



SERVICE & SUPPORT

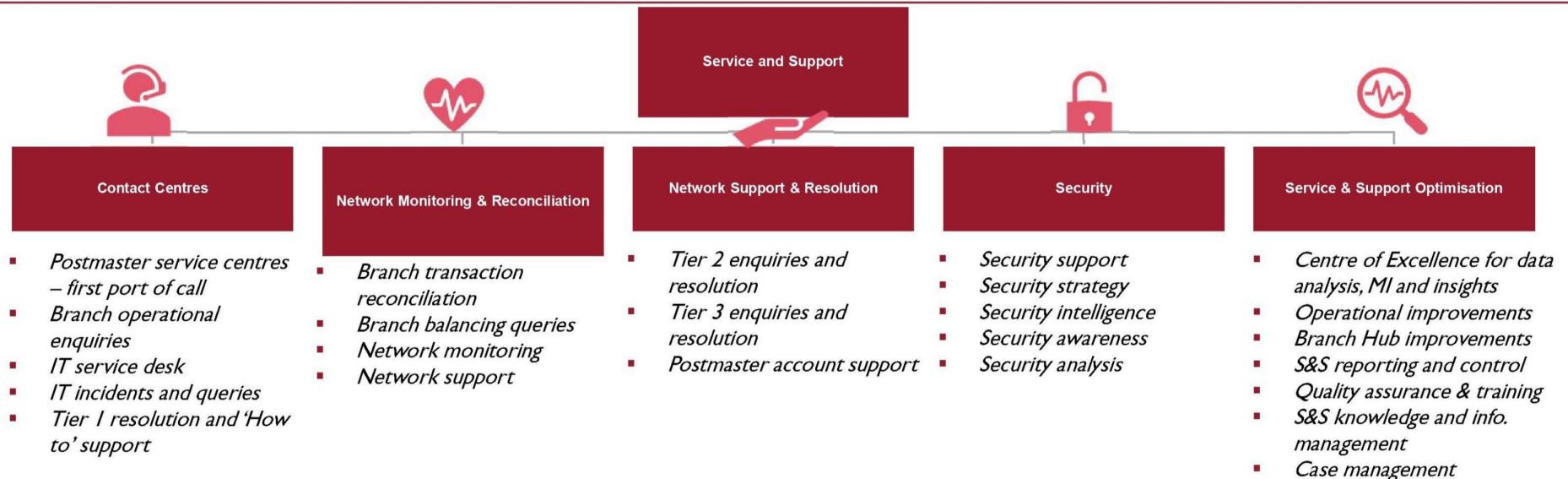
Overview of teams and responsibilities

OUR VISION IS TO CHAMPION OUR POSTMASTERS THROUGH EASY, RELIABLE AND TRUSTED SERVICE TO GIVE POSTMASTERS CONFIDENCE THAT WE WILL DELIVER THE BEST POSSIBLE OUTCOME

IMPROVING OUR POSTMASTERS' EXPERIENCE

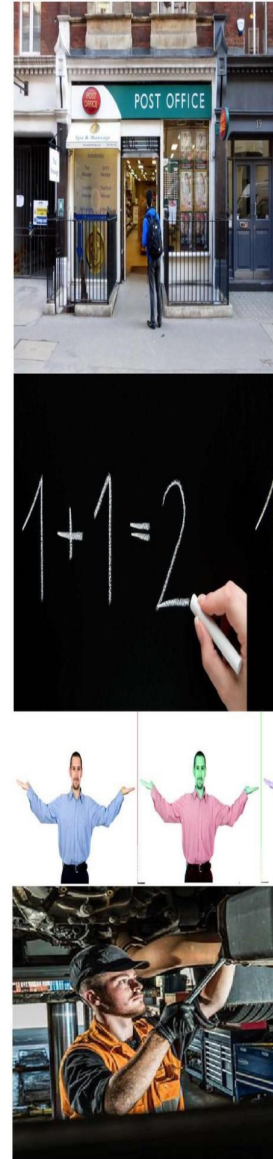
Our aim from our recent restructure is to **create a better, more consistent experience for our Postmasters** and improving support for them by providing clearly defined teams to help with their needs and requests – **in one interaction, rather than several.**

We are increasing our support resource with additional Support Advisor roles being recruited to further strengthen our **frontline provision for our Postmasters.** We're also building capability for teams to be **multi-skilled** to support their own development as well as enabling us to offer better service levels for our Postmasters.



WHAT WE ARE RESPONSIBLE FOR

- Supporting postmasters to maintain accurate branch accounts
- Proactively highlighting potential compliance and risk issues to postmasters
- Identifying when a Transaction Correction needs to be issued to a branch
- Issuing Transaction Corrections in a timely, accurate and effective manner
- Focusing on ensuring that enquiries about transactional errors are dealt with quickly and effectively
- Being the Voice of the Postmaster, looking for ways to make branch accounting simpler and easier



NETWORK MONITORING & RECONCILIATION

We support our
branches to maintain
accurate branch accounts
and ensure enquiries are
dealt with quickly and
effectively

WHAT WE ARE RESPONSIBLE FOR

- Helping Postmasters with their branch accounting
- Providing logical and transparent investigations of losses and gains when Postmasters are unable to resolve in branch
- Seeking clear resolution to complicated issues or disputes
- Finding repayment solutions for Postmasters when Losses have been established
- Providing forensic accounting capability when physical stock and cash counts are required
- Understanding root cause analysis of issues and helping drive continuous improvements of product journeys and branch practices



NETWORK SUPPORT & RESOLUTION

We support our
branches
through providing fast
and effective resolution
on any accounting
issues raised by branches

WHAT WE ARE RESPONSIBLE FOR

- Advice and support with respect to all matters of security
- Supplying security equipment ensuring branches have the most effective security solutions
- Responding to incidents of crime and requests for assistance from branches
- Carryout security reviews in branch to provide security support and guidance
- Working with law enforcement and industry experts to help deter and detect crime
- Managing intelligence to identify emerging trends and reduce risk
- Protecting people, assets and the branch



SECURITY TEAM

We support our
branches by reducing the
risks of crime against
Post Office Limited in
order to protect
Postmasters, their teams
and customers

WHAT WE ARE RESPONSIBLE FOR

- Providing guidance and support to Postmasters and their staff across all products and services, including how to use Horizon.
- First step triage and support for all balancing queries.
- Technical support for Horizon and the surrounding equipment, such as pin pads, keyboards and printers.
- Initial technical support for registration and access issues to Branch Hub
- Investigate and resolve any complaints raised by branches direct into the Service Centre and via Branch Hub.



CONTACT CENTRES
We support our branches through providing issue resolution through our two contact centres - Branch Service Centre and IT Digital Service Desk

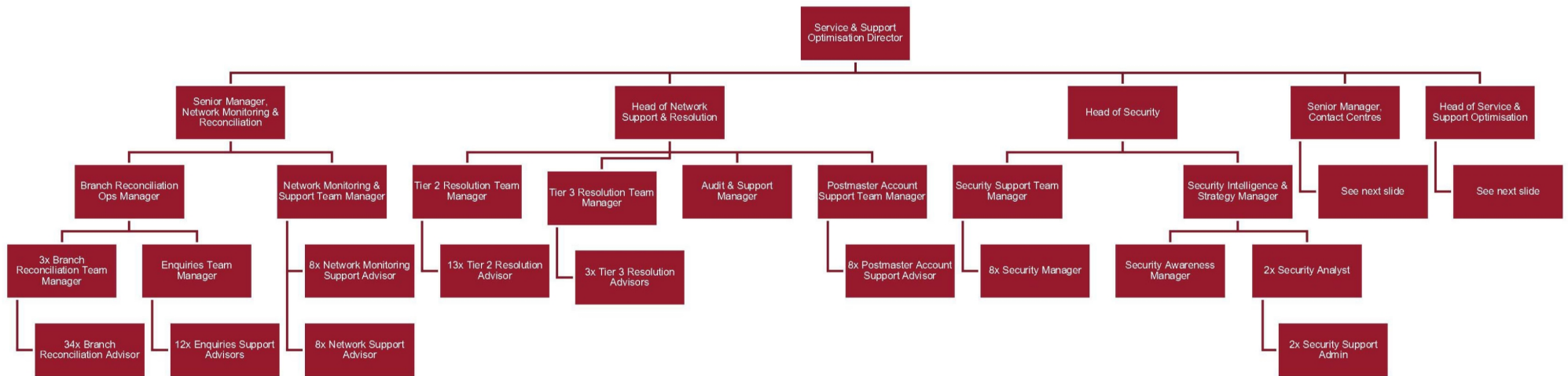
WHAT WE ARE RESPONSIBLE FOR

- Knowledge, training and quality assurance
 - Surface and update knowledge to support teams and postmasters
 - Training for Service & Support teams
 - Define performance metrics and track and measure performance
- System and telephony support
 - Ownership of the customer relationship management system (MS Dynamics) and telephony platform (Puzzel)
- Scheduling
- Reporting
- Centre of excellence for data analysis, management information and insight
 - To help fix the root cause of the issues we see

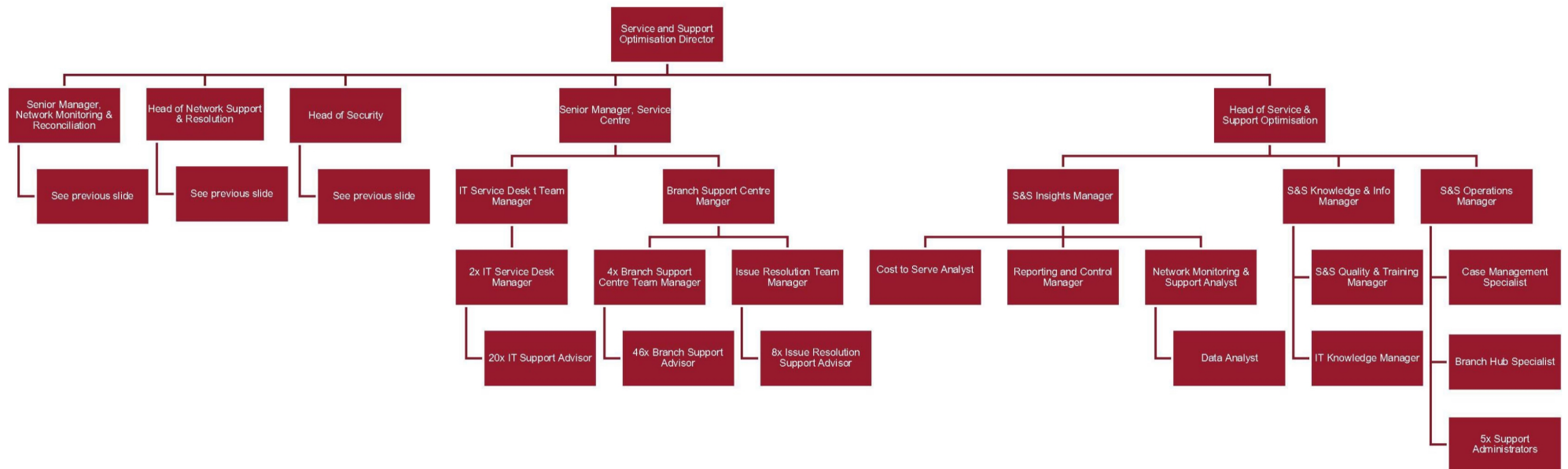


SUPPORT TEAM
We provide system and telephony support, knowledge, training and insight

ORGANISATIONAL STRUCTURE



ORGANISATIONAL STRUCTURE



WHO'S WHO IN NETWORK MONITORING AND RECONCILIATION?

Senior Manager, Network Monitoring and Reconciliation										GRO
Branch Reconciliation Ops Manager										GRO
Branch Reconciliation Customer Team		Branch Reconciliation Team 1		Branch Reconciliation Team 2		Branch Reconciliation Enquiries Team		Network Monitoring Team		Network Support Team
Team Manager	GRO	Team Manager	GRO	Team Manager	GRO	Team Manager	GRO	Team Manager	GRO	
GRO		GRO		GRO		GRO		GRO		GRO

WHO'S WHO IN NETWORK SUPPORT AND RESOLUTION?

Head of Network Support and Resolution		GRO	
Tier 2 Resolution Team		Tier 3 Resolution Team	
Team Manager		Team Manager	
GRO		GRO	
GRO		Audit team in Franchise Partnering reporting to Business Support Managers	
		GRO	

WHO'S WHO IN SECURITY?

Head of Security – Mark Raymond			
Senior Manager, Security Intelligence and Strategy – Mark Dinsdale			Security Support Team Manager – Simon Talbot
Security Awareness Manager - Vacancy	Security Analyst – Chris Knight	Security Analyst – Andrew Wise	Security Managers
	Steph Ball	Sandra Daykin	Andy McCabe
			Jayne Flowers
			Joel Watson
			Kev Ryan
			Pav Aujla
			Robert Daily
			Simon Hutchinson
			Steve Bradshaw
			Steven Moseley

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WHO'S WHO IN SUPPORT?

Head of Service and Support Optimisation – GRO		
Insights Manager – GRO	Service and Support Operations Manager – GRO	Knowledge and Information Manager – GRO
Cost to Serve Analyst – GRO	Case Management Specialist – GRO	Quality and Training Manager – GRO
Reporting and Control Manager – GRO	Branch Hub Specialist - Vacancy	IT Knowledge Manager – GRO
Network Monitoring and Support Analyst – GRO	GRO	
Data Analyst – GRO		