Name	Contact name	Transaction value	Balance	Transaction type	Mag card number	No of items
Company Name								
Contact name								
Transaction value								
Balance								
Transaction type								
Mag card number								
No of items								
Impacted System/s	Horizon, APOP							

Impacted Processes	Customer Journey,
Priority	Essential
Delivery date	Go live
Owner	Kim Lindsay
Acceptance criteria	The receipts display and print the required fields for both customer and branch receipts
Acceptance method	Test

### 3.7 Other requirements

***It is recommended this additional, optional section is included to cover more general requirements that do not fit into an appropriate heading.***

***It would not be possible in any single document to include all areas requirements should cover but as a prompt, consider if those listed below have any specific requirements.***

Complaint Handling – as BAU

Enquiries – see P&BA requirements

Out of Hours – there will be no out of hours service provision

Network – this service will only be available in crown branches

Methods of Payment – Drop & Go services may be purchased with cash, credit & debit cards. Cheques accompanied by a cheque authority card will also be accepted

Error Management – Exceptions processes have been developed for the following incidents

- Branch processes wrong service
- Branch adjusts wrong customer account
- Clerk settles transaction to cash
- Customer disputes balance
- Mail or manifest is incorrect/missing information
- Customer has insufficient credit
- Closing account where nominated person is not available

- Death of customer

Existing software and systems – APOP, Horizon and Credence are the required systems to support this service

Strategy – this project is aligned with the Mails strategy

Projected Volumes – we expect that each branch will attract 25 customers in the first 6 months. On the 11/11/11 we will launch to 30 branches to trial with a view to roll out to the rest of the crown network in Feb 2012

Archiving – the APOP data will be archived after 2 years

Helpdesks – see P&BA requirements. NBSC will support branch enquiries and POEX will support customer enquiries

## 4. Acceptance and Authorisation Criteria

### 4.1 Acceptance Criteria

For each requirement or set of requirements (which ever is deemed to be more appropriate) each of the following criterion must be fully achieved before authority is given by the Design Authority for the delivered solution to be accepted.

- The requirements must be described in full in the Service Requirements Specification (SRS) and the supplier must demonstrate a good understanding of the requirements within this document.
- The requirements must be described in full in the Service Design Specification (SDS) and there must be strong evidence that they are fully understood by the supplier.
- Requirements must be included in the release for which they are planned.
- Requirements must be fully demonstrated and proven within testing lifecycle.  
They must stand up to the rigours of all testing activities by suppliers and the user community.
- Requirements must be fully demonstrated and proven within any pilot “live” implementation.

- Requirements must be fully demonstrated and proven in “live” implementation  
& it is only at this time, requirements will be formally accepted as being met.

***The above list is considered to be a minimum set of acceptance requirements.***

***Depending on the project there may be others, either general such as those above or specific in which case they should be recorded against a requirement.***

***Levels of detail required are down to each change initiative to manage.***

***The more details obtained, the more likely it should be that delivered changes meet requirements.***

## 4.2 Release Authorisation Criteria

***Release authorisation criteria should be maintained in separate documentation and referred to from this section . A generic approach for release authorisation will be added to the standards shortly.***