

CODIFIED AGREEMENT

SCHEDULE A01

RESTRICTED CONTRACTS

SCHEDULE A01- INTERPRETATION

Version reference	Reason for change	Frozen/issue date
1.0	As signed (not in this format)	28 July 1999
1.1a	CCN312a adds "HAPS"; CCN411a adds "SPM"; CCN432a amends "Acceptance Incident"	
1.1	Baseline copy of 1.1a	18 October 1999
1.2a	CCN245c add "Working Document"; CCN323a to "APS Generic Rules"; CCN525 to amend "POCL Data"	
1.2	Baseline copy of 1.2a	30 November 1999
1.4a	CCN598a to amend "PPDs"; CCN617 to remove "Contract Steering Group", "CCB", "Change Control Board", "New Business Board" and add "JCCB", "Joint Change Control Board", "New Requirements Board", "Joint National Roll-Out Board", "Joint CSR+ Project Board"; CCN659 to add "Post Office Network", "PON"	
1.4	Baseline copy of 1.4a	21 July 2000
2.0a	Applying CCN690 to replace definitions of 'CCD' & 'CRD', CCN696a to definition of CSR+;CCN655a add 2 new definitions & amend definition of CS Completion Date	
2.0b	Adjusting 'outlet' word in CCN655a;Adding in omitted CCN 717a	
2.0	Baseline copy of 2.0b	12 January 2001
4.0a	New Schedule to introduce Network Banking Service	20/06/02
4.0	To introduce Network Banking Service	21.06.02
4.01	Amended in accordance with CCN 850 Attachment 8	28.06.02
5.0a	Applying CCN796; CCN841; CCN944; CCN 954b	
5.0c	Applying 4.01 Baseline	10 October 2002
5.0d	Applying 4.01 Baseline	
5.0e	Applying CCN 850, Definition of Existing Services	
5.0	Baseline copy of 5.0e	30 October 2002

DEFINITION OF TERMS

Terms having the same meaning which are separated by the word "or" in this Schedule represent alternative versions of equivalent terms and may be used interchangeably.

As used in this Codified Agreement, the following terms have the following meanings.

Acceptance:

Acceptance of a POCL Service or Release in accordance with the relevant Acceptance Procedure.

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Acceptance Criteria:

The criteria for Acceptance of POCL Services or Releases as agreed in writing by POCL and the Contractor. This includes the Operational Trial Criteria.

Acceptance Incident:

Any unusual or undesirable occurrence, or request for advice and guidance, which has been reported in writing to the Contractor for analysis in respect of an Acceptance Test.

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CCN432a

Acceptance Period:

The period identified in the appropriate Acceptance Specification as the allowable time for an Acceptance Test. This includes the Operational Trial Period.

Acceptance Procedure:

Any procedure agreed for Acceptance of a POCL Service or a Release.

Acceptance Specification:

A document describing the details of an Acceptance Test.

Acceptance Test:

A process, defined in any Acceptance Procedure, for determining whether a Service meets the relevant Acceptance Criteria, and which may include Acceptance Trials, Acceptance Reviews, or both of these.

Accounting Week:

A period (of consecutive days) which is defined in POCL Reference Data provided to Pathway and which begins and ends at midnight. For information only, such period will usually commence at midnight on Thursday and last for a period of seven days.

Additional POCL Service or Additional POL Service:

Any POCL Service to be supplied pursuant to Clause 204 of this Codified Agreement.

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Additional Product:

Any Product to be supplied pursuant to Clause 207 of this Codified Agreement.

Admin Positions:

The meaning ascribed to it in paragraph 2.3 of Schedule N01.

Advertisement:

The advertisement placed by POCL and the DSS in the Official Journal of the European Communities on 30 August 1994 for the supply of (inter alia) the POCL Service Infrastructure and the POCL Services.

Agent:

Any person authorised to operate a franchise post office or sub-post office, including without limitation sub-post masters on a non-franchise contract, and franchisees of post offices or sub-post offices.

AIS:

Application Interface Specification.

ALPS:

An existing POCL order book control system.

AP:

Automated payment, effected by the Automated Payment Service.

APACS:

The Association for Payment and Clearing Services.

AP Client Specification:

A document describing an APS Client Service Type.

Application:

A Service delivered through and dependent upon the medium of the POCL Service Infrastructure.

Application Interface Specification:

A CCD describing an interface, including, but not limited to, the definition with which data transferred across that interface must comply.

approve:

To approve in writing, and related terms shall be construed accordingly.

APPU:

Automated payments peripherals unit.

APS:

Automated Payment Service (q.v.).

APS Client Service Type:

Each APS Client Service Type is a particular variant of APS characterised by a specific Token, specific processing rules and specific Client communication protocols. Each APS Client Service Type is documented in an AP Client Specification.

APT:

The Automated Payment Terminal.

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CCN323a

Archive Server:

The platform on which the Contractor gathers and archives data for subsequent retrieval and/or analysis.

Asset Manager:

The Software referred to as such and identified in Schedule B01.

Associated Fee:

A fee charged by POCL to Customers on its own or a Client's behalf for a service or goods, that is collected when the service is performed or the goods are supplied.

ATM:

Automated teller machine.

Attachable Computer System:

A computer system (provided either by the Contractor under this Codified Agreement, or by any other party authorised by POCL and agreed with the Contractor) authorised by POCL for connection to the POCL Service Infrastructure.

Audit Record Query:

The meaning ascribed to it in paragraph 7.3.1 of Schedule N01.

Authorised Official:

A person authorised by POCL to sanction alterations or modifications to POCL Premises.

Authorised Person:

A person authorised to collect a benefit payment.

Authorising Officer:

A representative of POCL who has authority to raise orders, authorise invoices, and may make decisions on specified areas on behalf of POCL.

Authorities' Agreement:

The agreement dated 15th May, 1996 between DSS, POCL and the Contractor, referred to in Recital (b) to this Codified Agreement.

Automated Payment Service:

The automated payment service supplied by the Contractor pursuant to Clause 405.1 of this Codified Agreement.

Balance:

The process of reconciling the cash and Stock on hand at the start and end of a period (which may be a POCL Outlet Accounting Period) with sales and receipts during the period.

Balancing Period:

The time between final Balances of a Stock Unit.

Bank Interface Testing Stage:

The meaning ascribed to it in paragraph 1.7 of Annex 1 to Schedule N02.

Banking Transaction:

The Transactions supported by the NBS set out in paragraph 5.1.2 of Schedule N01.

Banks:

The banks, building societies and/or other organisations for or on behalf of which POCL provides banking services from time to time, as agreed by the parties pursuant to the Operational Business Change procedure and/or the Change Control Procedure, as appropriate.

Beneficiary:

A person entitled to receive one or more benefits.

Board:

Any of the bodies referred to in paragraph 2.1.2 of Schedule A04

Bronze Service Outlet:

An Outlet that seeks to use a Dialed Connection 24 hours per day, 7 days per week.

C0 Confirmation:

A confirmation message written by the NBS Counter Application during a Banking Transaction when that Banking Transaction has been Declined for a reason other than the receipt from the NBE of an NB Authorisation Declining the Banking Transaction.

C0 Confirmation Agent:

The software application to be installed in each Data Centre and used to process C0 Confirmations transmitted between the Outlet NB System elements and the NBE.

C1 Confirmation:

A confirmation message created by the NB Counter Application at the end of a Banking Transaction, (and written to the message store at the end of the EPOSS session) which records the outcome of the Banking Transaction.

C1 Confirmation Agent:

The software application to be installed in each Data Centre and used to process C1 Confirmations transmitted between the Outlet NB System elements and the DRSH.

C4 Confirmation:

A NB Confirmation sent from the NBE containing, inter alia, the NBE's view of a Banking Transaction.

CAPO:

The Bank which supports Post Office account cards.

Cash Account:

The method by which the Transactions performed and the cash and Stock on hand at the end of a POCL Outlet Accounting Period are declared to POCL main accounting offices.

Cash Account Period:

The meaning ascribed to it in paragraph 3.6 of Schedule G01.

Cash-Back:

An EFTPOS arrangement which allows a Customer to draw cash as part of a normal Transaction.

Cash Centre:

A centre that manages and distributes value items for the POCL network.

Cash Flow Reporting:

Reporting by an Outlet to a counters remittance unit at the end of the POCL Outlet Accounting Period. Each such report consists of a summary over the POCL Outlet Accounting Period of the daily declarations made at close of business of its cash in hand, cash Remittances sent and cash Remittances received, by denomination, during that day.

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CCD:

Contract Controlled Document (q.v.)

CCN:

Change Control Note (q.v.).

Central Network:

The meaning ascribed to it in paragraph 2.2.4(a) of Schedule N08.

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Change Control Note:

A document used in the Change Control Procedure and defined in Schedule A05.

Change Control Procedure:

The procedure for change specified in Schedule A05.

Change Request:

A request to make a change for the purpose of paragraph 3 of Schedule A05.

Charges:

The charges payable by POCL under this Codified Agreement, including Schedule A12.

Client:

An organisation other than a Bank on behalf of which POCL provides a service to Customers at Outlets.

Client Service Type:

A variant of a standard service with detailed aspects of that service customised to meet a specific Client's needs.

Commercial Director of ICL:

The Director, Commercial and Legal Affairs of ICL or his successor from time to time.

commit:

In relation to a Transaction, to execute a Transaction Committal for that Transaction. Related terms shall be construed accordingly.

Compliant Outlet:

An Outlet which allows sufficient operational space for the Horizon equipment to be installed and sufficient space for other Post Office equipment and transactions to be carried out. The space requirements for the Horizon equipment are given in Site Survey Requirements (IM/REQ/005). The minimum dimensions for a Counter Position are detailed by POCL in their documents for refurbished offices and ISIS controlled schemes. Layouts agreed by POCL shall be shown on any drawings presented in support of compliance, indicating which layout has been used and at which Counter Position.

A dedicated live electrical circuit (or circuits) shall be provided at the Post Office Outlet distribution board. The circuit(s) shall meet in force electrical regulations and the documented requirements of the Horizon system.

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Composite Product:

A method of handling cash or Value Stock in which a number of POCL Product lines are combined for handling.

Confidential Information:

All information (other than Escher Confidential Information defined in Schedule B11) designated as such by either party hereto in writing together with the existence and terms of this Codified Agreement, the negotiations relating thereto and all other information (whether in writing or not) which relates to the business, affairs, Products, developments, trade secrets, know-how, personnel, customers and suppliers of either party or information which may reasonably be regarded as the confidential information of the disclosing party.

Contingency Services:

The contingency services specified in Schedules E9, F9, G11, H9, K9 and N9 of this Codified Agreement, to be performed pursuant to Clause 410 of this Codified Agreement.

Contract Administration Board:

The body referred to as such in the Management Table in the Annex to Schedule A04.

Contract Controlled Document:

A document which: a) is listed as a CCD in the CCD entitled "Contract Controlled and Referenced Document List" (reference SUP/CON/001; ICL Pathway reference BP/SPE/026); and b) is referred to (such reference being to that document itself or by reference to a class or group of documents which includes that document) in this Codified Agreement or in a CCD; and c) may only be amended through the Change Control Procedure.

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Contract Referenced Document:

A document which: a) is listed as a CRD in the CCD entitled "Contract Controlled and Referenced Document List" (reference SUP/CON/001; ICL Pathway reference BP/SPE/026); and b) is referred to in this Codified Agreement; and c) may be amended other than through the Change Control Procedure.

Contracted Transaction Time:

The time set out in this Codified Agreement against which a Transaction is measured for determining performance against Service Levels.

Contracted New Business Volume:

Each of the levels defined as a "Contracted Volume" in the CCD entitled "*Horizon New Service Business Volumes*" (PA/PER/031) applicable to components of the POCL Service Infrastructure as specified in that CCD.

Contractor Consumables:

The consumables which are required for the performance of the POCL Services by the Contractor, other than consumables so used on the POCL Premises.

Contractor's Representative:

The person so notified to POCL by the Contractor.

Contractor's Software:

The software identified as such in Schedule B01.

Core System:

Such of the Core System Services as are to be provided during the currency of the Core System Release in accordance with Clauses 201.3 and 201.6.

Core System Plus:

Such of the Core System Services as are to be provided during the currency of CSR+ in accordance with Clauses 201.3 and 201.6.

Core System Products:

The Products to be supplied pursuant to Clause 205 of this Codified Agreement.

Core System Release:

The Release defined in the CCD entitled "*ICL Pathway Core System Release Contents Description*".

Core System Services:

The POCL Services to be supplied pursuant to Clause 201 of this Codified Agreement.

Counter Clerk:

Any person who serves Customers at a Counter Position in a post office.

Counter Equipment:

The PC's, printers, screens, local area network and other equipment installed by the Contractor in post offices for the provision of the POCL Services.

Counter Position:

A serving position in a post office, where a Customer transacts business with a Counter Clerk.

CRD:

Contract Referenced Document (q.v.)

CS Completion Date:

The date by which Roll Out of the Core System shall have been completed to 99 per cent. of all Outlets scheduled to be installed under Part A of the Roll Out Programme, as amended from time to time through the Change Control Procedure.

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CSR:

Core System Release (q.v.)

CSR Acceptance:

The meaning ascribed thereto in paragraph 1 of Schedule A11.

CSR Acceptance Specifications, CSR Acceptance Tests, CSR Core Observation Period and CSR Operational Trial Review Period:

The meanings respectively ascribed to them in Schedule A11.

CSR+:

The Release defined in the CCD entitled "*ICL Pathway Core System Release Plus Contents Description*" as amended and/or supplemented by and in accordance with the CCDs entitled "*Supplement to Addendum B of the ICL Pathway Core System Release Plus Contents Description*" and "*PINICL Resolution Status for Release Authorisation Board for CSR+*".

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Customer:

A person transacting, or seeking to transact, business with POCL through any of the Services.

Customer Session:

A set of contiguous Transactions recording business transacted by a single Customer.

D Messages:

A message transmitted by the NBE to the DRSB when the amount included in settlement of a Banking Transaction differs between the Bank and the Counter Position.

Data Centre:

Either or both (as the context requires) of the central computer systems comprising Hardware, Software and local networks used by the Contractor in the provision of the POCL Services.

Data Controller:

POCL or any Bank, Client or other third party who is the Data Controller (within the meaning ascribed to that expression in the Data Protection Act 1998) of any Personal Data which are intended to be (on the date that the parties enter into the CCN which introduces the NBS) processed by the Contractor under the applicable provisions of this Codified Agreement.

Data File:

A set of electronic data, contained within a single file and held or used within, or transmitted over, any of the POCL Services provided by the Contractor.

Data Processor:

The meaning ascribed thereto in the Data Protection Act 1998.

Data Reconciliation Service:

The service to be provided by the Contractor (described in paragraph 8 of Schedule N01 and forming part of the NBS) which matches Banking Transaction data from automated Counter Positions to NBE data and reports to POCL accordingly.

Data Reconciliation Service Host:

The server in a Data Centre used for processing and storing Banking Transaction data for reconciliation and retrieval purposes.

Data Warehouse:

The data warehouse used by the Contractor to provide management information to POCL in connection with the Existing Services and the NBS.

Default:

Any breach of the obligations of either party (including but not limited to fundamental breach or breach of a fundamental term) or any default, act, omission, negligence or statement of either party, its employees, agents or sub-contractors in connection with or in relation to the subject matter of this Codified Agreement and in respect of which such party is liable to the other.

Deliverable:

An item which the Contractor is required to provide under the terms of this Codified Agreement, including without limitation Products.

Deposited Software:

All software designated as such in Schedule B01.

Development Services:

The development services to be performed by the Contractor pursuant to Clause 403 of this Codified Agreement.

Dialled Connection:

A network connection to an Outlet to be established for the purposes of transferring data between that Outlet and a Data Centre and disconnected once that data transfer is complete, including such connections established via satellite.

Direct Interface Test:

A test carried out to confirm compliance with an Application Interface Specification.

Disputed Banking Transaction Notice:

Within Period One (as defined in paragraph 7.3.1 of Schedule N01), notification (and the provision of related information) of a Banking Transaction which requires investigation to the Contractor's management support unit (MSU) in accordance with the procedure set out in the CCD entitled "*Network Banking Reconciliation and Incident Management*" (NB/PRO/002) for raising a DBTN (as referred to in that CCD) via the enquiry service;

Dispute Resolution Procedure:

The procedure set out in Clause 807 of this Codified Agreement.

Distribution Centre:

Sites from which cash, Value Stock and other items (other than data) are distributed to Outlets.

DIT:

Direct Interface Test

DNS:

Department for National Savings.

Documentation:

The documents listed in Schedule B03.

DRS:

Data Reconciliation Service.

DRSH:

Data Reconciliation Service Host.

DSS:

DWP DSS Agreement:

The agreement between DSS and the Contractor dated 15th May, 1996 as referred to in Recital (b) to this Codified Agreement.

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DVLA:

Driver and Vehicle Licensing Agency.

DWP:

The Secretary of State for Work and Pensions (known as The Secretary of State for Social Security prior to 7th June 2001) acting through and on behalf of the Department for Work and Pensions and on behalf of the Department for Social Development for Northern Ireland (prior to restructuring and renaming on 7th June 2001 known as DSS).

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ECCO+:

A POCL EPOS system installed in some Outlets.

EFT:

Electronic funds transfer.

EFTPOS:

Electronic Funds Transfer at Point of Sale: a term used to describe the debiting of Customers' accounts, usually through EPOS systems, for goods or services they purchase.

End to End Banking:

The end-to-end systems and services (of which (without limitation) the NBS, the NB System, the NBE, LINK (for so long as POCL continue to use LINK) and Bank systems form part) required to deliver network banking to Customers.

End User:

Any employee of the Post Office Group and any Agent or employee thereof.

EPOS:

Electronic Point of Sale: a term used to describe the systems typically used in retail shops and stores, at the point of customer service, for recording sales transactions.

EPOSS:

The EPOS Service supplied by the Contractor pursuant to Clause 405.2 of this Codified Agreement.

Equipment:

Any physical hardware (excluding Paypoles and including, without limitation, supply cords, interface cables and cords, User-installable components and peripherals) forming part of the POCL Service Infrastructure, or supplied under this Codified Agreement as an Optional Product or an Additional Product.

ESNCS:

The Electronic Stop Notice Computer System of DSS.

Event:

A recorded and auditable instance of business administration activity, such as the registration of a new User, or the production of a Report.

Existing Services:

EPOSS, APS, LFS, the POCL Infrastructure Services and OBSC as developed and in operation pursuant to this Codified Agreement, prior to both parties' signature to the CCN 850 introducing the NBS.

Failed Acceptance:

The failure to meet the thresholds referred to in paragraph 2.2 of Schedule A11 by the end of the relevant CSR Core Observation Period or deemed failure under paragraph 3.4 of Schedule A11.

Final Deadline for CSR Acceptance:

The date specified as such in Schedule B09.

Fixed Connection:

A network connection to an Outlet which is intended to be established and held open between times agreed by the parties.

Framework:

The Software referred to as such and identified in Schedule B01.

FRIACO:

Flat rate internet access call origination.

FRIACO Port:

A network connection to the FRIACO service for one Outlet at a time.

Governmental Regulation:

Any United Kingdom primary legislation and any United Kingdom secondary legislation.

Guarantor:

Either of Fujitsu Services Holdings Plc (formerly ICL Plc) or Fujitsu Limited.

HAPS

The Host Automated Payments System operated by POCL.

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CCN312a

Hardware:

Any hardware (excluding Paypoles) used by the Contractor to provide POCL Services under this Codified Agreement including hardware supplied as a Core System Product or as an Optional Product or Additional Product.

HCI:

Human Computer Interface (q.v.).

Head Office Counter Position:

A single position gateway configuration or a multi-position gateway configuration to be installed in POCL office premises that are not Outlets. Save as may be agreed by change control, the use of configurations as Head Office Counter Positions shall not require the Contractor to undertake any additional software development, testing or support, or any site modification or preparation beyond standard site preparation. The Head Office Counter Positions shall when installed count as Outlets to which Roll Out had occurred for the purposes of the Outlet cost element adjustment in paragraph 5.9 of Schedule A12.

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Help Desk:

Save as expressly provided otherwise, the initial point of call for Users in need of support relating to the POCL Services.

Helpdesk:

Help Desk (q.v.).

Horizon System Help Desk:

See Help Desk.

HMG:

Her (or His) Majesty's Government.

HSM:

The hardware security module in which PINs are translated prior to transmission of encrypted data from the POCL Service Infrastructure to the NBE.

Human Computer Interface:

The presentation of computer systems to the User.

ICL Pathway:

the Contractor (qv).

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ICL Pathway Limited:

the Contractor (qv).

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IIN:

Issuer Identification Number.

Implementation Services:

The implementation services to be supplied by the Contractor pursuant to Clause 404 of this Codified Agreement.

IMS:

The inventory management system used by POCL.

Incident:

Any perceived abnormal or undesirable occurrence relating to a POCL Service.

Incident Resolution:

The agreed closure of an Incident which may include the re-establishment of a POCL Service following an Incident or, where the Incident was found not to be an abnormal or undesirable occurrence, clarification of the incorrect perception.

Incident Resolution Time:

The time elapsed between the logging of an Incident by the Help Desk, and the Incident Resolution.

Intellectual Property Rights:

Patents, trade marks, service marks, design rights (whether registrable or otherwise), applications for any of the foregoing, moral rights, copyright, trade or business names and other similar rights or obligations whether registrable or not in any country (including but not limited to the United Kingdom).

Internal Code:

Machine readable software (including PIN Pad firmware) supplied as an integral part of the Hardware and not listed herein.

IPR:

Intellectual Property Rights (q.v.).

ISDN Agreements:

The agreements to be transferred by POCL to the Contractor pursuant to Clause 401.3 of this Codified Agreement.

Issuer Identification Number:

The identification number ascribed to an issuer of a magnetic card or similar token by APACS.

IT:

Information Technology.

JCCB:

Joint Change Control Board (q.v.).

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Joint Change Control Board:

The body referred to as such in the Management Table in the Annex to Schedule A04.

Joint National Roll Out Board

The joint project board that oversaw National Roll Out and held its last meeting on 14th May 2001.

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LAN:

Local Area Network.

LFS:

Logistics Feeder Service.

LINK:

The branded and shared network of cash machines and self-service terminals of certain member banks and building societies in the UK, which enables services from one member bank or building society to be available at cash machines of all member banks and building societies, to be construed for the purposes of this Codified Agreement as a single system.

Logistics Feeder Service:

The logistics feeder service supplied by the Contractor pursuant to Clause 405.5 of this Codified Agreement.

Luhn:

The check digit formula which is part of the APACS standard.

M25 Rollout:

Roll Out of a POCL Service to Outlets in the area within the M25 motorway which currently use ALPS.

MAAWP:

Maximum Authorisation Agent Wait Period

MAC:

The meaning ascribed to it in paragraph 10.6.4(b) of Schedule N01.

MAC Key:

The meaning ascribed to it in paragraph 10.6.4(b) of Schedule N01.

Management Services:

The management services to be supplied by the Contractor pursuant to Clause 602 of this Codified Agreement.

Managing Director of POCL:

The Group Managing Director of the Post Office from time to time responsible for the businesses currently carried on by POCL (currently Mr. Stuart Sweetman).

Maximum Authorisation Agent Wait Period:

The period the NB Authorisation Agent shall wait for a corresponding NB Authorisation after generating a NB Request (for transfer to the NBE) before itself generating an NB Authorisation signifying a NB Decline (due to system time-out) to be sent to the relevant automated Counter Position.

Maximum Counter Wait Period:

The period that an automated Counter Position shall wait for a corresponding NB Authorisation after generating a NB Request before itself Declining that Banking Transaction due to system time-out.

MCWP:

Maximum Counter Wait Period.

Merchant Acquirer:

A company providing facilities to handle EFTPOS on line authorisations and signed vouchers, linking as necessary with Outlets and banks etc.

Message:

A set of electronic data for transportation from one computer system to another.

Method of Payment:

The form of payment recorded against a Transaction involving a Customer.

Migration Specification:

The CCD entitled "*Provision of In-Office Migration Services*".

Minimum Acceptable Threshold:

In respect of a Service Level, the agreed minimum level of Service that the Contractor must provide as stated in the relevant Service Level Schedule.

MIS:

Management Information Systems.

MSU Day:

0800 to 1730, Monday to Friday (inclusive), excluding English bank holidays.

NAO:

National Audit Office.

National Roll Out:

Roll Out of the Core System to all Outlets scheduled to be installed under the Roll Out Programme (as amended from time to time through the Change Control Procedure).

NB Acceptance Date

The date that NBS Acceptance occurs in accordance with paragraph 3.1 of Schedule N02.

NB Additional Time:

The meaning ascribed to it in paragraph 5.9.2 of Schedule N01;

NB Authorisation:

An authorisation message transmitted on-line from the NBE or the NB Authorisation Agent in response to a NB Request, stating whether that NB Request has been approved or Declined.

NB Authorisation Agent:

The software application to be installed in each Data Centre and used to process NB Requests and NB Authorisations transmitted between the Outlet NB System elements and the NBE.

NB Confirmation:

A confirmation message written to record the outcome of a Banking Transaction.

NB Core Hours:

0800 to 1730 Monday to Friday (inclusive), and 0800 to 1300 Saturday, excluding English bank holidays.

NB Counter Application:

The application software that contains the business logic controlling the dialogue with Users of the NBS.

NB Customer Verification:

The process by which the association of a Customer with a NB Token is to be checked, as described in paragraph 5.8.2 of Schedule N01.

NB Decline:

A refusal by the NB System or Counter Clerk to proceed with a Banking Transaction after a NB Request is generated or an instruction contained in an Authorisation to refuse a Banking Transaction received via NBE ."Declined" and "Declining" shall be construed accordingly.

NB Event:

The meaning ascribed to it in paragraph 18.2.1 of Schedule A12.

NB Financial Transaction:

A Banking Transaction involving a deposit or withdrawal of monies.

NB Full E2E Testing Stage:

The meaning ascribed to it in paragraph 1.4 of Annex 1 to Schedule N02.

NB Go Live:

The point at which, following deployment of the NBS software in each Outlet, the NBS is initiated for live operational use in all Outlets through release of the required Reference Data.

NB High Severity:

The meaning ascribed to it in paragraph 4.4.2 of Schedule N02 in respect of NBS Acceptance Incidents and NBS Progress Incidents.

NB Initial Period:

The period commencing on the date of signature of the NBS CCN and expiring 6 calendar months after the beginning of the earlier of:

- (a) the first calendar month in which two million Banking Transactions are undertaken using the NBS; and
- (b) the calendar month in which the cumulative number of Banking Transactions undertaken using the NBS exceeds five million.

NB Low Severity:

The meaning ascribed to it in paragraph 4.4.2 of Schedule N02 in respect of NBS Acceptance Incidents and NBS Progress Incidents.

NB Medium Severity:

The meaning ascribed to it in paragraph 4.4.2 of Schedule N02 in respect of NBS Acceptance Incidents and NBS Progress Incidents.

NB Monthly Operating Fee:

The total Charge due each month (net of any applicable discount) for NBS operating services and operating the PIN Pad Implementation Service, as set out in Annex 6 to Schedule A12.

NB Pilot (Soft Launch):

The meaning ascribed to it in paragraph 1.8 of Annex 1 to Schedule N02.

NB/PIN Pad Services:

The NBS and the PIN Pad Implementation Service together, but not either of them separately.

NB PPD:

The PPD for the NBS defined in paragraph 5.4.1 of Schedule N01.

NB Priority Exception:

A Banking Transaction for which:

- (a) no Disputed Banking Transaction Notice has been received by the Contractor and which persists in system state category number 4 or 12 as set out in the CCD entitled "*Network Banking End to End Reconciliation Reporting*" (CS/SPE/011) on the second MSU Day following the day of receipt by the DRSB of the corresponding C4 Confirmation or D Message (as applicable); or
- (b) a Disputed Banking Transaction Notice has been received by the Contractor and which is within or subsequently falls within the system state category number 4 or 12 as set out in the CCD entitled "*Network Banking End to End Reconciliation Reporting*" (CS/SPE/01).

Commented [ABF22]: CCN598a

NB Project Plan:

The plan for the development and implementation of the NBS described in paragraph 1 of Schedule N04.

NB Rate Reduction Date:

The date referred to in paragraph 18.2.2 of Schedule A12 upon which the Contractor's rates for NB T&M Work may be reduced by 50% pursuant to paragraph 18.3 of Schedule A12.

NB Receipt:

A paper receipt issued during a Banking Transaction either as a record of that Banking Transaction or as part of the process of carrying out that Banking Transaction.

NB Request:

A priority request message generated for transmission on-line from an Outlet to a Bank (via the NBE) in order to undertake a Banking Transaction for a Customer.

NB Retention Pot:

A fund to which sums which are retained by POCL (from payments due to the Contractor) are to be allocated in accordance with paragraph 18.2.3 of Schedule A12 and released in accordance with paragraph 18.2.4 of Schedule A12.

NB Settlement Date:

The date on which a Banking Transaction is committed for settlement by a Bank or, in the absence of such a date being set by that Bank, the default posting date set by the NBE.

NB System:

The elements of the POCL Service Infrastructure, including WebRiposte and the NB Counter Application which are to be developed, modified and/or used pursuant to Clause 413 to support operational use of the NBS.

NB Target Date:

The meaning ascribed to it in paragraph 18.2.2 of Schedule A12.

NB T&M Budget:

The Contractor's estimate of the resource and time required to complete (as the context requires) a NB T&M Work task at Level 2 or Level 3 in the NB Project Plan or a group of such tasks taken together, from which the budgeted amounts and hours for each such task, or tasks taken together may be derived.

NB T&M Work:

The work of designing, developing and testing the NBS (including, without limitation, the work, if any, of closing down Cancelled Tasks in accordance with Schedule N04) which is to be charged for by the Contractor on a time and materials basis in accordance with paragraph 18.1 of Schedule A12.

NB Token:

A Token supported by the NBS, as described in paragraph 5.1.1 of Schedule N01.

NB Token Validation:

The process by which the validity of a NB Token presented by a Customer to a Counter Clerk is to be checked, as described in paragraph 5.8.1 of Schedule N01.

NBE:

Network Banking Engine.

NBE Network:

The meaning ascribed to it in paragraph 2.2.4(b) of Schedule N08.

NBS:

Network Banking Service.

NBS Acceptance:

Acceptance of the NBS in accordance with paragraph 3.1 of Schedule N02.

NBS Acceptance Criteria:

The criteria for acceptance of the NBS and the PIN Pads set out in the CCD entitled "*NBS Acceptance Criteria*".

NBS Acceptance Incident:

Any incident within the following categories:

- (a) a failure to meet NBS Acceptance Criteria;
- (b) a failure of the Existing Services to be performed in accordance with the applicable provisions of this Codified Agreement;
- (c) a lack of capability to achieve Service Levels; or
- (d) the occurrence of certain functions, activities or behaviour in conflict with the Codified Agreement,

each as specified in paragraph 4 of Schedule N02, which occurs as a result of the introduction of the NBS.

NBS Acceptance Procedure:

The procedure described in Schedule N02 for acceptance of the NBS.

NBS Default:

A Default by the Contractor exclusively in relation to the NB/PIN Pad Services, the NBS or the PIN Pad Implementation Service.

NBS Deployment:

The download of the NBS software to an Outlet in readiness for NB Go Live.

NBS Stage Progression:

The progression from:

- (a) the NBS Testing Stage to the NB Full E2E Testing Stage; or
 - (b) the NB Full E2E Testing Stage to the NB Pilot (Soft Launch) phase,
- as applicable, in accordance with Schedule N02.

NBS Termination Charge:

The NBS and PIN Pad Implementation Service termination charge calculated in accordance with paragraph 3 of Schedule N06 of this Codified Agreement.

NBS Testing Stage:

The meaning ascribed to it in paragraph 1.1 of Annex 1 to Schedule N02.

NBS Tests:

The tests described in paragraph 3.1 of Annex 1 to Schedule N02.

NBS Transfer Payment:

The sum payable pursuant to Clause 903 or Clause 905 of this Codified Agreement as defined in paragraph 4.3 of Schedule N06.

NBSC:

The network business support centre operated by POCL

NCC:

The National Computing Centre Ltd., Manchester.

Commented [ABF23]: CCN617

Network Banking CCNs:

CCN817, CCN865a, CCN907, CCN909a, CCN914a, CCN928b, CCN932, CCN934, CCN933, CCN936b, CCN947, CCN959, CCN967, CCN970a, CCN971 and CCN976a.

Network Banking Engine:

A central third party computer system (contracted for by POCL) which constitutes the middle tier of End to End Banking and which, inter alia, connects the Data Centres to LINK and certain Bank computer systems.

Network Banking Service:

The obligations of the Contractor pursuant to Clause 413 of this Codified Agreement.

Network Banking Transfer Service:

The service as set out in Schedule N06.

New Requirements Board:

The body referred to as such in the Management Table in the Annex to Schedule A04.

Commented [ABF24]: CCN617

NINO:

A National Insurance Number issued to any natural person.

Non-value Stock:

Stock which has no intrinsic value but for which records are maintained of the levels on hand.

NR Completion Date:

The date by which Roll Out of the Core System shall have been completed to 99 per cent. of all Outlets scheduled to be installed under the Roll Out Programme (as amended from time to time through the Change Control Procedure).

N Schedules:

Schedules N01, N02, N03, N04, N05, N06, N08 and N09.

OBCS:

Order Book Control Service (q.v.).

OBCS Stop Lists:

A list of order books on which action needs to be taken.

Operational Business Change:

As the context requires, the services set out or referred to in the Operational Business Change Catalogue or the services set out in the CCD entitled "*ICL Pathway/ PON Interface Agreement for Operational Business Change – Product*" (CS/PRD/058).

Operational Business Change Catalogue:

The CCD entitled "*Operational Business Change Catalogue*" which sets out processes and prices for operational changes at Outlets.

Operational Services

The POCL Infrastructure Services, the Automated Payment Service, EPOSS, the Contingency Services, OBCS, LFS and any other relevant Optional POCL Services.

Operational Trial:

The operational trial of the Core System to be performed pursuant to Clause 402 of this Codified Agreement.

Operational Trial Criteria:

The acceptance criteria for the Operational Trial, as set out in Schedule L3 of this Codified Agreement.

Operational Trial Period:

The period for performance of the Operational Trial Procedure, ending on the Operational Trial Acceptance Date.

Operational Trial Procedure:

The Acceptance Test procedure for the Operational Trial System, as described in Schedule A11 of this Codified Agreement.

Operational Trial System:

The trial system to be delivered for testing under the Operational Trial Procedure, as described in Schedule L1 of this Codified Agreement, to enable the functionality and performance of the POCL Service Infrastructure and the Core System to be tested.

OPS:

The Office Platform Service described in Schedule G1 of this Codified Agreement and supplied by the Contractor pursuant to Clause 405.3 of this Codified Agreement.

Optional POCL Service or Optional POL Service:

Any POCL Service to be supplied pursuant to Clause 202 of this Codified Agreement.

Commented [JDC25]: CCN841

Optional Products:

Any Products to be supplied pursuant to Clause 206 of this Codified Agreement.

Order Book Control Service:

The order book control service supplied by the Contractor pursuant to Clause 405.4.

Other Authorised Location:

A site, other than an Outlet, where it may be necessary to install and use elements of the POCL Service Infrastructure, e.g. training sites, county shows, and exhibitions.

Other Stock:

All Stock other than Retail Stock, Security Stock and Value Stock, including leaflets, forms and various general consumables and supplies.

Out of Hours Support:

Support provided outside POCL Core Day.

Outlet:

A post office or any other location where POCL (whether directly or by means of Agents) transacts business with Customers.

Outlet Balance:

The aggregate balance across all the Stock Units in an Outlet.

Outlet Manager:

The person who has the necessary authority within Outlets through whom arrangements for installation and implementation of the POCL Service Infrastructure and POCL Services at each Outlet can be made.

PAN:

The primary account number (part of the IIN) associated with a NB Token.

Parent Company:

Any holding company (as defined in Section 736 of the Companies Act 1985).

Parent Outlets:

Larger Outlets which perform the accounting work for Satellite Outlets.

Pathway

the Contractor (qv)

Commented [JDC26]: CCN854b

Paypole:

The meaning ascribed to it in paragraph 1 of Schedule G12.

person:

Includes a partnership, a corporation or association (whether incorporated or unincorporated), as well as a natural person.

Personal Data:

All data which are defined as personal data in the Data Protection Act 1998 and processed by the Contractor under this Codified Agreement.

PIN:

Personal Identification Number.

PIN Pad:

A device used by a Customer to enter a PIN for the purposes of NB Customer Verification.

PIN Pad Deployment:

Deployment of PIN Pads in accordance with Schedule G12.

PIN Pad Implementation Service:

The obligations of the Contractor pursuant to Clause 415 of this Codified Agreement.

PIVOT:

The existing POCL MIS system which provides, inter alia, reports of numbers of transactions by Outlet.

POCL:

POL

Commented [NS27]: CCN841

POCL Agreement:

The agreement between POCL and the Contractor dated 15th May, 1996 as referred to in Recital (b) to this Codified Agreement.

POCL Application Services or POL Application Services :

The Automated Payment Service and OBCS.

Commented [NS28]: CCN841

POCL Automated Payments Generic Rules or POL Automated Payments Generic Rules:

A document describing generic rules for APS.

Commented [ABF29]: Page: 12
CCN323a

POCL Client Services or POL Client Services:

The services to be performed by the Contractor pursuant to Clause 203 of this Codified Agreement.

Commented [NS30]: CCN841

Commented [NS31]: CCN841

POCL Consumables or POL Consumables:

The consumables to be supplied pursuant to Clause 208 of this Codified Agreement, as listed in Schedule B04 of this Codified Agreement.

Commented [NS32]: CCN841

POCL Core Day or POL Core Day:

08:00 to 20:00 Monday to Saturday inclusive, excluding bank holidays.

Commented [NS33]: CCN841

POCL Data or POL Data:

Means all data, information, text, drawings, diagrams, images (including, but not limited to logos), or sounds which are embodied in any electronic or tangible medium, and which are supplied or in respect of which access is granted to the Contractor by POCL pursuant to this Codified Agreement, or which the Contractor is required to generate for POCL under this Codified Agreement, but excludes the Service Architecture Design Document and Documentation.

Commented [NS34]: CCN841

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CCN525

POCL Infrastructure Services or POL Infrastructure Services:

The POCL Infrastructure Services to be performed by the Contractor pursuant to Clause 405.3 of this Codified Agreement.

Commented [NS36]: CCN841

POCL Interface or POL Interface:

An interface between a Service or Services and a POCL system or systems.

Commented [NS37]: CCN841

POCL Outlet Accounting Period or POL Outlet Accounting Period:

The shortest normal accounting period applying within an Outlet, normally a week and running Thursday through Wednesday, but subject to variation at financial year end and to revision. It may be merged by agreement in individual Outlets, e.g. to enable sub-postmaster holidays.

Commented [NS38]: CCN841

POCL Premises or POL Premises:

All post offices, sub-post offices, and other premises of POCL from time to time.

Commented [NS39]: CCN841

POCL Product or POL Product:

An item, provided by POCL, for sale from Stock - or characterising a service provided - in an Outlet.

Commented [NS40]: CCN841

POCL RDS:

RDS.

POCL Reference Data System or POL Reference Data System:

The POCL-run system that maintains the POCL-originated Reference Data for the POCL Services.

Commented [NS41]: CCN841

POCL Responsibilities or POL Responsibilities:

The responsibilities of POCL set out or referred to in Schedules A16, E3, F3 G5, H3, K3, G12, and the N Schedules of this Codified Agreement.

Commented [NS42]: CCN841

POCL's Agent or POL's Agent:

Any person(s) or organisation(s) authorised to act on behalf of POCL.

Commented [NS43]: CCN841

POCL's Representative or POL's Representative:

The person so notified to the Contractor by POCL.

Commented [NS44]: CCN841

POCL Service Architecture or POL Service Architecture:

The architecture of the Operational Services, the POCL Service Infrastructure and the POCL Service Environment.

Commented [NS45]: CCN841

POCL Service Environment or POL Service Environment:

POCL's computer, telecommunication and business operating systems and services, as described in Schedule 1 of this Codified Agreement, that are to be integrated with the POCL Service Infrastructure and the Operational Services to form the POCL Service Architecture.

Commented [NS46]: CCN841

POCL Service Infrastructure or POL Service Infrastructure:

The Hardware and the Software and all other electronic, computer and telecommunications equipment (excluding Paypoles) which form the infrastructure to be utilised by the Contractor for the provision of the POCL Services, but does not include the POCL Service Environment.

Commented [NS47]: CCN841

POCL Services, POL Services, or Services:

The Core System Services, the Network Banking Service, Optional POCL Services, POCL Client Services, Additional POCL Services, PIN Pad Implementation Service and all other obligations of the Contractor under this Codified Agreement.

Commented [NS48]: CCN841

POCL Transferred Assets:

The assets to be transferred by POCL to the Contractor pursuant to Clause 401 of this Codified Agreement, as listed in Schedule A09 of this Codified Agreement.

POL:

Post Office Limited (known as Post Office Counters Limited prior to 1 October 2001) or such other subsidiary of Consignia plc as may be nominated from time to time to take over the rights and obligations of Post Office Limited under this Codified Agreement.

Commented [NS49]: CCN841

PON:

Post Office Network (q.v.)

Commented [ABF50]: CCN659

Posting Date:

NB Settlement Date.

Postmaster's Daily Record (PDR):

Report forms used to summarise Girobank Transactions that are sent to the Client. There are currently forms for deposits and withdrawals in manual and automated offices, and a mixed (cash / cheque) deposit version in ECCO+ offices only.

Post Office

Consignia plc (qv)

Commented [NS51]: CCN841

Post Office Group:

Consignia Group (qv)

Commented [NS52]: CCN841

Post Office Network:

Where the term Post Office Network is used in documents it refers to a former business unit within Post Office Counters Limited and, for the purposes of those documents only, shall have the same meaning as POCL.

Commented [NS53]: CCN841

Commented [ABF54]: CCN659

PostShop:

A separate retail unit within a post office operated directly by POCL.

PPDs:

The related set of Processes and Procedures Description documents as described in the "Introduction Processes and Procedures Description" document for the appropriate Release.

Commented [NS55]: CCN796

Products:

Any products to be supplied under this Codified Agreement, excluding Paypoles and including, where appropriate, the Core System Products and any Optional Products and Additional Products and any POCL Consumables.

Project Assets:

The assets referred to as such in Clause 903.1.

Project Plan:

The plan for the implementation of the POCL Service Infrastructure and the Operational Services as set out in Schedule B09 and the Roll Out Programme.

Property:

Tangible property (including without limitation buildings and land) but excluding the POCL Service Infrastructure and any part thereof before it has been accepted in accordance with this Codified Agreement.

Proposal:

The Contractor's Proposal, in response to the Statement of Service Requirements. The Proposal has been superseded by the Schedules to this Codified Agreement.

RAB:

Release Authorisation Board (q.v.).

RAC0C1 Model

The Request, Authorisation and Confirmations model of End to End Banking Transaction flows involving, inter alia, as the particular circumstances may permit, NB Requests being issued from Counter Positions, NB Authorisations being issued by the NBE and NB Confirmations being issued from Counter Positions.

Rate Shop:

Where a Customer purchases Stock by value rather than by volume, i.e. by a number of items of Stock purchased for a given sum.

RDMC:

The Contractor's Reference Data Management Centre.

RDS:

POCL Reference Data System.

Records:

Full and accurate records relating to the performance of the POCL Services.

Recovery:

The act of re-establishing a Service following a Service Failure.

Reference Data:

A set of parameters and relationships controlling the operation of POCL Services.

Refund:

A repayment of money to a Customer, by means of a Reversal.

Related Agreements:

The Authorities' Agreement, the DSS Agreement and the POCL Agreement, each as referred to in Recital (b) of this Codified Agreement.

Release:

A documented collection of software and/or data provided by the Contractor to deliver a POCL Service or POCL Services.

Release Authorisation Board:

The body referred to as such in the Management Table in the annex to Schedule A04.

Release Contents Description:

A CCD which defines the scope of a Release by reference to the SADD.

Remittance:

A consignment to or from an Outlet of cash, Stock, or other value items to be brought to account.

Report:

A physical document; or, information held electronically in such a way that it can be processed readily to produce a physical document.

Representative:

A representative of POCL or the Contractor as appropriate.

Retail Price Index:

The "all items" index currently appearing at table 18.1 of the Office of National Statistics publication "Monthly Digest of Statistics" and any subsequent relocation thereof, or the same index in any other Government publication if the aforementioned ceases to be published.

Retail Stock:

Items sold in Outlets through POCL's retail accounting scheme.

Reversal:

A Transaction which nullifies a previous Transaction.

Roll Out:

The implementation of the POCL Service Infrastructure and/or a POCL Service (other than the Network Banking Service, PIN Pad Implementation Service and/or PIN Pad Deployment) in Outlets.

Roll-Out, Rollout, roll-out or rollout:

Roll Out (q.v.).

Roll Out Payment:

The sum of £548 million to be paid to the Contractor subject to and in accordance with Part A of Schedule A12 and consisting of the following elements:

£280 million in respect of the right to use the Core System and (if and when approved for release by the Release Authorisation Board) CSR+;

£120 million in respect of the use of hardware (and software associated therewith) during the term of this Agreement;

£80 million in respect of installation, training and modification costs in respect of the POCL Service Infrastructure and POCL Services; and

£68 million in respect of operating and maintenance costs incurred prior to 1 April, 2001.

Roll Out Programme

The programme set out in Annex 1 to Schedule A12 (Parts A and B).

RPI:

Retail Price Index (q.v.).

SADD:

Service Architecture Design Document (q.v.).

SAP/ADS:

SAPADS (q.v.).

SAPADS:

SAP Advanced Distribution System.

Satellite Outlet:

An Outlet which handles insufficient Transactions to justify production of a separate Cash Account.

Security Stock:

Stock products which have no cash account value until sold, any item the loss of which would result in loss to POCL.

Sensitive Card Data:

The meaning ascribed to it in paragraph 10.6.2(a) of Schedule N01.

Service Architecture Design Document:

The document showing the POCL Service Architecture developed pursuant to Clause 403.7, as amended from time to time to reflect Optional and Additional Products and POCL Services supplied and performed under this Codified Agreement.

Service Boundary:

The interface or interfaces at which responsibility for processing or otherwise handling Banking Transaction data, Reference Data or Data Files or any other data, message, component or product of the NBS passes, in accordance with the applicable AIS and/or TIS between the Contractor, POCL and/or a third party.

Service Break:

The duration of a Service Failure.

Service Credit:

Payment, discount or credit given by the Contractor to POCL resulting from delay in provision of POCL Services, or from POCL Services' failure to meet the required Service Levels.

Service Definition Schedules:

Schedules E1, F1, G1, H1, K1 and N1 of this Codified Agreement.

Service Failure:

An interruption of a POCL Service that has not been approved by POCL.

Service Level:

A quantified and measurable standard, required for a specified POCL Service.

Service Level Agreement:

See Service Level.

Service Level Measurement Period:

The period over which the Contractor shall report service performance against Service Levels. Each Service Level Measurement Period shall be a period of three months ending on February, May, August and November in each Year, with the final Service Level Measurement Period commencing on 1st March, 2005 and ending on 31st March, 2005.

Service Level Schedules:

Schedules B10, E08, F08, G10, H08, K08 and N08 of this Codified Agreement.

Service Management Report:

The Working Document (known to the parties as the "service review book") used by the Contractor to report performance of the POCL Services against Service Levels and associated volumes, the format of which is agreed by the parties at meetings of the Service Review Board.

Service Manager:

The person appointed by the Contractor to manage the provision of a POCL Service.

Service Ready-for-use Date:

The date on which a POCL Service, which has achieved Acceptance, is first made available by the Contractor for use by Users.

Service Review Board

The body referred to as such in the Management Table in the Annex to Schedule A04.

Service Review Meeting:

A meeting of the Service Review Board.

Service RFU Date:

Service Ready-for-use Date (q.v.).

Services:

POCL Services.

Session Mobility:

A facility which allows a User logged on at an automated Counter Position workstation to log on to another such workstation, thereby transferring his User session and automatically logging the User out of the first workstation.

Severity Code:

A code assigned to an Incident by the Help Desk, indicating the seriousness of the Incident's effect, and used to determine priority for resolution.

Silver 24 Hour Service Outlet:

An Outlet that seeks to use a Fixed Connection 24 hours per day, 7 days per week.

Silver Daytime Service Outlet:

An Outlet that seeks to use a:

- (i) Fixed Connection in the periods 08:00 to 17:30 Monday to Friday and 08:00 to 13:00 Saturday; and
- (ii) Dialled Connection outside those periods.

Silver Part Time Service Outlet:

An Outlet which seeks to use a:

- (i) Fixed Connection in the periods 08:30 to 10:30 Monday, 08:30 to 09:30 Tuesday and 08:30 to 09:30 Thursday; or
- (ii) Fixed Connection from 08:30 to 12:30 Saturday; and (in both cases)
- (iii) Dialled Connection outside those periods.

SLA:

Service Level Agreement (q.v.).

Smart Key:

A type of Token (as defined in relation to the Automated Payment Service) which uses on-board integrated circuit technology.

Smart Token:

A type of Token (as defined in relation to the Automated Payment Service) which uses on-board integrated circuit technology.

SMS:

System Management Service (q.v.).

Software:

The Contractor's Software, the Specially Written Software, Internal Code, the Third Party Software and any other software provided under this Codified Agreement.

Source Code:

Software in eye-readable form and in such form that it can be compiled or interpreted into equivalent object code together with all technical information and documentation necessary for the use, reproduction, modification and enhancement of such software.

Specially Written Software:

Any software identified as such in Schedule B01 of this Codified Agreement and written by or on behalf of the Contractor for POCL and supplied by the Contractor hereunder pursuant to Clause 204 of this Codified Agreement or as an Optional Product or Additional Product.

SPM:

Simple Payment Module.

Commented [ABF56]: Page: 17
CCN411a

Stock:

Items held in Outlets and classified as Retail Stock, Security Stock, Value Stock, and Other Stock.

Stock Item:

A unit of Stock which can be ordered separately.

Stock Unit:

An individual unit of accountability, mandatory within a main (branch) post office and optional within a sub post office, for which an individual (or a group of individuals) is accountable. It may contain: (i) Transaction Vouchers for a designated period, (ii) Value Stock, and/or (iii) cash.

sub-contractor:

A person to whom any obligations of the Contractor expressly specified in this Codified Agreement are delegated in accordance with the provisions of this Codified Agreement but shall not (for the avoidance of doubt) include any supplier of products or services which are not expressly specified as obligations of the Contractor under this Codified Agreement and related expressions shall be construed accordingly.

subsidiary company:

The meaning ascribed thereto in Section 736 of the Companies Act 1985.

Suspense Account:

In Outlet terms, the value of Transactions that are accounted for in the unclaimed payments or uncharged receipts tables of the Cash Account. These items will subsequently be cleared by posting to an appropriate line of the Cash Account or by local settlement.

System Management Service:

The System Management Service provided by the Contractor as part of the POCL Infrastructure Services pursuant to Clause 405.3 of this Codified Agreement.

Team Work:

A method of working in which Users share a Stock Unit or Tills within a Stock Unit, either at the same time or in sequence. The team then becomes accountable for the Stock Unit or Till.

Technical Interface Specification:

A CCD describing the technical detail of an interface.

termination:

Termination of this Codified Agreement includes its expiry or early termination of in accordance with the provisions hereof, and related expressions shall be construed accordingly.

Termination Charge:

The termination charge calculated in accordance with Schedule A07 of this Codified Agreement.

Termination Review Threshold:

For a POCL Service, is the Service Level stated in the relevant Service Level Schedule below which POCL's operations are seriously compromised, so that POCL shall have the right to terminate this Codified Agreement.

Third Party Software:

Any software identified as such in Schedule B01 of this Codified Agreement.

Third Party Software Owner:

The ultimate licensor of any Third Party Software.

Till:

A part or whole of a Stock Unit depending upon whether or not that Stock Unit is the sole charge of one individual or is shared between several.

TIP:

The Transaction Information Processing system developed and operated by POCL.

TIP Gateway:

The Contractor's PC on POCL premises used for transmission of Transaction data to TIP.

TIS:

Technical Interface Specification (q.v.).

TMS:

The Transaction Management Service provided by the Contractor as part of the POCL Infrastructure Services pursuant to Clause 405.3 of this Codified Agreement.

TMS Agent:

Part of the POCL Service Infrastructure that accesses TMS held data.

Token:

A magnetic stripe card, smart card, smart key, or other physical device, bearing information about a Customer.

Token Technology Specification:

A document specifying the technology used by a particular APS Token.

TPS Agent:

The software application installed in each Data Centre for processing EPOSS Transaction data including C1 Confirmations.

TPS Host:

The server in each Data Centre used for processing and storing EPOSS Transaction data.

Transaction:

A recorded and auditable instance of business activity, involving service provision or Stock movement across organisational or service boundaries.

Transaction Committal:

The point at which a Transaction is irreversibly recorded in the audit trail.

Transaction Identification (Id):

A means of uniquely identifying a Transaction.

Transaction Session:

A set of contiguous Transactions of the same type.

Transaction Voucher:

A document used by POCL as evidence of a Transaction; including as an example, and without limitation, a telephone bill.

Transfer:

(i) In the context of transfer of post office stock or money, the transfer of Value Stock, and/or money, either between Stock Units within an Outlet, or between Outlets; and (ii) in the context of transfer to the Contractor, the transfer to the Contractor pursuant to Clause 401 of this Codified Agreement.

Transfer Date:

The date specified in Schedule A09 of this Codified Agreement.

Transfer Payment:

The sum payable pursuant to Clause 903 of this Codified Agreement, as defined in paragraph 4.3 of Schedule A07.

Transfer Services:

The services set out in Schedule A07.

Use:

The right of POCL in connection with the POCL Services and for no other purposes to load, execute, store, transmit, display, copy (for the purposes of loading, execution, storage, transmission or display) or otherwise to utilise the Software for purposes of processing POCL Data. To the extent permitted by law, such right of Use shall not include the right to reverse assemble, reverse compile, decode or otherwise translate the Software.

User:

A person authorised by POCL to use a POCL Service.

Value Stock:

Stock products which have a "stock value" shown on the Cash Account.

VAT Receipt:

A receipt for VAT purposes designed as required by HM Customs and Excise.

Void Transaction:

A Transaction which is cancelled before Transaction Committal.

WAN:

Wide Area Network.

WebRiposte:

The Software referred to as such and identified in Schedule B01.

Working Day:

For an individual post office means any day on which that office is open for normal business.

Working Document:

“Working Document” means any document designated as a Working Document and any other document other than the Codified Agreement, Change Control Notes executed by both parties, Contract Controlled Documents and Contract Referenced Documents. Working Documents are without prejudice to any of the parties and nothing contained therein shall be deemed or construed as affecting existing contractual obligations or creating new contractual obligations between any of the parties.

Working Hours:

For an individual post office means the hours during which that office is open for normal business.

Year:

A period of twelve (12) months commencing on 15 May, 1999 and on each anniversary of such date thereafter, or in the event of termination hereof, the period from the immediately preceding such anniversary or (if there has been no such anniversary) the date of execution hereof to the date of termination hereof.