

Fujitsu Services      Service Description for AP Client Ad-hoc Service      Ref:      CS/SER/020  
Version:      1.0  
COMMERCIAL IN CONFIDENCE      Date:      25-Mar-2004

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**Document Title:**      Service Description for AP Client Ad-hoc Service

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**Originator & Dept:**      John Wright, Fujitsu Services Customer Service

**Contributors:**      Document reviewers

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**Approval Authorities:**

Name	Position	Signature	Date
Rabia Cody	Network Support Operational Business Change Reference Data Service Manager, Post Office Ltd		
Peter Burden	CS Operations and Support Services Manager, Fujitsu Services Ltd		

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## 0.0 Document Control

### 0.1 Document History

Version No.	Date	Reason for Issue	Associated CP/PinICL
0.1	22/12/03	Initial draft	
0.2	24/02/04	Draft following internal and external review	
1.0	25/03/04	Issued for approval	

### 0.2 Review Details

Review Comments by :	
Review Comments to :	

Mandatory Review Authority	Name
Fujitsu Services Ltd	Ian Daniel*, David Wilcox*, Andrew Gibson*, Mik Peach*, Pam Purewal*
Post Office Ltd	Rabia Cody*, Dean Turner*, Suzanne Robson*, Nick Samuel*
Optional Review / Issued for Information	
Fujitsu Services Ltd	Richard Brunskill, Peter Burden, Aileen Davis, Steve Gardiner, Dave Cooke, Richard Escobar, Graham Chatten.
Post Office Ltd	Liz Tuddenham, Bernadette O'Donnell, Tom Fitzgerald

( \* ) = Reviewers that returned comments

### 0.3 Associated Documents

Reference	Version	Date	Title	Source
PA/TEM/001			Fujitsu Services Document Template	PVCS
CS/SER/011			AP Client Take-On Service	Fujitsu Services
CS/SER/012			AP Client Delivery Agreement Change Service	Fujitsu Services
CS/SER/013			AP Client File Resend Service	Fujitsu Services

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Unless a specific version is referred to above, reference should be made to the current approved versions of the documents.

## 0.4 Abbreviations/Definitions

Unless the context otherwise requires, the following terms have the following meanings:

Abbreviation	Definition
APS	Automated Payments Service (Schedule 18)
AP Client	Automated Payments Client
AP Agent	The term given to Clients who receive file transmission direct from Fujitsu Services. Clients who are not Agents, receive their files indirectly, via a Client acting as their Agent.
CCD	Contract Controlled Document
Fujitsu Services	Fujitsu Services (Post Office Account) Ltd
Live Client	An AP Client becomes live when the physical connection is established and configuration completed such that Client transactions can be passed across the interface. The Client is then considered live until the Client connection service is terminated and files cannot be transmitted. This is at a mutually agreed time, typically at least one month subsequent to Client Token termination, to allow the harvesting, from the branches, of any delayed Client transactions.
Post Office	Post Office Ltd

## 0.5 Changes in this Version

Version	Changes

## 0.6 Changes Expected

Changes

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## 1.0 Service Summary

The AP Client Ad-hoc Service allows Post Office to request Fujitsu Services to provide a one-time service in support of an AP Client. (In this document the term AP Client refers to Clients who are AP Agents. (ref. Section 0.4))

The benefit of this service is that both Post Office and Fujitsu Services can respond quickly to Client requests, since the service incurs minimal administration and is based upon fixed-price quotations.

The service is limited to requests for which the quotation will not exceed £10,000. Requests exceeding this value must be raised via the Change Control Procedure.

The list of Client support services includes, but is not limited to, the following:

- A. Remote gateway relocation (either within same site or to new site)
- B. Remote gateway power-down outside normal hours (in support of Client on-site activity)
- C. Assistance with the investigation of a service issue in the Client domain

This service excludes requests that are within the scope of the AP Client CTO Service, the AP Client Delivery Agreement Change Service and the AP Client File Resend Service (ref Section 0.3).

Fujitsu Services reserves the right to advise Post Office when the request is considered inappropriate for this service, and should be raised via the Change Control Procedure.

## 2.0 Service Principles

The following service principles will apply to the provision of the AP Client Ad-hoc Service.

- A. Fujitsu Services staff will be appropriately trained to carry out the services expected of them.

## 3.0 Service Definition

### 3.1 Service Components

The service comprises the following components, where A, C and E are the responsibility of Post Office, B, D and F are the responsibility of Fujitsu Services:

- A. Request for Ad-hoc service
- B. Fixed price quotation
- C. Quotation approval
- D. Service delivery

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E. Confirmation of service completion

F. Invoicing for service

Each of these components is described in the following sections. Further detail will be provided in operational documentation agreed at a working level between Fujitsu Services and Post Office.

### 3.2 Request for Ad-hoc Service

Post Office shall make the request by electronic mail (Email) from a Post Office mailbox to a Fujitsu Service mailbox and shall also contact Fujitsu Services by telephone to alert that a request has been made. The Email shall state:

- A. Client name (and Post Office reference number as appropriate)
- B. Service requested (brief statement)
- C. Details of the request (as appropriate)
- D. Target completion date and time (where appropriate)

### 3.3 Fixed price quotation

Fujitsu Services will respond with a quotation by electronic mail and shall also contact Post Office by telephone. The Email shall include a copy of the original request and state:

- A. Details of the work proposed by Fujitsu Services
- B. Assumptions and dependencies (as appropriate)
- C. Forecast completion date and time (where appropriate)
- D. Fixed-price charge

### 3.4 Quotation approval

Post Office shall review the quotation to ensure that it is acceptable to the Client, liaising with the Client and Fujitsu Services as necessary.

Post Office may require Fujitsu Services to amend the quotation either with regards the proposed work, time of the work or fixed-price.

When an acceptable quote has been received, Post Office shall respond with approval by electronic mail and shall also contact Fujitsu Services by telephone. The Email shall include a copy of the original request and the quotation and state:

- A. Quotation approval
- B. Post Office Purchase Order Number
- C. Client contact details (as appropriate)



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### 3.5 Service delivery

Fujitsu Services will liaise with the nominated Client contact and deliver the requested service.

Should Fujitsu Services experience any difficulty in delivering the service, or experience any change in service requirements by the Client, Post Office would be contacted to resolve the issues with the Client.

Where this results in a request to change the service in any way, Fujitsu Services reserve the right to re-quote for the charge and timescale. This re-quotation would include the charge and timescale for work already carried out under the initial service quotation, notwithstanding whether such work will still be required by the Client.

Should the Client wish to terminate a service prior to completion, Fujitsu Services would be entitled to payment for the work already carried out.

Fujitsu Services will advise Post Office when the service delivery is deemed to be completed.

### 3.6 Confirmation of service completion

Following advice from Fujitsu Services that the service has been delivered, Post Office shall liaise with the Client, to seek their confirmation, which should not be unreasonably delayed or withheld.

When Post Office and the Client are agreed, Post Office shall respond to Fujitsu Services with confirmation by electronic mail and shall also contact Fujitsu Services by telephone. The Email shall include a copy of the original request, the quotation, the quotation approval and state:

- A. Confirmation of service completion, and thus agreement to Fujitsu Services raising the invoice.

### 3.7 Invoicing for service

Fujitsu Services will raise the invoice after receiving confirmation of service completion from Post Office, such confirmation not to be unreasonably delayed or withheld.

The invoice will quote:

- A. Post Office Purchase Order Number (and Reference Number as appropriate)
- B. Fujitsu Services Ad-hoc Service Description CCD reference (CS/SER/020)
- C. Brief service description and delivery date
- D. Fixed-price charge

For the purposes of this service only, the invoice will not require to be supported by timesheets or any other additional documentation.

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### 3.8 Service Charge

The service charge is dependent upon the specific one-time service requested by Post Office on behalf of an AP Client.

Fujitsu Services will provide, for each request, a fixed-price quotation that will be subject to review, negotiation and agreement by Post Office prior to delivery of the service.

### 4.0 Service Availability

The Service will be available for receipt and processing of service requests between the hours of 09:00 to 17:30 Monday to Friday excluding all English bank and public holidays.

### 5.0 Service Levels and Service Targets

There are no Service Levels for this service.

However, Fujitsu Services will use reasonable endeavours to:

- A. Initiate actioning the request within the working day on which it is received,
- B. Provide a quotation within two working days of receipt of the request
- C. Complete delivery of the service by the day and time requested by Post Office.

### 6.0 Service Dependencies and Post Office Responsibilities

- A. The AP Client must be live at the time of the request.
- B. This service will be operated on a per Client basis, hence each request shall be for only one AP Client.
- C. The maximum frequency of requests is expected to be one per week. More requests may be accommodated, subject to Fujitsu Services workload at the time.
- D. Post Office shall be responsible for the following service components:
  - a. Request for service
  - b. Quotation approval
  - c. Confirmation of service completion
- E. Post Office shall be responsible for management of, and liaison with, the Client, in particular to ensure:
  - a. The requirement is clear;
  - b. Fujitsu Services have appropriate access to Client personnel and premises;

The service can be properly delivered without additional tasks.