



CIRCULATION: NATIONAL EXECUTIVE COUNCIL

A/3 PC NW 06 01

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

National Federation of SubPostmasters

5th September 1996

Evelyn House
22 Windlesham Gardens
Shoreham by Sea
West Sussex BN43 5AZ
Tel: **GRO**
Fax: **GRO**

General Secretary
COLIN BAKER

Assistant General Secretaries
KEVIN DAVIS
PAUL HEASMAN

CIRCULATION: NATIONAL EXECUTIVE COUNCIL

Dear Executive Officer,

COUNTER AUTOMATION - BA/POCL

Further to the meeting at Pathway on 23rd July 1996 you will recall that we were keen to establish the Federation as a partner with Pathway and part of the formal development of the automation platform and its introduction into the network.

I am sure you will be pleased with the attached letter which sets in train the first stages of that formal relationship. We will report further developments in due course at which time we hope to have a clearer understanding of the possible involvement of Executive Officers and, indeed, Branch Secretaries.

You will also be interested to know that I have had a meeting with the company who are going to be training Sub-Postmasters. We have agreed to continue that relationship as training will be very important as it becomes linked to the roll out programme.

Yours sincerely,

GRO

COLIN BAKER
General Secretary

enclosure

CIRCULATION: NATIONAL EXECUTIVE COUNCIL

A/3 PC NW 06 01

POST
OFFICE

Colin Baker
General Secretary
National Federation of Subpostmasters
Evelyn House
22 Windlesham Gardens
SHOREHAM-BY-SEA
West Sussex
BN4 5AZ

Post Office Counters Ltd

Development Director

4 September 1996
47/39

Dear Colin

BA/POCL AUTOMATION - NFSP FUTURE INVOLVEMENT

1. I enjoyed our meeting, with colleagues, yesterday (3 September). I thought we made good progress on how the NFSP could keep abreast of, and add value to, the development of the programme, which we all acknowledge as vital to the long-term health of the business. I said I'd confirm our discussions.
2. First, on more strategic issues, I will keep you in touch, on a personal basis, with overall progress, including an understanding of any critical political and commercial dimensions. We will do this on a bi-monthly basis, with Alex Docherty chairing and arranging these briefings and you in your General Secretary capacity. Alex will be in touch with dates.
3. Secondly, operationally Bruce McNiven, from the Programme Delivery Authority, will be in touch separately to notify you of a structural framework we intend for subpostmasters to be involved in both user acceptance testing, and in generating possible solutions to operational problems that might arise. You and Bruce will discuss the NFSP's part in that to help smooth implementation.
4. Third, as regards planning communication. We agreed that an integrated approach is important to ensure all offices understand the need for good co-operation in rolling out this change programme. Again, Bruce will be

To	COLIN BAKER.		
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From	Paul RCH		
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FAX
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- 2 -

Colin Baker

4 September 1996

in touch so that liaison can take place between the PDA's communication team and your own agents on both internal and external communication.

5. Finally, we all agreed that what we are intending to cover is entirely separate from any contractual discussions that arise between the NFSP and POCL, which would take place through Alex Docherty and his team.

Yours sincerely

GRO

GRO PAUL RICH

Copies: Stuart Sweetman
Jonathan Evans
Alex Docherty
Andrew Stott
Bruce McNiven
Mena Rego

ICL Pathway

Presentation to the EXECUTIVE COUNCIL

of the
National Federation of Sub Postmasters
23rd July 1996

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1

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Objectives

- ☐ Overview of the programme
- ☐ Demonstrate the counter systems
- ☐ Implementation Brief
- ☐ Your help in briefing the membership & enhancing communication

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2

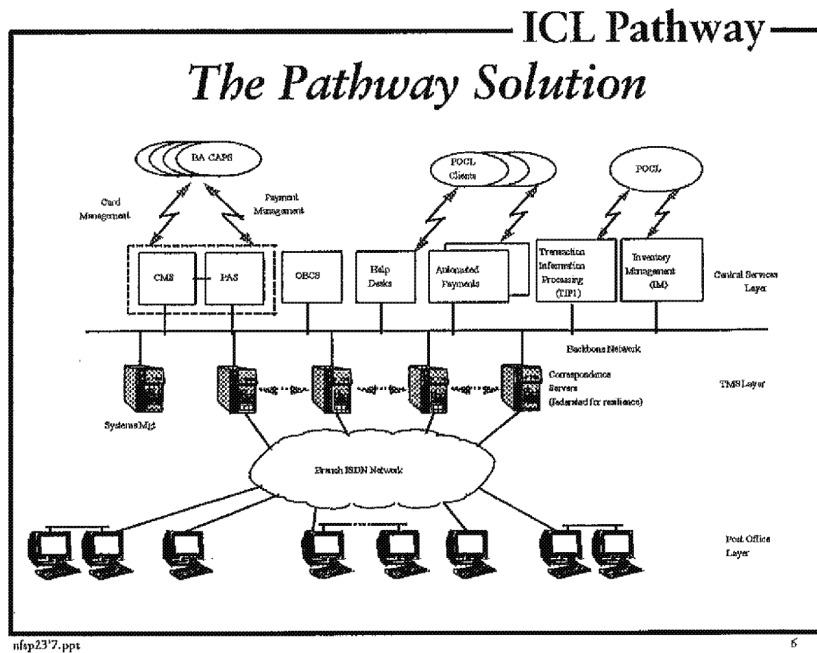
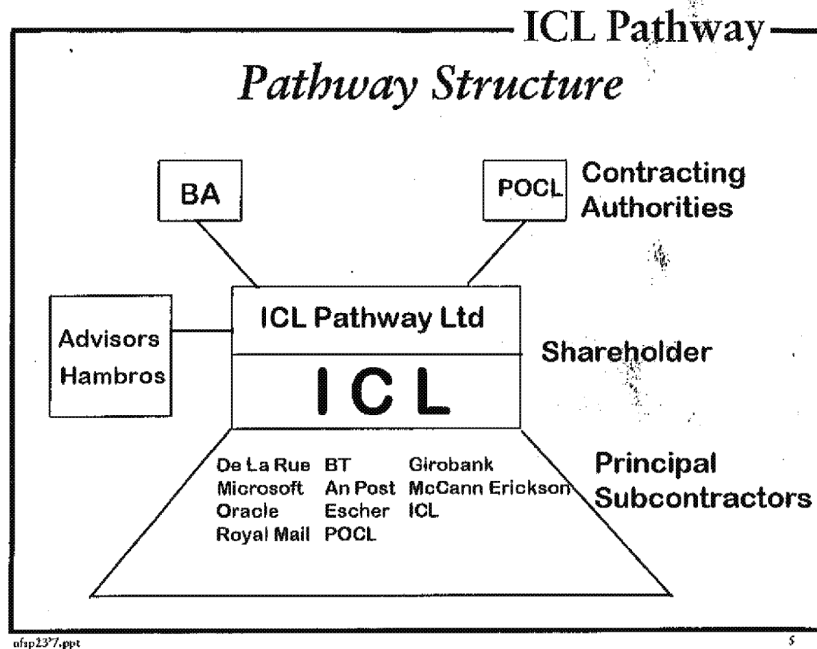
ICL Pathway

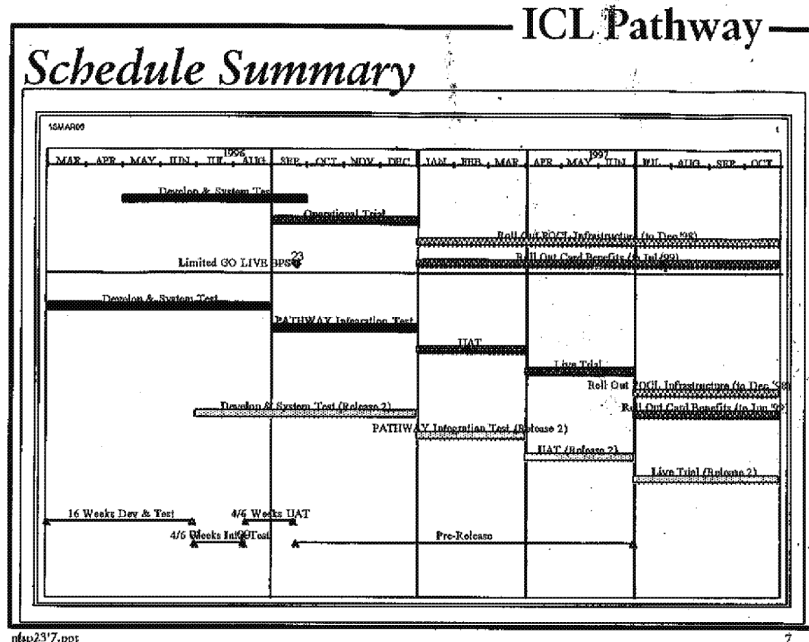
Agenda

- ☐ **10:30 Coffee & biscuits**
- ☐ Introduction & overview
- ☐ Demonstrations
- ☐ Business Development
- ☐ **12:45 Lunch**
- ☐ The Implementation
- ☐ **15:00 Tea & Coffee**
- ☐ Questions & further discussion
- ☐ Close

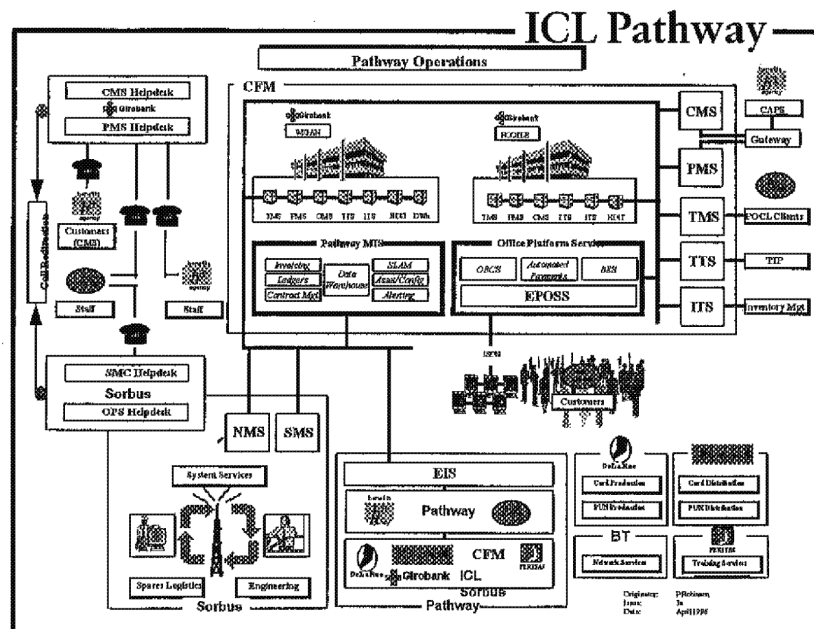
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John Bennett
Managing Director





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PFI Aspects

- ☐ Private sector capital
- ☐ Payment via a transaction fee structure
 - payments and related transactions (stops, etc)
 - Cards issued and under management
- ☐ Precise & detailed SLA requirements
 - remuneration adjustments +/-
- ☐ Risk transfer
 - volumes
 - encashment fraud
- ☐ Entitlement fraud stays with DSS

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Demonstrations

Counter Automation Facilities

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Dominic Barton
Head of Business Development

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11

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Agenda

- ☐ Background
- ☐ Key Drivers
- ☐ Key Challenges
- ☐ Objectives
- ☐ Partnership
- ☐ Product Development
- ☐ The Way Forward

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12

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Background to Business Development

- ☐ **1.6 billion transactions per year**
- ☐ **150+ products**
- ☐ **19,403 outlets**
- ☐ **Customers like using Post Offices**

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Understanding Your Business

- ☐ **Minimise**
 - **Queuing Times**
 - **Transaction Times**
 - **Customer Confusion**
- ☐ **Maximise**
 - **Quality of Service**
 - **Value of the Customer Session**
- ☐ **Automation as a Catalyst**

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Challenges for the Business

- ☐ **Top 8 clients deliver 95% of transaction volumes**
- ☐ **Leveraging size of network**
- ☐ **Top 8 clients constantly reviewing value for money**
- ☐ **Competition increasing in core markets**
- ☐ **Customer choice increasing**
- ☐ **Restrictions on commercial freedom**

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15

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Objectives of Business Development

- ☐ **Maintain volumes from top 8 clients**
- ☐ **Defend core markets**
- ☐ **Increase Quality of Customer Service**
- ☐ **Implement profitable new products**
- ☐ **Leverage current commercial freedom to the maximum**

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16

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Fundamentals of Partnership

- ☐ Working together in an open relationship
- ☐ Trust and commitment between partners
- ☐ Active partners
- ☐ Equal risk and equal benefit
- ☐ Complimentary Goals

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17

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Purpose of Partnership

- ☐ Leverage each partner's experience and expertise
- ☐ Reduce costs
- ☐ Deliver a higher quality of products and services

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18

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ICL Pathway's Role in the Partnership

- ☐ **Experience and expertise**
 - Leveraging technology to add value to clients
 - Retail and financial services clients
- ☐ **Cost reduction**
 - Pilots
 - Development timescales
 - New product implementation
- ☐ **Higher quality of products and services**
 - Intuitive user interface
 - On-screen product information

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New Product Development

- ☐ **Benefit Agency**
 - Information provision to claimants
- ☐ **Financial in-payments**
 - Debt collection card service
 - Road tolls
 - Managing statements for clients
- ☐ **Mails**
 - Track & trace
 - On-screen sales information and product links
 - Loyalty cards for mail and parcel users
 - Management information for the client

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New Product Development (2)

☐ Financial services market

- Nation-wide ATM hub - multi-currency
Bank/Building Society withdrawals
- Bank/Building Society deposits (Bill Payment)
- Household budgeting service
- Extended third party maintenance warranties
- Share buying service

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21

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Product Development (3)

☐ New areas of business

- Entertainment reservations and ticketing
- Travel (British Rail/British Airways) ticketing
- Info to the citizen/Citizens Advice Bureau
- Job search
- Local information
- Tele-working for the citizen
- One stop shop for SoHo
- Central call centre monitoring
- Mobile phone rental
- National supplies depot/warehouse
- Virtual Post Office
- Kiosks

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22

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The Way Forward

- ☐ **Partnership meetings**
- ☐ **Agree Process, Roles and Responsibilities**
- ☐ **Communications**
- ☐ **Develop joint and prioritised business plans
for exploiting market opportunities**

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Barrie Davies
Implementation Manager

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*Our success depends totally on
your success.*

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25

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Critical Success Factors

- ☐ **User Acceptance**
- ☐ **Rapid Deployment**
- ☐ **Assured Approach**
- ☐ **Support Services**

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26

