

CONFIDENTIAL

**SCHEDULE B5****TRANSITION AND MIGRATION****Version History**

Version No.	Date	Comments
1.0	31/08/06	Agreed version as at date of signature of CCN1200
2.0	25/01/07	Baseline copy of 1.1
3.0	09/07/07	Baseline copy of 2.1
4.0	23/02/09	Baseline copy of 3.2
4.1	13/05/09	Applying changes as per CCN1258
6.0	06/07/09	Moving all schedules to V6.0 as agreed with Fujitsu
6.1	23/12/09	Applying changes as per CCN 1268
7.0	10/05/10	Moving all schedules to V7.0 as agreed with Fujitsu.
8.0	21/02/12	Applying changes as per CCN1289a and CCN1294d
9.0	13/01/14	Moving all Schedules to v9.0 in accordance with CCN1349
10.0	10/09/15	Moving all Schedules to v10.0 in accordance with CCN1506
11.0	31/03/16	Moving all schedules to V11.0 in accordance with CCN1604
12.0	03/07/17	Moving all schedules to V12.0
13.0		Updating as per CCN1617a and moving all Schedules to v13.0

CONFIDENTIAL

## SCHEDULE B5

### TRANSITION AND MIGRATION

1. [NOT USED]
2. **INTRODUCTION**
  - 2.1 This Schedule B5:
    - 2.1.1 records the activities and obligations that are to be performed (and the Dependencies as at signature of CCN1246 that are to be satisfied) in relation to Transition and incorporates the HNG-X Programme Plan as at signature of CCN1246 relating to the performance of those activities and obligations (and the satisfaction of those Dependencies)
    - 2.1.2 describes certain transitional business continuity arrangements; and
    - 2.1.3 describes the Infrastructure Services and the elements of:
      - (a) the Horizon Service Infrastructure forming part of the Infrastructure; and
      - (b) the Horizon Applications that will apply;during the Roll Out Phase.
  - 2.2 Provisions relating to performance of the Tasks, and the procedure for reviewing and making changes to the HNG-X Programme Plan after the date of signature of CCN1200, are set out in Schedule B6.2.
  - 2.3 Fujitsu Services shall carry out Transition in compliance with the Migration and Implementation Requirements and the HNG-X Migration Assumptions.
  - 2.4 The HNG-X Programme Plan and a description of the Dependencies as at the date of signature of CCN1246 are set out at Parts 2 and 3, respectively, of Annex 1 to this Schedule. The Parties agree that those parts to that Annex need not be updated to reflect changes made subsequently to the HNG-X Programme Plan.
3. **ACTIVITIES AND OBLIGATIONS RELATING TO TRANSITION**
  - 3.1 **Introduction**

The activities and obligations that are to be performed in relation to Transition fall into two categories:

    - 3.1.1 those activities and obligations that are required exclusively for the purposes of Project HNG-X ("**HNG-X Project Activities**"); and
    - 3.1.2 those activities and obligations that effect changes to the Existing Services, Horizon Applications and Horizon Service Infrastructure that are not required exclusively for the purposes of Project HNG-X ("**Associated Change Activities**").
  - 3.2 **HNG-X Project Activities**
    - 3.2.1 The HNG-X Project Activities are divided across the following HNG-X Project Workstreams:



## CONFIDENTIAL

- (a) HNG-X Application development and testing;
- (b) Migrate Data Centres to HNG-X Configuration;
- (c) HNG-X Application Pilot;
- (d) HNG-X Application Rollout;
- (e) Not used;
- (f) Post Application ADSL Changes; and
- (g) Decommission of Horizon equipment situated in the Data Centres.

3.2.2 The HNG-X Project Workstreams are further described in Part 1 of Annex 1 to this Schedule.

3.2.3 The relationship between the Tasks and Dependencies and the respective HNG-X Project Workstreams is set out at Level 2 in the HNG-X Programme Plan.

### 3.3 Associated Change Activities

3.3.1 The Associated Change Activities are divided across the following Associated Change Workstreams:

- (a) Service Desk Improvements;
- (b) Next Day Engineering Service;
- (c) Branch Network Changes;
- (d) AP Clients Migrated to EDG;
- (e) Branch router development;
- (f) Branch Router Rollout; and
- (g) Horizon counter PCI development

3.3.2 The Associated Change Workstreams are further described in Part 1 of Annex 1 to this Schedule.

3.3.3 The relationship between the Tasks and Dependencies and the respective Associated Change Workstreams is set out at Level 2 in the HNG-X Programme Plan.

### 3.4 Trigger Events

The Trigger Events for the transition of the HNG-X Services, other than the BCSF Service, are set out in Schedule B3.1.

### 3.5 Migration Assumptions

3.5.1 Where any HNG-X Requirement within the Migration and Implementation Requirements is inconsistent with an assumption which is (a) related to that HNG-X Requirement and (b) set out in the HNG-X Migration Assumptions, that inconsistency shall be dealt with in accordance with paragraph 4.1.2 of Schedule B6.1.

## CONFIDENTIAL

## 3.5.2 In the event that:

- (a) the outcome of paragraph 3.5.1 is that an HNG-X Requirement is modified under the HNG-X Programme Requirements Change Control Process to avoid an inconsistency with the HNG-X Migration Assumptions and there is a consequent amendment needed to (i) any Tasks or (ii) any Dependencies related to those Tasks; or
- (b) there is any inconsistency between the HNG-X Migration Assumptions and (i) any Tasks or (ii) any Dependencies related to those Tasks, then to the extent that such inconsistency is identified before completion of the Task referred to in the HNG-X Programme Plan as 'HNGXL2\_0330' ("High-level Design"),

such matters and any amendment necessary to the HNG-X Programme Plan shall be dealt with under the Change Control Procedure with the intention that:

- (c) such adjustment to the Charges for Project HNG-X as may be necessary shall not include adjustment to any of the Price Thresholds; and
- (d) neither Party shall be obliged to carry out such Tasks or Dependencies to the extent of that inconsistency until an appropriate CCN has been agreed by both Parties.

3.5.3 If the outcome of paragraph 3.5.1 is not that an HNG-X Requirement is modified, but the Parties agree instead to modify the HNG-X Migration Assumptions to avoid an inconsistency with that HNG-X Requirement, such modification and any consequent amendment needed to (i) any Tasks or (ii) any Dependencies related to those Tasks, shall be dealt with under the Change Control Procedure with the intention that:

- (a) any adjustment to the Charges for Project HNG-X as may be necessary may include adjustment to the Price Thresholds; and
- (b) neither Party shall be obliged to carry out such Tasks or Dependencies to the extent of that inconsistency until an appropriate CCN has been agreed by both Parties.

#### 4. TRANSITIONAL BUSINESS CONTINUITY, INFRASTRUCTURE AND HORIZON APPLICATIONS DURING TRANSITION

4.1 Annex 2 to this Schedule B5 sets out:

- 4.1.1 in Part 1 of that Annex, the Infrastructure Services and the elements of the Horizon Service Infrastructure forming part of the Infrastructure during the Roll Out Phase;
- 4.1.2 in Part 2 of that Annex, the elements of the Horizon Applications that shall apply in each Branch during the Roll Out Phase, prior to the HNG-X Date for that Branch; and
- 4.1.3 in Part 3 of that Annex, the business continuity provisions specific to NBS that shall apply during the Roll Out Phase.

#### 5. ASSOCIATED DOCUMENTS

5.1 The following CCDs are associated with this Schedule B5:

CONFIDENTIAL

	Document Reference	Document Title
1	REQ/CUS/STG/0001	HNG-X Migration Strategy - Agreed Assumptions and Constraints
2	SD/STD/001	Horizon Office Platform Service Style Guide
3	RS/FSP/001	Security Functional Specification
4	PA/PER/033	Horizon Capacity Management and Business Volumes
5	Not Used	
6	AP/MAN/002	AP-ADC Reference Manual
7	BP/DOC/008	Automated Payments System Client List
8	BP/DOC/014	POCL Automated Payments Generic Rules
9	CR/IFS/002	Automated Payments Interface Specification - EDG / DES
10	CS/PRD/058	Fujitsu Services / Post Office Ltd Interface Agreement for Operational Business Change - Reference Data
11	BP/IFS/010	Application Interface Specification Reference Data to Fujitsu Services Limited
12	CS/IFS/003	Fujitsu Services/Post Office Ltd Operational Business Change – Branch, Interface Agreement
13	CR/FSP/006	Audit Trail Functional Specification
14	EF/SER/001	Debit Card MoP Functional Description
15	SD/DES/005	Horizon OPS Reports and Receipts - Post Office Account Horizon Office Platform Service

5.2 There are no CRDs associated with this Schedule B5.

CONFIDENTIAL

**ANNEX 1**

**PART 1**

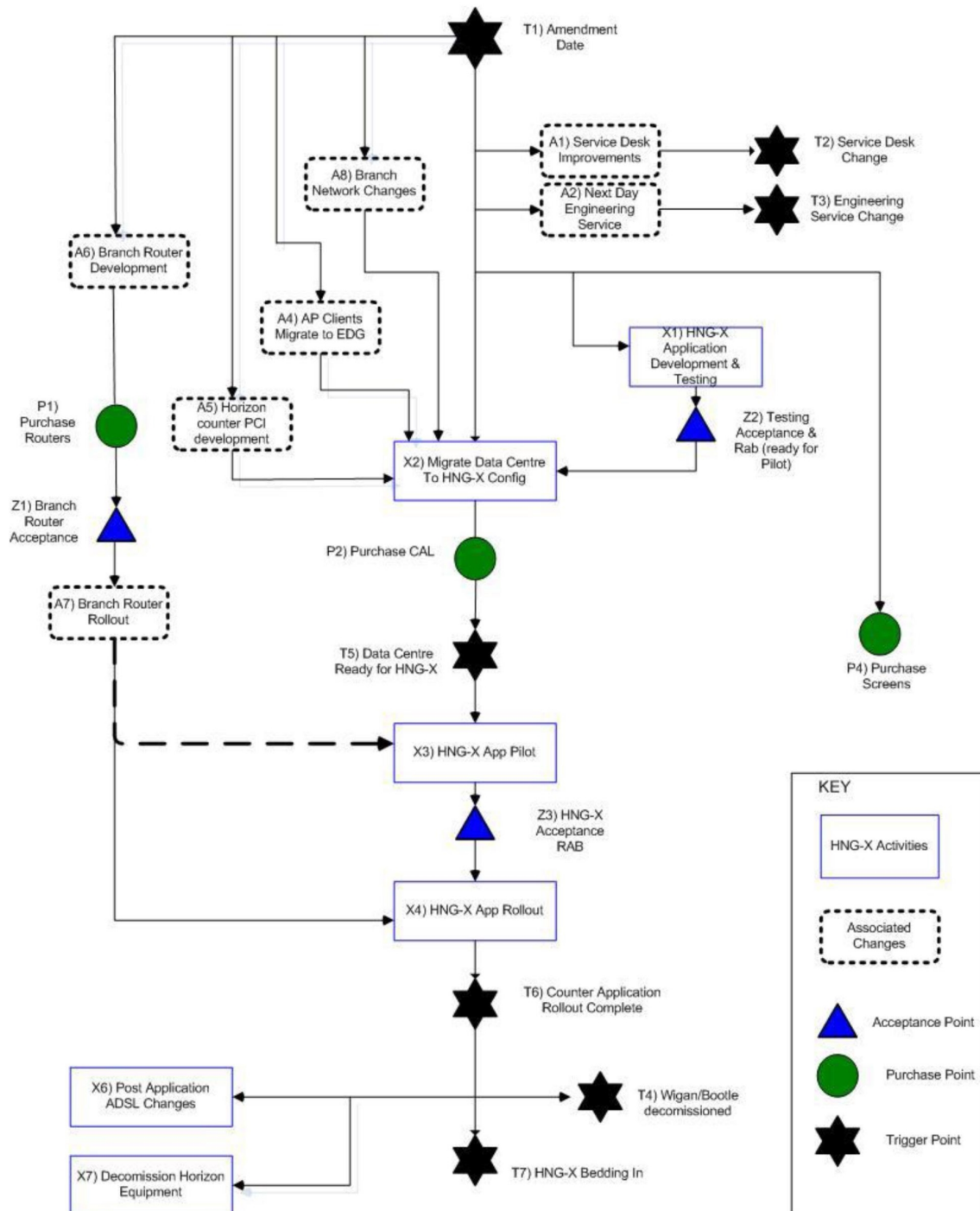
**HNG-X PROJECT WORKSTREAMS, ASSOCIATED CHANGE WORKSTREAMS AND  
RELATED TRIGGER POINTS, ACCEPTANCE POINTS AND PURCHASE POINTS**

**1. ILLUSTRATIVE DIAGRAM**

- 1.1 The following diagram shows, for illustrative purposes only, the relationship between HNG-X Project Activities and Associated Change Activities, and some of the Dependencies between them. It also indicates the Parties' views, at the date of signature

CONFIDENTIAL

of CCN1200, of the key Acceptance Points and the points at which significant purchases occur.



CONFIDENTIAL

- 1.2 In the diagram above and elsewhere in this Agreement, references in the form:
  - 1.2.1 "X1", "X2", "Xn": are references to the HNG-X Project Workstreams designated as such in the first column in Table 1 in this Annex;
  - 1.2.2 "A1", "A2", "An": are references to the Associated Change Workstreams designated as such in the first column in Table 2 in this Annex;
  - 1.2.3 "Z1", "Z2", "Zn": are references to the Acceptance Points designated as such in the first column in Table 3 in this Annex;
  - 1.2.4 "P1", "P2", "Pn": are references to the Purchase Points designated as such in the first column in Table 4 in this Annex; and
  - 1.2.5 "T1", "T2", "Tn": are references to the Trigger Points designated as such in the first column in Table 5 in this Annex.
- 1.3 Where there is an inconsistency between the description of an item in the diagram above and the description of that item in the Tables in this Part 1 of Annex 1, the description in those Tables shall prevail.



CONFIDENTIAL

2. **DESCRIPTIVE TABLES****Table 1 - HNG-X Project Workstreams**

#	Name and HNG-X Programme Plan Reference	Description
X1	HNG-X Application development and testing  <b>HNGXL2_0175</b>	Development and testing of the Business Capabilities and Support Facilities and associated HNG-X Service Infrastructure including any changes required to intercept new functionality released on the Horizon Service Infrastructure. This work includes purchase and building of test environments in the Data Centres. This environment will later become the production system at the live Data Centre and the disaster recovery/test system at the disaster recovery site, each such site being a different Data Centre.
X1a	FS Testing complete  <b>HNGXL2_0942</b>	A milestone within HNG-X Project Workstream X1 when Fujitsu Services testing is complete.
X2	Migrate Data Centre to HNG-X Configuration  <b>HNGXL2_0955</b>	Migrate the environment used in testing referred to in X1 above to its production configuration.  Before this activity can start, the AP Clients need to have been migrated to the EDG (A4), the Business Capabilities and Support Facilities development, testing and acceptance has to complete (X1, Z2) and branch network changes have to be completed (A3).  Included in this activity is the decommissioning of the Data Centres at Wigan and Bootle.
X3	HNG-X Pilot and Acceptance  <b>HNGXL2_0990</b>	Pilot of the Business Capabilities and Support Facilities in the Branch estate.  Pilot Branches must have had their router installed before they are migrated and the Data Centre needs to be ready for the HNG-X System (T5).
X4	HNG-X Application Rollout  <b>HNGXL2_1005</b>	Rollout of the Business Capabilities and Support Facilities to the Branch estate. Before this can take place, Z3 must have occurred. Rollout will be in accordance with the HNG-X Migration Assumptions.  Rollout will be deemed to have been completed when the HNG-X Applications have been rolled out to 96% of the Branch estate.

CONFIDENTIAL

#	Name and HNG-X Programme Plan Reference	Description
		<p>Following completion of rollout, Fujitsu Services will accommodate a 2 week activity in order to roll out any remaining Branches that have not been rolled out in the planned period. Branches requiring roll-out beyond that point will be subject to separate arrangements through the Change Control Procedure. Such changes will not be chargeable to Post Office, unless the failure to rollout within the planned period (including the subsequent 2 week activity) is due to matters within the sole responsibility of Post Office.</p> <p>Each individual Branch must have had its router installed before it can be migrated.</p>
X5	<b>Not Used</b>	
X6	Post Application ADSL Changes  <b>HNGXL2_1020</b>	Branches on ADSL IPStream Office will be migrated to IPStream Home once HNG-X Application Rollout (X4) is complete. This is planned to take three months.
X7	Decommission of Horizon equipment  <b>HNGXL2_1010</b>	Once HNG-X Application Rollout (X4) is complete, elements of the Horizon Service Infrastructure remaining at the Data Centres will be decommissioned. As part of this activity, some software changes will be made at the Data Centres.

**Table 2 - Associated Change Workstreams**

#	Name	Description
A1	Service Desk Improvements  <b>HNGXL2_0010</b>	The migration of the existing help desk dedicated to Post Office to a single Service Desk shared with other customers of Fujitsu Services, such Service Desk to be based in the United Kingdom and use Fujitsu Services' corporate tool set.
A2	Next Day Engineering Service	The introduction of 'next day' Service Levels in relation to the Engineering Service, as set out in the Service Description for the Engineering Service.

CONFIDENTIAL

#	Name	Description
	<b>HNGXL2_0025</b>	
A3	Branch Network Changes  <b>HNGXL2_0035</b>	Changes to the Branch telecommunications network including: <ol style="list-style-type: none"> <li>1) the Branch Network Resilience Service;</li> <li>2) ADSL IP Stream for rural Branches;</li> <li>3) ADSL IP Stream for remaining Branches using ADSL;</li> <li>4) the replacement of VSAT by ADSL or ISDN (in accordance with the HNG-X Migration Assumptions); and</li> <li>5) the consolidation of ISDN types to single data type.</li> </ol>
A4	Confirm all Clients have successfully moved to EDG  <b>HNGXL2_1130</b>	<p>APS Clients that are currently directly connected to the Horizon Service Infrastructure are migrated to use the EDG instead.</p> <p>The migration is under the management of Post Office. If there is a risk that not all AP Clients will be migrated to the EDG by the time X2 is due to commence, written notice must be given by Post Office to Fujitsu Services by 1 October 2006 in order to allow an alternative approach to be developed (notification after this date risks delay to Project HNG-X). Any changes required will be handled under the Change Control Procedure.</p>
A5	Horizon counter PCI development  <b>HNGX_941833</b>	Development of the solution to implement agreed changes to Horizon counters and the HNG-X System for the handling of Sensitive Authentication Data and Cardholder Data.
A6	Branch router development  <b>HNGXL2_0095</b>	Development of the solution to allow a router to be installed in each Branch to replace the network functionality provided, as at the date of signature of CCN 1200, by the Branch gateway PCs. These changes are introduced to improve the Branch network service (e.g. backup network to almost all Branches) rather than as a cost reduction. The router replaces the facilities provided by the Branch Network Resilience Service.
A7	Branch Router Rollout  <b>HNGXL2_0135</b>	<p>Rollout of routers to the Branch estate can start once the development (A6) and Data Centre Migration (X2) are complete.</p> <p>Router rollout dates are as stated in the Programme Plan at Schedule B6.2 Annex 1. As this change is made to the Horizon Service Infrastructure it will be handled as a Release for the Horizon Service Infrastructure.</p> <p>Also included in this change is migrating, where reasonably possible, any remaining Branches on ISDN to leased circuits.</p>

CONFIDENTIAL

#	Name	Description
		<p>The router devices shall be installed by engineers dedicated solely to the rollout and shall be at no additional cost to Post Office other than as set out in Schedule D7, paragraph 3.3.3.</p> <p>The provisions in this row A7 (as amended by CCN 1246) are without prejudice to the provisions of CCN1219 or Commercial Terms (CTs) numbered CT0615c and CT0673 which relate to (amongst other matters) the replacement of Old Style Mobile Configurations with Replacement Mobile Configurations and the roll out of Replacement Mobile Configurations in connection with the roll out of routers to Branches.</p>

**Table 3 – Acceptance Points**

Z1	HNG-X Acceptance Gateway 1 (Readiness for Router Roll Out) - <b>HNGXL2_0130</b>	
Z2	HNG-X Acceptance Gateway 3 (Readiness for Live Pilot) and subsequent authorisation for Live Pilot by the RAB - <b>HNGXL2_0945</b>	
Z3	HNG-X Acceptance Gateway 4 (Readiness for Branch Migration) and subsequent authorisation for migration by the RAB – <b>HNGXL2_1000</b>	
Z4	<b>Not Used</b>	

**Table 4 - Purchase Points**

#	Name and HNG-X Programme Plan Reference	Description
P1	Order Router <b>HNGXL2_0125</b>	Commit to the purchase of the 3G, 4 port routers for Branches. This needs to occur six months before the rollout of routers (A7) to allow for manufacturing. Some units will need to be purchased before this to support development and testing.
P2	Purchase CAL <b>HNGXL2_0950</b>	Purchase of Microsoft CAL (Client Access Licences) for counter access to Windows based platforms in the Data Centre. This needs to occur before the Live Pilot.

CONFIDENTIAL

P3	<b>Not Used</b>	
P4	<b>Not Used</b>	

**Table 5 - Trigger Points**

#	Name and HNG-X Programme Plan Reference	Description	Planned Date (as at T1 and to be superseded by the HNG-X Programme Plan)
T1	Amendment Date	The effective date of CCN 1200.	1 April 2006
T2	Service Desk Change  <b>HNGXL2_0020</b>	Service Desk changes (A1) complete.	1 October 2006
T3	Engineering Service Change Complete  <b>HNGXL2_0030</b>	Engineering Service changes (A2) complete.	2 May 2006
T4	Wigan/Bootle Decommissioned  <b>HNGXL2_1025</b>	Data Centres at Wigan and Bootle decommissioned following move of elements of the Horizon Service Infrastructure in those Data Centres to alternative Data Centres of Fujitsu Services. The decommissioning is expected to take three months from the point that the Data Centre is ready for HNG-X (T5).	As shown in the HNG-X Programme Plan at Part 2 of Annex 1 to this Schedule B5
T5	Data Centre Ready for HNG-X	Data Centre ready for Live Pilot – which will occur when all changes complete for Live Pilot to go ahead.	As shown in the HNG-X Programme



CONFIDENTIAL

	<b>HNGXL2_0965</b>		Plan at Part 2 of Annex 1 to this Schedule B5
T6	Counter Application Rollout Complete <b>HNGXL2_1015</b>	Completion of HNG-X Application Rollout (X4) which will occur when the last Branch is migrated from the Horizon Applications to the Business Capabilities and Support Facilities.	As shown in the HNG-X Programme Plan at Part 2 of Annex 1 to this Schedule B5
T7	HNG-X Bedding in Period Complete <b>HNGXL2_1070</b>	Twelve months after completion of HNG-X Application Rollout (X4). This time is to allow the HNG-X System to bed in fully.	As shown in the HNG-X Programme Plan at Part 2 of Annex 1 to this Schedule B5



CONFIDENTIAL

**ANNEX 1**

**PART 2**

**HNG-X PROGRAMME PLAN**

HNG-X Version 80 Amendment 20 Plan – Level 2



HNGX12\_090929CHK  
P1V80A20.mpp

CONFIDENTIAL

**ANNEX 1**  
**PART 3**  
**DEPENDENCIES**



Dependencies as at  
CCN1268.xls

CONFIDENTIAL

## **ANNEX 2**

### **PART 1**

#### **TRANSITIONAL INFRASTRUCTURE**

##### **1. INTRODUCTION**

- 1.1 This Part 1 of Annex 2 provides an overview of:
  - 1.1.1 the elements of the Horizon Service Infrastructure forming part of the Infrastructure; and
  - 1.1.2 the related Infrastructure Services that Fujitsu Services shall provide to Post Office,during the Roll Out Phase.
- 1.2 The provisions of this Part 1 of Annex 2 shall cease to have effect upon the occurrence of Trigger Point T6: (Counter Application Rollout Complete).
- 1.3 There are four elements to the Infrastructure applicable to Branches awaiting installation of the Business Capabilities and Support Facilities during the Roll Out Phase:
  - 1.3.1 the Central Infrastructure and Branch Telecom Infrastructure parts of the HNG-X Service Infrastructure described in paragraphs 1.2 and 1.3.2 of Schedule B3.3;
  - 1.3.2 the Branch Infrastructure part of the HNG-X Service Infrastructure described in paragraph 2 of Schedule B3.4;
  - 1.3.3 Office Platform Service (OPS) (as defined in this Annex); and
  - 1.3.4 Transaction Management Service (TMS) (as defined in this Annex).
- 1.4 OPS shall cease to be applicable in respect of each Branch upon the installation of the Business Capabilities and Support Facilities in respect of that Branch and TMS will cease to be applicable in respect of any Transactions carried out after such date at each such Branch.
- 1.5 Unless specified otherwise, all references to Branches and Counter Positions in the following paragraphs of this Annex shall be construed to mean those Branches and Counter Positions during the Roll Out Phase where the Business Capabilities and Support Facilities have not been installed and activated.

##### **2. OFFICE PLATFORM SERVICE**

###### **2.1 Purpose**

This paragraph 2 details the functions and capabilities provided by the OPS. The OPS is provided using the Equipment installed in Branches described in Schedule B3.4.

###### **2.2 Availability**

###### **2.2.1 User access to OPS**

**Schedule B5 Annex 2 part 1 Version 12.0**

Page 17 of 34

## CONFIDENTIAL

- (a) Users may only log-on to the OPS in their Branch in accordance with their defined role. Any access to data or services outside of that Branch is controlled exclusively by the relevant counter application.
- (b) Access to OPS and services offered via OPS to Users working in the Branches shall be controlled by a mechanism conforming to the CCD entitled "Horizon Office Platform Service Style Guide" (SD/STD/001), offering multiple access levels and providing specific identification of each User. An exception to this is the Mails Application which does not conform to the "Horizon Office Platform Service Style Guide" (SD/STD/001).
- (c) Authentication of all Users logging on to the OPS in the Branch shall be undertaken by the elements of the Infrastructure on which OPS is based. Full access control and password management facilities shall be provided. Users shall only access those Applications for which they have been given permission by the Branch. Each User shall be identified by a unique User-id and individual password.
- (d) The OPS shall provide facilities to enable the Branch Manager to establish new Users and set an initial password for all Users in a Branch. Should a User forget their password the Branch Manager shall be able to reset the password. The same procedure shall apply at single Counter Position Branches and multiple Counter Position Branches.
- (e) For situations where the sole User (e.g. Branch Manager in a single Counter Position Branch) has forgotten their password, the OPS shall provide the facility to generate a unique key as part of the log on to a specific username. This shall be phoned to the Help Desk who shall provide the corresponding key which when input to OPS shall allow access to the administration facilities. The User shall then be able to reset their User password.

### 2.2.2 Concurrency

The solution for OPS is based on a PC infrastructure configured such that multiple activities within a Branch do not significantly impact on each other. In particular back office processes (e.g. report production) will be operate on a logically consistent set of data which will not be affected by any concurrent counter transactions.

## 2.3 Security

### 2.3.1 Security of data and audit trail for OPS

- (a) All data captured at a Branch either as part of a Transaction performed at a Counter Position or as an administration function shall form part of a unique Transaction which shall be given a unique reference number by Riposte and details stored in the message store. The format of this message store entry shall vary according to the Transaction type but will typically contain:
  - (i) Post Office ID;
  - (ii) Counter Position ID;
  - (iii) unique Transaction ID;
  - (iv) date;

## CONFIDENTIAL

- (v) time;
  - (vi) User ID;
  - (vii) Application; and
  - (viii) Transaction details.
- (b) Each Counter Position PC shall contain a journal and all journal entries shall be automatically replicated to all other members of the work group. A work group shall include all the Counter Position PCs in the Branch and one of the correspondence servers, at which TMS is provided. This correspondence server forms part of a "cluster" of correspondence servers of which two are located on one Data Centre site and the remaining two located on the other Data Centre site. All Transactions associated with one correspondence server are automatically replicated to the other site. Within each site all Transactions are reliably mirrored within a multiple disk array which has no single point of failure.
- (c) Once data are stored in the message store they shall never be altered. New Transactions shall always be appended to the message store. Retrieval of data using a particular key field shall retrieve all entries containing that field.
- (d) The security of data held within OPS shall not be compromised by any incident nor when OPS is re-established following any Incident.
- (e) Fujitsu Services shall provide synchronisation facilities which shall automatically check the status of the journal for a node when it is re-established following failure. Should the journal be out of step (e.g. through failure of the Counter Position PC) Fujitsu Services shall automatically synchronise the journal and any data files to the same state as all other journals in that work group. Synchronisation may occur from another Counter Position PC (in a multi-Counter Position Branch) or from one of the correspondence servers or the second hard disc referred to in paragraph 4.2.4(b) (in a single Counter Position Branch).
- (f) The operating system supporting the OPS shall provide assurance of access control and data integrity functions.

**2.3.2 OPS Secure Suspension**

- (a) The OPS and the elements of the Infrastructure on which OPS is provided shall provide secure time-out facilities for each Counter Position PC.
- (b) Fujitsu Services shall provide a User activated suspension which shall enable the User to either:
- (i) clear the screen and leave the Counter Position PC for a short period. In such circumstances, the User session shall be reactivated by the User entering their password. Any applications which were active shall be left active. The display presented when the suspension facility is activated shall be different to any normal desktop or application screen; or
  - (ii) suspend a customer session and start a second session, and thereafter swap between the two sessions until one of them has been completed.

## CONFIDENTIAL

While an individual Transaction is waiting for input from a peripheral, a pick-list or on-line interaction, or while reports or receipts are printing, these facilities may be inhibited.

- (c) Should the User who initiated the suspension be unable to re-activate the facility, the following actions may be taken:
  - (i) after a period of time, during which there is no active session, the session shall be automatically logged-out. A journal message will be created indicating this;
  - (ii) the Branch Manager may assume responsibility for any uncompleted session, the Stock Unit or share thereof, by entering his own User name password;
  - (iii) once the Counter Position PC has logged-out any authorised User may then use that Counter Position PC; and
  - (iv) all the above Events shall be written to the journal.
- (d) The facility shall allow the User to resume work with the minimum delay consistent with achieving security in accordance with the provisions hereof.

### 2.3.3 Inactivity Time-out

- (a) The OPS and the elements of the Infrastructure on which OPS is provided shall provide secure inactivity time-out facilities if the Counter Position PC is inactive for a period defined in reference data for each Counter Position PC.
- (b) Should the User be unable to re-activate the facility, the following actions may be taken:
  - (i) after a period of time during which there is no active session the session shall be automatically logged-out. A journal message shall be created indicating this;
  - (ii) the Branch Manager may assume responsibility for any uncompleted session, the Stock Unit or share thereof, by entering his own User name / password;
  - (iii) once the Counter Position PC has logged-out, any authorised User may then use that Counter Position PC; and
  - (iv) the above events shall be written to the journal.
- (c) The facility shall allow the User to resume work with the minimum delay consistent with achieving security in accordance with the provisions hereof.

### 2.3.4 Encryption Key Management

- (a) The OPS shall support a reliable and secure means for the storage and transfer of data. This shall include the use of techniques used selectively and in agreement between Post Office and Fujitsu Services as specified in the CCD entitled "Security Functional Specification" (RS/FSP/001).



## CONFIDENTIAL

- (b) With the exception of PIN Pads (in which case paragraph 2.3.4(c) shall apply), a key management system shall be in place so the encrypted data can be deciphered without risk of that cryptographic key being exposed.
- (c) Fujitsu Services shall support the use of PIN Pads and the associated cryptographic management. PIN Pads shall comply with the requirements of ISO 9564.

**2.3.5 Horizon OPS Style Guide**

Any HNG-X Service to be offered via the OPS shall be provided in accordance with the CCD entitled "Horizon Office Platform Service Style Guide" (SD/STD/001) which shall set out, among other things, general guidelines for the Human Computer Interface. An exception to this is the Mails Application which does not conform to the "Horizon Office Platform Service Style Guide" (SD/STD/001).

**3. TRANSACTION MANAGEMENT SERVICE****3.1 Purpose**

This paragraph 3 details the functions and capabilities provided by the TMS.

**3.2 Overview**

- 3.2.1 The TMS shall provide the interworking between the Branches and the Data Centres using the Branch Telecom Infrastructure. TMS shall be provided using both Branch and correspondence server Equipment, presenting interfaces to the HNG-X Service Infrastructure for onward transmission to Client systems or the Post Office Service Environment.
- 3.2.2 The role of TMS shall be to provide a secure and resilient messaging and journalling service which shall support the transfer of data between OPS and the HNG-X Service Infrastructure.

**3.3 General Attributes****3.3.1 Scalability**

- (a) Fujitsu Services shall provide TMS such that it shall be scaleable to meet Post Office's future business needs in accordance with the CCD entitled "Horizon Capacity Management and Business Volumes" (PA/PER/033).
- (b) The modular nature of TMS and the Horizon Service Infrastructure shall be scaleable to enable the workload growth specified in the CCD entitled "Horizon Capacity Management and Business Volumes" (PA/PER/033) to be accommodated, subject to the design constraints of the Horizon Applications.

**3.3.2 Data Integrity**

- (a) A Horizon Application or TMS Agent shall be able to be certain, at some level, that data have been positively acknowledged as received by TMS, or a peer application connected to TMS.
- (b) Data transfers shall be capable of being despatched as:

## CONFIDENTIAL

- (i) immediate;
- (ii) background / trickle fed; and
- (iii) time deferred.

**3.4 General Service description****3.4.1 Interface support**

TMS shall interface with each instance of OPS within each Branch.

**3.4.2 Data delivery**

- (a) TMS shall provide for the distribution and collection of both file and record level data to and from the OPS.
- (b) Overnight Fujitsu Services shall produce a report of those Branches which have not been polled in the last 24 hours (including date of report, FAD code of each unpolled Branch and the date when that Branch was last polled), and that report shall be e-mailed to Post Office's Business Support Unit.

**4. GENERAL INFRASTRUCTURE SERVICES REQUIREMENTS****4.1 Introduction**

This paragraph 4 contains characteristics common to both the OPS and TMS.

**4.2 Links from OPS to TMS****4.2.1 General**

- (a) Each instance of OPS within Branches shall interface with TMS to allow the transfer, in both directions, of authorised data files and messages.
- (b) The transfer of data between OPS and TMS shall be secure, complete, accurate and robust.
- (c) Within OPS it shall be possible for OPS to identify whether data from OPS have been received by TMS or not.

**4.2.2 Data Replication**

- (a) Fujitsu Services shall use data replication and synchronisation techniques to ensure that data transfer between Counter Positions at which OPS is provided and between instances of OPS at each Counter Position and the TMS are secure, complete, accurate and robust.
- (b) Once a Transaction has been settled at a Counter Position, TMS shall commit the full Transaction details to that Counter Position PC's message store. The Transaction details shall simultaneously be automatically replicated to all other Counter Position PCs in the Branch so that the data are securely captured. In addition, Fujitsu Services shall automatically replicate Transaction details to a remote server at which TMS is provided.
- (c) The OPS Counter Position PCs and TMS servers are known as "nodes".

## CONFIDENTIAL

- (d) All data and message transfers from a single node shall be generated in a strict numbered sequence with a unique node identification. Any attempt to introduce a fraudulent message shall be automatically detected and rejected by OPS.
- (e) Data and message transfers shall be resilient to either network or node failure. When the failure condition is resolved the nodes shall automatically synchronise and complete any data or message transfers that are required to ensure these nodes are in a consistent state.

**4.2.3 Data Integrity**

- (a) Fujitsu Services shall use techniques to ensure data integrity within the OPS and as part of data/message transfer between OPS and TMS, including:
  - (i) cyclic redundancy checks shall be calculated for all journal records, including Reference Data; and
  - (ii) data encryption used selectively on certain data fields.
- (b) All messages and data shall have a cyclic redundancy check applied when they are initially committed to the journal and this shall be checked every time the message or data is accessed. This shall protect against accidental corruption and casual tampering. Any failure of a cyclic redundancy check shall cause the message to be rejected and retrieved from alternate nodes.
- (c) In the event that nodes fail, recovery shall take place through the use of the following techniques: associating of Post Office and correspondence server nodes, message numbering, marker (message high and low water marks) exchange message transfers to equalise water marks.
- (d) Fujitsu Services shall automatically detect any attempt to alter data and shall log such attempts for subsequent investigation by Fujitsu Services. Details of all such attempts shall be passed to Post Office.

**4.2.4 Recovery**

- (a) Fujitsu Services shall perform general recovery processes as specified in the CCD entitled "HNG-X Business Continuity Framework" (SVM/SDM/SIP/0001).
- (b) The Counter Position PC in all single Counter Position Branches shall be fitted with a second hard disk which shall be exchangeable to facilitate rapid exchange of systems and Transaction data in the event of a system failure other than a hard disk failure.

CONFIDENTIAL

**PART 2****TRANSITIONAL APPLICATIONS**

The following provisions of this Part 2 of Annex 2 will be effective in respect of each Branch until the HNG-X Date for that Branch.

**1. EPOSS**

1.1 EPOSS is an electronic point of sale service application which provides the following functions:

1.1.1 on all Counter Positions in all Branches and Other Authorised Locations:

- (a) facilities to Counter Clerks in support of Transactions with Customers;
- (b) a "till" function; and
- (c) a framework within which other applications can be invoked to support specialised Transactions within a Customer Session;

1.1.2 to Users within Branches including:

- (a) stock balancing;
- (b) Branch cash accounting;
- (c) production of Client summaries; and
- (d) User administration tasks;

1.1.3 transfer of data to Post Office systems and services outside the Horizon Service Infrastructure using the File Management Support Facility; and

1.1.4 management information reporting using the File Management Support Facility.

1.2 EPOSS records Transactions to the Riposte message store. These are replicated by Riposte to the message stores on file servers at the Data Centres. The TMS Agents extract and reformat Transaction data and present it for further analysis, summarisation and forwarding by the Business Capabilities and Support Facilities.

1.3 Cash, cheque and voucher methods of payment are handled by EPOSS. For payment using a debit card, EPOSS (from the settlement menu) initiates Debit Card to obtain authorisation of payment.

**2. APS**

2.1 APS is a generic application that enables Post Office to provide a range of bill payment and pre-payment services to the customers of many Post Office Clients. APS provides transaction facilities at the counter, integrated into Customer Sessions using facilities provided by EPOSS. APS also supports transfer of data to and from Post Office Client systems and Post Office systems via the Business Capabilities and Support Facilities. APS is available at all Counter Positions in all Branches.



## CONFIDENTIAL

- 2.2 APS supports a range of advanced data capture facilities (the "AP-ADC Facility") which are controlled and constrained by Post Office Reference Data. These facilities extend the capabilities of APS and provide support for:

- 2.2.1 product selection mechanisms using picklists;
- 2.2.2 a range of data capture and validation routines;
- 2.2.3 external applications as the Parties may agree under the Change Control Procedure; and
- 2.2.4 the use of print templates in support of customised receipt and slip print layouts.

The production of Reference Data by Post Office to make use of the AP-ADC Facility shall be in accordance with and subject to the provisions of the CCD entitled "AP-ADC Reference Manual" (AP/MAN/002) once that CCD has been agreed and introduced in accordance with the provisions of CCN 1131b. Until that CCD has been agreed and introduced, the production of Reference Data by Post Office to make use of the AP-ADC Facility shall be in accordance with the document entitled "AP-ADC Reference Manual" (AP/MAN/002) version 3.2 (or any subsequent version thereof agreed through the Change Control Procedure).

- 2.3 APS supports the following range of Tokens conforming to the standards in the relevant CCDs:

- 2.3.1 magnetic stripe cards; and
- 2.3.2 bar coded documents.

- 2.4 APS supports the use of desktop buttons, which may be specified as being equivalent to a manually entered AP barcode Token.

- 2.5 As referred to in paragraph 2.2.3 of this Annex, APS supports access to DVLA POME for the purpose of vehicle re-licensing Transactions only. DVLA POME is the Driver Vehicle and Licensing Agency (DVLA) and Post Office MOT enquiry service which is based on systems that are external to the Horizon Service Infrastructure. The AP-ADC Facility will perform online interactions with DVLA POME using the DVLA Licensing capability of the Business Capabilities and Support Facilities during a vehicle re-licensing Transaction. Such interaction will take place via the DVLA On-line Link. Information concerning MOT status and vehicle excise duty as well as other supporting data will be retrieved during the course of such on-line interaction, as specified by Post Office Reference Data for the purposes of the re-licensing Transaction. The interaction with DVLA POME may be configured to deal with scenarios where no response is received from DVLA POME within designated time periods.

- 2.6 APS handles interaction with customer Tokens and records Transactions in the Riposte message store. It also passes Transaction details to EPOSS for incorporation into a Customer Session. Transaction data is replicated by Riposte to the message stores on file servers at the Data Centres. The APS agents extract and reformat transaction data and present it for further analysis, summarisation and forwarding by the Business Capabilities and Support Facilities.

- 2.7 The clients and tokens supported by APS are referred to in the CCD entitled "Automated Payments System Client List" (BP/DOC/008). Specific payments and the APS Transactions which support them conform to the relevant AP Client Specification, which in turn references the CCD entitled "POCL Automated Payments Generic Rules" (BP/DOC/014) and appropriate Token Technology Specification(s). Data is transferred to AP Clients using the File Management Support Facility in accordance with the appropriate Application Interface Specification. Such transfer will either be direct to the AP Client in

**CONFIDENTIAL**

accordance with the relevant automated payment client specification or via the EDG in accordance with the CCD entitled "Automated Payments Interface Specification - EDG / DES" (CR/IFS/002).

**2.8 Post Office will be responsible for:**

2.8.1 the design and development of new AP Transactions that use the AP-ADC Facility;

2.8.2 (save to the extent that Fujitsu Services is required to facilitate testing of Post Office Reference Data in accordance with the CCD entitled "Fujitsu Services / Post Office Ltd Interface Agreement for Operational Business Change - Reference Data" (CS/PRD/058)) ensuring that Post Office Reference Data, intended to introduce those new Transactions, functions correctly within the Horizon Service Infrastructure (in accordance with any applicable Reference Data rules) and has the desired business effect; and

2.8.3 defining receipts (for all AP Transactions that use the AP-ADC Facility) that contain sufficient information to allow manual recovery of a subset of the transaction data following a system failure, to the extent that such manual data recovery is required by Post Office.

**3. LFS**

3.1 The LFS application provides an interface between Branches and the Post Office's Advanced Distribution System (SAP/ADS) using the File Management Support Facility and is at all Branches.

3.2 LFS includes an LFS Branch application. This is present on all Counter Positions at all Branches. It provides:

3.2.1 screen dialogues for inputting relevant data which are written to the Riposte message store;

3.2.2 facilities for scanning bar coded labels to monitor movement of cash and stock bags and pouches into and out of the Branch. Data captured from these bar codes are written to the Riposte message store; and

3.2.3 a facility for viewing specialised messages originated by SAP/ADS and transmitted to the Branch.

3.3 LFS includes an interface to SAP/ADS for the exchange of batch data using the File Management Support Facility and manages the forwarding to, and receipt from, Branches of that data. Data created in Branches is extracted from the Riposte message stores by agent applications.

**4. MESSAGE BROADCAST**

4.1 The Message Broadcast ("MBS") application provides a mechanism for transmitting plain text messages to all Branches or to Branches specified in a list.

4.2 MBS comprises the MBS Branch application, which provides facilities for managing messages received, presenting available messages for selection by Users, displaying messages on the Counter Position screen and printing them to the back-office printer. This is available at all Counter Positions in all Branches (but messages can only be received at locations with a data communications link).



## CONFIDENTIAL

- 4.3 MBS utilises the Message Handling Support Facility, which provides facilities for creating messages by text input (including copying text from other electronic documents including emails received by Fujitsu Services from Post Office) and distributing them to Branches.

5. **NBS**

- 5.1 The NBS application supports transaction of banking business in Branches. It is installed at all Counter Positions in all Branches, but requires an operational data communications link in order to process Transactions. NBS is invoked from EPOSS either by:

- 5.1.1 a card swipe (or input of card details) where EMV functionality is not supported in respect of that card; or
- 5.1.2 a Customer inserting his or her card into the chip card reader in a PIN Pad where such card supports EMV functionality,

while in serve customer mode other than at the settlement menu.

- 5.2 The following Transaction types are supported by the NBS:

- 5.2.1 cash deposit;
- 5.2.2 cash withdrawal;
- 5.2.3 balance enquiry;
- 5.2.4 withdraw limit;
- 5.2.5 change of PIN at PIN Pad; and
- 5.2.6 cheque deposit.

- 5.3 NBS has the following functional components:

- 5.3.1 NBS manages reading of data from magnetic stripe bank cards and EMV chip cards, presentation of screen dialogues to the User and User data input, input of PIN numbers by customers, and printing of receipts. It also integrates the banking Transactions into an EPOSS Customer Session. NBS writes data to a message store, including "immediate" messages to initiate message exchange with the Bank systems, this message exchange being brokered by the Business Capabilities and Support Facilities.
- 5.3.2 NB Authorisation Agent applications run on servers at the Data Centres. Such servers harvest relevant "immediate" and standard messages. Messages between the Counter Position and the Bank systems are brokered by the Business Capabilities and Support Facilities. Standard messages are harvested by the agents and summarised and forwarded to the Reconciliation Application within the Business Capabilities and Support Facilities; and
- 5.3.3 The Reconciliation Application as used by NBS receives data from the NB Authorisation Agents and from Bank systems and prepares reports reconciling these data streams and identifying reconciliation exceptions for investigation and corrective action. These facilities are provided by the Business Capabilities and Support Facilities.

CONFIDENTIAL

## **6. REFERENCE DATA MANAGEMENT APPLICATION**

- 6.1 The Reference Data Management Application is a database application running in the Data Centre. It receives Reference data from the Post Office Reference Data System in accordance with the CCD entitled "Application Interface Specification Reference Data to Fujitsu Services Limited" (BP/IFS/010). It also provides facilities for the manual input of data by Fujitsu Services' personnel and incorporation of system generated data from other parts of the Horizon Service Infrastructure.
- 6.2 Reference Data from Post Office Reference Data System is delivered in separately identifiable change instructions and loaded into Fujitsu Services' Reference Data Management Centre. These change instructions are then made available to a daily extract process when correct authorisation for each request is received from Post Office. Details regarding the delivery and authorisation of Reference Data are given in the following CCDs:
  - 6.2.1 for products, "Fujitsu Services / Post Office Ltd Interface Agreement for Operational Business Change - Reference Data" (CS/PRD/058); and
  - 6.2.2 for Branches, "Fujitsu Services/Post Office Ltd Operational Business Change – Branch, Interface Agreement" (CS/IFS/003).
- 6.3 Reference Data Management Application is implemented with the following major functional components:
  - 6.3.1 Reference Data Management agents running on Data Centre servers;
  - 6.3.2 host database application in the Data Centre; and
  - 6.3.3 file transfer capabilities provided by the Central Infrastructure.
- 6.4 Reference Data Management Application provides facilities for version control of Reference Data including start and end dates for its validity. It manages distribution of Reference Data to Branches via the Infrastructure.
- 6.5 Reference Data Management Application provides data used by all the other Initial Horizon Applications and has the potential to extend this to additional Horizon Applications running on the Horizon Service Infrastructure.
- 6.6 Reference Data Management Application shall check Reference Data consistency and report exceptions.

## **7. AUDIT FACILITIES**

- 7.1 The Audit facilities provide the mechanisms to record and maintain an audit trail of Transactions and events according to the CCD entitled "Audit Trail Functional Specification" (CR/FSP/006).
- 7.2 The Audit facilities enable the recording of an operational audit trail and a commercial audit trail as such terms are referred to in the CCD entitled "Audit Trail Functional Specification" (CR/FSP/006). These comprise the audit trail associated with the operation of the Applications operated by Fujitsu Services, and the audit trail of that part of Fujitsu Services' internal commercial records to which Post Office's internal auditors or agents have access.
- 7.3 Data within the operational audit trail will be retained for 18 months, although transaction data in the TMS journal, including data relating to NBS and Debit Card will be retained for seven years.

## CONFIDENTIAL

- 7.4 Data within the commercial audit trail will be retained for seven years, although some data will be retained for the term of the Agreement which may be longer.
- 7.5 Access to audit trail data is provided to authorised Post Office personnel either by interactive access or through a set of standard reports.
- 7.6 The storing of audit data and the retrieval of data to satisfy the requests are provided by the Business Capabilities and Support Facilities.

**8. RECONCILIATION FACILITIES**

Reconciliation Facilities are provided by the Business Capabilities and Support Facilities.

**9. DEBIT CARD**

- 9.1 The Debit Card application supports Transaction of Debit Card payments in Branches. It is installed at all Counter Positions in all Branches, but requires an operational data communications link in order to process Transactions. Debit Card can be invoked from EPOSS either by:

- 9.1.1 a card swipe (or input of card details) if EMV functionality is not supported in respect of that card; or
- 9.1.2 a Customer inserting his or her card into the chip card reader in a PIN Pad where such card supports EMV functionality,

when EPOSS is at the settlement menu.

- 9.2 The following Transaction types are supported:

- 9.2.1 Debit Card purchase;
- 9.2.2 Debit Card refund; and
- 9.2.3 Explicit Reversal (as defined in the CCD entitled "Debit Card MoP Functional Description" (EF/SER/001)) or its equivalent functionality in the Business Capabilities and Support Facilities.

- 9.3 Debit Card has the following functional components:

- 9.3.1 Debit Card manages reading of data from magnetic stripe debit cards and EMV chip cards, presentation of screen dialogues to the User and User data input, and printing of receipts. It also integrates the DC Transactions into an EPOSS customer session. Debit Card writes data to the Riposte message store, including "immediate" message exchange with the Data Centre, and onwards to the Merchant Acquirer (this message exchange being brokered by the Business Capabilities and Support Facilities); and
- 9.3.2 The DC Authorisation Agents run on servers at the Data Centres. Such servers harvest relevant "immediate" and standard messages. Messages between the Counter Position and the Merchant Acquirer are brokered by the Business Capabilities and Support Facilities. Standard messages are harvested by the agents and summarised and forwarded to the Reconciliation Application provided by the Business Capabilities and Support Facilities.



CONFIDENTIAL

## 10. **MAILS APPLICATION**

- 10.1 Mails is a postal acceptance application designed to fully automate the service selection and pricing of mails items transacted at Counter Positions. Mails provides transaction facilities at each Counter Position, integrated into the Customer Session using facilities provided by EPOSS. Mails replaces the scales functionality of EPOSS.
- 10.2 Mails is a standard cashier script application that has been customised for UK use by the addition / alteration of cashier scripts and the creation of specific Mails Reference Data. Mails Reference Data is unique to the Mails Application and is supplied by Post Office Limited. Mails Reference Data contains Client data, typically comprising services, tariffs, rules and constraints.
- 10.3 Mails accepts manual input of data (weight, destination, service type) as well as automatic input from electronic weigh scales and barcode readers.
- 10.4 Mails is implemented with the following major functional components:
  - 10.4.1 Mails Application running on every Counter Position;
  - 10.4.2 Data Centre support for Reference Data subscription groups;
  - 10.4.3 Mails agents (for Reference Data distribution) running on the Data Centre servers; and
  - 10.4.4 File transfer facilities supported by the Business Capabilities and Support Facilities.
- 10.5 Mails supports the following postal acceptance functionality:
  - 10.5.1 Mails includes the Clients, their products and services as defined by Mails Reference Data;
  - 10.5.2 Mails applies conformance to the business rules defined in Mails Reference Data and only permits users to select those services that are valid for a set of input variables (weight, destination, value of content, delivery urgency and signature required);
  - 10.5.3 Mails can be customised by Mails Reference Data;
  - 10.5.4 Mails prints postage labels and receipts as defined in the CCD entitled "Horizon OPS Reports and Receipts - Post Office Account Horizon Office Platform Service" (SD/DES/005);
  - 10.5.5 Mails includes on screen help and links to additional Mails help screens in the form of HTML pages which can be accessed by the Counter Clerk;
  - 10.5.6 Mails accesses the generic Postcode Address File ("PA File") to verify or complete a destination address on selected services;
  - 10.5.7 Mails captures track and trace barcode information during a mails acceptance transaction and passes this information along with associated PA File data to the EDG for onward transfer to Clients by the Business Capabilities and Support Facilities; and
  - 10.5.8 Mails allows the capture of the track and trace barcode information and verification of price for pre- franked "bulk mail". The track and trace and item

## CONFIDENTIAL

details are sent to the EDG for onward transfer to Clients by the Business Capabilities and Support Facilities.

- 10.6 Mails records complete postage related details including value, weight, destination, service(s), track and trace, postcode and label as well as all other standard transaction details to the message store.

## 11. **MAILS ADMINISTRATION APPLICATION**

- 11.1 Mails Administration supports the following functions:

- 11.1.1 Mails despatch and exception handling;
- 11.1.2 Local collect;
- 11.1.3 Return of undelivered priority mails items; and
- 11.1.4 Fast input of "bulk mail" (known as "Speed Bulk").

- 11.2 Mails despatch

- 11.2.1 The despatch process allows the reconciliation between track and trace items scanned in as part of the acceptance process and those awaiting collection by the carrier.
- 11.2.2 For mails items confirmed as available for despatch a record will be created and sent to the EDG for onward transfer to Clients by the Business Capabilities and Support Facilities.
- 11.2.3 The despatch process will include a mechanism for recording if the despatch is the last for that day.
- 11.2.4 The despatch process will allow reconciliation errors to be corrected or an exception report produced prior to the despatch of the remaining items.

- 11.3 Local collect

- 11.3.1 The local collect function allows mails items delivered to the Branch for local collect to be scanned in using the track and trace barcode. A record of barcodes will be sent to the EDG for onward transfer to Clients by the Business Capabilities and Support Facilities.
- 11.3.2 The local collect function allows mails items to be collected by Customers and will charge either an open or fixed fee. A record of each collected item will be sent to the EDG for onward transfer to Clients by the Business Capabilities and Support Facilities.
- 11.3.3 The local collect function allows items that have not been collected after a defined period to be scanned out of the Branch. A record of each non collected item will be sent to the EDG for onward transfer to Clients by the Business Capabilities and Support Facilities along with a code indicating the reason for non collection.

- 11.4 Return of undelivered priority items

Priority mails items not delivered by the carriers delivery agent can be returned to any Post Office and recorded by scanning the track and trace barcode. A record of each collected item will be sent to the EDG by the Business Capabilities and Support Facilities for onward transfer to Clients along with a code indicating the reason for non delivery.

## CONFIDENTIAL

## 11.5 Speed Bulk

Pre-franked mails (Bulk Mails) can be scanned in without any weight / price checks. A record of each collected item will be sent to the EDG for onward transfer to Clients by the Business Capabilities and Support Facilities.

12. **ETU APPLICATION**

- 12.1 The ETU Application supports the Customer purchase or refund of mobile phone related credits and associated content products (e.g. ring tones). It is installed at all Counter Positions in all Branches, but requires an operational data communications link in order to process Transactions. ETU credit products (known as Topup products or PIN products) are invoked by swiping a card (or input of card details). ETU content products (known as PIN/e-voucher products) are invoked by selecting an ETU desktop button. The following Transaction Types are supported:

12.1.1 the purchase of a card based Topup product;

12.1.2 the purchase of card based PIN product;

12.1.3 the purchase of a PIN/e-voucher product;

12.1.4 the refund of a card based Transaction; and

12.1.5 the refund of a PIN/e-voucher Transaction.

- 12.2 The ETU Application manages reading of data from magnetic stripe cards, the selection of ETU products from menus, the presentation of screen dialogues to the User and User data input, and the printing of receipts. It also integrates the ETU Transactions into an EPOSS Customer Session. ETU writes data to the Riposte message store, including "immediate" messages to initiate message exchange with the e-pay authorisation system, provided by Business Capabilities and Support Facilities.

13. **BUREAU APPLICATION**

- 13.1 The Bureau Application provides the ability to trade foreign currencies and traveller's cheques at Counter Positions. The service provided in a particular Branch can range from none to full bureau de change facilities, depending on the Bureau Type defined in Reference Data for the Branch in question.

- 13.2 The Bureau Application has the ability to receive Spot Rates Files and Margins Files from the Post Office using the Business Capabilities and Support Facilities, and to use the data in these files to control the rates at which currencies and travellers' cheques are traded.

- 13.3 The Bureau Application extends EPOSS counter functionality to support, depending on Bureau Type, for:

13.3.1 buying currency and travellers' cheques;

13.3.2 selling currency and travellers' cheques;

13.3.3 remitting currency and travellers' cheques for sale (but not travellers' cheques redeemed) into and out of Branches;

13.3.4 transferring currency and travellers' cheques for sale (but not travellers' cheques redeemed) between Stock Units;

13.3.5 revaluing currency to reflect changes in spot rates; and



CONFIDENTIAL

13.3.6 declaring the quantities of bureau stock on hand.

**14. PAF FACILITY**

- 14.1 The PAF Facility is a generic facility based on QAS Software. The PAF Facility is not an Horizon Application itself, but may be invoked by a PAF Calling Application.
- 14.2 The function of the PAF Facility is to:
  - 14.2.1 allow Users to validate an address by entering the details of premises and postcode or premises, street and town of the address to be validated;
  - 14.2.2 present Users with a validated postal address;
  - 14.2.3 permit Users to enter a postal address manually; and
  - 14.2.4 make available the manually entered postal address for use in the PAF Calling Application.
- 14.3 The PAF Facility is provided by the Business Capabilities and Support Facilities.

CONFIDENTIAL

**PART 3****NBS SPECIFIC BUSINESS CONTINUITY REQUIREMENTS**

This Part 3 of Annex 2 sets out the business continuity provisions specific to NBS that shall apply during the Roll Out Phase.

**1. NBS**

1.1 Each Data Centre (if required to support the NBS on its own as a result of a failure of the other Data Centre) shall have the capability in normal operation with no failures having occurred:

1.1.1 to support the Contracted Volumes in relation to the NBS and Debit Card as defined in the CCD entitled "Horizon Capacity Management and Business Volumes" (PA/PER/033); and

1.1.2 to support Fujitsu Services' obligations in respect of NBS Service Levels set out in (as the case may be):

(a) Annex 3 to Schedule B4.4; or

(b) paragraph 2.3.4 of the CCD entitled "Branch Network: Service Description" (SVM/SDM/SD/0011) and paragraph 3.3.4.5 of the CCD entitled "Data Centre Operations Service: Service Description" (SVM/SDM/SD/0003),

without preventing or impairing that Data Centre's support for Fujitsu Services' obligations in respect of the Service Levels for other HNG-X Services in existence at the Amendment Date.

1.2 The Data Centres (including NBS elements) will be configured such that no single point of failure within the Data Centres will cause the NBS to fail with both Data Centres in operation.

1.3 Switchover to backup systems within the Data Centres and for the network connections within the Data Centres:

1.3.1 for real-time elements of the NBS affecting Banking Transactions at Counter Positions shall be automated with the exception of the persistent store which shall be manually switched over; and

1.3.2 for non-real time elements may be automated or manual.