

What improvements (if any) have you heard about or seen in the last 12 months?

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- Streamlining of advertising and marketing to make it branch specific. - Less of a gamble when ringing the cash centre, but still dependant on the operator as to if you can order what you need. - Grapevine improvements through Area Security Managers. - Operational details available on Hub and help from Area Manager. - Increase in PUDO and postal services to sell over the counter.

1. More mails carriers - I've got Amazon and started off well with DPD. I should be part of the Evri rollout on the next phase which should bring much needed customer footfall into branch. I'm in the process of still growing my retail offering which will take advantage of this.

A big achievements on having Amazon And Evri in my branch.

A lot of xhnages to Branch hub, and items to sell from horizon.

Ability to use other providers, dpd etc

Absolutely nothing has improved

Acceptance of more PUDO

access to Branch Hub. Better communication from both the centre and regional manager.

Access to other services (EVRI etc)

Accessing branch hub through Horizon - no internet, limited phone signal in rural branch

Acquiring mail services

Added carriers but remuneration needs to be improved especially Amazon Bagless

Added courier companies, more options available to customers for each service.

Added Evri product, westren union and more products are on the way to add to our local postoffice

Added PUDO

Adding DPD, evri

Adding more companies for taking returns

Adding more of the other couriers like Amazon Evri

Adding multiplatform carriers

Adding multiple carriers

Adding multiple carriers to PO

Adding new carrier.. for example evri

Adding new products was really helpful such as Amazon, DPD & Evri. Branch Hub facilities are great help and made things easier to manage. Area Manager communications are excellent in all aspects.

Adding services like evri amazon etc

Adding the services like dpd, amazon and evri

Addition of Evri services; DVLA extra remuneration

Additional carriers ....Evri

Additional carriers add to mails portfolio.

Additional carriers added to the product mix

Additional carriers being added Additional remuneration on certain products

Additional carrier's. New services tracked 24/48.

Additional couriers eg Evri, DPD etc hence increasing remuneration

All

all good

All good improvements

All over improvement

All positive

All round better communications

Amazon

Amazon & Evri

Amazon and dpd

Amazon and evri but no other but no up on fair payments for the transactions on remuneration

Amazon hub

Amazon hub and branch hub
amazon hub and possible extension to other carriers
Amazon Hub Branch Hub
Amazon products, reduced atm balancing system works
Amazon returns
Amazon, DPD, Evri
Apart from amazon an dpd.. nothing
Area manager support
Area managers contacting and updating the services daily.
Area manager's help in getting different carriers to use branch
As I have only been in this position since 09/10/2023 I am unable to make any comments regarding any improvements in the last 12 months
ATM issuing cash without fault
Attempt at improving remuneration but it ends up worse off due to hourly wage increase NMW . No allowance for electricity usage
Attempts at engagement from senior levels - sadly, without positive outcomes.
Back office payments
Back office payments? Improve banking payments
Banking
Banking & New services ( Amazon , DPD)
Banking and Amazon hubs
Banking Hub
Banking hub, evri, DPD
Banking remuneration increases.
Banking,etc
be honest and tell the truth.
Been in branch for 8 months so still learning continuously.
Been part of IT user forums on line and in person which has been interesting though perhaps POL agenda doesn't meet that of postmasters. My location would suit the addition of Evri and other carriers however POL too late in market as these carriers have hoovered up other local shops.
Being able to offer Evri and DPD is fantastic
Being able to provide the DPD and Amazon PUDO service
Being able to query differences (settle centrally)
Better availability of materials on branch hub
Better communication with postmasters.
Better communications .
Better customer service from Central Functions
Better hub access
Better managing post office balance
Better option in dealing with the stock ordered
BETTER RENUMERATION
Better training on products such as travel money card. Great support from my area manager
Branch hub need simplifying on all aspect of it specially remuneration
Branch focus
Branch hub
Branch hub - seeing our figures and remuneration. The breakdown has improved a lot so it's easier to understand. Being able to track which staff are doing well on certain products and which may need a little encouragement etc
Branch hub & communications between area manager and post master
Branch hub a very useful tool
Branch hub access through horizon Remuneration statements online
Branch hub and improved and help desk are more helpful
Branch hub and input from area manager are huge improvements
Branch hub and more information available there.

Branch hub communication is the best
Branch hub communications
Branch Hub content
Branch Hub content has improved
Branch hub easy to access on the phone making it easy to order and read any updates
Branch Hub expansion on Horizon, new carrier services, Amazon, Evri & DPD. The marketing materials ordering on Branch Hub.
Branch hub facilities in the horizon Drop off facilities of Amazon, EVRI, DPD
branch hub going on to horizon was a big step
Branch Hub has been a very good change, combining one post office and other areas, it is nice to have it all in one place and with more resources.
Branch Hub has been great, my post office information is easy to get to.
Branch hub has improved and now there you can do more things on there.
Branch hub has more information Communication became easier for reporting issues. Reports are easier to access and compare.
Branch Hub improved a lot in helping run business, Amazon and DPD
Branch hub improvements
Branch Hub is best improvement in my opinion and support from Area MANAGER.
Branch hub is nice and getting more information on it.
Branch hub made easier. Ordering etc. See
Branch hub New postal service's
Branch hub on horizon
Branch hub on horizon WAPO Trusses trust initiative Online mails portal
Branch hub on the horizon system
Branch Hub ordering and providing new parcel services (DPD, Evri)
Branch hub ordering and training is much improved
branch hub ordering etc
Branch hub ordering, other carriers
Branch hub ordering, vetting, stock ordering, bringing other providers such as AMAZON, evry etc and western union
Branch hub remuneration, introduction of Amazon,
Branch hub service
Branch hub specific
Branch hub stock ordering
Branch hub stock ordering, additional PUDO, other new services, increased communications
Branch hub updates
Branch Hub which is irrelevant as access is much too difficult so i always use different methods if possible. New mails carriers. Customs data entry but that is a rificulous process and we should be scanning rather than entering...the ones I have heard about are just p..... in the wind when we POLshould be listening to Postmasters as to our priorities to drive forward and simplify the business
Branch hub works well, all information and tools needed in the one place. New carriers ie evri and dpd is an improvement but not for all branches... My branch is still waiting to use evri/DPD and I am told that not all branches will be given the opportunity. Therefore this is an improvement for some but not all and we are losing royal mail customers very quickly due to other carriers and the poor service customers are now getting from royal mail. So this may be an improvement for some branches but not for all, and all branches equally need more mails and footfall, so very frustrating.
Branch hub, TCR machines installed
Branch hub, excellent way to get the materials and updates fast
Branch hub, remuneration statements, more non Royal Mail delivery services for our customers and more open communication from senior management.
Branch hub, stock ordering
Branch hub,weekly updates, what's app group etc
Branch Hubs, multi courier service,PUDO serivce,
branch hum on horizon
Branch hun
Branch hun. Trading figures on weekly update
Branch Hup ,Everl ,DPD ,
Branch Support and Services
Branchhub is very improbable bcz all daily routine stuff we can see every day , more banking ,
Branchhub vimeo

Bring in more competitive products such as dpd Evri Amazon etc.
Bringing different couriers in service
Bringing evri and DPD to po
Bringing more mails partners on board.
BSC call timed reduced
Business improvements like DPD Evri and banking
Can contact area manager with any issues . Cash centre more helpful. Branch hub very useful.
Can't see any improvement of the po organisation, seniors are trying their best but po doesn't help them at all
Can't say I've seen or heard improvements in last 12 months
carrier services DPD, Amazon & Evri
Carrier services through POs
Cash centre and Helpdesk are a lot more helpful and polite.
Cash centre has improved. And area manager is very helpful. ( as was the previous one)
Cash management
Cash management has improved and we do not have to wait so long on the phone to speak to a person
Cash ordering is much better. Branch hub is supposed to be improved, but useless for community offices with no IT equipment provided by PO. Part-time remuneration is not enough to cover costs of separate mobile/laptop. Should not have to use personal equipment for work.
Cash team seem a bit.more compliant to levels of Stock/cash and my ability to monitor them
Certain products I would like to have in my office to earn extra revenue
Choice of representation for Postmasters
Clarity on branch hub
Collaborate with other couriers services is better for post offices
Communication Royal Mail Senior management more focused in improving the business
Communication and services
communication and understanding the problem
Communication via email
Communication with Am is brill& result oriented
Communication with manager and meeting with other postmaster
Contact with new Carrier
Customised promotional materials can be ordered through branch hub
Customs data capture Pudo carriers Branch hub features
Data capture customs
Data capture process for international parcel has to be quick. Need to more service to offer as cost of business is very high and can not survive with current remunerations
Deal with DPD and evri
Dealing with more courier
Definitely Branch Hub , all aspects are covered.
desire to continuous improvement is noticeable.
Diff couriers are join, Branch Hub , Area Manager regular visit
Different carriers have come to po
Different services
Don't know of any
Don't know any
Dpd
DPD & Evri
DPD ,Evri
DPD and Amazon
Dpd and Amazon opportunities Better communication with senior staff
DPD AND AMAZON SERVICES FOR LOCAL COLLECT.
Dpd and averi
DPD and Ebro have made a significant difference to our footfy

DPD and Evri coming on board
Dpd and Evri coming onboard plus Amazon returns
DPD EVRI Although my branch is still waiting
Dpd evri and amazo e service
Dpd have joined us but as yet no evri or amazon. Royal mail offer tracking which we font at less than ordinary mail quite embarrassing for us as customers do not believe we cant offer cheaper tracking than special delivery. Banking hubs seem to be just like normal post office banking! So not sure what the upside is, besides having someone from a bank in a private office offering what? This would just take away from my post office banking remuneration. Total yearly deposit banking is not high enough from the banks for businesses and the banks are actually telling customers that it's the post office who are imposing the limits!
Dpd parcels Evri parcels
DPD services in my branch
Dpd, evri, dhl, amazon
DPD, Parcel force and Evri
DPD. Amazon
drive to acquire new contracts
Dropping the National Lottery
Dvla
DVLA . Multiple new carriers
dvla and on line tracked services to be coming soon
DVLA but only in selected branches Evri dpd but again only in selected branches Loss of lottery
DVLA contract extends Some of the prices and commission improvements Cash remuneration improve
Dvla extension, partnership with new carriers, idp going out of services
Easier interface in horizon as dead buttons removed, more visits from my area manager.
Easier to order stock on branch hub
Easy to keep in touch with area manager and being listened to.
Effort towards post office ltd transparency
equipment
Everri and dpd
Everri dpd amazon
Everri roll out all branches
Every customer improvement gives postmasters a drop in income. Eg huge rise in customers printing their own labels as it's much cheaper on line. I used to do hundreds of eBay parcels by pricing and printing labels I'll that has gone we nearly scan and give proof of posting no pay for label printing. Good for Royal Mail huge loss for us
Everything
everything has improved and i am very satisfied with the level of service.
Evri
Evri , Amazon parcels
Evri / Amazon / Banking
Evri /dpd/Amazon
Evri Amazon
Evri amazon and DPD acceptance
Evri and amazon
Evri and dpd
Evri available in my office
EVRI available in some branches
Evri dpd
Evri dpd multi currancy card
Evri DPD and Amazon
Evri in branch
Evri service Travel money cards available to sell on site
Evri, DPD, Amazon in branch process.
Evri.

Evri?
Excellent new area manager. Introduction of Evri system and sending and receiving Amazon parcels
Expand our route of business, such as dpd, amazon.
Expansion of PUDO services.
Extension of car tax opportunities,
external mail carriers
Extra delivery partners
Extra services ie Amazon Evri
Extras on branchhub
Extremely poor communication with help to obtain amazon bags boxes. Derisory pay scale for operating
Filling out of customs declaration
Financially I am Working harder to stay the same.
for me it was only DPD
For us at this branch there have been no improvements and we have zero support
General comms from the office and senior leadership team
General communications and support
Getting better
Getting dpd and everi on board
Getting Evri transactions
Getting extra transectios , DPD Amazon ext
Getting more couriers to work with Post Office.
Getting more support from managers
Getting new partners in like Amazon/DPD/Evri
Getting new products on to sell in branch.
Give postmasters more pay for what they do
Got new services and partners that is great footfall.
Great new services offered by PO - sadly not in our branch
Had heard that Horizon would be quicker and faster once we changed to fibre broadband but our phone line keeps cutting off and it certainly hasn't made much difference to the speed of transactions.
Haven't heard anything
havent heard any
Having more banks joining post office sterling bank
heard lots but not really had any impact, losing lottery was a terrible decision.
Heard that po changing screen and printer
Help with discrepancies Branch hub
higher remuneration
Hopefully a new Postmaster Experience Firector will reignite the need for Senior management to listen to us, the boots on the ground. Without us there is no network yet we are massively underpaid whilst the senior management team are taking six figure bonuses. Don't bit the hand that feeds you.
Horizon
Horizon processes, faster system with fibre upgrade, dvla remuneration with renewed contract, branch hub portal access to many functions on the go, more wider choice of mail post services in-branch,
Horizon replacement and additional parcel carriers
Horizon system updates. Evri and DPD rollout - although we're still waiting for it!! More communication from Post office management following scandal drama, al though this feels like lip service from them understanding how difficult it is.... But they still go home at the end of the day and get paid the same amount at the end of every month! It Would be very interesting to see how they really felt if they were truly in our shoes. So much is completed by post masters as good will and time spent with customers ( because they don't realise that we no longer deal with those products/Royal mail delivery/sorting office/ collection, TV licensing, Premium bonds etc) thankfully DVLA hasn't been added to that list... although we've promoted IDP's and will now have to explain we no longer do those now too!
Hub
Huge hype on services being rolled out across the network. These do not reach the smaller branches quick enough if at all and these are the ones who would probability try and make the most of them as needed to help drive footfall.

I am not aware of any improvements nor have I experienced any.
I believe that the more information in a robust business always helps
I cannot think of anything whatsoever that POL has done in the last 12 months except turn the Post Office brand toxic
I don't think there has been any change.
I don't know about the last 12 months but the training from Cambridge and the online training has been very good for new assistants
I have improved my sale increase.
I liked add more bank to our bank list for example mondo, Renault
I personally think remuneration needs to get looked into. We are doing a lot of work for small amount of reward. Doesn't seem like we are appreciated on the front line. I know you might think it's always about remuneration but the fact is cost of living is sky high, rent, rates, electricity etc are at an all time high. These costs are linked into the remuneration.
I see them taking on new providers - Amazon, DPD, Evri. From my experience DPD is not an easy sell to customers and time consuming to process. Too much time spent on justifying what was done to Horizon Scandal Postmasters rather than resolving it, moving on and focusing on the future of the business.
I think Branch Hub has improved and has come a long way in the last couple of years and has made life easier
I took over the branch just six months ago
If had any issues with post office equipment they will short it out as soon as possible they can!
I'm still waiting on DHL and Evri to come to my branch. Please consider my branch!
Improved answer times on call to BSC. Introduction of alternative courier services (although I have yet to be included)
Improved communication
Improved communication between post office and post master
Improved services
Improved support from AM
Improvement from cash management
Improvements in sale
improvements to pay
Improving helping material for business
Improving pos ordering. Branch hub is fab but so many people still don't seem to know how to use it....
In evri operation in horizon systems Travel money card
In use of technology
incomming services Amazon and dpd
Increase dvla remuneration The rest is bad news
Increase footfall
Increase in mails to sustain the business like introducing pudo.
Increase of parcel services to branches when previously all aspects of extra services were not even looked at. So well done to management in waking up and bringing in new services, ie Evri, DPD, Amazon and soon to follow Yodel.
Increase remuneration
Increased activity in generating new income streams. Increased activity in communication with branches.
Increased DVLA remuneration
increased items to sell in branch with Amazon, the online help on horizon is good as well.
Increased remuneration
Increased renurmation but still not inline with minimum wage, additional services such as DPD and Amazon hub but still no Evri or DHL.
increases in remuneration which do which do not cover the increases in costs
Information and training from area managers on how to increase remuneration has been of an excellent standard
Information in one place is an improvement
International customs data capture
Intro off new couriers
Introduce new carriers
introduce new profitable products
Introduce other carriers
Introduced more services in the business.
Introducing various courier services ie DPD, EVRI ,AMAZON .
Introducing Evri and DPD services

Introducing new carriers
Introducing new courier business. Allowing to choose publicity material. Very modest appreciation of Postmaster's work.
Introducing new mail providers, remuneration statements in branch hub,
Introducing new postal methods such as Amazon etc
Introducing other carriers
Introducing PUDO services
Introducing the new carrier services and improving the hub
Introducing tracked 24 and 48
Introducing tracked 24/48 into branch due soon
Introduction of Amazon and Evri services
Introduction of Amazon drop & collection
Introduction of Amazon/EVRI/DPD in branch. Improved remuneration for DVLA. Marketing materials ordering online.
Introduction of evri
Introduction of Evri and DPD etc
Introduction of Evri and DPD however we are still waiting to hear when we will get Evri, there is no other drop point in our town and we have been banging on about it for over a year
Introduction of Evri, DPD in Post Offices has seen a positive impact on footfall.
Introduction of Evri/Amazon
Introduction of multi carriers, sale of these product services on horizon
Introduction of new carriers
Introduction of new carriers ,new banking deposit and withdrawal and footfall increase
Introduction of new carriers. Ease of ordering specific currency notes size
Introduction of new couriers in branch Wellbeing
Introduction of new non RM services. However more power and cheaper option online which has damage the business.
Introduction of new parcel services
Introduction of new services has increased footfall and remuneration
Introduction of new suppliers like dpd etc
Introduction of other other coui
Introduction of the DPd and evri
Involvement of other mail parcel handling companies - but not at this branch - too small
Involving external service providers
it helpdesk
It support very quick to respond
I've heard we are finally getting royal mail tracked
Joining hands with new partners and new computer system replacement for Horizon. And I as postmaster prefer to have remote software on Tablet to reduce the queue by having a queue host to complete basic Transection within the tablet.
Joining hands with western union and other mail providers and openings of bank hubs and giving existing postmasters preference
Joining new carriers, keep adding my branch to mailing list, but no response
Joining other companies with the post office for their drop and collect parcels from postoffice.
Just added new parcel company like DPD, Amazon
Last year we had numerous issue but neither Branch Manager nor Area Manager any interest in resolving the issue, it took nearly a month and have to use my own resorces and time to resolve the matter. The service and the treatment was awful
Less obsolete Horizon buttons
Line Manager far more accessible.
Lots of improvements around brand hub and travel money card promotion.
Mail Suppliers
Mails
Mails with different courier
Mainly increasing Mails services with other partners.
Making more use of Branch Hub as a central information point, rather than several destinations. Ordering of display material to suit branch
Many many half hearted irrelevant attempts to look as if efforts are being made, but nothing significant ever changes for my branch



Marketing materials are a lot easier to order
Marketing products has improved as well as good communication with customers
Minor and insignificant
More access to other couriers
More and better communication; being open
More banking and couriers giving extra remuneration.
More banking opportunities and carriers for post
More carriers in board
More carriers like UPS and yodel
More carriers on board
More carries services have been introduced to keep post office running
More choices to post for customer
More commission
More communication from area manager
More communication, marketing.
More courier options
more courier services
More couriers on board more opportunities to improve my post office
More drop off pick services More support from area manager
More Evri customers come to the shop and send their packages and buying bits from shop as well
More footfall
More information on branch hub being useful
More mail carriers
More mail providers
More mails carriers
More openness and improvements in cash ordering and stock ordering
more parcel courier services
More post services to select from for customers
more products and improved income
More reports and training on BH
More services add
more services like Amazon and Evri
More services such as Evri, western union available
More services to branch.
More support is available via Branch Hub
More visits
more ways to send mail, which is good.
Moving away from solely royal mail products
Moving to fibre
Mr Bates v Post Office has made customers more aware of the reality of running a post office.
Much better support from branch manager
Much more focus on Branch Hub
Multi carrier creation
Multiple Carriers
Multiple carriers are available to branch
Multiple carriers from royal mail
Multiple mail carriers Dpd Amazon etc etc
Multiple parcel services
My area manager is great. Other than that things have hit an all time low. The "improvements" you implement are not aimed towards us at all.

My remuneration has improved slightly but we have taken on whatever additional services that we can. but if i had to rely on the post office for a living, we would have closed long ago... My area manager is very good though
N/A
Na
National Lottery is now done directly with Allwyn, not through PO Ltd. Amazon delivery and Pickup. Other branches have DPD and Evri, but they won't give them to us yet
N-Bit. Banking Hubs.
Need to have Evri
Need to stop losing service
New /more parcel services enumeration has increased
NEW Arrivals OF PRODUCTS
NEW ATM .LAND LINES BEING REPLACED ,MORE CARRIERS COMMING ON BOARD
New carrier services introduced eg; dpd, amazon Waiting for evry
New carriers
New carrier's coming on board
New carriers, increased DVLA remuneration, attitude of help line staff.
New contract signed for EVRI AND AMAZON eating so much time for penny
New courier company join with po
New couriers
New couriers and banking hub
New horizon roll out - plans to increase remuneration
New Horizon System Back Office Work Payment
new mail carriers
New mail carriers Branch Hub vetting Seasonal ordering
New mails carriers
New mails products but not simple transactions. They take too long.
New options for customers, different selling points to help tailor services what we sell to our customers.
New parcel service
New partners regarding mails. Western union although the remuneration leaves alot to be desired.
New PO system to replace horizon.
New products
New products amd services like dpd and amazon. Evri lower rem is not an improvement.
New products to increase footfall
New PUDO carriers introduced. Improved DVLA remuneration. Introduction of branch fulfilment for Foreign Exchange in my branch. Future intro of Tracked 24/48 for Royal Mail.
New PUDO partners.
New retail partners ie Evri, DPD
New service eg Dpd, Amazon, Everi
New service provider
New services and banking hub
New services and branch hub improvements
New services DPD and Amazon but I still can't get Evri
Nil
No additional service where add in branch
No improvement in anything. They are trying but with hiking price and service offered to use at home , people don't use PO services much except money deposit due to shut down of banks
No improvement in fact due to publicity on tv ,due to bad management our business is suffering very badly...postmasters feel very hard done by the amount of work we try to do to make a profit and living,the basic wage is going up in April by a £1 per hour I'm concerned how I'm going to pay the staff
No improvement in fact it's gone the opposite way
no improvement to help Local post office. May be helpful for other post office but not the local at all
No improvement to my size of office as the PostOffice didn't renew the Lottery contract!
No improvements

No improvements have been made if anything the relationship between senior managers and postmasters have gone significantly backwards senior manages are so out of touch with the needs of postmasters. The relationship has not been reset at all it is all words and no action
No Improvements just let down by the Post Office
No improvements that have helped my office
No improvements what so ever struggle to keep my head held high after recent events
No improvements, only embarrassment from senior team. All need to resign.
No real improvement - horizon is shit, slow, dodgy. PO bosses only care about their fat salaries and bonuses and don't have real experience in the front lines and what it's like to run a branch and an understanding of how hard the postmasters/ mistresses work for little pay and support.
non wanted to apply for banking hub but have heard nothing
None
None - anything you (claim) to be doing are "overshadowed" by Nick Read's pay claims and accounts of "unacceptables" continuing to spout their vile and disingenuous "opinions" that suggests Post Office & Nick Read still think that all Postmasters are "thieving". These "deniers" have no place in Post Office, going forward.
None - things generally have gotten much worse
None although allowing for postmen to collect parcels from customers houses is taking the business away from the actual PO itself.
None apart from top men get paid more for doing not as half as us
None at all
None at all it's seems like we are fighting a loosing battle no support or motivation
None but some departments are already perfect: cash and stock; IT support; BSC - except the initial getting through. Branch hub is getting clunky, it was brilliant in the beginning
None Everything is so cumbersome and lengthy. We just have to work harder for less.
None really. Remuneration is still ridiculously low for the serviced we provide with no pathway to drive your business on.
None that actively give my branch the extra cash that is needed to help with rising staff costs and rental on my unit that costs £40, 000 a year,
None that benefit me or my branch
None that helps me
None that I am aware of
None that make my job any better, easier or better paid.
None whatsoever, my branch and my remuneration is going downhill.
None whatsoever.
NONE! Except FAT BONUSES ALLOCATED TO THEMSELVES!!
None, all areas have got worse instead of better in the last year
None, As a Relatively new post master the experience is abysmal with POL, I find POL not transparent, dishonest and out of touch.
None, pack of lies
None, the main focus for all pistmasters is remuneration. You line your pockets but not ours..
None, until the inquiry deals with the current injustices we are stuck in disbelief that we are appreciated and valued
None, we just seem to go from one crisis to another.
None.
None. Haven't seen any senior managers in our branch. Have applied for Evri & no reply or explanation Seems PO living in a fantasy world while post masters suffer
None. Underpaid. Will close this year after 28 years
Nonr
Not a lot
not alot
Not any PO going down
Not applicable. You are running us into the ground.
Not many
Not Many apart from new carriers and some branch hub improvements. Comms has improved.
Not many in terms of process
Not much
Not much exciting news. We are really thinking of simply "Handing the keys back" after over 32 years of service and losses.
Not really
Not really we seem to be taking on high workload load transactions & replacing with transactions like PUDO. So lower paying & more time consuming
Not seen anything, just words.

not sure anything much has improved
Note counter to be given to Post Offices, banking deposits and withdrawal increased in remuneration.
Nothing
Nothing ! Losing more money out of my minimal profits. 10% star pay rises per year, nothing from the po Ltd.
Nothing everything us decline , need a wage where we earn atleast min wage or more to survive
Nothing for small sub post offices
Nothing has been done
Nothing much
Nothing really other than new area manager who is helpful
Nothing shout be visible sign outside and more signs on the govt. Roads
Nothing significant
Nothing significantly worth mentioning.
Nothing that helps us
Nothing that's making a profit.
Nothing, Infact it's getting worse and worse Post office business is declining day by day. No one young entrepreneur wants to go into PO business at all.
Offer more couriers from branch
Offering mail services for other carriers
On the contrary. Whoever's running this shit show has pushed it way past the point of no return
One that benefit me
ONE THING LIKE TO SAY TO POST OFFICE THAT KEEP TRANSPARENT AND KEEP TRUST WITH POSTMASTER SO WE CAN GAIN THE PUBLIC INTEREST TO BUY POST OFFICE AND ASSURE THAT NOTHING TO WORRY ABOUT TO COME IN THIS FEILD. THANK YOU.
Online shopping/postage
Online support support for ordering stock and cash far better
Only a new excellent AM other than that none
only evri coming on board
Operational changes (additional services and features)
Order non stock item need improve the time or schedule delivery
Ordering advertising materials
Ordering marketing material, Branch training via Hub, Extended Pudo services with Evri and DPD, Enhanced remuneration
Othen then DPD, no improvements
Other business eg Amazon
Other couriers available as an alternative to RM
Other mail providers although it seems I won't benefit despite repeatedly asking for Evri and DPD in my branch.
Other mails carriers
Other offices are getting access to other carriers but we are getting nothing. I completed a form to take part in the scheme but have heard nothing back
Other postal services
Our area manager has been the most supportive with us and has always valued our feedback and helped us improve our business and services
Outside couriers coming on board. Lost our former Area Manager
Overall pathetic, all talk and no walk. Absolute disregard for reality. Focused on public optics.
Parcel service
Partnership with evry,DPD
Personally the only area that has improved is the area manager. █████ is very good and a stark improvement on before. As a small rural post office, which is an essential service within the community I feel ignored and put upon by people who don't understand rural post offices and what they offer to their communities. One size doesn't fit all I'm afraid despite the post office thinking it should.
Personally, cash centre dealings, correcting branch errors in a timely manner. Errors on Horizon are being investigated more openly and honestly and any difficulties are also being listened to, and assistance being made.
Plenty for mainland stores nothing for islands always left to last to be looked at logistics here are a nightmare
Po trying to listen more from postmasters
Point of Sale on our products and promotions are now on time and attractive to customers
POL have clearly spent a lot on this with very skewed questions trying to make them look better

Possibly getting dpd and evri but not yet to us
Post office added new partners eg DPD and Amazon
Post office has done great job to bring footfall in but it's in pence. While expenses are in pounds.
post office hub app very good, area manager help is very important we can speak to her and area manager visits are very important and useful, amazon is great
Post Office is trying new initiatives to improve lines of business but I see very little success.
Post office leadership thinks that they have improved things, things may have improved in the books or in their offices. On the grounds very little.
Post office tried add more service for us in last year eg. Evri, DPD buy in branch , MTc
Postal carriers expanded from just RM and PForce
Postoffice branch hub and postmaster WhatsApp group
Promotional material
Providing extra services banking, other postal services evri etc.
Pudo
Pudo but run very poorly because of poor distribution of amazon polybags, very poor interface with evri such as items failing during scanning in, expiry list on evri gets cleared automatically daily, very long winded process for evri with dumb questions such as no name appearing but being asked if parcel is found ! Extremely poor IT system and flawed to the core
PUDO hence increase footfall
PUDO services
PUDO services and banking services
PUDO via EVRI but not been given the service...
Pudo, we need Evri now.
PUDU introduction to branch. Evri still not available which isn't helpful as that would be beneficial to me.
Putting more interactions on branch hub
Range of mail products
Recognition of the investment my wife and I have made in our Branch since 2019 and financial support that has moved us from subsidising the continued existence o f the branch to a position where our operational PO costs are covered. A sense that we are important to our Area Manager and our Regional Manager.
Regional manager is very accessible and helpful
Regular interactions between higher ranked individuals at POL Ltd with postmasters
Reintroduction of area Managers. An actual person who visits us.
Reintroduction of Euro's for sell in branch and travel money card. Potential of have EVRI although not received any communication since applying. We can't take advantage of all new parcel services offered as we have a very small shop without enough storage space that is required.
Relations with postmasters
remuneration
Remuneration
Remuneration has improved but not keeping up with inflation The help line and cash line seem to be making more effort to be friendly Less waste of materials allowing branches to pick promotion material Area managers giving gifts for length of service and winners of a target i.e. branch selling the most Special Deliveries
Remuneration improvement on dvla. Horizon buttons improvement.
remuneration increases recently, the ability to navigate and find all the information you need on branch hub
Remuneration reporting on Branch Hub
Renumeration
Renumeration.
Rolling out new mails partners
Rollout of new carriers and digital services.
Royal Mail tracked
Royal mail tracked services available soon to us
Rumeration
Sale
Sales have fallen sharply since Xmas 📉📉📉📉📉♂
Seems to be going on quite a lot but on snail's pace
Senior leadership visiting our branch and acting on some of our concerns.

Senior management are focused on big city and town. They need to focus on small and urban PO's. Seems like senior management doesn't want listen Small Business they are just focused on big ones. It's been long time since Evri & DPD rolled out but not all post offices have them.. Senior management is not bothered about it. Every other month Post Office looses services from portfolio but senior management doesn't even care about Post Masters remuneration. Today everyone is saying PO business is shrinking ship but still we are there for community.. Senior management doesn't care. They just sit down in office but they need to come out of it and check ground realities. All the post office should be treated equally.. all the services rolled by Po should be available in all the branches specially Parcel Service.
services being lost left right & center & competing with RM - what is POL doing to secure more work??
Services on Branchhub, DPD, Evri and Amazon Hub. Ability to order campaign posters and services information materials specific to branch etc.
Services variety
Sessional POS on Hub,
Sigh board
Simple and easy to learn training material. More income for postmasters.
Simpler way to provide information e.g. recording
Slightly improvements on remuneration and improvements on taking more tasks check post office venue to make sure all safe space is created for all the different services
Slow introduction of other parcel companies
Small remuneration improvements
So far no improvement on remuneration and products still been diluted
SO much of communication on a weekley baise.
Social marketing
Some improvements to evri process
SOME new carriers, the more the better
Some transactions on horizon are more simplified
Sometime improvements in some of the product and sometime useless
Specially for evri and DPD are worst
Still long way to go.
Still waiting for the improvement, which is overdue and needs to be addressed ASAP! Specially after Horizons scandal I have lost trust in Horizons system which I believe needs to be replaced with better system.
Stock ordering
Stock ordering online.
Stock ordering through Branch Hub. Introduction of new carriers, but not seen in my Branch.
Stock ordering, customer support
Supposedly Horizon!
System wise Nothing of merit. However the new parcel service partners are a good move.
Taking in evri which is great but horizon needs to take off some screens as too long winded
TCR is helpful
Tech
Tech support available Clear communication from senior leaders
The access to and the use of branch hub Great to have other services onboard, e.g. Evri, DPD, Amazon etc
The adding of services such as Amazon hub. Still a little extra renumerations would be nice.
the addition of other carriers
The addition of other carriers sounds great but I have not got any of them yet.
The advent of new IT. The introduction of other carriers DPD , Amazon
The assistance provided by the post office we have already started noticing positive changes in the post office services.
The Branch Hub is a good way to get information.
The Business and Trade Committee are now aware of how the board of POL behave and are clearly not interested in Postmasters.
The business management has been good and really supportive
The communication has slightly improved
The customs declarations
The different couriers has brought in the post office
The ease of new parcel carriers
The help received from my senior manager and also the post office wassup group is brilliant for getting a quick response to a question.

The Horizon Scandal has taken any improvements right out the window
The Horizon scandal uncovered.
The hub is good and gives good information.
The hub is helpful, for information on my post office, the extra mail offerings.
The improvements are all cosmetic, nothing from the grassroots of post office attitude has changed in my opinion
The introduction of additional carriers has been a good start we need more support to maximise these opportunities. The introduction of tracked services with Royal Mail is something we have been asking for for a long time so hopefully that will help us increase business. I am pleased that we are continuing our contracts with DVLA and the passport office as things stand but I would like to see a breakdown of what the transaction fees pay for in order to feel that the Post Office is being completely transparent.
The IT dept improved a lot
The latest announcements regarding remuneration.
The leadership team need to think how Customers and Communities and SPMRs need provide incentives to inspire more customers .
The method of communicating information is too fragmented and therefore difficult to access information on specific topics easily and speedily
The new courier services which have arrived at my counter, bringing in new customers. But they are not user friendly on Horizon, need to be more straight forward.
the new mails partnership with different carriers the lack of development with HMRC services the lack of progress with bill paying customers especially OVO
The new pudo offerings
The new tracked 24/48
The post office public enquiry finally being released
The posters are nicely
The services and access to useful information on branch hub have improved Helpdesk seem to be more understanding if we have any horizon issues
The tablet service is very well received by customers. It works well and really helps and engages the customers. Somehow this service connects in a positive way. We get alot of feedback from customers praising these services and thanking the staff for their help. PO should explore this aspect more.
The whole of branch hub in general
There have been no improvements.
There have been none as far as I am concerned.
There is alot of communication when new products are introduced so all are comfortable
There is improvement in Royal Mail delivery services, IT has been upgraded in-line with industry demand
Theres lots of song and dance of improving remuneration by 1p or 0.004% but when it comes to the pay cheque at the end of the month the improvements are tiny. Much smaller than the increase of senior leaderships salaries.
Third party mail providers Amazon and DPD.
Told with introduction of MDA 2 will receive new products, still waiting. New products will not replace lost due to mda2. We have become glorified scanners, Royal Mail doing pickup from homes, introducing mail collection boxes, payzone etc, pol doing same products on line cheaper. We are just used as cheap labour. Senior managers are lining their own pockets, Nick read thinks he is worth £1m. Couldn't even answer straightforward questions when interviewed by the panel, what a disgrace. Senior management still think postmasters are robbing dogs! I could go on, I have no respect left, the whole board should go.
Too many but all are very good
Tools and services available on Branch Hub. Easily accessible and well informative.
Total waste of time spending money on different initiatives when this money could be spent on remuneration. Subpostmasters are tired of endlessly telling POL that things are desperate financially.
Tracked 24 and 48 coming to post offices
Training communication is better
Training materials on branch hub
Transaction Process, too many buttons, not sure why. IT Navigation for required services are very complicated. POL must engage User exp team to simplify navigation process. Its very time consuming.
Transparency of transactions
Trying different couriers
TV adverts
Up remuneration of postmaster in banking
use of hub
Useful tools in Branch Hub
Various carriers
Verity of postal service

Very few we are waiting for more PUDO work
Very good Branch hub service providing all sorts of reports
Very impressed that ██████████ took the time to come and visit us as a small rural Post Office and listen.
very impressed with branch hub
very little
Very little for the benefit of the postmasters. We start selling another product next wk and we don't even know what the remuneration is, completely ridiculous communication! Lots of other branches offering evri etc and my office still not able to and I'm not understanding why!
View and amend ATM order. View currency order. More information is available on Branch Hub.
Waiting to hopefully receive EVRI.
we are supposed to be getting Evri and DPD but no communication as to when this might happen
We are very aware we have to move with the times and change. It's hard selling that to my staff and then customers, Deeply concerned about loss of services and the slow roll out of new services and products. We are aware of Paypoints ability to undercut the Post Office contracts as Paypoint see their service as a must to drive footfall, but as we know you still have to pay overheads. We just can't see Paypoint operatives performing like we do with regulated products. We can't understand why government departments keep trying to destroy each other including us.to
We have gone backwards I don't receive the new products I've promised my customers and we don't fight hard enough for the ones we have we just lose them
We need more service to add in our post office
Well being of the staff, partnership with Evri, Amazon, Dpd
Well it hard for me to judge as I have only been a postmaster for 3months
Well you may class as improvements with things such as PUDO. But they are time consuming low paid . We are losing more better pay to transactions.like BRP,lottery,dvla permits etc & it just seems to be getting worse with Royal Mail wanting to give work to payzone
When equipment went wrong I.e printer it was replaced quicker than usual
Whould like to provide more services which my branch doesn't do
With regards to new parcel services
Yes
Zero

Total sample; Unweighted; base n = 832; total n = 1917; 1085 missing  
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05)



And what are the key improvements (if any) that we still need to make?

-

- Breakdown barriers between leadership and postmasters. - Make the postmaster the first to know in every instance. - Open, honest and transparent culture needed. - Development of director roles to show their purposes, not just to act as a token gesture. - Remove dead wood at POL, too many chiefs, not enough indians, putting the postmaster at the centre as the biggest stakeholder.

- The process of payment letters customers bring in to what horizon actually says. - Trying to make sure that services are processed to all post offices rather than just selected branches. - remuneration to be more equal within branches.

?

1) finally, implement a 'true' relational contract type relationship - as "required" by the Fraser J judgment handed down by Fraser J. We should be treated as business Partners - and with respect - and treated in a fair and equitable way. 2) repay / reimburse SPMRs for the remuneration that we have 'missed out' on since 2017 due to the decisions, in breach of our contracts and without our consent, e.g. the paycuts for 'faster printers/horizon software (HNG-A)' to 'unfairly' reduce our overall remuneration and to fund legal fees for (your) historical wrongdoings, PR aimed at saving your reputations, compensation needed for redress because of (your) historical wrongdoings and continued employment of the many "unacceptable" Post Office employees who have been involved directly or indirectly in the "persecution" of Postmasters since 1999/2000, not just those prosecuting SPMRs - this equates to at least £390mn that need to be "returned" (as redress/ bonuses) to SPMRs before further payrises or bonuses should be paid to any Post Office executives or employees, going forward. Bonuses should only be going to Postmasters until "redress" due is fairly satisfied.

And 3) independent representation and, going forward, "fair" determination of Postmaster Remuneration needs to be now put in place - the National Federation of Postmasters does NOT independently represent Postmasters, nor does it have a "remit" to negotiate remuneration or contractual terms & conditions for myself or on behalf of other Postmasters, a

1) receipt options for some transactions yes or no (save paper) 2) tracking number by text messages or printed paper option 3) advertising material support retail side 4) banking corrections in branch

1. Bank Cash Deposit Limits 2. Bill Payments 3. All Government Services should be available to customers via Post Office

1. Compulsory 5 W screen on Horizon - by us having to input the requested info into Horizon will help us narrow down the growing list of mails carriers and products we then offer to the customer to streamline the process. Dangerous goods conformance will improve because of it. Also the customer will be offered a product that is correct for their needs and also from a business prospective a higher remunerated product will be sold. 2. Travel money rem increase - it's been at least a decade since we last had an increase in the amount we get paid for in branch sales. This needs to be looked at for 2024 as well as making sure in branch, pre order and click and collect sales are all paid the same. 3. Banking framework 4 - new note counters are on the way but really need to be expedited as some branches like mine haven't got anything at all at present. Also the rem rates need to be looked at to reflect the work we do. Larger mains branches like mine have redundant customer appointment rooms. POL should be negotiating with the banks to make use of these by improving the numbers of Post Offices that could be enhanced for banking. In places where a Banking Hub isn't planned then it makes sense for customers to still get access to these rooms to see a community banker. POL should be negotiating monthly payments with the banks to pay postmasters so these spaces can be used. 4. SSK's - I have an SSK in branch that are being criminally being underused. They need to be upgraded asap so that they can a

1. Honesty 2. A real understanding at Regional Manager level and above of the day to day operations of a Postmaster. 3. Listen and action. 4. Be approachable and sincere. 5. Stop being so remote. 6. Be fair and stop looking after the favourites. 7. Realise that POL's management structure is weak and ineffectual . 8 I believe that parts of the system are corrupt. 9. Stop breaking your own rules. 10. I struggle to trust POL

1. Significantly improve postmaster pay. Yes services offered have increased but not the pay! 2. Look at making the lives of postmasters much easier in terms of thinking about flexibility in the times of day allowed to do the cash balance and flexibility in number of days to do the monthly balance. 3. Help postmasters hire and train suitable staff and provide proper cover if they are away. 4. Scrap the Horizon IT system immediately. How can you keep using a computer system still riddled with errors and have the cheek to say postmasters are well supported while ripping them off when the horizon system is asking for money that is not missing in the first place!

1. Simplicity of transactions and functions on the Horizon system. 2. Copper to fibre rollout should improve interface and transaction processing and help features. 3. Ability to hold/pause a transaction and perform another simple transaction is extremely important feature. 4. Open multiple windows such as help/back office and transaction processing can save valuable time.

1. Tie up with Metro Bank to allow operations to help many customers who have only Metro bank account

A change of senior leadership is much needed our investments in our individual businesses are being made worthless by senior management. Significant improvements in remuneration needs to be made

a decent wage.

A fair share on income, cut costs at centre like we've all had to.

A fairer share of remuneration, POL take too larger percentage of the income we generate

A focussed approach on really supporting Subpostmasters, not just sound bites and lip service. The need to get Senior Managers to roll their sleeves up and join in the passion we have for our customers. Yes we need to make a living but the real role we play in the community is huge, in terms of supporting the elderly, the vulnerable and getting the right product to the right customer is bigger. We need to witness Managers who are a genuinely interested in developing and sustaining a trusted brand, and who are not in positions which are adopted as stepping stones to progress their personal careers, within or out-with our fantastic business. Finally get the Horizon scandal cleared up satisfactorily and immediately , in order that we can move on and focus on our futures.
A lot to discuss
A new Board and Senior Leadership Team
A simplified customs process on horizon
Above
Absolutely disheartened with Post Office Scandal and ongoing senior management "accusations" , WHAT is the future of Post Office, WHERE are we heading????? no clear guidance, coupled with loss of revenue, over 35 years 20 as Postmaster never seen it so bad.
Access to all services for all branches and fair remuneration for each product
Access to Evri and DPD and remuneration overall to be up to date with the work involved
Access to extra services a bit quicker, such as evri going live
Access to more services for all post offices ie. Evri, DPD, DVLA etc.
acknowledge the back office work undertaken
Actio on what is being said
Actually improving branch profitability instead of just talking about it.
Actually making sure that all branches have equal opportunity & access to all new ideas that could help improve viability. Vastly improving the Help Desk - too many occasions when staff do not have a clue how to help & actually make things worse. The resetting of the relationship (as always being quoted) is genuine and addressed urgently - could be too little too late for some of us.
Add dva to all sub offices so thst we may tax cars would be a good earner
Add more bill payments and more of the other banking from banks like Monzo
Again the the more information
all branches should be able to supply the same product eg.passport check and send driving licence idea services. Its annoying to customers when we cant help them after queing.
All branches should be allowed to process evri, dpd. etc etc evri should limit amount of shops to close to each other
All branches should be equal in remuneration, how can it be fair that one site gets more to post a parcel than another
All branches to be treated in fair footing. Why Some post offices have EVRI?
All offices should provide all mail services as they are expected at all offices
All our drop and go customer have been taken away by royal mail collection and also better rates online than in post office why can it not be the same ?
All post offices have the same things to sell.
All senior managed should be sacked, middle managers and area managers stream lined and savings given to postmasters remuneration. Once postmaster receive fair incentives they will naturally work harder for better rewards and money. I don't need an area manager to tell me sell more earn more this is basic common sense, what they do not understand is there is no motivation to sell more as the crap commission is going to do anything.
Allow coin to be ordered in advance (extend current order window)
Allow community Post offices to do more Services
Amazon deliveries have stopped coming to our po. When I contacted help desk I was passed from one department to another and no one was able to help. Still an issue from early January!
Amazon new process is farcical
Amazon return, Banking, TFL all application accept at counter, customer verification
Amazon system need to go post office system
Amazon to horizon
An attractive payment for all the mails products including online
An easier way of booking in/out Evri parcels. and Amazon drop of Hub parcels
Another of improvement needs to be made poor management
Answer calls easily Contact us ASAP for discrepancies We wait extremely long time We suffer and especially when transactions keep doubling
Appreciation that many of us run our branches alone (there is only one person running PO and retail) so it is difficult to engage in more lengthy discussions re financial products when we have customers in queues. Also that many of us have very limited space and are therefore not able to take full advantage of all the new companies we are now able to engage with.
Area manager who can do things Pay at postmaster so we can move on 3 minutes of options before being put on hold with bsc

Area Managers to have the skills to enable postmasters. Local area postmaster forums. Face to face Training forums. Support to be given to postmasters to enable culture change. Recognition of shoddy practices required and support to rectify. To support the postmasters in meeting employment practices and enabling their meeting such responsibilities. Meet with new postmasters and listen to their needs and concerns. Urgent proactive support required to enable independent community post offices and masters.
As above
As above and also put a different colour screen when in CD1 (atm) as caused problems if logged in by accident
As many new services as possible at good levels of remuneration. Give people more reasons to use us. Replace horizon with a better system and this will also help rebuild confidence from postmasters, as long as the new system works seamlessly. Remuneration is the key to keeping the postmaster network intact & investment should be prioritised into busier branches that have more than one till and therefore almost certainly employ staff.
As post office local , we want to add better easy service for us . Some main post office has , but we don't .
AS WE ALL ARE AWARE MOST OF OUR COURIER PARTERS OFFERING ONLINE SERVIES TO CUSTOMER SO DAY TO DAY WE ARE LOOSING OUR BUSINESS. SO PLEASE LOOK INTO THE MATTER AND HELP TO POST MASTERS TO GET FAIR INCOME. SOMETIMES STAFF EARING MORE THAN WE DO.
At least decent Remuneration. I'm post master and I'm not even meeting minimum wage.
At least the parcel price to be maintained closer to online prices.
At the moment I'm quite happy with how things are dealt by the post office
Availability of services to branch, like I asked for DVLA from day one which is from 2010 !
Banking & Mailing
Banking limit
Banking limits for customers would be good to know before we take money in if customer has any limits ans what's left
Banking remuneration remains an insult compared to the work involved. It's a miniscule % paid to PM for the work. Which cat - POL or the banks - are taking the cream of the top? There needs to be a significant leap in banking remuneration!
Banking to be more efficient and to pay more accordingly In remuneration, customers are not able to cash deposit.
Be genuine
Be honest
Be honest and go for high value business !!
Be honest and transparent
Be honest and transparent like you make out you do
Be less dictatorial
Be more open and improve help desk
Be more transparent
Being able to provide the Evri PUDO service as well
Being honest and appreciated and been paid a living wage how do we afford to pay our staff with my remuneration always decreasing.
Being less top heavy a fair distribution of income
Being more truthful with postmasters as we are the ones who do all the transactions and bring in the income
Being open around remuneration, being told that p.o. Cannot afford a pay rise for us because of the horizon scandal. Then hear that the government is rooting the bill & that senior management have awarded themselves a 7% rise. This is the same management that created the problem in the first place. How do you expect us to trust.
Believe me when I say we need something as I have been doing this job for more than 32 years. The government should support us more by putting more of their services through us. Post office have spoiled that by the reinvention strategy which should have been scrapped
Better and simpler Horizon user interface. To avoid too many buttons presses to process every parcels. Better scan code in Amazon bags. Better instruction by 3rd party as to which service to use. As customers bring wrong scan code for over size parcels
Better banking remuneration and the equipment to do the job effectively and efficiently
Better commission
Better commission and making Post offices a need for community by making it as a hub for parcels delivery pockup
Better communication and support towards postmasters
Better communication from management, a banking hub was opened in our area without direct consultation with us
Better communications about the timing of roll outs to branches for Evri etc
Better communications and acknowledgement of issues. Resolving issues in a timely manner.
Better communications between Royal Mail and Post Office.
Better help with faulty equipment
Better horizon system More hours Giving more work to post office with no increase in hours or pay to staff already doing a lot Sending information out in the post of us to read as access to branch focus ECT is hard to get to when we lone work and cant print from the HELP button

better IT system
Better IT systems / printers / communications with any outside company visiting the branch and not just turning up, for example alarm engineers or bt engineers etc.. caused problems if the right staff member is not there to deal with it
Better opportunities to increase revenues
Better pay
Better pay !
better pay . none made
Better pay and conditions
Better pay for community post offices
Better pay in order to maintain a profitable business. Right now the remuneration pay isn't viable to run a post office
Better Pay to the postmaster as I am suffering due to being local branch and not main
better pay, most of our problems would disappear without some major overall that rule change that might cause more problems then fix
Better printer system with label integration
Better regular communication/ refresh procedures especially for new appointed postmasters
Better Remunerated by Post Office.
Better remuneration
Better remuneration Better communication Honest and open conversation and interaction
better remuneration and independent representation
Better remuneration during the time of inflation such as now
Better remuneration for banking
Better remuneration for hard working post offices
Better remuneration for products and services, offering same bureau rates as online orders, offering same services like online e.g international Royal Mail parcels over 2kg can be be processed and paid online but only upto 2kg in branch
Better Remuneration for the postmaster as at the moment we are earning below the minimum wage. So much responsibility with such a little pay.
Better remuneration forwhat we do espically in banking
Better remuneration Need to get core payment back
Better remuneration! As a fairly busy Mains branch, our annual remuneration is less than when we started here 20 years ago! We can only manage by also using our pensions from having worked for a County Council for 25 years.
Better remuneration, marketing to drive footfall into branches, better communication instead of us reading about issues in the press, less bonuses to senior management, more products now nearly all government products have gone.
Better Remurination
Better renumeration Better negotiation in order to not loose key services eg DVLA
Better renumeration Branch focus on horizon is very slow There are Still holes in the entire horizon system,
Better renumeration senior management listening to us and believing us,rm to stop under cutting us online and stealing our customers
Better renumeration for postmasters who works hard for it and less bonuses to Postoffice seniors which is extremely unfair! Most of postmasters are struggling with current conditions to make ends meets in spite of working hard for Postoffice income which should be shared equally!
Better support, better remuneration, feeling like we're valued as postmasters
Better way to get information and advice for part time branches who don't have daily access to the hub - can be in very rural areas with very poor or non existent phone signals
Bin Horizon ASAP and improve branch connectivity so not as many outages. Have Postmasters involved at the START and as part of the initiation of any new improvement project not just as tock in the box or throwing out rubbish waste of time ideas.
bonuses give to post masters like senior post office staff get
Branch Hub is a disaster to get into so many questions passwords to get access and I don't understand why?? What harm would come off the wrong person getting access, there is nothing to be gained.
Branch Hub needs to be made simpler and more information on it
Branch hub on horizon if possible. Access to complex to BH Doesnts have to be all the info on BH mainly cash and stock ordering.
Branch hub on horizon is a half system. Slow, frustrating, created by techy-heads and awkward for non-techy-heads.
Branch profitability.
Branch User friendly interface
Bring back all the services that we lost, such as bill payments
BSC

BSC waiting time needs to be improved
bureau ordering
business deposits start to be too much specially in the evenings for security point of view is no good need to do something.
Business Model has to be revisited and remuneration model has to be revised to make it viable for Mains Post offices as they rely on post office business compared to Local model.
Calls to helpline less waiting time to get to speak to someone.
CASH MANAGEMENT AND DESCREPNACY OFFICE NEEDS TO IMPROVE COMMUNICATION AND BRIN G ANY DISPUTES QUICKLY TO AND END , NOT LEAVE UP TO 6 MONTHS BEFORE TRYING TO RESOLVE PROBLEMS
Cash Management need to send sufficient cash for ATM and take into account missed delivery when planning the order. This will prevent ATM running out of cash. Also requesting to increase the planned order is not easy.
Certain products remuneration needs to improve still getting paid same as 10 years ago
Change the tools we use daily based
Check horizon system There are still errors
Clarity on provided services eg DPD evri ect ,ease of use with alternative carriers on Verizon and speed of system update IE parcels still on system after despatch to dpd
Class room trainig for the new post office staff
Clear and honest communication with public and wronged post masters
Clear communication and honesty with postmasters which is not possible from post office seniors Remuneration which is not justified in the current world we live inn!!!
Clear out current management and bring in people who want to develop the business rather than their own personal bank balance and ego.
Clearer system for discrepancies and being able to understand the processess around how to clear them
Collection failure button on horizon for pudo.
Collection of non Royal Mail parcels needs to be fixed timings and assured that it will be picked up daily.
Come clean on the Horizon scandal. Pay the supostmasters. Prosecute people who knowingly allowed sunpostmaster to be prosecuted after they were aware of Horizon breaches. Replace top management because they are tarnished by the scandal and the terrible way it is still being handled
Communication
Communication Services Remuneration
Communication about things that apply directly to my branch and not every branch as most things are done on a general one size fits all basis.
Communication and more on remuneration and hours
Communication and understanding. Its not all targets and sales for us working the counters
Communication is terrible, branch hub on horizon is so slow it's unusable and has made the help function slower, information on remuneration for new products needs to be released quicker and discussed with your business partners.
communication needs to be targeted branch type
Communication over phone calls and letters. And levels of support.
Communication with individual branches about decisions i.e. Amazon services pretty non existent
Communication. Don't bury your head in the sand when there are issues that need resolving. TCR farce.
Communications between higher ups and smaller business owners Technology is very lacking and needs improvements Allow post offices to choose to increase the services they provide if they see fit
Communications regarding Parcelforce collections for those small Post Offices with no daily collection. Postmasters used to be able to contact the local office but now have to communicate with a national centre and rely on them emailing through. Also, Parcelforce 24hr no longer go directly to the driver so are often not collected until the following day, therefore not collected until the day the customer was expecting it to arrive
Communications with helpdesk it's terrible at times
Company profits must be shared with all post master and post master should be on fixed yearly payment, commission needs to be increased a lot, currently the commission is extremely poor
Compete with other companies quickly implement quick. Like DHL should be in branch now not next year. Everi and DPD launch in all branches now.
Completing horizon compensation quickly
-compliance test on horizon should be highlighted -remuneration has decreased drastically due to structure of payments from Post office -we don't get paid as much on the quantity of products we sell anymore
computer systems need upgrading
Contact with senior PO manager for area to help with queries
Continue to create more business partners that will benefit branch increased foot flow and remuneration
Continue to leverage closure of bank branches to our advantage. Simplify transaction processes wherever possible to make it easier to train new staff.

Continue to make branches profitable.
Continue with support
Core payments
Could do with stock coming in every week instead of fortnightly.
Culture
Currency rates needs to be competitive and increased remuneration
Customer journey for selling mails services such as Evri
Customer service
customs declarations
Cut down on wares papers give customers option for recipients cash withdrawals
Cut managers jobs so branches keep more money from their hard work!!! Advertising more so people know we are business and not a charity place. Less local post offices as they have no knowledge about their job You damage the name of POST OFFICE by give it to local primer and nisa .
cut out a big level of management starting from the top and rebalance our remuneration with the proceeds
Cut out all the useless senior management and spend their salaries on the sub postmasters who are actually generating your business. Senior managers dont make the business any money they are only an extra cost. Prosecute and jail the people responsible for the horizon miscarriage of justice. Stop making placatory noises and just pointing at each other, and send someone who is actually responsible to prison. So quick to prosecute before, but now.....
deal with people who run the post office and not make it so difficult to get answers.
Delays in transactions coming through meaning daily discrepancies
Detailed reporting of transactions on Remuneration
DEVELOP REALISTIC RETIREMENT COMPENSATION
Digital passport and DVLA still not available to me
Digital screen advertising
Displays promotion material equipment for our eg wind master, beach flag
Do your job
Dpd and pickup Drop in horizon make very slowly and more marketing and DPD and Evri can sale like Royalmail just customer can just write address and come to send Many Thanks.
Dpd, amazon, evri, Dhl
Driver collection need to improve
Dvla services if is possible
Each post office has different customer base so the services needs to be provided accordingly.
Ease of using PUDO. Releasing multiple evri parcels in one go for same customer.
Easier access to Branch support
Electricity bills gone up by 400%,too many appliances stay on at night
Email helpful
Enable contact via Email with Post Office for all issues. It is not always possible to use the telephone, due to serving customers
Endless... horizon, maintaining products, not losing any more contracts
Equal opportunity for all branches. Don't promise a service to drive footfall and remuneration if the little guy isn't going to get this ❖❖ misleading and unfair.
Equal pay for all branches
Equal remuneration for the same work
Equality for all post offices to offer all services
Ever one should have every service..at the moment I don't have it
Everi and other services have to give to branches who has independent working and the post masters working in post office many years...we request lots of time we haven't heard anything yet..but some of the new local post offices get tht services already its not fair
Every branch should be offered all services, let the branch decide if they want the PUDO service or not. There's 100s of us crying out for it and many who have it wishing they didn't. LISTEN TO THE POSTMASTERS!
Every department and most important to increase remuneration as it's critical with cost rising.
Everything ... absolutely everything!
Everything else. A lot to list
Everything we need at least minimum wages plus monies for run costs Remove waste age of senior managers and we are the frontline and do not any bonuses we live in the breadline

Everything, mainly remuneration and holiday pay. The way you remunerate for holidays is disgusting and makes it impossible to even consider the feasibility of having a break. The negative consequences of your scandal and lack of accountability and the lack of prosecutions on senior management have had an effect on the prospects of us selling our business. So make managers accountable. Remunerate more fairly especially for the increase in bank clerk activities we are undertaking. If you have a system and say we can access it make sure it bloody works first! I attempted ordering stock via branch hub and wasn't receiving it so switched back to horizon. Also update the system, there are stamp denominations listed on the declaration that simply do not exist any more, all it does is waste time.
Evri customer collection multiple parcels in one go like Amazon. Also access of more services to local post offices.
Evri DHL amazon need to give all branch because customer disappointed when they come and visit branch there is no certain service our branch
EVRI in all our branches
Evri in my branch
Evri in our branch
Evri on horizon
evri parcel processing to be simplified
evri parcel service to my shop
evri rollout and dhl services
Evri rollout needs to me massively speeded up, more carriers need to be added faster
Evri screen is cumbersome needs to be easier to navigate
EVRI to be available in all branches All products available in all branches Better remuneration
Evri...if a customer has more then 1 parcel to pick up we have to do 1 at a time could do with it been same as royal mail where you can zap multiple out to one customer
Explain why postage continues to increase and make cheaper options available.
Extra remuneration
Extra Remuneration. Postmaster Input to be Considered. More Support to Increase Business Footfall. Less Duplication of Information.
Face to face meetings re training and sharing of best practices with other Postmasters
Fair pay , new products , product retention, place banking hubs in existing post offices .
Fair pay for the work and responsibilities of the job.
Fair pay for work carried out. POL are still keeping too much fees and leaving smaller offices to wither away/work even harder to maintain their remuneration
Fair remuneration and pay , also a core payment for postmasters.
fair remuneration for postmaster
Fair remuneration, remuneration remuneration I hope this is what every postmaster needs
Fair remuneration. For the amount of time my Post Office is open, based on an hourly wage, I receive a little over HALF the MINIMUM WAGE.
Fairer remuneration. Senior Management bonuses significantly reduced & the money redirected to those of us that run PO's, mostly at a loss.
Faster roll out of new products.. PUDO
Faster roll out of other mails carriers
Faster to act on post office issues from stock ordering how can you run out of 2nd class stamps ? Currency too large a note need smaller 10 and 5 in euros so we can upsell better . Let the the postmaster makes decisions in their post office in terms of what is needed . The better performing post offices don't seem to get anything when they ask when asked what we need on visits we just get tolled no budget so why ask
Faster transaction. Fast printing printers
Feedback to individual branches about where they are in the application process for new carriers. Many of us have applied many times and heard nothing ?
Financial Support/incentives, maybe some extra support For branches working longer hours
Find more income streams. Look outside the box for ideas. We have 11000 trusted outlets keen and willing to work use us find new work
Find ways to improve remuneration
Fit and proper team not communicating with postmaster's issue
Focus on simplicity.
For a 12ft Square office there needs to be a lot.
For my branch - a better understanding of the growth and progression for my business, and the support PO could provide in its development.
Full transparency of POL and Government interaction. Through design or neglect I think that Government are squandering the value that Post Offices could provide to the general (non-digital) public. I do not know if POL are lobbying Gov hard enough or simply accept the status quo of services erosion. It is also possible that Gov really see Post Offices as unimportant and would be happy to lose them from public ownership. In summary I don't have enough information to judge what is really going on.
Further improve remuneration
Further PUDO carriers
Future security

gain more clients that want to work with POL and stop losing them to Paypoint
Gas and Electric- Energy top up commission need to look up ?? My Branch have 500 customer in month remuneration average £40 only If energy remuneration increased that will help post master
Generic Questions. If this is to be the go to system for correspondence then needs asked
Get a backbone and keep the products we have
Get Area managers off their backsides and into the network or be honest and say small offices aren't important and don't pretend they look after us.
Get more pay for the service and time we are putting in.
Get new IT systems running that are modern and fast and less cumbersome for local Post Office remove unnecessary options that do not work Have more remuneration for all products being sold on behalf of post office Remove DVLA it's an nightmare always causes problems and customers trying there best to get away with not paying for car tax in time and being asked to fill in forms for customers is a complete nightmare many just do not have right documents and expect clerks to do everything for them at very little remuneration rate for DVLA
Get rid of all senior managers (Nick Read etc) and area managers and give the money saved to the people who are Post office the Postmasters
Get rid of horizon! It still doesn't work and still creates shortfalls out of nowhere!!!
Get rid of the different kinds of post office all should be paid the same for the same operation ie no mains and locals
Get rid of the top management and put sub post masters who will benefit us not a bunch of idiots who may be educated to the top but lack skills of doing a job
Get value for these type of transactions. As we are getting complaints about ques but I session have dropped by 1k a week
Getting Evri into our branch
Getting third party carriers on board quicker and to more branches. Take a more aggressive stance to Royal Mail. Remove the contract clause that stops postmasters taking new contracts on. E,g use parcelly.
Getting through to BSC can sometimes take a long time, which can be hard when I have to rely on a colleague standing in for me at the post office.
Give all PUDO services to all main branches despite having other superstore nearby. Increase remuneration for 24/48 services and returns
Give postmaster a decent return
Give the choice by Postmasters of representation and remove the NFSP from contracts. Stop treating us as subordinates. Stop the bonus culture within HQ at all levels. Stop spending on lawyers. Clear out the Board of Directors and the GE and start again. Agree with Gov't the purpose of the PO for the future.
Give the postmasters more benefits and better remuneration for all the work they put in instead of paying crazy levels of bonuses to the post office big wigs remembet we the postmasters do all the donkey work and get peanuts its time were paid a decent wage with bonuses we don't get sick wages or holidays we even have to pay for pens,stable,pencils etc which we use for Postoffice work its time for change
Give us a wage to make the business viable
Give us an area manager that actual does something to support our business. We've had one for two years and I couldn't pick her out of a line up. We have no relationship to the extent that I don't feel that I can reach out with any questions cause she's clearly demonstrated that she's not interested in our business
Giving updates in a way that is easier to access
Good Negotiations with carrier and Financial service provider and be fair with Postmaster.
Greater agility in change. Honesty and transparency Cultural change! Source business streams that add true value to the branch, instead of 'ambulance chasing'
Having to fight for enough currency to satisfy customer demand is frustrating and unnecessary
Help desk
Help desk better manned, horizon improvements and bring travel ins and TMC back in branch and access to more currencies on demand. Fire fujitsu
Help desk needs work !! Phone up on several occasions and never seem to get any help. 1 person says 1 thing another says something else. With the negativity that's surrounds the post office, with recent events, I feel that sometimes little allowances should be made to help the customers, especially regular ones.
Help line product knowledge
Help out post master to pay employees... there's so much to do yet so little hands. Postmaster don't earn enough to put a person for services...
Help towards running costs of the business. Electricity costs etc
Help with cost, help with post masters holidays,
Help with refit
Help with remuneration
helping postmaster to make there business affordel to meet two ends
Helping us and our staff at the right time
Helping with discrepancies face to face to understand what happening especially after the media
Higher income to postmasters
Higher remediation
Higher remuneration



Higher remuneration across the board
Higher remuneration needed
Higher Remuneration
Hold on to existing products even if it means slightly less remuneration
Honest communication, acknowledgement of the financial investment we have all made in our offices
Honest senior management that believe in postmasters & work to improve everything postmasters deal with.
Honesty
Honesty, proper compensation for the wrongful treatment of Postmasters caught up in the horizon scandal
Honesty, the lack of transparency is killing the network
Honesty, transparency, stop trying to whitewash over problems. Not really listening
Horizon
horizon - the number of pages of obsolete stamps when entering open postage stamps during weekly balance is an absolute joke
Horizon and printers
Horizon and remuneration
Horizon balancing procedure
Horizon Being a partner Remuneration
Horizon calculator to count large banking with change and multi bags of odd amounts
Horizon change the name remove the layers of unnecessary stuff
Horizon easier use
Horizon in a logical order, especially the EVRI DPD process
Horizon is appalling
Horizon is still a nightmare to use
Horizon is very outdated And we should be able to put transactions on hold and serve next Customer if needed Also branch hub is very complicated and not very friendly. Comparing to other apps available in market
Horizon needs to be replaced. Better pay for mails and banking. Getting paid for admin work. Getting paid holidays and PO helping us to pay for a portion of staff costs. Getting paid lunch breaks. PO spending money to ensure branches are secure and safe to work in.
Horizon needs to go. PO scandal needs a line drawing under it so that the business can move on. New products/services are desperately needed.
Horizon needs upgrading
Horizon not fit for purpose.
Horizon process for pudo products needs to be simplified and streamlined
Horizon speed
Horizon system is not intuitive and still allows multiple mistakes to happen and unresolved answers to queries. Compliance training needs to be moved to Branch Hub so that it isn't interfering with serving customers. Drop and Go - you can't see what you have put through the system e.g. how many of each type of stamp book etc. Very hard to resolve discrepancies if they arise with Drop and Go. We have got to reduce how long it takes to put International parcels through. More options for Local branches to increase their revenue or upgrade to add more services. Need a second till/screen to be able to process Drop and Go or Stamps etc at busy times like Christmas.
Horizon system needs improving, very old system, some services could be processed more easily, for example, postage stickers and printing systems
Horizon system needs to be more user friendly
Horizon system Supporting local branches
Horizon system transparency
horizon systems outdate
Horizon till functions and a overall understanding of each branch. Under training our trainer advised to look after our branch as you can see whats going. Area managers can help with that.
Horizon. Remuneration. Amazon equipment (phone)
Horizon.. heap of rubbish
How about improving the pay! Taking into account the time spent on admin, I am paid less than the minimum wage - and yet I provide a vital service to a remote, rural community - and am far more use than the CEO on his £800,000. How about spreading the obscene amount paid to senior managers to reward their incompetency to those of us who actually do the work. And PAY THE VICTIMS OF THE HORIZON SCANDAL NOW.
How can we survive when day to day running of business has gone up and our remuneration going down. Post office need to find a way to improve our remuneration and most importantly need to act to improve our reputation in people's eyes.
How to get better rates for our transactions so we can get better remuneration

I am glad that AMAZONE is providing paper bags, but is not great in quality because for certain item , paper bag is not good option.
I am still having few doubts if the post office going to continue to serve communities and support people working in it.
I believe cash declarations need to be made later after store closing times
I feel that PO senior management are gloriously overpaid particularly when their inflated pay is compared with branch returns. Why has any PO director received a bonus in the past 20 years?
I feel the postmasters don't get enough opportunities to improve our position in post office i feel post office should offer more
I feel there is still a bit of work to do on Horizon to make it a more user friendly platform for beginners
I find ordering stock etc on Branch Hub very poor, its not a user friendly system.
I have been in charge only since Sept 2023. I will be able to provide better feedback next time.
I have been working for PO for over 30 years. I think we need to reduce our network size. I know we have an obligation to central government. But in reality we cannot sustain the retail footprint. So many businesses are either closing or reducing their size. After all. The scandals & until this matters are settled & out of the news on a regular basis no one will be able to sell their business for at least 2years. If people are forced to close due to affordability you will have another scandal on your hands
I just feel that we as postmasters are effectively paying for mistakes of the past, and although I really do try to be positive its difficult to when every other day something else comes out about post office,
I liked it when I could order stock through horizon screen
I need an Area Manager I have not had one since December. We are desperate to get Evri into our branch as there is none in the area and it would be so good for the business and I have no o e who can help me achieve this. If I don't get this sorted soon someone else in town will and I don't want that to happen
I rarely believe anything now, especially if the "spin" says it's better, or more efficient, or for postmasters convenience. Recent events have caused increased cynicism.
I think it's hard for the PO to get it right for every postmaster, it's not achievable. I'm happy with the extra business from Evri/DPD/Amazon etc but I have shown my interest in getting the tablet so I can offer more services like DVLA and passports but sadly have not had one. I am th biggest branch which covers a wide area and believe not only would it be beneficial for me but for the community if we had one.
I think Post-Office have greatly improved
I think remuneration really needs to improve considering how much work has to be done by running a Post Office. Also more flexibility to take on more external couriers and simplicity of a system which is so outdated.
I would like the international mail data capture explained, because being a one window branch they are an absolute nightmare - so I'd like to know what the information is doing to help me and the customer, when the info is all over the item.
I would like to see uniform services for all PO'sfor example i am a village PO, but my area has grown with over 400 new houses being built. I would like to offer services that mains also offer in order to keep my customers from going elsewhere
I would prefer a transaction receipt be on request rather than automatically produced, i.e cash withdrawals
I would suggest to give atleast one person's full time wages to run the post office. We are struggling to cover the monthly rent, utility bill and pay a staff wages. Even if I am ill I am not able to take time off as I have to pay wages for the staff and not able to close the PO because of the commitment we have. Just struggling to cope currently. No matter how much you improve the commission, we won't be able to gain much.
If branch hub was more easy to access on horizon. A bit of a faff getting a security code every time you want to access the hub.
If po can integrate shop epos &po services in one till then we can serve from either till will be a big improvement
If Postmasters didn't exist then the business wouldn't exist, their pay should reflect that. I often get emails from some random senior leader in Post Office I've never seen or heard of before, and you can guarantee he's being paid significantly more than me and he can count the number of times he's been in a branch on one hand. Senior leader and management should get into branches, and not just the huge profitable city centre ones. The remote quiet branches are arguably more important to their customers then the city centre ones.
If we don't get improvements with our remuneration then lots of us will go out of business. I earn 40% less than I did 27 years ago!!
im not doing your job for you. pay me if you need a consultant
Immediate implementation of a core payment to retain branches that WILL close over the next 12 months.
Implementation of other carriers into horizon.
IMPROVE AMAZON PAPER BAG QUALITY , NOT GOOD FOR ALL THE ITEMS.
Improve horizon system and counter printer
Improve Horizon. Far too clunky. Help feature too difficult. Need more remuneration particularly from banking and PUDO to cover operational costs. Would like to see a clear strategy from POL to enable investment planning. Would like to work in partnership with POL to develop business. Too many POL people involved in business
Improve international parcels, increase remuneration, simplify horizon, speed up help desk time, improve horizon help facility, improve cash/Euro replenishment (for Scottish holidays). Make it easier to search for errors in horizon, (transaction code list is a nightmare).
Improve mail
Improve mails transactions to make them speedier

<b>IMPROVE ON THE DPD EXPERIENCE</b>
Improve pay and products
Improve pay to postmaster significantly to reflect the work they do to enhance the reputation of the postoffice as the most trusted institution in the land, and be that caring community service provider.
Improve pay, improve communication between management and sub offices
Improve profitability of each branch Invest in branch
Improve Rem
Improve remuneration
Improve remuneration Mail services
Improve remuneration across all transactions. Bring out new nbit tills sooner. Bring out more new products and services and do so more quickly. Simplify transactions which are too cumbersome and time consuming eg selling dpd, amazon Returns. Pay out compensation immediately to Horizon scandal victims to draw a line under the historical events which are negatively affecting out business every day.
Improve remuneration and stop the infighting. Lies and deceit must stop. Post office must stop lining the pockets of others to the detriment of Subpostmaster's
Improve remuneration for Postmasters
Improve remuneration. Its vital for our survival and the Post Office as a whole
Improve remuneration.
Improve the relevance of communication to the 'branch audience'. Improve the flexibility of stock ordering.
Improve your understanding of the entire network not just the bigger outlets. Be more honest and stop the chest beating aren't we wonderful and we really care bullshit which is so obviously false.
Improve/Simplify customs journey on international parcels. With level of banking work I feel a cash counting machine should be provided to certain branches. Most IMPORTANTLY improved remuneration or reintroduction of fixed monthly payment to cover ever increasing office running costs. Possible introduction of a portable system to print,scan return labels. Bring on board Monzo and Nationwide to allow cash/cheque deposits in branch. Speed up intro of PUDO carriers - still waiting for Evri here at Crick. Improve payment to cover Holiday Relief. Fund made available to assist postmasters with office improvements I.e signage/counter modernisation.
Improved computer service
Improved opportunities to increase remuneration across the board
Improved remuneration
Improved remuneration, more branch support at Xmas from AM's at Xmas
Improved remuneration
Improved remuneration. We are working at a loss.
Improved remuneration in line with minimum wage, improve horizon to use all additional services such as Amazon,Evr, DPD & DHL etc to minimise equipemnt.
Improved usability of the horizon system when it comes to new services (e.g. Evri and DPD). Processing of parcels should be made quicker, including customer collections procedures. Less button pressing and smoother processes are needed
Improvement to accuracy of cash declarations . The system will occasionally show you a shortage then in five minutes correct itself
Improvements about remuneration and clarification on remuneration for different products
Improvements in Remuneration and services. For example, I am running the Local plus PO since August 2023 in a jewish community, where I have as competition a jewish shop , triple size of my PO, selling stationery at a lower price then my business due to its financial situation, better then mine, and on top of that , an unwritten law of the jewish community is that the people from community to buy only from the jewish businesses, in order to help their own community businesses to grow. I tried to open a coffee to go shop within my premises for the other members of community, non jewish, who are a insignificant in numbers, but the leaders of jewish community told me that if I do that I will loose them as customers. Now I find my self relying only on the PO services, which are limited due to my PO status. At the end of month , when I receive my salary from the PO, after I pay the rent if the premises and the wage of my helper, I realise that I remain with almost nothing. There is no satisfaction after I see the monthly figures in sales to realise that my wage is less then a young person working part time in other retail shops without the pressure and responsibility that we have as a PM. I belive the the PO management should start to reconsider the Remuneration and the volume of services, according with every PO situation. It is a shame to say that you work for PO and you live under subsistence limit. The prestige of working in the PO only, doesn't help us put food on our table or to pay rent to not
improvements in remuneration and evidence that there is plan for the future of the post office
Improvements on how the other courier eg evri,dpd system works due to being unable to scan more than one item out for customer collections and length of time to post via these couriers are too long
improvements to my pin pad

Improving branch hub access. It is next to useless without an internet connection. We have little or no mobile signal here, so can't even send/receive password confirmation to get onto branch hub. I've tried to download and print my payslips using branch hub on horizon and it just overloaded the back office printer, which stopped working. The next day when I turned the printer on, it printed about 80 sheets of payslips but only the first 4 pages over and over. POL have launched a system and not even checked that everyone can access it, let alone introduced measures to help those that can't. WE NEED AN INTERNET CONNECTION. Come on Post Office wake up, we are supposed to be on the same team!!!
Improving remuneration & taking the difference in remuneration away from Mains & Locals so that we are paid the same for doing EXACTLY the same job! Being fairer on how extra money is given out. Looking at a pay slip from 2011 & last month my basic was the same & only increased by the way I am paid for "selling" products. This should have increased more especially with the cost of living crisis!
Improving the evri system so can complete more than one parcel at a time. Help on system still not working and when ring for help they said it was nationwide and didn't know when it would be back to normal.
Improving the remuneration to Community branches like this one that are continuing to lose money month-on-month and year-on-year due to the erosion of services we can offer to the public. We are fast becoming unviable. Income last financial year was £9.02 per hour including AOP, against a basic minimum wage of £10.42. This year we are already down by another 3% on last year and min wage goes up to £11.44 next month. We are taking on other income generation streams but can only work so hard to serve our Community.
improving the transaction time. currently, every change made makes the transaction time longer
In my branch I haven't received evri, it will bring more footfalls to my branch. Bank deposits, lifting up the limited amount deposits .
Incentive payments especially for those who maintain or improve a good level of business throughout the post office services.
Income. I earn less now than I did 33 years ago, though PO is busier than retail. Staff on Helplines are all helpful and kind, if I can get through. Too many different lines of communication available. Its difficult in a crisis to know where to look for most recent info. especially when customer is standing waiting!
increase bank deposit amount
Increase demand of post office t fast with banking hun
Increase in remuneration
Increase in rumernation
Increase of cash deposit per customer
Increase of daily rate of holiday relief pay for community post offices
Increase our commission
Increase our pay so we can stay open.
Increase pay
Increase pay so we can make better decisions for the running of our branch
Increase payments instead of management taking lions share
Increase Post Masters remuneration like how top management increases their bonuses and salary
Increase profitability of branches. Cut back on head office staff and expenditure. improve profit margin on products. Increase products and services. lobby government for more services. invest in IT equipment. Create Post office exclusive services.
Increase remuneration
Increase remuneration Allow training to be completed on branch hub
Increase remuneration by a realistic sum
Increase remuneration in line with the living wage and cost of living increases.
Increase remuneration in real terms.
Increase remuneration massively to make branches viable
increase remuneration not more unprofitable work
Increase remuneration significantly NOW
Increase remuneration, reduce the number of senior and middle managers who receive large wages and provide little value. A serious restructuring needs to happen.
increase remuneration
Increase remuneration and make horizon more simpler and faster to use
Increase remuneration to at least a level of Minimum National Wage rate. Add additional services that pay a fair rate. Make all Horizon processes much simpler to understand and navigate. Reduce to the time I have to spend to do all back end processes. Reduce the stress and responsibilities on postmasters. Make us feel more valued and pay us accordingly
Increase rumeration to help us as a post office to be able to stay afloat
Increase the remuneration as we not even get paid the wages that a minimum wages one should get .
Increase the sub postmaster remuneration to be in line with the minimum wage at least.
increased pay

Increased profitability. Increase remuneration more than our costs increase. I've heard we are getting 4% increase in rem, when are costs are rising 10%+. Self service for customers. Wages are our biggest cost. Self service would make Post Office a profitable franchise, which it currently isn't.
Increased remuneratkn
Increased remuneration
Increased remuneration and a core tier payment is needed for the back office work we do.
Increased renumeration
Increased renumeration for small Post Offices
Increased renumeration, sacking of senior management who harbour the old culture within post office.
Increasing commission
Information from help desk
Initial training could be better tailored for the position rather than one course for assistants subpostmasters and others. Spending so much time on different types of services leaves less time on how to order, end of day procedure and safety
Instead of compliance only, need proper platform to training the staff.
interior design and exterior design as well as horizon printer
International mail process.
introduce new profitable products
Introduced more services in the business. Percentage of the commission have to increase.
Investment in branches. Support with technology and running costs. Providing products which are competitive with other online offerings particularly from Royal mail.
investment in equipment - tablet/amazon regularly crash due to poor signal. Allocated telephone needs to be cordless - very impractical we cannot move around with it. consider the time some transactions take to process versus the remuneration paid. Some transactions I end up paying the staff more to do than we earn from
Is always something to improve
IT
It is going downhill day by day and hard to survive on the commission we received - Royal Mail online is kiiing our business
It is imperative you pay PMRs properly, especially those who run non mains offices. You are still illegally paying non mains offices less per transaction. This discrimination has to stop. Even the new services like PUDO are discriminatory, with mains being paid more. The proposed back office payment is also discriminatory as its a % of our PO remuneration. As we get paid less per transaction, we therefore will get paid less for back office work. Discriminatory again!!!!!!!!!!
IT Support for outreaches. Communication from PO Centrally
IT waiting time service can be improved
it would be a good idea to ask postmasters if they have physical space to deal with the parcels from so many different couriers.
It would be lovely for just one day to go by with no detrimental press reports either about senior managers not telling the truth or past historical events being dragged through the press. Now is the time for everyone to start working together to build a business we can be proud of again.
Just close it. It's DONE and so have we been
Just keep postmaster informed at all times
Just make horizon more cleaner, means there is loads of buttons which no use, get rid of them and make simpler screen. Make more simple saving products
Keep communicating with postmaster and listening to queries and worries about the business improvement as we all survive together
Keep the high price on online than postoffice branch so costumer use postoffice than online so postoffice get more customer.
Keep things simple
Keep updated for tier 2 investigations and more income from post office or it will close down
Keeping back office paperwork for too long
Keeping in touch and learning form past experience
Knowledge update by face to face meeting with another post masters
lack of Area Manager for over 3 months
Launch evri / DPD in all PO. every week we are without we are losing sales/customers. Consistency between post offices....so many doing basics differently to each other...makes us look poor as a company . improve speed of transactions. Improve pin pads. Change all till printers. Reduce amount of paperwork printed for posties.... Waste of paper and time. Improve relationship with parcel force.
Legal contract, comply with law and senior management sacked or jailed
Level of remuneration needs to be a lot higher.
Level up remuneration between mains and local offices , a customer is a customer regardless of what type of office they run
Liaison with PARCELFORCE
Listen and act. Save money by removing dead wood.

Listen postmasters and act on
Listen to postmasters
Listen to postmasters. They know what works for individual branches.
Listen to sub-postmasters and stop waffling and ignoring them ie. htp offices.
Listen to the postmasters
LISTEN TO US AT THE FRONT OF IT ALL and act on our comments. My moral has never been lower
Listen to us hard to place post offices Give us answers as to why you the post office are not paying us what we are due. Where has the money gone the government has given you to pay us htp offices?
Listen to us postmasters! Stop avoiding us and the federation!
Listen to us postmasters
Listen. Pay us more. Communicate better- still don't know what we will be paid for Tracked Services in branch. ICDC went live with no prior training or info given
Listening to postmasters and their concerns and supporting them. Paying postmasters fairly for the work we do and helping us and giving us the platform to develop and grow our own business
listening to postmasters concerns about business and implementing. And no more creating jobs on behalf of postmasters (ie Ned or postmasters voice or Directors etc...) as I have not seen or heard them done anything for us Postmasters what they promised for! I strongly believe my area manager is doing fantastic job by keeping us aware of business.
Loads
Lobbying government to remove banking restrictions and services from POL
Look after the welfare of subpostmasters, in particular after the horizon. We have been left to explain and reassure customers. This is not our job !,
Look of the branch
Loss of lottery income
loss of Royal Mail Services
Lot
Lots more remuneration to start
Lots, listen come and see on ground level
Main issues are low remuneration and the way the NSBC speak down to postmasters. Make efficiency savings and put this extra money back into postmasters pockets. The IT help desk, ATM team, NBSC, Stock Management processes and centres all need to be streamlined to deliver better value for money. Get rid of the NFSP. They serve no purpose whatsoever. We don't want a well-being hub. We want fair remuneration! The silly money spent on some of these initiatives should have been put to better use instead of POL trying to tick boxes for a silly PR boost. Happy postmasters = better PR. The culture at the NBSC and the whole of the POL needs to change. Bring in somebody who can effectively lead a complete culture change. Sack the ones that are holding POL back. Management profits should be linked to successful increases in postmaster remuneration. No increase = no perks/bonuses for management.
Main post office should have passport services plus online postage and currency rate should be the same in branches
Make a fair salary for the postmaster
Make better deals for postmaster so we can make more moeny
Make customer comes to the branch then online
Make Evri simpler
Make Horizon easier to understand and to reduce the volume of print outs and receipt type papers that need to be kept. It is so environmentally unfriendly.
Make it easier to access departments when in need of help. It's hard to juggle the phone and try pressing numbers whilst trying to serve customers. As a result I have stopped calling.
Make it easier to log into Hub. I find it easier to log into my bank account!
Make it easier to process DPD and overseas parcels
Make it less time consuming trying to get help from the helpdesk, plus the staff need to actually be willing to help, I've had phone calls that have the person on the line not very willing to help
Make lists of stamps standardised
Make more remuneration , we work under hourly legal wages
Make public more aware if what we actually do. Make better deals with companies that we do work for. Pay me more, raise in electricity bill that I have to pay to run your computers was off set by 3 bags of elastic bands..... an absolute insult. Remember that I am customer facing and without my customer's you won't have a business. Stop letting Royal Mail walk all over POL.
Make pudo easier
Make remuneration enough to make at least minimum wage
Make sure all branches get an equal amount of new mails carriers using their branch. We also used to sell travel insurance which was stopped? Limiting what a branch can do and taking away opportunities does not help the business to thrive..

Make sure all services are available at all Post Offices not just the select. The requirement to work with Royal Mail to have same prices for everyone at the Post Office. To work with Post Office and Parcel Force to have a better service and wipe the other carriers out. Supply All services 7 Days a week. Why should Post Offices be tied to a Contract when all other people can pick and choose what they do.
Make sure the branch makes some profit
Make sure we are getting a fair price for the work we do
Make the area manager WhatsApp group two way communication
Make the dpd and evri system quicker and easier to use, especially in branches that are heavy on returns doing on by one receipts is a step back compared to royal mail returns
Make the new transaction easier to conduct on horizon,
MAKE THE SYSTEM LESS BUREAUCRATIC AND TIME CONSUMING
Make training materials easier to filter and include day to day processes.
Making horizon user friendly and less time consuming on transactions. Improve the whole horizon system so that it is easier to find past transactions and enable postmasters to take control of their business. The post office system is some where in the region of 10-20 years out of date.
Making it easier to search for things on branch hub
Making sure all Postoffices benefit from these news products if cannot then at least all mains should get the work
Making temporary posters available via horizon printer
Making the remuneration we receive more for the effort we put in to provide the service
Male all services available in all branches
Management should visit the branch on a regular basis.
Management wipe out and Oversight committee in place
Many people like me need help to find out discrepancies when loose money we always pay from our pocket never been resolved highly disappointed from horizon system I loose so much money I would like to say if bring improvement in this system please bcz making less and paying more always in lose not affordable.
Marketing
Massive increase in remuneration to keep pace with the massive annual increase in costs - e.g Rent, Rates, Service charges, energy bills, insurances, wages esp.NMW ...the list goes on.
May be having DPD, DHL AND YODEL WILL BOOST OUR BUSINESS
Minimum wage for postmasters, competing against royal mail, horizon issues are nightmare, most of the services are gone from PO
Minimum wages for hours like other government workers got!
Mobike vans were supposed to be renewed every 4 years. We have had ours since 2014 and is becoming more of a mechanical problem as the months go by. Dont want electric Van's in a rural area as there is no where to charge.
More area management meetings
More banking hubs More pudo carriers Engage with more moneytransfer options like Ria etc
More branches able to offer a wider range of pudo carriers, better publicity, more transparency around if we can or cannot offer certain services in branch and why
More business for branch, we seem to be losing trade rather than gaining it.
More carriers and to work more with Royal Mail
More carriers available in offices
More clarity of the future and retention of contracts and new contracts with a remuneration level that allows the office to be sustainable.
More classroom training and videos about how to use Horizon
More competitive business partnerships needed to continue to bring people in to use us and remuneration for what we do.
More contract to make postoffice going
More details for royal mail barcodes as it's scan at post office even if customer has bought that label online which is 15 pens cheaper then qr code for post office Why is that What about our remuneration on this products Because customer still drop them at post office More details and good service expectations while it's comes to parcel force n Royalmail
More foot fall
More frequent collections for customer drops off
More genuine honesty, working closer with Royal Mail not working against each other, more help with banking, wider services for all & not limited to certain branches
More government services with better commission structure.
More help with understanding how to do corrections on horizon
more income needed
More individual training for the branches
More information and training on products and when new products intruded make sure they are tested before starting
more money

More money for what we are expected to do
More money for what we do
More new service done by post office
More new services and products.
More on communicating
More opportunities to expand operational business
more pay
More pay to postmasters
More pay, less difference in online postage prices and in store prices
More pay. Nick Read should resign.
more products
More products for Nireland Post Offices
More products in every branch, not just a select few.
More products to sell and better remuneration on existing products.
More products to sell in my post office.
More recognition for post office staff
More regular informal post office meetings to discuss various issues would be useful -
More Remuneration
more remuneration as we do most of the work and evri to be available now
More remuneration for postmasters not management. We are the ones on the coalface doing the important work.
More remuneration for the time we put in.
More remuneration to be given to those of us who actually generate income. Look into top heavy management.
More remuneration
more service to the local post office
More Services Remuneration in par with work involved be it sales, admin, and other.
More services and remuneration.
More services available to more postmasters.
More support and opportunities for Postmaster and there team
More support for postmasters who have remained in service post the scandal. We have been in the business pre and post so feel embarrassed when customers question us
More telephonist needed. The wait can be awful
More training & support. At the moment there is none & we are expected to implement new products & services without any training. Then the PO wonders why we are not achieving targets
More training when new products introduced
More tv radio advertisements to help improve customer awareness of products and services we now using.. also to create customer confidence again
More user friendly /less timely for drop off pick up
More user-friendly Horizon system. More frequent visits/better support from senior management.
More work that is well paid ,an office payment for the unpaid work like counting and bagging money to be returned , return of payment for atm work , as time spent on phone when it goes wrong and then trying to put right even though your not an engineer
Most importantly the Hard to Place offices need major improvement and guidance. The loyalty our HtP offices have given over many many years feels like Post Office Ltd do not care, or show interest to resolve this issue. The Amazon hand held product we were given to process collections and returns is extremely slow, if it works at all. This leaves customers believing were are incompetent.
Move more services online. Such as adjusting store hours without having to make a phone call. DO SOMETHING ABOUT THE STUPID IVR ON BSC. Stop making us wait 2 MINUTES EACH TIME we call!!! You've been told about this so many times before. Just fix it!
Much better management of cash management.no point in cash declarations
MUST IMPROVE PM REMUNERATION. POL ARE A DISGRACE OPERATING THE SYSTEM MAINTAINING A LEVEL OF EXPLOITATION THA5 SUITS THEM. THEY'VE HAD 5 YEARS SINCE THE TRIALS TO TREAT PMS PROPERLY & IGNORED THE OPPORTUNITY. PMs HAVE NO INDEPENDENT REPRESENTATION. THE NFSP IS RUN BY UNELECTED SELF SERVING INDIVIDUALS - MUCH LIKE POL - & JUSTICE FRASER TOLD EVERYONE THAT IN HIS JUDGEMENT. POL IGNORED THAT TO CONTINUE TO EXPLOIT PMs. SHOCKING & AMORAL. POL SHOULD BE DOING EVERYTHING IN ITS POWER TO PAY PMs COMPENSATION & NOT DELAY THE PROCESS, MAKE IT OVERCOMPLICATED OR MAKE UNREALISTIC OFFERS.
Must keep on top with improvements so we can keep ahead of competitors
N/A



Na
Need add extra service from the office because 1000 of people asking for DVLA SERVICES but we don't have any asking a supervisor no response
Need Amazon on board
Need drastic overhaul of the whole regime, post office and royal mail should be amalgamated
Need Evri parcel service in my store asap
Need improvement in remuneration urgently specially in banking as new nmw costs increases from April.
Need to action quick for any issues reported from branches from IT side
Need to bring own products and services to increase profits for postmaster not only for senior management.
Need to consider to increase remuneration same as main branch and local branch.
Need to do compare the price with other courier services. Customers don't like the our prices.
Need to earn atleast minimum wages for everyone.
Need to get competitive rates of commission for postmasters from all the courier companies including Royal Mail. Online mailing facility from all the couriers including Royal Mail are killing our business, making us harder to survive as a viable business. We can't run our business by processing returns and online mail done lot cheaper at home by customers or dishing out cash I mean banking transactions, need lot more better percentage of commission from all the banks and courier companies. I believe bearing in mind the size and reach of post office business its potential has never been fully utilised for the benefit of postmasters. We play pivotal role as a vital hub for communities where lots of their essential needs been catered to but sadly if it continued like this there will not be many post offices left to serve communities across UK
Need to get paid more
Need to improve banking remuneration. My branch took in almost £500,000 pounds in one month and I got paid a pittance. You need to be looking at paying a % of what is paid in to make it viable for Post Masters. We are independents and rely on what we are paid. You also have to realise that certain areas have higher costs on rent but this isn't taken in to account. So, you have a Post Master in the North whose rent is £500, per se, and a Post Master in the South, whose rent is £3000 per Month. None of these factors are taken in to account. We all get paid the same remuneration Surely there should be some allowance for those that have to pay much higher rentals. This should be looked at at some point otherwise those businesses that are making money for the Post Office are going to end up having to close.
Need to improve remuneration. Most Postmasters earn less than min wage from pol
Need to improve waiting time bsc
Need to increase remuneration and also speed up processing the appointment for evri. Remuneration going low and low every year. Also we apply for evri 6 month ago, still waiting.
Need to make horizon more user friendly and it needs to be faster, its to slow at times.
Need to make it more understandable
Need to make more footfalls
Need to more financial appreciation for work Postmasters do. Let Postmasters with genuine Business Acumen to run this Post Office Business .
Need to negotiate with Royal Mail not to kill the postoffice and need to compete with online prices
Need to roll out carriers out to my branch
Need to see support more for how to increase the sales
Need to start again
Needs to do harder on income increase
Needs to improve Evri customers returns journey when they send by QR code, we only able to do one at time , we should able to do all in one session. Also when customers collect Evri parcels rather than searching by name should be quicker like just scan parcel and fellow instructions. Amazon phone not very good, most of time they're not working. Amazon parcels should be on Horizon like other carriers. DPD drivers collection is really needs to be sorted. Drivers not collecting parcels properly they don't collect parcels for few days. We had parcels in branch since Monday . It's Thursday today it's here . Report to Dpd . Few times customers complain their parcel still here. More and more customers do prepaid online service . It should be cheaper in branch or some kind of insensitive for customers to buy in branch.we keep loosing one by one service in branches like DWP pension, post office broadband and phone, fishing license, international driving permits,lottery. We needs to bring more services to branches not online to keep post office open. Also it take time to cash activities counting packing , remming out , we should be paid per thousand of the amount of cash we remming out
Never heard of that
New board with more Postmasters input. Real businessmen, not people with no real retail experience.
New computer/accounting system. Changing the culture in middle/senior management, e.g. shifting perception that subpostmasters set out to account falsely to one that acknowledges implicitly that trust should be the first reaction. Being totally open and honest with the statutory enquiries and the government
New IT system review and simplify
New printers for counter.
New procedure for overseas mail/customs is a pain. Sounds like customers may be able to fill these details in in the future, but I am sceptical that they will, and the onus will still be on post office staff to complete the laborious documentation.

New products Better remuneration
new products and services to more branches and and with good profit, its no point having more services and the profit ratio is not as good as the work
New products needed Longer contracts on existing products Improvement in remuneration considering the April wage increase
New system
New technology.
Nil
No
No improvements
None
not really a lot to say here, i think it all works quite well.
Nothing
Nothing ! Losing more money out of my minimal profits. 10% star pay rises per year, nothing from the po Ltd.
Offer more products
Offer more services to branches that want it instead of letting a branch who is never open have everything
On boarding was terrible
On remunerations
On site Po training
Open and transparent communication
Operational
Opportunities for post masters to meet regularly and share good practices
Our salary
Over complicated systems compared to competitors eg paypoint. Horizon is over complicated and unless you use it every day many transactions are not easily completed. As a retailer my focus is on running a shop and PO is only a footfall driver as remuneration does not deliver incentive to match effort required to deliver.
Overall everything and listen to our needs
Pay
Pay So many too many to list Stop lying would be a start Forget the compensation pay us back what u have taken then we can see about the compensation 4.5yrs waiting on hss is a joke
Pay a decent wage to us
Pay each service fairly . After MDA2 was forced upon us my PO alone lost 15% of business. POL never listened to PMs concerns and forced a loss of income upon us .
Pay everyone would be so much happier if u paid us fairly for the work we do! Also getting other couriers into beach's quicker as we only have dpd and Amazon but Amazon has been taken off as no drivers or something so we have dpd which is rubbish we need evri
Pay fairly. Increase remuneration. Stop wastage of advertising material
Pay more commission
pay more to braches for every transaction!
Pay post masters better for there time, effort, responsibility and compliance required run a Post office
Pay Postmasters a fair wage
Pay postmasters a rate that reflects the cost to individuals businesses. Our current rate equates to £7.50/hr. We cannot employ someone at that remuneration therefore the PO is a cost to our business. The six Post Offices around us have already closed for this reason and two more are to follow. We will probably do the same as we will not continue to subsidise the Post Office with our business.
Pay remuneration is important for small branches like as
Pay rise
pay us a decent wage and be truthful and transparent
Pay us at least minimim wage.
Pay us better and fairly
Pay us fairly
Pay us fairly and at least minimum wage, no recognition for how hard we work and our wages need to reflect this !!
Pay us fairly and stop lying !
Pay us fairly for the work we do
Pay us more money
Pay us more. And give us holidays. We are human and most of us are honest

Pay us our bonus and put our remuneration up
Pay us properly
pay us properly for all the work we do, including all unpaid back office work
Pay us what we deserve and ensure we at least get paid above minimum wage
Pay! My pay has dropped by a third, my costs have increased significantly! My Area Manager has only contacted me once in 2 years and didn't act on what I asked her to!
Pay/remuneration, new work and fair payment
Paying fairly and rolling products out to all branches as oppose a selected few branches which are primarily the same every time
Paying hard to place postmasters the 26 months they are due or admitting that it was spent on your bonuses!!!
Paying more remuneration and getting public faith back after the Horizon scandal
Paying us a reasonable remuneration so that we are not subsidizing the running of post Office limited
Payments for banking transactions should be improved as there is a extra work behind the scenes with many high street banks closing on a very regular basis.
Physical trainings and discussions
PlayStation
Please try and revive PO as alot of customers are going online as it's cheaper thus we losing customers however much we try to give customer service. Also pls pay PO more for returns and all as most of the day that's all we doing since stamps and postage are even too expensive for a lot of them out there
Post master's wage needs to improve Currently I earn less than minimum wage, POL needs to focus on improving
Post masters need to be paid a fee per day of opening plus their remuneration onto or a significant rise in remuneration! We struggle day to day and usually don't take the wage we need to survive and run our business efficiently
post office counter
Post office must need to match online prices and services of Royal mail postage to survive
Post office services are access through Internet, the amount of customers coming to post office is just drop off
Post Offices offer all sorts of services that a lot of people are not aware of so PO Ltd needs to advertise more on national TV and radio.
Post,asters remuneration
Postage label printer
Postmaster income
postmaster payment
Postmaster remuneration
Postmaster Remuneration needs to reflect the time and responsibilities involved
Postmasters need a core payment again. We cannot live and run a business on the minuscule wage we get. Post office need to give postmaters the money the deserve, without postmaster there would not be post office. Get rid of all these silly management teams and management that are not needed.
postoffice remuneration
Post office services and online have to be the same ...we supposed to encourage People to visit/come to the post office ! Royal mail are making sure they don't...post office are blind to this ..!
Preferably fortress counters instead of open counters for safety and security
Previously we had a Branchmanger who has supported but as per his skills he was promoted which is good but sine the new Branch Manager have taken in charge it appears he is just here to complete his retirement. We have no interection with the Branch Manager except sending wahts up msgs for a reminder on Special delivery and Travel promotions.
Printers we are always having problems.
Processes, especially Evri and DPD very unwieldy, too long
Product awareness for the customers and remuneration improvement at least the fixed remuneration for the amount or work we do
Product improvement in timely manner.
Products brought onboard quicker Also make onboarding a lot quicker far too slow takes to long!!
Profit for in store businesses
Profitability it's paying less than minimum wage
Proper non generic communication with Postmasters and a genuine interest in what issues are important
proper remuneration.
Provide EVRI service to Marple Post Office. As it has been reported several times in the past, that the EVRI collection point near us does not operate at full potential which is so much inconvenience to our customers. We are more than happy and equipped to provide the services. I hope that this feedback will be considered.
provide more service to Local postoffice they are the one suffering
Provide more service to small branches and improvement in network. During Last year system is down quite often

PUDO in rural areas! this includes the online portal! If Collect+/PayPoint can offer multi carrier in rural areas with subcontracted couriers why can Post Office not!!!! it is excluding my branch and many others (especially in Scotland!)
Pudo reporting on branch hub
Pudo services
PUDO services and travel money best rates offered
PUDO Serviecs are not available, MY ATM is down between 6pm-8pm. I'm losing my commission income.
Pudo system needs to be better integrated
Put forward the case that Paula Vennells should tried for, at the VERY LEAST, perverting the course of justice. Same applies to Alastair Cameron - why is that man still in post? And rather than pay greedy bastard Nick Reed £1m, KICK HIM OUT, that would be a MASSIVE improvement!
Put more effort into the Post Offices who are providing a service on behalf of Royal Mail. Putting stamp prices up are decreasing respect and custom for the Post Office
Put some clause to Royal mail so they can't provide the discount post service
Quick Service compare to other like evri yodel collect plus
Quicker attendance when we have I T problems that require an on site visit. They are taking to long to respond and no E T A are given and sometimes they do not come on the day arranged
Quicker rollout of new products/services. Backed marketing from the Post Office to support branches who are advertising products individually.
R enumeration is still below that needed to run a business on break even basis
Rapid deployment of NBIT, Continue to extend PUDO services, Increased remuneration for banking transactions
Real increase in remuneration.
Real term improvements to remuneration, we are having to swallow year on year pay increases of around 10% to our team and other cost increases and remuneration simply isn't keeping pace...
Realise the position the Post Office holds within my position
Recognise other postmaster groups
Recognise the difficulties of operating a high street main branch
Recycle our paper rubbish
Reduce the paper usage by amending daily Royal Mail and parcel force activity reports Simplified parcel processing procedures for EVRI DROP OFF AND COLLECTION ALLOWING All or Component Post Masters to carry out passport check and send, ID Varification services, DVLA products, travel insurance and more. Provide not so competent postmasters with training on how to sell insurance products ect.
Reduce the price difference with online services and branch services, euro exchange rate online too different to branch rate, customers moan
Relatio ship with postmaster, tryst of brand and senior managers,
Relationships with Post Masters. Building trust. Clarity in investigation of balance discrepancies.
Reliability of IT in branches
Remember without Some you have NO business
Remove 2FA for branch hub
remuneration and new contracts not decreasing both
Remuneration
Remuneration ( restructuring the whole remuneration rates)
Remuneration + Everything else
Remuneration again now we have lost a lot of banking
Remuneration and training
Remuneration and transparency
Remuneration and trust your postmaster not only customer and again Depends on branch every time different
Remuneration as a whole isn't fit for purpose
Remuneration because of increase in minimum living wage and quality of staff required to offer
Remuneration can still be improved
Remuneration does not cover the cost of operation and needs urgent improvement
Remuneration especially from banking and royal mail
remuneration for post masters
Remuneration has to be better as with Royal Mail prices customers are preferring other services
Remuneration improvement Financial help to PM towards running costs of the business.
Remuneration improvements

Remuneration improvements for PO local branches.
Remuneration improvements on Bill payments and paystation , 7 or 8 pence remuneration is a value destroying transaction for our businesses.
Remuneration improvements.
Remuneration in line with all spheres of inflation, many postmasters walking away with £6p/h after costs and this is not sustainable. But neither is closing offices or postmasters taking 40+ working hours on their own shoulders.
Remuneration increase
Remuneration increases in line with inflationary increases
Remuneration is extremely poor for the job and responsibilities we are expected to do
Remuneration is low- Cost of living at all time high and my wage is not getting higher. Have a better relationship with RM instead of working against each other. If want us To sell PUDU products we should be paid better for doing so. Minimum wage is getting higher but some staff will earn more than post master because of poor remuneration. Bring back core tier payment which would cover overheads.
Remuneration is not going up in compared to the expences.
remuneration linked more closely to time taJ ken remuneration
Remuneration must be improved to make running a post office a viable business proposition. If it is nigh impossible for a postmaster to make a profit then the network will fail. Postmasters are their hard work and relationships with communities are the real brand; postmasters pay should come first. So, less talk of profit share with postmasters, it's the wrong way around. Post Office Limited scandals have severely damaged our reputation and made it a less attractive proposition to new Postmasters. This has impacted our ability to sell our businesses and damaged our investments. Much work needs to be done to repair these damages. Branch Hub Reporting is still very poor. Exporting data doesn't work well. Date limitations. Per Employee data required. There are so many fundamental reporting tools that should be implemented that aren't available. Branch hub access on branch tablets should have less security eg 2FA to go through since they are already on the branch network. It impacts ease of use and would often go against Companies mobile phone usage policies to have staff mobiles needed for 2FA. Better training is required for postmasters, helping them to run/grow their business. Many are small and require mentorship
Remuneration must be increased and other profitable products added to our offer
Remuneration MUST pay at least minimum wage for hours open! Direct communication links with senior management. Answer emails. LISTEN Stop destroying the brand and get the great Post Office scandal concluded asap! Reliable project timelines for important programmes like Copper Stop. Design a better survey with relevant questions.
Remuneration need to improve
Remuneration needs to be greatly increased. I would say by 25% increase would be a target for viability.
Remuneration needs to be increased to help with increased costs.
Remuneration needs to be worth postmasters continuing with the level of responsibility that is placed upon them
Remuneration needs to increase. My staff costs are up 40% in last 20 years and my commissions are the same. Doesn't add up. It's as if inflation has never been a factor in determining the wage of a postmaster.
Remuneration rates and more profitable products and services introduced
Remuneration rates. Customs solution.
Remuneration should be improved
Remuneration should be increased
Remuneration specially during peak season
remuneration specially for local branches
Remuneration that actually gives us a living wage
Remuneration the same fir allbranch sizes. Why domains get more than locals for tge same thing. Vast improvement on Remuneration Remove unnecessary steps in processes that add no value and waste my time
Remuneration to cover inflation to all postmasters. Not in the PO boards pockets as bonuses. We do the hard work to pay their wages.
Remuneration to support & run the business
Remuneration where we earn atleast minimum wage Need products to sell not just a glorified drop off Need to stop Royal Mail , eBay , Etsy dictating, lost all drop n go customers through this
Remuneration!
Remuneration!!!!
Remuneration, core tier payment brought back
Remuneration, remuneration, remuneration. Stop Royal Mail from offering cheaper services to MY customers online!
Remuneration, remuneration, remuneration. We need more money in our pockets or our businesses aren't viable, it's as simple as that. I'm running a busy branch with dedicated, motivated staff. I get great reviews from area manager visits about performance, and we're doing more transactions than ever. Yet my remuneration is only 15% higher than it was in 2016. Even my staff can see that they're running a loss-making operation; what do you think that does for morale and business continuity?

Remuneration, Supplier partnerships that reduce my business costs, since that's what pays for the Post Office in my location, better national advertising of Post Office services - most people don't know about banking and bill payment capability, more transparency about banking hubs - don't recall our local one advertising for manager or opening date. Also honesty about just one day per bank - our customers don't appear to be aware of that
Remuneration, transparency, accountability when making mistake plus compensation
Remuneration, truthfulness, trust, treating postmasters with respect.
Remuneration, to match work load, and living costs.
Remuneration.
Remuneration. Current remuneration system is very poor. We make around £15.00 per hour per counter which is not good taking into account current minimum pay in London is £12.00 per hour from April. From £15.00 per we have to pay rent, utility bills, staff costs. Mains should be making around £20.00 per hour per counter.
Remuneration. Holiday allowance given to postmasters is next scandal waiting to happen. Postmasters up and down country are run down working for peanuts.
Remuneration... when all other levels of POL have increased salaries, postmasters are again left footing the bill.
Remunerations need to be greatly improved.
Remuneration
Remuneration as cost of living is high
RENUMERATION INCREASE
Remuneration increases
Remuneration is at its lowest and cost of living is extremely high
Remuneration is the key thing More couriers are needed Contactless payments for all products and services
Remuneration needs to be greatly increased.
Remuneration needs urgent attention
Remuneration! The increases we get inly cover the increases in minimum wage!
Remuneration. A new board. Transparency. Disbanding of the NFSP. Independent representation.
Replace the Board and considerably reduce all the 'managers'
Reset the relationship. Pay us properly, just like you do yourselves with those 400k bonuses.
Restore trust in the brand. The horizon scandal has significantly damaged the brand.
Reumeneration increment. Consider running the main post office staff cost
Revamp the Po to be the only stop for all mail items with all other services to be expended in Po store.
Roll out EVRI/DPD to my branch - too much was promised and it still hasn't happened.
Roll out new product more quickly
Roll out of Evri and DPD to all branches. Been trying for 5 months now. Come on FFS
Roll out the multi post partners to mote branches A better media campaign regarding banking in post office
Rolling out Evri to more branches. I have asked numerous times and submitted an official request. Area manager hardly responds since my old area manager left who was brilliant.
Rolling out services to branches that are willing to take them to prove they can deliver those sales. Instead of having thresholds as to when they can have a certain service.
Rollout of new carriers and products is too slow. Currency availability is too restricted and cash centre call handlers are not helpful. Click & Collect orders for euro should be a growth area however limited Stock of euros means opportunity is lost
Royal Mail and other product banking
Royal Mail has introduced In Post and trialing drop off locations which infact will take customers away from the Post Office. My question is WHAT IS THE LONG TERM GOALS for the Post Office. Will Post Office last for another 10-15 years? Or will Royal Mail go their own way...? As they are trialing things seperately.
Sack the board, replace with an SPMR focused leadership team.
Salary
Senior leadership needs to change immediately
Senior Management doesn't appear to have necessary experience to deal with services in both rural and urban areas. The Post Offices and shops provide so many more "intangible benefits" to their communities which the Politicians and senior management have no idea. The money has been spent in the past in the wrong areas, sometimes allowing private companies and people at the top to unfairly profit without delivering the goods. There is no real understanding what we all do for at the bottom of the pile to ensure the business keeps going on a daily bases.
Senior management transparency to regain lost trust.
Sensible remuneration for counter services Stopping hiving off transactions to be online (e.g., better rate for currency purchased online) Better relationship with Royal Mail- they are "poaching" customers in a variety of ways - eg introduction of Tracked 24 & 48 at the counter but for (we assume) reduced remuneration
Services

Shake up at the top. I can't trust them. Day by day the press reports are getting worse. At the conference, the word 'robust' was used when referring to procedures but it shows how insensitive senior managers are - they said Horizon was 'robust'
Shorten number of keystrokes for transactions in Horizon.
Should be a lot higher than 5%.
Significant decrease in Royal Mail in post office and customer going online instead due to convenience and price. Overseas capture information takes too long.
Significant improvement required for remuneration....too many products are creating less remuneration, in real terms and literally, than 10 years ago.
significant increase in remuneration. Unless this happens asap there will be no offices left as we're all struggling with the cost of living.
Simple and easy to learn training material. More income for postmasters.
Simple and practical daily settlement til system
Simple. Cut back top 75% of management and pay their salaries to those who generate the income; SubPostmasters,
Simpler and faster smart meter transactions An option to print receipts or not for banking transactions.
Simpler path to reach these on horizon
Simplification of multi touch screen transactions
Simplify customer journey on horizon. We shouldn't have to go through 6 plus screens to send one parcel.
simplify customs entry, have a pend button for processing drop and go, offer tracked 24 and 48 at competitive prices
Simplify evri horizon system
Simplify the evri processes it still takes too long. Renumeration based on timed services minimum wage when doing an international worked out doesn't cover my wages . Fair pay for the work we already do no need to add services just pay us fairly for the work we do Charge royal mail for using my building . We need to move forward with the replacement of Horizons. Be open and honest something you find extremely hard to do.
Simplify, unify, avoid too many pages for navigating
Simplifying customs
Simply Evri and DPD
Since we have taken over the Post office in December 2023 our Daily, Weekly and monthly balancing has not matched. We are constantly in contact with BSC and they reassure us each time that all will sort itself out. We are very concerned and worried incase we are presented with a hefty bill to pay.
Size and weight of the parcel
Small businesses cannot continue to prop up the business. We are your front line. Without us there is no business. Acknowledge that we need help with all the increasing costs to business. More and more local post offices are closing in rural areas and it puts a strain on those that stay open. If we get bogged down with long winded post office transactions (DPD, Custom forms etc) then we risk missing out on retail customers who don't want to wait in a long queue to buy a birthday card or whatever the retail offering is. We cannot hire staff to help as they negates all income from Post Office.
Smart metre top up are absolutely nightmare
Smoothing out issues with DHL etc
Software speed needs improvement. Consistency in shopping returns. The public don't know if they should print codes, have on their phone. Amazon parcels are sometimes to be packaged and other times left unpackaged.
Some service need to reviewed and work out remuneration accordingly with companies... Like we can simply see Amazon is utilising and abusing post office because they knows that we need them.
Some services pays only pences which is it fair as it's time consuming. i.e local collect from any provider either royal mail or evri wor DPD.
Some services take long time to serve customer could make simple changes in it
Somehow get the bad reputation from past out. Maybe new branding?
Sometimes horizon software sounds tricky. We loose money .Needs to be improved. Cash declared in the evening at the end of the day sometimes does not match with next day early morning opening cash Dec.
Sometimes my staff feel that the help desk could be more knowledgeable... It's Sometimes a case of them saying "so the helpline can't help" to the advisor they are talking to
Sort out the Horizon Scandal. Introduce products that customers want . Try to introduce services with plenty of warning so we have time to train staff BEFORE the product launches.
Sorting HORIZON is the most important it is a disgrace how it plods on and you at PO Management know it this is hurting us all and it took ITV to get you all off your chairs to get it going
Speak to postmasters when deciding on new products and what our fees should be.
speed of help desk response ,wait on hold too long
Speed of implementation and change. It needs to move with the speed of the private sector and not the public sector
Speed of stock ordering
Speed of system and easy of use.
Speed up introduction of.new computers and faster printers.

Speed up login to branch hub - face recognition?
Speed up the horizon system. Quicker card payments
Speed up the process of introducing new services. Our businesses are struggling against Cost of Living issues like everyone but the aggressive onslaught from Royal Mail is impacting everything together with the Highly negative press surrounding the whole of POL at the moment.
Stamp increases need to be communicated to postmasters before we and the community find out about them on social media
Start paying us a decent salary for what we do. Allow all branches to sell all the products and services that are available. Stop encouraging customers to go online.
Stationery items should be supplied by P.O eg. rubber bands, staples etc...
Stick ordering timescale
Still a big gap in the working relationship with Postmaster and Postmaster.
Still no tangible improvements in support for Retail and business profitability. POL need to understand and be supportive of Post Masters business due to significant rise in cost of living and payroll increases
Still Pudo system has problems with updating their system, branch hub should come up with easier way to login, keeping track of changed pswd is a headache. Remuneration for cash deposits and withdrawal should be also increased as the banks been shut.
Still waiting for Evri n DPD to come our branch
Stock ordering consumables needs more variety including more stationery
Stock supply and services
Stop being marginalised. sort out the Royal Mail relationship. RM taking direct parcel pickup to directly compete with Post Office is disgraceful.
Stop cheap online postage and home collection
stop complicating things eg new Evri system far inferior to Evri's own system Simplify and streamline number of products
Stop dressing up turds. Nothing is about the postmaster it's all smoke and mirrors to make POL look good
stop hiding things, stop wasting my hard earned money, stop damaging my brand, stop lying, be honest for a change. Engage properly
Stop losing services to pay point which in turn reduces our income. Improve remuneration
Stop making rural post offices having to close. Stop cutting the income that rural post offices receive. Sack the waste of space area management layer you created.
Stop paying huge bonuses and share out the money coming in fairer.
Stop relying upon on-line communication
Stop removing services without giving any other services in place
Stop Royal mail pinching our business
Stop senior management ruining the brand with their humiliating behaviour. pay postmasters a proper wage, fight harder to keep business
Stop system from crashing frequently
Stop thinking you are doing the right thing.
stop using post masters to fund the business from their own pocket and keep it from going bankrupt. Pay them properly and stop taking huge salaries and bonuses yourselves.
Stop withdrawing services and stop RM being our exclusive option as well as our biggest competitor
Streamline some of the historical functions, may need improvement or need to eliminate certain process
Streamline the postal service, evri in particular. System is clunky when receiving and customers collecting multiple packages
Streamlining the horizon journey
Substantial Remuneration increases
Suggestions for Enhancing Foreign Currency Services I wanted to share some insights on how we can improve our foreign currency ordering process to better serve our customers and optimize business outcomes. Firstly, I've noticed that our current approach heavily relies on past sales data to determine currency orders. While historical data is important, it's essential to recognize that sales can fluctuate due to various factors such as market dynamics and competition. Therefore, I suggest adopting a more flexible approach that takes into account both historical trends and real-time business needs. Additionally, considering the competitive landscape with two nearby competitors, it's crucial for us to be agile in meeting customer demands. This means ensuring that we have sufficient currency stock available to cater to fluctuating customer requirements, rather than solely relying on past sales figures as a rigid benchmark. By embracing a more adaptable approach to currency ordering, we can improve customer satisfaction, enhance our competitive edge, and ultimately drive business growth.
Supply stationary for off8ce use..stables pens rubber bands etc
Support
Support local needs ie even if it is business small it is of value eg foriegn cash exchsng beibg made available upon reqyest
Support rural post offices
Supporting branch team
System is very slow
system that didnt need me to keep ontop of stock levels in my various branches



Take away the code numbers to read simple messages on phone etc
Take on board other companies and improve remuneration
Take us and our needs seriously and count us as an important part of the post office
Taking more seriously how contemptuous the organisation is of postmasters. Remuneration in line with the responsibility delegated to offices. Taking seriously the profitability (or lack of) in offices and finding a suitable model for the future.
Talk to us in person rather than everything online
Talking to Royal Mail , they are openly miss using post offices with their online sale
Technology on the counter for the operator to offer the services fit for modern times.
Thanks to POL's shenanigans over the years, even now, our businesses are worthless. I have my doubts you will ever be able to resurrect a good rapport between PM's and yourselves. I can honestly say I am ashamed to be linked with POL.
The Amazon phone system using a plastic bag for each items is a terrible idea, a sticker on each item would work better. Special Delivery stickers no longer stick to the majority of parcels, improvements required. Communication! After a robbery it took the post office weeks to get us back up and running. Very disappointing.
The biggest issue I identify, as a new 37 year old subpostmaster, is the communication breakdown. Success is a result of clear and constant two way communication and I don't see that happening within POL. The weekly email is ok but it's not informative enough and feels very lacking. Don't forget, we are the Face of the Post Office , not you. We are the ones that actually do the transactions and deal with customers yet we are always the last ones to seem to know what is going on. This needs to change and it's something I would like to be involved in. I'd be happy to steer my enthusiasm towards a more positive pathway for POL and their relationship with Postmasters
The entire Horizon process for Evri and DPD. It's not fit for purpose, over complicated and takes far, far too long to process
The help button on Horizon has not worked since October! Despite phonecalls 'its ongoing!' This does not help when facing questions from customers about items they can send to individual countries. Cannot access branch focus, telephone numbers. Its not acceptable
The help desk is terrible. Takes ages to get through and we are spoken to in a condescending manner and we have to chase up cases. Horizon is not an intuitive or user friendly system. Not nice to use.
The holiday substitute rate of £35 a day has not been raised in years. Minimum wage is now £11.44 therefore I think a daily rate of only £35 is well below what it should be.
The horizon system could be updated
The key improvements will be that we should find a way to make in store post office more easier to work with the store
The lack of forethought put into the roll-out of Evri and DPD has been clearly apparent. I know the aim was to introduce these services before Christmas to take advantage of the key trading period, but the lack of information around how to sell these products in the most effective ways to our customers left us as a team lacking in the confidence we needed to really maximise the opportunity. For example, it seems bizarre that there are such limited options on what we can accept in Evri International Parcels as the customs declarations are very limited. It is also unclear at the start of the mails transaction what price is going to come out once the additional compensation and options are added. The horizon interface for these transactions is clunky and slow especially the inability to process multiple items for the same customer. There has also been no support in providing the additional fixtures and workspace needed for processing the items for each company whilst pick up and drop off times seem to be decided on an ad-hoc basis rather than having a fixed schedule which makes it difficult to both advise customers and ensure that there is enough resource to deal with each carrier as it arrives. For example, if all of these companies can give their customers a scheduled pick up or drop off time, surely they should be able to do the same for us. As stakeholders in the business, in order for complete transparency between the Post Office as a company and the Sub-postmasters and franchisees, we must have a clea
The mail collections for different parcel companies using the same process would help (different ways to return and receive pare Celsius in branch can be confusing.
The part of remuneration paid on certain products e.g. Passport check and send, Certification of documents etc.. We were told to get 50p for Evri but paid 30p. And for all gift cards can be bought on 20% discount while as we are paid 3.5%
The phone service backing up systems is not consistent. Rural. In towns and cities the phone back up is stronger. Rural is judged as if it. operates as a town or city. Systems flip in and out or to different parts of that system.
The playing field needs to be levelled between branches. One branch I know gets an AOP of over £200 a month, equivalent to over £20 an hour for the 10 hours a week they are open and doing 30-50 transactions. We are open 45.5 hours, do 500 transactions and get £380 (£2 an hour). A branch 9 miles away that conducts the same level of transactions in the same hours gets about £700. PO Ltd should be transparent about how they calculate AOP and level the playing field so that postmaster are treated fairly relative to their peers.
The Post Office to be viewed in a POSITIVE LIGHT and not negative as the public see us in (due to the Horizon saga)
The Postmaster needs to be paid better for all the work that is done.
The problem of course is the confusion of the public and staff over the Horizon court cases and enquiry. Customers are treated in branch in a fair and honest way but they have such doubts about the people above us who run PO. We in branch are constantly exposed to horrific revelations about the historic mismanagement of POL and have to try to calm, reassure and explain to the general public. How do we do this?
The process of international mail
The remuneration
There are still too many buttons to press for dpd and evri
There is a lot of work needed to be done. Too much to write I rather speak to someone in person other than area manager.

There is no trust any more between the branch and senior management of the Post Office
There is not fair rate and service offered to neighbor postoffice and other compititor. Tablet ideally not used with other post office but not pass to efficient post office. Dbs check which use to given to all po now given to selected po.
There should be a core payment for post masters to the back office work, to attend the meetings, to do these kind of surveys and to train new staff. Remuneration need to be improved. Anybody from the post office seen the inflation rate? My electricity cost is gone double and my Remuneration is the same from where I am going to bring extra £10k for my electricity cost? Staff wages and post office officials wages go up every year and my Remuneration?
Thin out Head office costs. Just what is the point of Area Managers
Things need to speed up ! We are still not live with evri
Think differently is key and confidence in the PO is key . There are emerging negativity and how many times are PO going to say sorry
Tie in the name/address info for drop and go accounts. More lines of item lines (5 to 10)?
To actually improve some of the issues we are experiencing, we are asked but nothing seems to go any further
to be more open and honest in communication from senior management to finalise the PO scandal
To be paid decent remuneration that are at least above the minimum wage plus holiday,sick payment
To control the price of postage and delivery of parcels
To make it more profitable for our professional services.improve horizon to make it more user friendly,eg.on our musgrave system we can go back and browse transactions in full horizon way out of date and difficult for new staff,taxing a car if we get to end of a transaction and customers card doesn't work, to void is to complicated instead a subtotal button could be useful..Also banking deposit transactions limits on what customer can deposit.
To make PUDO on horizon more user friendly
To offer more competitive postage prices in branch so we can win back customers who have migrated to paying for their postage online which is killing our business.
To put more pressure on the government to make them use the Post Office as a government outlet.
Too many tell and I don't want to waste my time
Too many to list here
Too much outsourcing. Too many departments don't communicate with each other effectively
Too much unnecessary paperwork ie customers not wanting card receipts still have to be printed
Track 24 track 48 need to be offline S well
Tracked 24 & 48 needed to be available over the counter, losing too much business direct to Royal Mail due to customers wanting these services. Been promised for well over a year. Need fair payment for the work done at the counter and all the unpaid work we are contracted to do by POL currently for zero remuneration.
Train BSC staff. Current level of knowledge on call is absolutely rubbish. Speed up the existing tickets and start genuine help instead of reading wrong from the guide.
Training , Diff pricing strategies, Need to add more services so post master can afford ... need Evri to roll out for all post office not only certain ...or selected..
Training and Communication
Transaction journeys on PUDO services
Transparency
Transparency and better remuneration
Transparency and Trust and Remuneration. Post office remuneration have fallen even though the footfall and products sold through the post office has not fallen.
Transparency of customers using helpline avenue to complete sales which the branch isn't allowed to process(especially Travel insurance where at least half of our customers asking for a travel insurance quote have to be referred to a helpline due to medical issues and we rarely see any direct sales accredited to the branch??)
Transparency of the Post Office leadership team and improving the remuneration that Post Masters receive so that it continues to be a viable business.
TRANSPARENT AND SUPPORTIVE FROM AREA MANAGERS RATHER THAN REPORTING UE FOR NO REASON
Treat postmasters with respect and pay a fair remuneration for all the work we carry do.
Treating Post Masters with respect and not contempt, having the professionalism you expect us to have, not make unilateral decisions without consultation, POL need a radical reform.
Triggers setting Euro stock!!!
Trust . When we ring for extra bureau it's because we know our customers and shouldn't have to wait until we run out.
Trust, between Subpostmasters and Senior Managers. We are the face of the business and have invested heavily, have to be totally committed because we have no choice. Wonder what middle and senior management triggers are.
trust. You have the CEO saying one thing and then behind the scenes trying to double their salary. Organisation is top heavy with a lot of incompetent people still in charge
Truth !!!
Try to get DHL service and keep DVLA products IDP, driving license renewal services
Trying to get children's accounts in branch so they have access to their bank accounts cash out/ paying in and grow up knowing the postoffice and then using the postoffice when they are older. Will bring more custom in the long run.

UNDERSTAND THAT A POSTMASTER AND THIER STAFF SERVE CUSTOMERS AND SHOULD NOT BE OUT OF SERVICE TO READ FOCUS ON HORIZON OR THE HUB IN THE BACK OFFICE.THE PRINTED BRANCH FOCUS COULD BE READ BETWEEN CUSTOMERS AND WAS A GREAT TRAINING TOOL WHICH WAS EASILY MONITORED. PLEASE BRING IT BACK.
Understanding that no one size fits all and PO branches have differing reasons for being there - from commercial profitability to fully social function
Understanding that the basic business model with sub postmasters is flawed. The busier the Post Office is the least time I have to spend on my retail business so I then have to employ staff which reduces profit!
Understanding that there are Still a lot of our customers who don't have, or know how to use a computer to access help, advice, new products and existing products. Also some staff have difficulties too. The lose of Key products from all branches, in particular the rural and small branches.
Unlimited banking deposits for both personal and business customers
Update contracts ... we now have more couriers but can't afford the Nat minimum wage per hour to employ more staff to deal with it... also why do you have drop n go shops that in non postoffices? Your taking more time f our business away
Update Horizon and above all invest in decent printers
Update the hardware , system too old too slow need wireless technology.
Updating the Horizon terminal it so old and behind with the times
Using DPD! Why has my mains branch not been given this?
Value the subpostmasters, reward them, pay a salary at least equivalent to minimum wage,, stop the vulgar bonus's of the board.. Treat us properly.. Stop all the dishonest cover-up.... Print in full the results if these surveys.. Pay the postmaster holiday pay,, stop treat us like second class citizens.. Listen to us.....
Vastly increased and fair remuneration. POL still seem toxic to the very core, and on this basis pretty much EVERYTHING still needs to change. Proper recognised representation with the legal right to negotiate on our behalf.
Viable new business earns more than minimum wage. Po bank? Financial transactions?
Wages
Waiting for evry, online tracked 24 & 48
We all need to be paid the same fees I am a local plus but my fees are less than a main for the same tasks this is morally wrong I have two counters and do car tax and did and Amazon and all other products and help customers for little fees this needs to be look at I cannot survive same task same fee for all products and the fees should higher and a fee for being a service to the customer I only found out the diffent fees on a conference call 5 years ago which is another issues I have raised this with every area manager I have had and written to nick read I can not keep putting my own money in to keep the post office going for my community or my husband money we a village post office the payments need to be look at
We are a struggling local office we were missold I wish I closed the place down
We are s struggling Post Office barely making ends meet and soon we will have no option but to close the Main Branch that we operate therefore the remunerations need to improve significantly.
We are stronger together
We are waiting to ger the new carriers serive in our branch
We have to get more posting companies from horizon
We I feel the small rural offices don't matter. Conversation is all about the big offices and how much they can do. We don't have the volume of people in rural areas
We just not making minimum wages and we still have to pay minimum wages to staff.
We need a better rate of remuneration accross the full range of products. Wages for staff and running costs are killing the Post Office.
We need a decent pay structure, one that increases year on year in line with inflation instead of decreasing, and a smaller network to reflect the decline in work, rather than the larger one we have now whereby postmasters struggle and make very little.
We need improvements from senior leadership, we lurch from one disaster to another. It's an embarrassment sometimes to work for the PO. Pay us for what we do, recognise the social value of our role and re evaluate hard to place offices.
We need to be able to process credit card bills, everybody wants it
We need to be heard,we know what's best for our office
We need to be paid fairly for the work we do.
We need to be paid for our back office jobs and time remaining cash and stock out We are promised everything but never see anything happening about never done Time after time we got area manager, manager come and ask us what they can do for our business Nothing is done We all need wages see again cost of living has gone up our wages are still the same why ?
we need to be paid properly or it is pointless having a post office counter . The remuneration does not get close to the work and responsibility needed to even run a small counter .
We need to be supplied foc all the things we need to run a post office Money counting machines should be paid for by the banks That we do the majority of work for.Renumeration should be at least doubled for the transactions we undertake for the banks .

We need to compete with royal mail more effectively, who are gradually taking away post office counters customers, more and more switching to online postage collected by their postman as its cheaper, also royal charge them 16p extra to drop off, this needs addressing fast. I have lost many bog drop and go customers to this.
We need to get more pudo services and government services Banking services need to be improved and more banks need to be added to the roster Credit card bills should be added
We need to improve customer count with new products.
We need upgrading to a Mains office in order to receive any of the improvements PO makes .
We need.new sigh for shop
We should be able to ALL use ALL new carriers ie every as well as DHL and DPD. It takes an age to roll out to all branches. This needs to speed up. Also the ability to sell special stamps. We are unable to sell different (ie dinosaur range) stamp collections but we are always asked and have to send our customers to other branches (this is not fair, we are big enough to sell different stamps). This all comes down to my last main issue with P.O, you (Post Office) think you know how best about everything with our branch, what we can order, what we can sell, etc. I think us Postmasters know what our branch needs and will sell. Give us the credit we deserve. If we had ALL the tools to do the jobs in hand we could make more for EVERYONE.
We should be equal in remuneration. We should not be having one post office receiving more remuneration than any other post office. Also a branch not far from me receives over £1000 in support payments. I receive about £400 yet my costs are far higher. This I find unequal and unfair
We still need support to increase footfalls and and more
we want to collaborate with more other products which improves our aervcie and remuneration
What new services and products are coming to improve profitability of my business
When negotiating contracts rather looking after postmaster rather loosing all negotiating
When we ring enquiring about remuneration we should have access to someone who can actually help. When we get a call back we could be very busy.
Where do I start!! Pay us properly so we can build our business, be open and honest with postmasters, horizon scandal has made our businesses worthless
Where do you start??? There is a lot of improvement that needs to be made but feel that Post Office has lost interested in us.
While I'm aware PO are very aware of this there needs to be continued emphasis on how PO branches can remain viable as part of a wider small business offering. This is of particular concern for a smaller rural branch like ourselves who don't always get the benefit of new initiatives due to location and lower volumes.
Whole scale management change, not just reshuffle of existing staff.
with so many post masters with over 10years of active service, my these voices should be heard
Working on getting the trust of the Post Office with Sub postmasters. Improve pay, running costs of a branch are increasing far more than pay is. The Post Office keeps far too much of income to pay its own staff.
Yes
Yes as above. Mainly responding in a timely manner
Yes better remuneration for the new carriers as it takes twice as long Tom process.
Yes need more involvement from area managers to help understand to improve efficiency of the branch rather delaying for a long time. Hardly area manager communicate about the queries on a timely manner from the post master as there is no response when tried to contact or communicate during really needed queries. Need improvement over that side and delays in stock deliveries for example stamp stocks and office supplies. Needed improvement with foreign currency when transferred from one stock unit to other rate varies which shouldn't happen as that's not recorded as a sale, so this side of Horizon needs bit working in the issue and this need to be addressed as this makes loss to the branch. And the foreign currency when remittance accepted takes more than 2 days to sometimes until weekly rollover to get updated this makes more difficult to understand where the issue or loss for the branch is.
You need to fix our pay station This has been not working since November 2023
you need to get rid of the NFSP and sit down with a proper union and negotiate with good intentions and show you want to carry the business forward. You also need to be getting ahead of competitors and come up with new products and improvement to the computer systems that make sense
You need to make a lot , support the postoffice services instead of competing them , at track more service to postoffice not to the shops you are dealing with now any reducing the post offices income , attract more services , think about the customer , help post offices don't be the comparator your postoffice branches
You need to make more profitable products that gets footfall through the door. We are losing so many customers to online products. I feel there is no future with the post office!
You NEED to simplify the evri screens on horizon. Especially customer pick up. Customers collecting multiple parcels has to be done in several different transactions. Far to much wasted time for such a menial task
You need to understand the general public have lost all trust in post office, until all matters of compensation are resolved you are fighting a losing battle. Post office should stay below the radar and maybe just maybe in time you will start gain customer loyalty. You sent some figures out talking about footfall having not changed in post office, that means nothing. The reality is there are no alternatives.
You would need more than a small box to make a considered and fair reply

Total sample; Unweighted; base n = 1143; total n = 1917; 774 missing

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05)

What could the NFSP do to support Postmasters more effectively?

-
- Become representative and independent from POL. - Not be funded by POL.
1. Lobby for increase in remuneration 2. Promote the importance and professional status of the role
A complete overhaul of what is essentially just an old boys club run exclusively for the select few.
Achieve success in negotiations with POL
Act for postmasters interests
Act for sub postmasters rather than a puppet for the Post Office Ltd
Act for us properly in our interest, no point in writing much, because they are too closely linked to Post Office... So we never get a fair deal...
Act like a union and get results
Act more like a trade union
Actually communicate with me. Never heard anything from them !!!!!
Actually listen. Stop banging the drum for mains. Stop the flag waving for mutualisation. Actually have the interests of the whole network
Actually support post masters by getting us more remuneration
Actually support them and have the best interests of their members at heart.
Actually work for us and not for the post office.
Address the remuneration shortfalls for PM's
Admit that the nfsp is a wholly owned subsidiary of pol interfering with postmasters pay and contracts
Again support and help Run the Retail properly
All
All ok
All requirements
All the new information that requires.
Allow all voices and opinions including those they don't like or disagree with.
Allowed More communication of what's happening in the background between Po and NFSP
Already do a good job
Already exceptional
Amalgamate with a true independent organisation.
Answer the phone when contacted
Apologise for wrong doings and not backing subpostmasters
As every post office is different, there needs are different too. Nfsp is helping postmasters via WhatsApp group. but still don't understand their role.
Ask Mr Bates
Ask postmaster their views before negotiating with post office Ltd, not communicating after contracts have been signed or deals done
Automatic enrollment on joining POL
Be a postmaster first, and support them when needed
Be a totally independent body, not bankrolled by PO.
Be able to engage with PO better
Be able to negotiate realistic remuneration rates for the work we do. This I believe though is not for the want of NFSP trying but POL refusing to engage in any dialogue and just imposing/dictating rates of remuneration.
Be an independent body
Be an independent organisation rather than a POL funded puppet organisation who can't actually do anything meaningful for postmasters as it would breach the funding agreement that keeps it going
Be clear and honest
Be completely Independent from the Post Office
Be completely independent of Post office
Be completely independent of the Post Office. Train persons willing to undertake relief work and get the Post Office to be responsible for these in case of errors while on duty. When I first became Subpostmaster over 50 years ago it was not so difficult.
Be completely replaced

Be democratic and transparent
be disbanded
Be dissolved
Be firmer on pay
Be for the postmaster not in pol Ltd pockets
Be honest and get remuneration improved
Be honest and help the post master and discuss any future projects firstly with post master
Be honest and remove retired and no longer serving postmasters from groups.
Be honest and represent subpostmasters instead of telling them to find a good solicitor, disgraceful way to treat members they are supposed to represent
Be honest with us.
Be impartial and independent. This can never be the case while POL pay the fees on Postmasters behalf.
Be independant of POL
Be independent
Be independent of the Post office
Be independent. Be stronger. Be honest. Not do as pol says.
Be independently funded by pol and not in the employ of POL
Be independently self funded and re-structured. Need rid of the old boys network.
Be more active and independent
Be more assertive, very meek and is tainted with not doing anything to support the individuals who suffered with the Horizon scandal.
Be more effective
Be more honest with us.
Be more independent
Be more independent from the Post Office
Be more involved for postmaster
Be more on our side
Be more open and put our interests forward. Be completely separate from POL
Be more Postmaster centric
Be more proactive
Be more ruthless when negotiating better remuneration
Be more strident in following up complaints and postmaster's views
Be more supportive of the small postmasters, not just those with big or multiple offices.
Be more transparent in its negotiations on remuneration. Focus more on fair remuneration for postmasters rather than the postmasters retail business and trying to source deals that are not profitable enough to replace unfair remuneration.
Be more transparent.
Be more vocal, inform PMs by post. Not all PMs are aware of NFSP
Be on our side
Be proactive than reactive.
Be removed as it's a waste of money that could be given to Postmasters
Be replaced by an independent organisation NOT funded by POL
Be replaced by CWU
Be separate from the post office and not have to be part financially tied
Be stronger when dealing with the post office
Be supportive honest
Be there for the postmasters and to build trust with the sub postmasters
Be tougher in dealing with the Post Office, after all without us it would cease to function properly. Start acting like the dog rather than its tail.
Be transparent and work with the postmasters , rather than make us feel what ever post office is doing is the right thing to do .
Be truly independent and actually support postmasters when aproached about a problem.
Become a truly representative independent organisation that supports its members
Become an independant representative for postmasters instead of representing the Post Office.
Become an independent body separate from pol

Become fully independent and not paid for by POL
Become independent from PoL
Become independent of post office instead of being another tear of post office
Become independent of the Post Office
Become independent.
Become independent. Like I said I have been a postmaster for over 30 years. Since they have been paid by POCL. I don't think they act independently. And still do not trust them
Become independent. Sorry they have become a tarnished organisation & I still don't trust them
Become open, honest & work with other postmaster groups.
BECOME PART OF THE MANAGEMENT OF THE POST OFFICE
Become properly independent from its master PoL
Become total independent of Post Office Ltd!!!!
Becoming independent
being honest about their abilities
Being open and honest with members
Best interest for postmaster
Better comms
Better communication
Better communication with postmasters about what it does and can reasonably do.
Better communication. Remember at all times that who you represent.
Better contact point for general contact/support
Better informed to respond to our concerns
Better negotiations
Better pay
Better pay negotiation
Better remuneration rates, for all the different kinds of work and hassle we do
Branch visits
Branch Visits, Regular Meetings
Business Support
By engaging with Postmasters at local level and work the way up
By POL listening and accepting their suggestions.
By shown understanding towards them
Call to offices to explain their role
Campaign for the criminal trail of Paula Vennels
Can they???
Can they?????
Carry on with the great work conducted on a daily basis.
Carry out an analysis to show how much it actually costs to run each post office counter. Demonstrate why for many branches this is no longer available.
Cascade communication and discussions in Regular forum meetings
Cease to be.
Cease to exist
Cease to exist.
Challenge Post Office Ltd more effectively. However, this is a multiple step question because it requires Post Office Ltd to be open, transparent and engaged with NFSP. POL needs to invite NFSP to talk at their conferences and important webinars to better enable representation. Information should be given openly and senior management of POL should engage more frequently with NFSP. After all, POL wants to rebuild trust with postmasters, so it's only right that involve NFSP in a heightened position to do so
Change CEO, they are less honest & transparent than POL!
Close down
Come out of hiding and respond to telephone calls for help, regular updates that show what has been done
come to my branch

Commissions
Communicate
Communicate about ongoing negotiations, answer questions with honesty and integrity rather than blocking people who ask awkward questions.
Communicate in other ways other than email
Communicate with each branches to resolve any problems incurred.
Communicate with the individual.
Communicate with them.
Communicate!!
Communication
communication in person
Communication/Training or Advise on how to get the best from the organisation
Consider issues on Branch to Branch basis
Consult directly with potential partners
Contact more
Contact us
Continue to strive towards a rise in commissions.
could negotiate to improve the pay and conditions
Crime protection
Didn't get the meaning of NFSP
Didn't realise it still existed
Dis- band them. POL should NOT be funding an organisation that is supposed to represent self-employed Postmasters. We need independent representation and we need it now.
Disappear and let the CWU or voice of the postmasters take over.
Disband
Disband and allow postmasters to setup or be part of an independent union.
Disband and let a proper organisation with a genuine right to legally represent and negotiate on our behalf take their place completely.
Disband and make a new organisation based on members form post offices and money from the actual members
Disband themselves at the earliest
Disband, you force representation on PMs by this insidious organisation. They are part of the problem. Give us a choice.
Dissolve the company to allow a truly Postmaster representative organisation to take its place.
Do all it can to get rid of post office top and middle management
Do more to improve the remuneration and experience of sub postmasters
Doing best they can.
Doing good already.
Doing great
Doing their jobs
Don't think I'm a member?
Effective
Email on regular basis
Email to information
Encourage more participation and push for the postmasters interest more
Engage in local meetings so postmasters can meet and discuss day to day issues! Not aware that goes on if it does already??
Engage more
Engage more with PO and others help postmasters get more Services and Remuneration
Engage POL more vigorously and aggressively
Every Thing
Excellent already
Excellent face to face meeting and open everyone's mind. Easy to understand
Expect more support from NFSP
Explain their position



Face to face meetings
face to face with postmasters and post office together
Federation should be there to support an issue to be resolved quickly,with a better link with the management. Overall it's PO management supporting the PM.
Fight for better pay
Fight for better remuneration and transparency
Fight for better remuneration and working benefits
Fight for more pay and better working conditions
Fight for us
Fight for what we need
Fight Harder
Fight harder for more remuneration for hard work.
Fight our corner
Fight stronger and demand higher remuneration rates , ensure we keep core products
Focus on current issues instead of always focusing on past issues
focus on increasing remuneration
focus on keeping us properly remunerated or offer a dignified exit
For the board to resign and allow postmasters to join who has the drive and passion to engage and unite postmasters together to strengthen the post office brand and for the business to become relevant and sussfull moving forward.
Fright more fir their business
Get action from PO
Get better deals for postmaster when it comes to working conditions and remuneration.
Get better rates of remuneration
Get in touch
Get more money from the post office for subpostmasters
Get more service to the local post office
Get our pay increased.
Get real as the cost of living is killing us - working for pennies is not the answer - modern day slavery this is
Get rid of NFSP. Total waste of time.
get rid of the NFSP and allow representation from the CWU - that would yet again save POL a lot of money they could pass on to Postmasters
Get some back bone and work for postmasters not POL
Get the post office to listen and act on our concerns rather then line their own pockets . That terrible, lying , deceiving self centred, loser Nick Read earned £804k in 2021/22. He is a lying, bullying toe rage who should be sent to the Tower of London.
Get the scandal sorted
Get us better remuneration but they are paid by Pol and they look after Pol interest and not Postmasters
Get us better remuneration
Get us fair pay
get us more money
Get us more pay for what we are expected to do
Getting minimum wage and holiday pay back rather than %.
Give information
Give more access to on going situations within the p.o. Most communication is only via the magazine.
Give us more information with regards to remuneration Too many people in that organisation just living the dream doing absolutely nothing and contributing less to the well being of the postmasters Too many free loaders Needs trimming down in terms of roles and levels Mails segregation team has too many members and does very little to help the cause, an absolute waste. NFSP is only relevant because their payslip is paid for by the post office, when the current contract runs out, they will become redundant overnight
Give us the Postmasters support system to design and print and display Point of Sale materials and promotional literature. As independents, we don't have the expertise on POS marketing. This will help our retail business
Go away.
Go back to old fashion ways of reading material instead of online
Go out and help postmaster's for better pay and rewards remuneration

Going to the annual meeting this year so we'll see what happens there
Have a total reorganisation of this current waste of money/gravy train
Have area representative in locally. Listen to postmasters more often .
Have best interest at their heart for postmaster not for them selves
Have forum meetings like our area managers I couldn't even tell you who I'm suppose to talk to about nfsp
Have greater say in the running of POL. To be actively involved in and consulted in determining remuneration levels for products and services offered in Post Offices
Have local meetings to listen and act for spm
Have more active members to speed up the process of change.
Have more face to face interaction
Have more firm authority or command to stick for post masters
Have more focus on the smaller counters.
Have more influence over post Office limited
Have more of a say in our pay negotiations
Have more of an independent voice at the table and be listened too, to take the messages up from the Postmasters. We all want the Post Office to succeed for our communities but at the moment it doesn't feel the government or senior management on are the same page.
Have more say in running Post Office Business
Have no real interest
Have some input with pol
Havent heard from them
Hearing post masters issues and negotiations with PO.
Help to grow retail businesses
Help to increase pay
Help to Increase remuneration
Help us to increase remuneration
Help us to resolve issues
Help with engaging local communities. Reach out to local chambers of commerce to interact better with local business.
help with obtaining new services
Help with Remuneration, help with relief at reasonable rate.
Helping Postmasters is always at the forefront of business
Highlight our struggles such as falling remuneration
Hold more local meetings, continue raising Postmaster's needs to the POL and the government.
Hold Post Office to account and work harder for fair remuneration. I have a member of staff doing 30 hrs on minimum wage who takes home more than I do
Hold regional meetings
How can they support the postmasters when they are paying by post office?
How to get in touch for queries. Have a better, more regular Q&A in there magazine.
I am happy with them
I am not a member and nor will I ever be associated with this organisation. Too late for me to have any confidence in this organisation.
I am not a member of NFSP
I am often unaware of what some of the jargon means having not been in the Post Office very long and being in a 1 person part time branch.
I am still new to this role so will have to wait for some time to comment fairly.
I can't comment as never heard form them.
I do feel that they have only the post office in mind in negotiations and not the sub postmaster .
I do not receive any notifications
I don not feel that an organisation that is funded by POL can give the necessary support to Subpostmasters, we need an independent body of representation.
I don't believe NFSP has my interests in mind when they are paid for by POL. We need independent representation that we can trust who have our interests in mind .
I don't have the time to follow it
I don't support NFSP we need any independent organisation to represent us
I don't engage with them as I do not trust they have my best interests at heart!
I feel NFSP is working on behalf of POL rather than supporting sub postmasters

I feel that the regional representatives of the NFSP could be more proactive in creating a network of local offices and encouraging them to share information with each other around things such as temporary branch closures, staffing opportunities and what services are available and where. I often feel isolated from other branches and as though we are competitors rather than being part of the same organisation.
I feel they have made the same mistakes as the post office and ignored those in trouble with the it scandal and like the post office, won't 'win' its members back. Too much damage has been done.
I feel they support as effectively as they are able.
I find too many emails and can not keep up along with Branch focus and from [REDACTED]
I have been a member of the NFSP for 12 months and I receive very little communication from them. The only thing I get is the newsletter but I don't feel like that is an effective form of communication and I also don't feel it's very honest nor helpful
I have been waiting for 6 months for my application to be processed. I still waiting. My answers are neutral regarding this organisation as I have no contact or experience with it.
I have never had any engagement with this group since I started. They offer nothing to me and do not represent me. It appears to be an enforced union and I am disgusted by the assumption that they support me.
I have never really used NFSP services but i understand its significance in voicing concern for postmasters. A whatsapp comms group where we are informed of nfsp activities would be good, but one where only admins have access as i dont want postmasters pinging messages at 12 midnight
I HAVE NO CONFIDENCE IN THEM WHATEVER AS AN ORGANISATION. For example: they just agree with post office about everything and don't ask us to vote on important issues. When we find out, the deal is always done already.
I have tried to contact them on a number of occasions and found it very difficult with no response.
I have yet to hear or read about them or receive any communication. First step should be a welcome comms. Or message to a new Sub postmaster. Share Bi-annual agenda and achievement goals and it's progress will help effective engagement
I know they ate trying hard We all be fine
I never hear from them apart from an emailed newsletter, I have no 8dea who my rep is
I reported an issue 2 month's ago no reply or contact from area rep or email.
I think an on line meeting every 6 mths would be beneficial
I think it's all good
I think it's more to do with the PO listening to the NFSP
I think they are trying to give confidence back to us
I'm not convinced that they are on the side of postmasters
I've communicated only once in last 30 months from NFSP. More often communications regarding issues.
If it was independent off post office
IF ONLY THEY ARE A PROPER UNION
If they actually had some tangible influence on POL. Acted more like a trade union
If they genuinely support to post master we are in good position
I'm happy with the NFSP. I feel other organisations such as Voice of the Postmaster erode their position and importance. Whilst I also feel that our direct contact through various channels with POL is important I worry that Subpostmasters have neither the time or experience to see the big picture so decisions on our future should always be balanced with the experience the NFSP can offer.
Improve Communication
Improve direct communication
Improve our pay
improved remuneration
In every aspect NFSP provide support to member.
increase awareness
Increase Remuneration
Increased remuneration
Inependant from po
Inform postmasters instead of hiding behind some legal papers, the organisation cannot represent postmasters because they are stopped from doing so by POL and do not inform us of any negotiations because POL do not allow this either, there are no discussions POL tell NFSP who then tell Postmasters, no negotiation
Informative
Instead of paying for the NFSP, the postoffice ltd can share those money with postmasters as postoffice can communicate and discuss direct with postmasters without NFSP
Interact

Interact more with PMs
It can't, it is not a separate entity to the Post Office how can it represents the unbiased interests of the Postmaster when it is paid by POL.
It doesn't represent postmasters, therefore of no use whatsoever
It is NOT NFSP It is the P.O. who by not engaging in dialogue with the Federation makes it hard for them
It needs clear separation from POL
It needs root and branch reform. Its currently a puppet organisation for the post office
It needs to be more independent and not focused on it's own importance. It's lost it's way. It is not something that postmasters can feel engaged with. It would be better if the roles of the officers were for a fixed period rather than the same officers in position for years
It needs to rebrand !!
It needs to stop supporting the discriminatory position of POL of paying non mains offices less per transaction. This has been a very poor aspect of their interaction with PMRs. And it is not for want of pointing out that their stance is wrong. They just ignore any criticisms made by non mains offices. As a local+ office I do not feel supported in what I see as a very important aspect of our remuneration.
It should not be funded by the post office
It will never be truly on the side of the postmasters. I doubt any would trust it again.
It's time for real action
it's too late - the relationship has been ruined with the post office scandal
Just feels like all they do is tell us they have written to PO Ltd expressing how upset they are about decisions that are being made by PO but not actually engaging in any real action or negotiation.
just support for a change
Keep all products available at all post office.
Keep fighting for us
Keep fighting to get best for postmasters
Keep in contact more
Keep informed on bad publicity and how to handle it
Keep up good communication with postmasters
Keep up the hard work to get us a fair price for our work
Keep us posted of what problems other postmasters are complaining about
Keep us up to date with events and what is happening with the hub.
Keep use more informed and ask use what problems we have
Leave
leiston and under stand postmaster demand
Let postmasters know they are there? Articles in Branch Hub?
Let us know what actually is going on with POL
Listen and appreciate
Listen and support Postmasters fully.
Listen and support us
Listen to and represent Postmasters
Listen to post masters and not fob them off
Listen to post maters more and visiting in branches to support them , meeting.
Listen to postmasters
Listen to postmasters and have a negotiation with po to support with remuneration to cover the wage increase and living crisis
Listen to postmasters and help postmasters
Listen to postmasters, understand their issues & help them
Listen to the postmasters
Listen to the postmasters concerns .
Listen to the postmaster's rather than defending PO constantly
Listen to the requests from PM's and act on them
Listen to their queries and act on them . Especially with regard to horizons breakdowns
Listen to them and then act on it
Listen to them.

Listen to there problems more. Each branch is different each postmaster is different We all don't have same problems.
Listen to what it is that the post masters actually need and help. Rather than just touch the outside of a circle.
Listen to what Postmasters want and ask the right questions
Listen, advice and bring solutions quickly
Listening the concern and passing the message to higher levels, but I think area manager can do the same.
Listening to postmasters concerns and being more empathetic towaeds them and making changes
Lobby for help and remuneration
Lobby for pay increases
Lobby for postmasters to be self employed as we don't receive pensions, sick pay etc but are taxed as if we are employees
Lobby government for po bank government business check productivity of marketing staff
Looking after our best interests
Looking more closely at different branches sizes and models
Magazine help to find current market, also if any concerns i get support from NFSP
Majority of lead member of NFSP are Post masters with Main post office branch. Post master with experience of running the post office along with their busy retail shops are needed to be included and listened to as business is changing and more and more PO branches are now Local or Local+ which runs along with retail shop and operates longer hours. Their requirements and operations are different.
make sure post office local branches are not made to feel inferior to main branches
make themselves supportive of postmasters not the post office, i gave up a long time ago
Making sure that they visit the stores that actually have issues and not sending out representatives to the Branches that don't. Listen to what the Post Masters tell them and actively try and get the renumeration that the Sub Post Masters actually need to continue surviving.
Market to us better
Maybe contact and visit us I have no idea what they are doing I have very little communication from them
Maybe gave the occasional visit
Maybe visit branches in need of help with outstanding problems and losses.
Maybe visit the branch and have face to face conversation.
Meet with and listen to postmasters individually and collectively in local and regional forums. Consult with us and provide the tools we need to develop and sustain our post offices to be the best we can be for our communities. So little support and business understanding for what is required to run an actual business and when you add Welsh language rural communities to the mix, the lack of business knowledge within the business community is second to none.
Meetings
Merge with the CWU
Minimum wage rate for postmaster, holiday pay for postmasters or cover for postmasters to go for hospital appointments. At the moment cant even afford that.
Mistake need to deal cash and stamp quickly
Monthly visits to make sure postmasters are always updated on all aspects that involve the day to day running of sub offices
More branch meetings
More comms
More communication
More communication about relevant topics Newsletters and whatsapp comms
More communication detailing exactly what they are doing to increase our remuneration
More convenient situated meetings
More correspondence about things before we read about them
More direct contact
More discussion of practical post office system
More emergency staff cover to help out as attracting new recruits is now very hard
More engaged with Postmasters
More engagement
More engagement with Post Office and challenge POL for fair remuneration
More frequent area/group meetings
More frequent communication
More frequent newsletters would be a good start
More frequent regular communication

More honest transparency
More idea where post master can benefit and post office.
More in support for postmasters
More information
More interaction and visits to branch by senior management and improvement on Remunerations
More interaction with Postmasters
More Interactions
More local meetings and visits to branches
More localised meetings. Now that there are fewer offices meetings tend to be less local and hard to reach.
More meetings
More negotiation with po
More open communication and could fight harder on our behalf
More openness on the work it does in the background.
More post master focus
More postmasters need to engage with NFSP maybe by personal visits from NFSP
More proactive, engaging with the membership. More connected, accessible. Local meetings and training events.
More products and retail side lottery issues not sorted
More remuneration
More remuneration
More salary
More services and support
More support
More support needed for local branches
MORE SUPPORT RELATED TO REMUNERATION
More transparency
More visits
more visits, never seen our rep
Much more cohesion and commitment and communication
My membership has only just been confirmed after 14 months
My only interaction with them is when they come to do mails segregation checks.
My opinion NFSP is part of the Postoffice.
N/a
NA
Need more engagement with postmasters
Need more help to cover holiday time (locum).
NEED MORE HELP WHILE POSTMASTER ON HOLIDAY.
Need more legal advice
Need more remuneration
Need to be more proactive and supportive because we feel we are left alone.
Need to be totally independent of POL.
Need to help the retail section of postmasters jobs
Need to involve more in retail side business too .
Need to put postmaster's first
Need to support the postmaster to get good pay for spending time in the post office
Needs honesty and integrity which it seriously lacks at the moment
Needs to be totally independent of the Post Office. A completely separate organisation.
Negotiate a better remuneration package.
Negotiate a far better remuneration!!!!
Negotiate and consult on our behalf ,be more transparent ,work with post office management to increase profitability get more ideas and services.
Negotiate better income rates from Post Office Limited for the transactions that we perform and a payment for back office duties that need to be completed daily.

Negotiate better pay review
Negotiate more for improved remuneration
NEGOTIATE REALISTIC RETIREMENT COMPENSATION
Never hear from them
New team.
News
NFSp is ineffective.
NFSP are again out of touch, not fit for purpose. We need if you like a union that is truly there to support postmasters.
NFSP DO NOT support postmasters. An independent support group is needed - one that is not beholden to POL
NFSP gives all support who need postmaster always so thanks them
NFSP has always passed us information as soon as they get, it will be better if they get included in all the decisions made by PO ( maybe it's been done, then we as a Post master always get to know last. That makes a different story then )
Nfsp has lost its reputation by not been independent of the Postoffice
NFSP in post office ltds pockets. They sold out a while back and do not GENUINELY represent postmasters. They just pretend, to keep them subdued. They could argue for much better holliday allowances, help fund Apprenticeships, try and get subpostmasters some level of reasonable remuneration reflecting their sacrifice, commitment and good will they entered into a contract with POL. Pay the senior execs less to fund this. Know which side they are on, they have clearly conflicted interests.
NFSP is acting as puppet of PO bosses. They never kept PO master best interest at the heart.. They need to act for Post Masters not for PO management
NFSP is not as supportive as its use to be
Nfsp phone app and negotiate better buying terms with suppliers.
NFSP should be disbanded
NFSP should be helping us achieve a proper salary , to earn minimum wage.and also have holiday and sssp!
NFSP should be the only organisation that post office negotiate with
NFSP should liase with the government to obtain a better deal for the Postmasters.
Nfsp should not take funding direct from pol. It makes them subservient to pol, not postmasters. We should be able to choose whether nfsp represent us not have them forced onto us.
NFSP should work for the best interest of the postmaster rather than Postoffice
NFSP to fight for improved remunerations rates for postmasters. We the Postmasters are working hard to make money for Post Office and Post Office staff having pay, company pension scheme, 4 or 5 weeks paid holiday, paid sick pay is not acceptable. We should also be entitled to all these benefits.
NFSP was bought out by PO Limited and did little or nothing to help subpostmasters affected by Horizon problems.
No comment
No idea they know what they doing
No Idea what they do now.
No trust as NT fail all main branch and local branch getting paid less doing same work Also local
None
Not a member
Not a member,
Not accept any funding from the Post Office and truly become a fully independent organisation.
Not be basically owned by POL
Not be funded by POL so they are less under their thumb
Not be in post offices pocket
Not be linked with Post Office
Not be paid by POL
Not being a subsidiary of POL
Not complain amongst themselves, get management to listen to them.
Not give in to everything the Post Office decides to do. They should be more like a union and if the need requires vote on strike action. The Post Office has no income without Sub Postmasters.
Not indapendant so a useless help to postmasters.
Not much being on island I feel left out I read what other mainland post offices can get but feel we are not regarded ad important enough
Not sure
Not sure they can considering the history

Nothing
nothing more
nothing more they can do, i believe they fully support Postmasters, I can confirm with my own experiences and how they have been amazing.
Nothing not sure why they represent us we hardly listen or attend their meeting they were to be equally blamed for the historic shortfall's bullying us
Nothing they are not independent organisation
Nothing. They are a waste of space and oxygen. They DO NOT REPRESENT ME AT ALL.
nothing. they are not a union they are pol's puppet. they do not represent me nor do i want them to
Offer services to help or advise postmasters on business and improvements
Online meeting
Open elections for the key decision making roles. Break the GFA with POL in order to be independent. Allow motions to be proposed at conference.
Participate in depth with Post office decision making from start or initialisation of new products, remuneration
Pay gap on local and main!
Pay them more
Physical visit instead of spending money on print media
Post Office could actually listen and implement what they say
Probably run it more independently from the post office.
Provide top legal support whenever necessary as required..
Pull their finger put off their... And listen and act!
Put more pressure on the post office for fairer remuneration
Put our case on remuneration more robustly
Putting our point of view across more firmly and ensuring our issues been addressed asap. Instead of being a messenger NFSP need to play lot more constructive role with real substance ultimately leading to the betterment of postmasters
Quarterly f2f meetings
Rather than news letters they Need to come and Visit.
Reach out more
Reach out to post masters on a regular basic. (monthly ideally)
Really try an support rather than pretending to support
Receive higher Remuneration
Regional level representation and area vice member should be introduce. And balance committee who have participation of local to main postmaster required
regional meetings
Regular communication with postmaster eg meeting
Regular communication with Postmasters and be more democratic and open
Regular online evening meetings this seems to work well and is very informative
Regular online group forums to discuss and inform of relevant issues
Regular visit
Remember they are supposed to support the Spms
Remuneration
Remuneration and trust postmaster
Remuneration to be increased in line with inflation , because we have to pay staff higher wages in line with inflation
Remuneration very low. We do alot hard work and gets in pennies disgrace
Renounce its funding under the GFA - it CANNOT remotely be considered to effectively support Postmasters while it is not independent from Post Office and should recognise its conflict of interests. I actually take EXCEPTION to being asked questions about the NFSP, which sold out Postmasters over the Horizon scandal until as recently as 2019, on a Postmaster survey.
Represent day to day operational needs ...liaise with POL Ltd on branch rising costs .
Representatives visiting branches
Resign
Resign and reform not funded by POL but as it used to be
Resign. They are paid by POL and will never represent SubPostmasters. Until they are gone, meaningful dialogue will never occur
Resign. They are the biggest set of crooks out of the horizon scandal. They were supposed to be caring for the best interests of subpostmasters, but they were the ones who said they must have done it and told them to plead guilty. Will never ever trust them or anything they have ever touched



Resolve better remuneration
Retail.... Post Office stick to Post Office products and support NFSP who have members that live and breath Retail. I believe a strong PO thrives on a good Retail and vice versa.
Revert back to it's original format
Run the postoffice network
s
Scrap the nfsp altogether
Secure better remuneration
Send out more communication messages via another method other there 6 magazines per annum.
send out WhatsApp messages for important information .
Send us feedback questionnaires like this one
Share more update information
Should be easy to contact Have more interaction with postmasters
Should have more get-together meetings, face-to-face
Should never have got into bed with POL.
Show / tell Post office what life is like in a branch, and how little money we make each month Ince we take out costs. Better retail support. I have negotiated better discounts direct than what nfsp can.
Shut down
Since the cost of living issues we will nfsp should explore more means with management to increase earnings for post masters
Some type of help desk if assistance needed
Speak up more for postmasters
stand up more to the post office for a biiger slice of the remuneration
Start by getting off their backsides and going out and meeting different Postmasters instead of their cronies. Start listening to the mountain of issues. Earn their keep
Start fighting for far better pay for everything....and stop lying about your sycophantic history of supporting POL when the Horizon scandal started to break.
Step down and allow an independent group to represent Subpostmasters
Stop acting as the Post Office's lapdog. Where is the support for us following the Horizon scandal. The silence from NFSP has been deafening. Haven't seen a single thing from NFSP to support us on this issue. When are NFSP going to hold PO to account for all the losses suffered by members who paid from their own pockets to avoid investigation or prosecution.
Stop agreeing to PO, fight for better renumeration
Stop being a federation and become a union
Stop being I. POL pocket and work with postmasters not POL
Stop being paid by post office, allow an organisation like voice of the postmaster to act on postmasters behalves
stop being post office puppets
Stop having its membership paid by POL this nfsp is not independent from POL and their involvement with response to Horizon scandal is non existent
Stop other people including Royal mail grabbing our business
stop selling branch details to third parties
Stop taking our money from POL & be self-supporting.
stop taking PO funding and become an independent organisation.
Stop taking POL money so it can go into remuneration
stop toeing the company line and actively support post masters without fearing the hand that feeds it
Stronger opinions on remuneration
Supply direct email contact with area reps. Help with htp offices.
Support and help postmasters which they don't do now
Support day to day activities
Support Postmaster a lot more and not think of themselves
Support postmasters and their needs and not management
Support postmasters more financially!!!!
support postmasters rather than taking POL side
Support Postmasters to receive a fairer pay
Support through area manager right now is great and sufficient

support us with our remuneration. we want more money . at least minimum wage
Supporting more to postmasters and stop being influenced by Postoffice!
Take a tougher stance when negotiating with Post Office Ltd
Take action rather than words.
Take individual opinion from each and every post office, I understand the time and resources but I am sure there must be some way to do it, read all of the PM's view and then move in that direction what everyone's voice is not just what majority people or PM's are saying. Certain decisions for the PM who runs 3-4 branches may not affect them but it will have a major impact on the single PM who has only one source of income as PO.
Take our cause to heart more strongly Organise better support for retail
take postmaster opinion seriously and pass that to post office rather than ignoring them
Talk to each one in person or via telephone.
Talk to postmasters
Talk to postmasters on an individual basis to gain more knowledge & information to take to the table
Talk to us in person or over the phone
Tear up the GFA & become a democratic, member led organisation.
Terminate the GFA and be an independent body of Postmasters for Postmasters. New leadership and board required for the new way forward. Be more focused on Postmasters business and not retail but instead on maybe business support.
The board to resign and allow real postmasters to join.
The individuals must not receive their salary from the Post Office; instead, the National Federation of SubPostmasters (NFSP) should operate autonomously. This organization must advocate vigorously for the welfare of Postmasters. NFSP should attentively heed the grievances of Postmasters and understand the challenges they face. A decade ago, Postmasters used to receive 39p, but after ten years, it has reduced to 29p.
The last meeting I went on was so many people moaning and just letting off steam, it wasn't very productive. I think smaller (maybe by area) Skype call for updates on what's happening in the background and reassure postmasters that work is being done
The leader of NFSP must be elected in a democratic way every three years to bring the transparency the way it works.
The NFSP MUST be listened to by POL. Too many instances where the NFSP have been ignored by POL. Credit from POL towards the NFSP should always be highlighted to illustrate the sterling work carried out tirelessly on behalf of members. POL should ensure the NFSP is mentioned in a deserved positive light with all relevant comms with Subpostmasters.
The NFSP must go , representation is key but there is no faith in the NFSP
The nfsp needs a whole shakeup, the board needs to be voted in by postmasters and the engagement needs to increase tenfold. This membership has become a dictatorship with members muted on calls and unable to voice any opinion. Postmasters are not represented
The NFSP offer me excellent support
The nfsp as an organisation needs to be run independently not in the pockets of Post offices
The problem is they are the puppets of post office limited
The Subpostmaster is very helpful for me.
The top members of NFSP swap positions need new people on the board to try and change the way it's run.
Their hands tend to be tied and they have no real power
Their job without being undermined at every opportunity. I believe this is deliberate policy and once they are gone you will abandon all the forums and conferences.
There are WhatsApp groups and newsletters. But maybe some face to face support would help
Their hands are tied to what they can do
There is a lot of talk, we need more resolutions and results quickly as remuneration is falling and small post offices run by self employed are running at near losses.
Their trust went.. when they backed POL over us in the Horizon scandal
They already have Postmasters best interests at the forefront.
They already support postmaster
They appear to be fighting for the postmasters but I don't feel informed as to when they are successful for me and my business so I don't know how to improve
They are a bit late to the table since the Horizon scandal, they need to contact every member to ask how they are getting on, whether they were affected by the shortfalls and how they can be of help
They are all liars
They are always the last people to get news, the whole thing is a bit pointless
They are completely pointless. I'd rather have the money the post office spends on them
They are doing very well job and very helpful every thing.
They are giving so much of ideas to improve post office sale

They are good for nothing
They are just as quiet as POL, don't feel they communicate freely at all.
They are just management puppets. They are unwilling to support subpostmaster in the face of the management. Surely the NFSP should have realised something was wrong with the number of members being prosecuted. We still have no paid holiday.
They are not impartial as outlined by Sir Wyn Williams
They are not independent and never supported the Postmasters in their time of need.
They are not there for postmasters
They are not working for best interest of Postmaster. Pls close the NFSP. We need independent representation.
They are paid for by the PO, therefore cannot negotiate for us properly. they need to question the PO in every department, and then tell us what the outcomes are.
They are supportive of us
They are trying their best if they understand business
They are trying there best to support us
They can do day to day updates rather than weekly
They can't do any. NFSP is a proxy of PO
They cannot as we are not members and have no voting rights since Network Transformation.
They come across as more helpful but they are not independent enough.
They could start by doing something. I've only ever had one visit never from nfsp, even that was just an introduction. Didn't really help my branch in anyway.
They do a great job and should be recognised for that instead of being undermined by the PO
They do not as ruled by a High court judge
They do think of postmasters in all they do & try there best to get us better remuneration & more communication from PO
They give true information about post office networks
They have lost all credit.
They have never ever helped me in anyway bother than getting cheaper money counter . I have no use for them
They must push for a lot better remuneration
They need to be disbanded. Not fit for purpose.
They need to be transparent of what they are doing with Post masters. Most of the time we come to know about their activities after they have agreed with PO and no survey or consultation done with Post master.
They need to fight our corner more robustly and counteract RM ill practices more strongly.
They need to find a way to encourage more post masters to attend NFSP meetings. They could maybe take a leaf out of the Camelot teams Teams meeting - clear, factual and only used 70 minutes of the 120 allotted. Not running over by 40 minutes due to people repeating themselves.
They need to reach out to more postmaster run branches directly so that more can access the work they do. Attendance to meetings face to face or online needs to be improved. My own opinion is that there are too many of groups like the NFSP trying to do the same thing. CWU and VOTP are just two examples. I think all of them would be better working together and rebranding under a new name so that more postmasters can benefit from what is trying to be achieved.
they really need to disband and merge with a proper union they dont have any legal standing and to be honest i have no faith in them that if something did happen in branch that i needed their assistance i would not be confident on getting the support I need
They run a union where "it is who you know" basis. Not very helpful
They seem to have their hands tied on what they can & can't say about POL
They seem very words and very little actual action.
They should be looking at how there are post office all paid differently for the same tasks we should all be paid the same and when new products come in all paid the same not one fee for mains and one for locals
They should be looking at our remuneration closely because we postmaster are earning less than national minimum wages
They should be our union. They should be working harder to keep us on an equal footing.
They should disband due to mistrust and a new organisation should be formed where all postmasters are members.
They should have supported Postmasters through the heartache of the false imprisonment and abysmal way that my colleagues were abhorrently treated
they should have the pms interest first
They should make more vist to branch
They should not exist at all
They take actions and raised questions
They turned their backs on postmaster's historically. George lined his pocket and got out.
They've never helped me.

They're impotent.
This should be totally free from The Post Office as an organisation
To be run more independently not alongside the PO
To be there for us more on action than on paper.
To be Totally Independent from POL. Listen to Postmasters.
To bring back standard hourly rate pay.
To have more interaction with postmaster either via email or post
To look after their overall wellbeing
To not be paid by pol
To speak for the postmasters in much larger extend.
Training
Transparency of their role with POCL
Transparency, it should take decisions in the favour of post master not for the po
Try and have conferences once a year
Try getting us the Remuneration we need
Try to get Post Office to account and make them give us more services
Twice yearly face to face visits to PO's by NFSP officials to talk about our problems.
Understand the support the postmasters need and increase the commission for them to survive with inflation
Update all information
Update news frequently about post office And provide support if required depending what support required
Updates on current situation
Updating information to the postmasters
Very supportive
visit branch
Visit branches
Visit branches and have a face to face meeting with Postmasters
Visit.
Visiting the branch and advising and supporting struggling postmaster
VISITS TO BRANCHES BY THEIR REPRESENTATIVE WITH FACE TO FACE MEETINGS- POST MASTERS ARE TOO BUSY TO ATTEND BRANCH MEETINGS AS THEY HAVE LIMITED STAFF COVER
we are struggling to run our offices , we need better remuneration.
We been some meeting n they are so helpfull to all postmasters
We need a completely independent body like voice of the postmaster to represent postmasters not an organisation that is funded by the post office
We need to know when they negotiate with someone from the beginning. Not when they finalise the deal
We receive no communication from them so can't say much about it
We'll speed up the process for all issues at hand , provide more in-store support ,
What did they do for the poor Subpostmasters who lost years from there life and lively hoods
What has NFSP done to increase remuneration for local PO?? to process a small/medium parcel crown and bigger branches receives more remuneration compared to local PO branches sort this in equality, remuneration should be equal across all PO models no matter what as effort put in to process parcel are same, NFSP has done nothing in this area for years. It seems local post office model has just been forgotten by everybody
What I've heard about the NFSP I wouldn't have enough room to write it all out on this survey. They're a disgrace!
WhatsApp group?
When do they have meeting last and do they email to their members
When issues mentioned and the areas needed for improvement as such when addressed and making way to resolve should be there as a support from NFSP
WHEN THEY HAVE CHANCE TO SPEAK BEHALF OF POST MASTER PLEASE DO.
Where to start! But then again everyone is saving themselves.
While the NFSP are solely funded by POL they will never support postmasters.
Withdraw from the POL funding & be self sufficient.
Work & listen with other groups
Work as a mediator and be neutral to both sides

Work for postmaster not for post office
Work for the postmasters
WORK INDEPENDENTLY FOR POSTMASTER NOT POST OFFICE. THINK ABOUT POSTMASTERS ALWAYS.
Work miracles!
Work on improving remuneration, bring in financial support to help recruit staff, equipment
Work with other postmaster groups & be self funding.
work with other postmaster groups.
Work with POL and SPM combined on all aspects
Working together with Post office and postmaster.
Workshop
Yea
Yes
Yes , being on our side for a start
Total sample; Unweighted; base n = 772; total n = 1917; 1145 missing
Multiple comparison correction: False Discovery Rate (FDR) ( $p = 0.05$ )

Is there anything else you would like to tell Post Office that has not been covered?

-
- Run 6 Sigma Project for Paystation transactions. will save your millions of pounds and time. -Unify Post Office related services, for example bring a system in place to transact for paystation and horizon. - Reduce no of OK buttons. Pay with card does not need another screen to confirm, it should activate card payment.. I am IT analyst worked on several mission critical systems.
.
...
?
\i have lost all faith in senior management and I believe that they are all a bunch of crooks. How dare the CEO refuse to give documents over to parliament and the spending of money that has dragged out with this is damaging the network. they all need to be got rid off and replaced with people who know the business of post office. Promote from within
1. Post Office need to be much more stronger, entrepreneurial, and dynamic in implementing its key strategic role - the face to face provider of all Government Services - by all means encourage competition, but TV Licensing; DVLA; Passports; ID; all Banking; all basic Bill Payments; access to MP's etc. etc. should be the "norm" at all Post Offices. 2. Post Office should be a key Strategic Partner working closely alongside Royal Mail jointly assisting to provide a very special service to the Customer!!!!!!!!!!!!
2 years after MDA 2 and most offices still have no alternative carrier from Royal Mail. Much too slow to roll out new couriers particularly here in Northern Ireland.
A parcel hatch repair should not be the post master's responsibility. And we should get staples so we are not buying them at our expense
A reporting platform for IT system issues as and when they occur such as i can print labels for a non existent postcode that i accidentally found out today and most importantly someone to follow this up with a call and keep me updated until resolved fully
About current postmaster's struggling life
About remuneration should be increased, we sub post masters need to survived...running cost increased very much compare to what we earned
Accountability by everyone for operations. On plenty occasion operation team has no accountability, we suffer significant but no sorry & compensation.
Actions speak louder than words
After a lifetime of service I am deeply disappointed about where our great institution finds itself
Again postmaster run the business for Post Office so please be fair in remuneration as we don same job and main post office gets higher rates. More products need to given to sale in branch. As banks are closing postmasters should be paid extra to handle the cash as Post Office charges enough cash from bank and if not then start charging the banks as we postmasters deal with lot of cash and are at risk.
Alert of robbery in area & what to do.
All customers after the programme aired really sympathised with us . Thought it was cruel what happened and still happening today. Programme for me was 100 percent correct . Disturbing indeed .
All postmaster and counter staff should tell the public that it's a renewed safe Horizon and all issues are dealt with internally give a positive review on post office as we all need to survive and look after our investment
All postmasters have been using the same system horizon and all postmasters I have spoken to have suffered losses what we were not doing was let it accumulate
All the complaints and feedback always just comes back to, we want to be paid more and heard more. There's no need to make it more complicated than that.
All the previous answers refer to me and my team. Had you asked how my customers felt about Post Office the answers would have been at the opposite extreme
Almost every customer asks whether we were impacted by the issues raised by Mr Bates. I don't know if the Post Office can recover from these issues.
Always a clear view and to help Postmasters with all assets of the business.
Answers of questions should be relevant
Any development needs to be faster, I am waiting for Evri parcel and digital advertising screen since last 12 months, still there is no any sign for when will I get it... Post office limited should have to think about yearly fix pay for all post master... only commission is not helping at all.

Any local collect service, weather they from royal mail, evri or DPD. The remuneration shoul be at least 70 pence. As there is double work and time consuming and need a lot of space. i.e. customer order IKEA parcel to post office via DPD and don't pick up for weekend... We have to handle that 20kg parcel for week for 30p. Scan it in. Write it down. And keep for week. And then when customer comes to pickup go through I'd check and look for parcel and scan out through system. If you think about journey we go through, we feel like we are just labourer not postmaster.
As a Hard to Place Post Office, why am I being offered less "compensation" than previously told.
As I previously mentioned a more effective way of communication and acknowledgement of issues are must.
As more and more is publicised about PO treatment of various individual postmasters during the horizon scandal, the more disgusted I feel being affiliated with the PO and the more I distrust the PO
As previously stated I think consistency is key for shopping returns. A clear website that tells the public where they can return specific items. For example? Our branch does not offer Evri yet customers come in every day
As the cost of living rose to high the expenses for running post office went up too. The increments on some products helped. However, as a post master I would like more support from post office to cover the expense and earn some profit out of it.
At least have the decency to give fair wages to all Post masters and also treat Local PO model equally with regards to remuneration. Give bonuses to all the Post masters as well as increase in remuneration every year, I believe this is what they give to their top management team give bonuses and pay rises to themselves every year. Every year this is the only organisation where wages are going down and and no help from PO regarding this matter at all , and top management get more wages and bonus at our expense!!! every year how is this worked out let me know???? very bad organisation who is not looking after their staff just interested in filling up their pockets!! change is needed and that will only come when you give equal wages to all PO modes not give more preference to crown and bigger branches
Back office payment to postmaster need to be implement
Banking hub should go into local branch Instead of new locations as this would give lifeline to branch and more trust to branch from customer
Basic understanding of how to deal with a fellow human being.
Be competitive.
Be honest to postmaster and have there best interest for them
Be honest with postmasters as because of us you are existing! Transparency and honesty are the key part in partnership! Instead of making us victims reward us better so we all grew stronger together! Still loads needs to be done to clear the damage and get better reputation in public as we are surviving because of them!
Be honest. Trustworthy and work for the postmaster who brings in the revenue to pay your salary and bonuses Sub postmaster has no pension! For his life time contributions?
be more proactive. Stop only reacting to things in the press/media. Work needs to be done to restore the image of PO.
Be open and honest
be open and honest with PM
Be totally fair and honest with us as we are all trying to do a good job also better remuneration so we can invest in staffing and store development to bring us upto date and be paid rather having to take several jobs to survive
Before you decide anything on how /what needs improving or new services speak to us before they've been implemented not once they've been done.
Being a Postmaster was something to be proud of, how the management of the Post Office has behaved is disgraceful and brings the whole network into disrepute. How they have treated normal hardworking PMs is appalling and makes me think why I want to carry on with them. A lot of our customers are much more supportive now they know what it's like being part of this organisation.
BETTER COMMUNICATION BETWEEN BRANCES AND ROYAL MAIL - THIS ORGANISATION DOES NOT SEEM TO CARE HOW THEY TREAT POST OFFICE AND ARE NOT INTERWESTED IN OUR BUSINESS
Better pay and support, stop allowing our customers to print labels from home and have RM collect them, this makes post offices redundant
Better remuneration. There is still a superiority shown by post office middle management to postmaster when dealing with things. The Area Managers are brilliant they are helpful and understand.
Beyond words
Bonusgate needs to be redressed Remuneration structure needs looking at Very skewed towards the upper management that negotiated poor deals for us aka Royal Mail, banking CTP needs introducing and allowing for those postmasters to leave with some form of dignity. 4 years of surveys and still the same scenario, nothing has changed, bunch of thugs, the lot of them

Branch hub is virtually useless to me! it doesn't load on horizon, if I have the time to try.It won't load on either of my business computers! It will only load on my personal laptop which not always convenient and frequently wants a password change and now a phone identity check as well! When I print the remuneration slip the details barely fit on the page and it takes a lot more pages to print than the previous method. Horizon 'help?' is even worse!
Branch sales and performance info isn't flexible enough. We like to be able to look at our sales in different ways but it is very fixed. Would be useful to have options on a pivot table so we can break it down further where necessary.
Brexit, customs duties have destroyed our international mails business.
Bring back regional/area training teams to support Postmasters and Area Managers
Bring more services into branches not online, to keep post offices open, we keep losing services one by one ,Needs better remunerations for our hard work we do ,services we provide to local communities
-business has slowed down due to the scandal -customers have reduced and footfall has reduced
Buy me out
Can I have my compensation & leave the network in dignity! Curse the day I decided to buy a PO!!!
Can there be more support for Postmasters who are looking to take on more branches. There also needs to be an investment in note counters for mains branches to help reduce the risk of errors and save time.
Can we still claim for compensation have been working for po for 25 years . Over that time have lost about £2500 just don't have proof
Cannot send my account
cannot think of any
Cash counting machine got to be provided
Clear out the perpetrators of the past and be honest about what went on Stop senior management infighting Without us there is no POL
Clearer explanations of processes, not everyone knows what some initials and jargon mean.
collections by PF is a joke - collections not made & in effect we are miss-selling this service, our shops being used as free storage etc. NOT acceptable!!!!
commission improvement.
Compare your salaries against postmaster salary if it wasn't for postmaster hard work your salaries would be lower than what you are getting paid
Compensation for Postoffice's who are looking to sell after many years of service after the horizon scandal are going to have a problem selling if at all . A compensation scheme should be put in place for the investments made by the post masters
Compensation should be provided to local office to get out of the contract
Compensation system needs to be sped upfor those of us still waiting
Completely back the business model, wouldn't be in the industry if I didn't, however, I can't help but think about the Horizon system at times. Would a change of system be something that would get looked at in the near future? In addition, no real evidence to show these problems don't still exist within the current Horizon system, would never want to see a repeat of the past, therefore, I do worry at times when it comes to overall balancing checks.
Cost of running branch is higher but remuneration never match. There are no supporting packages if anyone implements the branch for modern and better experience. PO financial support is Zero. We were told PO ltd has no money!
Costing of things rising Extra work, rolling out DPD & Evri into branches with no extra hours or pay. No training in new areas just emailed over instructions.
Culture has to change, Senior Leadership are not trusted, BSC speak to branch teams like we are idiots.
Customer don't get confidence as travel money rates are differ as well online rates for travel money card is different than post office. So why to come to post office. Post office is only for old people and non techno sevy customer and post office counter are competition with there own online platform. Any rate difference are not at all acceptable
Customer trust and respect me as a representative of post office
Customer trust on Post Masters has significantly improved since the drama about Mr Bates verses Post Office. It is Post Office management, customers have lost trust in not Post Masters.
Customers Credit card payment. All UK banking.
Customers feel aggrieved at the post office think it's a poor organisation on its way out
Customers feel sorry for postmasters
Customers need to know their deposit limits monthly and annual. Also the start and finish date's.
Customers no longer trust the PO and the public do not want to engage with us as a result



Customers not happy with the services we losing they do not want to use pay point as no expertise and untrained staff.
Customers realise that Post Office Limited are the problem, not postmasters. They don't distinguish between Post Office and Royal Mail and we get bad press from their delivery timescales and increasing prices
Customers realise the difference between postmasters and POL. They trust postmasters but do not trust POL.
Cut out waste, trim your staffing levels, and significantly increase remediation
Daily it is becoming increasingly hard to deal with the vitriol and aggression from customers. This needs to be recognised in a world where business has changed significantly since covid. We not only have the "cloud" of horizon hanging over us but severe damage has occurred to the true value of our businesses (financially). Market value has declines because of the horizon scandal and we are fighting to maintain the impeccable reputations we have when POL are tarnishing our standing in the community.
Disgust that the board has lied, paid significant bonus's to executives whilst postmasters wrongly convicted are still awaiting compensation, they are a disgrace
Dishonesty and mistrust are my "overarching" impressions of the Post Office and its executives / employees, I entered a business (relational) relationship in good faith and with trust, but you are not trustworthy or honest. Still. As a result I now have a business - my investment - which is "worthless". Recent "shenanigans" within the board and amongst executives is "upsetting" to hear, when we are still suffering the "fallout" from your wrongdoings. You should be put in "special measures" by the Government.
Distribution of services equally to all post offices would be great.
Do better to match the online prices of services we provide (e.g. Royal Mail) - it's hard competing with online pricing when we provide the exact same services, especially these days with the cost of living crisis, people will always choose the cheaper option
Do not believe that anything I think/say will change the attitude of POL.
Do the postmaster directors actually do anything? Nobody has heard from them since they took up their posts three years ago. Even my area manager can't tell me anything about them, and googling them produces zero public engagements or statements.
Don't cover things up. It will come back to bite you.
Don't forget about the little post offices in small villages. Asked for help received none.
Don't know how this would work but our managers seem to have so much paper work they should be on road meeting post masters
don't think so anyone will take notice of it
Don't withdraw products, like travel insurance, if numbers drop. Send less leaflets but give us the chance to sel!
Dvla
Electricity costs
Equal opportunity to sell products,that are not costed across the network,to allow competitive rates.
Equal remuneration for local and main post office for the services offered
every branch should have the opportunity to have EVRI to improve our footfall and remuneration
Every post office needs to be equal. Provide same service to its customers.
Every senior manager should ask themselves every day what have they done to either save postmasters money or how have they increased their revenue and can they justify their own salary. If not, why not?
Extend the window for ordering coin to match that of ordering stock
Extra support for finically
Extremely disappointed in the post office and its executive team We're not re setting any relationship at the moment you are just following in Paula's footsteps
Fair pay
fair share of income in a transparent way.
Footfall increase
Forecast new service that p o is engaged and working
Future of Postoffice Branches as a business.
Gain business and trade, so many services are being removed.
Get all new products into all offices at the same time. It's confusing for customers that can only do things in certain PO's
Get and match online prices of Royal mail
Get rid of all top executives, start afresh. Do not overpay any top executives. Let me run my shop how I see fit. Change the internal culture. Get rid of departmental silos. More goodwill into all communities served. Get rid of Horizon. Be smarter with all negotiated contracts, you are being screwed. Provide more phones and pads for all workstations (this ties into better vendor contracts). Pay the wrongly accused sub-postmasters quickly and be done with this saga.

Get rid of the whole management team including CEO
Get rid of your bonus culture and pay what postmasters deserve
Getting right business partner with correct remuneration on board is big game. That Will turn the table for post office. For example, get evri to sign-up contact with post office and cancel with others. advertise aggressively. And increase remuneration for that service. That is only one provider. Do same with all other providers as we have strong 11500 outlet with space and more than 30000 front line member of staff.
Give postmasters a decent pay!
give the pms respect and dignity stop treating us like slaves and we need a truthful and honest representation the nfsp alone is no good at all
Give us more money for what we are expected to do
Have trial periods every quater for branches that wish to try a service in the branch and if it does well to let them keep the service.
Hel with cost of security in the branch.
Help us to keep are businesses running through these difficult times with a fair price for the work we do and the rising costs
Holiday pay for the postmasters
Honest conversation about Wadebridge PO with Nick Read to map out a plan for the future for this town.
Horizon could be improved, particularly in the remming in of stamps, which could be automated from the delivery sheets.
Horizon does not seem to update at times with transactions which causes false losses
Horizon still has constant faults and errors and PO seem more interested in paying themselves bonuses than providing a robust system!
Horizon system is absolutely rubbish It's all slow Printing time is ridiculous with Epson All the branch ordering is stupid better how it was before
How long will Post Office last? We on site level are serving so many customers but do not see the renumerations. It is not possible to just have a post office and have staff work there to get an income... To get an income it appears i have to work there otherwise the renumeration is paid to all staff as wages.
how many times do we have to report a problem with horizon? the lottery, post office and camalot will be the next Mr Bates v the post office public enquiry.
How much is missed by the post office when something is wrong with a customer transaction and we are obliged to help them put it right putting it down to customer service
How the effort of the scandal will impact my sale of my business. 1 am absolutely terrified as I plan to retire soon and who will want to buy a business that had had so much bad publicity.
How the Post office left a lot the postmaster high and dry in deep financial ruin which the media is covering.
I am blessed with our area manager who has helped me so much to build my business very supportive professional a perfect business partner
I am now ashamed to be part of a company that behaved so badly
I am still awaiting the rollout of EVRi to my branch
I am still concerned why Post office opening Banking Hub?
I believe we have all known how bad the post office was.the last three months have highlighted only the tip of the iceberg.
I do believe in the direction we are trying to go but i may be in the minority of Postmasters thinking this. We need to get the Offices out, who have not converted yet, (hard to place) before some PMs believe the direction
I do not feel valued
I don't trust the Horizon system, it still has glitches, I am not confident that the organisation wouldn't throw me to the dogs if I had an issue. My line manager, Louise Duff, the help line and technical support are all fantastic.
I don't use branch hub on horizon as it is slow and not user friendly. The old remuneration reports were much better on opustrustweb. Much easier to access and print than through branch hub. Why is there no monthly remuneration comparison report like there used to be? This was a great tool to quickly compare monthly remuneration year on year. The lottery transition process was also not the best in terms of the very vague instructions postmasters received from the post office. In my own experience when I phoned the help desk as i was unsure of a few of the processes we were being asked to carry out, I was given misleading information by someone who gave me the impression that I was thick for not understanding the info I had received and also they weren't really that interested in explaining anything to me. I had more help and support from my lottery rep. I honestly felt that the post office just wanted to wash their hands of branches dealing with lottery and as it was something they were no longer to be involved in then it wasn't their problem anymore. I can only speak for myself and my own personal experiences on this matter
I don't even pay myself minimum wage!
I feel so dissappointed and upset about my time running a Post Office it has been a very negative experience

I feel that nowadays there is a significant increase of unpleasant customers that we have to deal with. Usually because they have tried to do something on line and it didn't work, they haven't got the right documents/information and we cannot do what they want because of rules, that sometimes another PO has interpreted differently

I feel that POL should be challenging Government far more vigorously on simple things which could make significant gains for Postmasters. E.G DVLA do not show that you can tax your vehicle on the V11 tax reminder. WHY !!!!! We are both owned and run by the Government. Still feel that POL could somehow negotiate better margins on supplies of goods to sell in our stores. Not just stationery. How about electricity supply at a cheap rate using the "clout" of 10,000 potential branches signing up to favourable trade deals. As above with bank branches and banking. As above with merchant banking card machines. The potential for this is massive.

I feel that the Horizon scandal has completely devalued my business!!! I can not sell it! My remuneration is down, football is down retail is down. I have moved my shop to a better location this has cost me a lot of money and now I can't sell it!

I feel they need to be more aware of what local, individual postmaster are trying to achieve. You dont view us as employees so as to save money, you dont view us as partners, no bonus, remuneration doesn't always work because if less people come in we still have to cover cost. My view is that you should pay postmasters a wage and then some remuneration to help run the costs and wages. If you insist on telling us we are self employed we will be forced to look into other areas of making money. ie installing paypoint, atm, other parcel collection points and post boxes, all of which pay more and will take away from the post office profits. When the postoffice lose dvla and passport you will no longer be unique in the community as all other things you, parcels, stamps, bank, bill paying etc can be done at other outlets. Personally I dont see a future for the post office if something isn't done soon, and the post office is known for their speed

I have a lot to say to Po and also nothing to say to Po I feel totally scammed by the way I was sold a lemon,mislead and scammed out of money, it's absolutely despicable and I hope the post office shuts down for good because of it!

I have been an unpaid subpostmaster since 2011 and was fully aware of Horizon problems before watching Mr Bates v the Post Office. I did not trust the Paula Vennells management at all. Management under Nick Reid is better (it could hardly be worse) but still not to be trusted.

I have been here in business far to long for it to effect my Office .We have built up a personal trust . The reputation of the Post office as a whole however has been undermined how could it not be?

I have completely lost confidence in the senior management of Post Office Ltd. There is no honesty or transparency, and we are ignored. Sending out endless emails from numerous directors does not constitute communication, we need to be able to reply and for the replies to be read and responded to. And next time you commission a survey please make sure there is a back button and the questions are relevant; 'Formal meeting for cash ordering'??

I have lost all faith with the Post Office organisation. The behaviour of Madam Vennells et al is abhorrent. They have ruined so many lives. Whilst I am one of the 'lucky' ones the programme and public reaction had a MASSIVE impact on my mental health. I was either crying, angry, having a tantrum, felt sick and on times I wanted to walk away and no longer be a part of such a dreadful organisation that I have given 27 years of my life to. I also think that it is illegal and immoral that in the eyes of POL I am self employed whilst HMRC classify me as employed by POL. I can't be both...I strongly believe that we should have employment rights far greater and better than we have eg a pension scheme and holiday pay that covers at least the minimum wage. I burst out laughing when Nick stated in one of the group sessions that we are the important people. Of course we are but we've never been treated that way...our salary is shocking . The worst one being a council tax payment, pence got counting a £1,000 on occasions!!

I have never felt so low, unsupported and under remunerated for what I do. I stayed open throughout covid, worked following a hip replacement and go the extra mile for my customer. I basically after 26 years of service feel that less and less value is given to me. My services have been eroded. Currency was taken off me and as people can now buy postal services cheaper online, I feel I am being squeezed out. I would like to be offered a redundancy package to reward my long service and retire!

I have no confidence in the board. There are still people in the organisation who are more concerned in themselves and not the Post Office

I have no faith in the Post Office senior management. Trust is a hard thing to gain and an easy thing to lose.

I have ran my branch for 22 years and now, I would really like the money I invested in my branch given back to me as I no longer feel proud to say I work for the post office and also feel that the reputation of the brand will never recover. It is the genuine 'love' for our selves that have kept the business trading yet it is ourselves who are the lowest paid, in comparison to the many levels of management who bring no profit to the organisation, quite ironic don't you think?

I have requested for getting combi counter( which was taken back with previous post master as he didn't use it much.) But now we have footfall, as I don't have combi counter I've to get extra staff to use open counter next to the fortress. Staff expense is what is killing more.

I have speared on STV news the Sunday Post and local newspapers to try and make our plight known. Postmasters are clinging on by their fingernails. It's a desperate situation now!

<p>I just feel that the postmasters do all the hard work and line other peoples pockets. The abuse we take for POL and royal mail is just something else. It needs to change!</p>
<p>I just want honesty in all areas, with real transparency on decisions which affect all our lives. I want to work together with the Post Office to continue in a job I love and have given my working life to. Please Senior Managers recognise my commitment.</p>
<p>I loose lottery income new company still not transferred</p>
<p>I run a small village post office so sometimes I get information about products and things I cannot</p>
<p>I should have read that last section properly. Yes that TV programme had a massive effect. The Post Office is not a trusted institution any more, you are on a par with politicians and journalists. Customers do sympathise with us SPMs but there are fewer daily operations overall.</p>
<p>I still think that Post Offices should be exempt from paying business rates due to the important services they provide to their communities. I think they should be on a par with charity shops due to their importance. 2024/25 will see the second year running of us receiving a 75% discount for business rates. It's extremely worrying with the national minimum wage going up massively again that one day full business rates could be returned and unfortunately opening hours for the branch and staffing levels would be looked at to address this if this happened. Post Offices should receive this as part of their subsidy to help Post Offices thrive and help them grow and serve their communities.</p>
<p>I think all the emails and what's app messages that we receive makes it impossible to carry out post office roles I receive that many I don't have the chance to read them not every person lives by their phone or computer which is why I'm thankful branch focus is still available on horizon .....</p>
<p>I think Gov services that have been withdrawn from Post Offices should be reviewed and restored wherever practical. Gov digitisation strategy has gone too far too fast for much of our population. (The Internet has only existed for 30 years!). There is justified mistrust of internet scam and PO branches remain a highly trusted way of paying bills and providing the analogue to digital economy interface. Also ALL banks and ALL utilities should be compelled to provide a bill payment option through Post Offices. If you want to be a UK bank or a UK utility you should have to offer an analogue payment option.</p>
<p>I think most of the customers doesn't realise that we are self employed post masters.</p>
<p>I think that customers are very supportive of local branches and value local access</p>
<p>I think the customer perception of the image of both the Post Office and Royal Mail has fallen massively within the last 12 months. I have gone from giving a lot of positive feedback on the last survey as a result of having a great relationship with our customers to feeling a lot less confident about the future of this organisation. The feeling amongst a lot of our customers is that we are tarnished as a brand and after so many price rises accompanied with a decrease in service levels, Royal Mail is not helping us improve as a business. The perception is that we are still one organisation and the negativity surrounds both brands.</p>
<p>I think the way that hard to place some postmasters have been treated as appalling. Most of them have been in place for 20 or 30 years loyal to Post office .Now forced into a contract that they had already signed up for with different terms is terrible. The attitude by post Office limited is demoralizing and also it shows that they have no compassion for the long serving postmasters. Where did all the money go for the network transformation?</p>
<p>I think there needs a root and branch change in the management and culture of the Post Office</p>
<p>I totally object to using my personal landline and equipment - phone and computer - for Post Office business communications and services. Branch hub is now accessible on horizon but is disfunctional and frustratingly slow.</p>
<p>I was not involved with the Horizon scandal but stop calling repayments to postmasters compensation when it is repaying money taken fraudulently - once this is repaid then compensation can be made</p>
<p>I would like evri in my branch</p>
<p>I would like the Post Office to consider the local market and most importantly the proximity of nearest Post Office, when deciding what new outlets are granted the right to offer Drop&amp;Go or other Post Office services. Competition with other couriers is needed but there is no need to introduce competition within the Post Office's own network.</p>
<p>I would like to understand Wen balanceING Why It doubles And when we put stock in It happens It stresses us out When you report I feel scared And worried And you don't get a answer straight away</p>
<p>I would like written clarification of what my investment represents, I wish to retire next year and I am very uncertain about the possibility of selling on my community contract</p>
<p>I would love to support u in building the support for Postmaster and team Please just give me the opportunity to help you</p>
<p>I'd be sacked</p>
<p>I'd like more group meetings to up the team morale amongst post office workers</p>

I'm disappointed in relating Trussel Trust to increasing banking footfall that takes away the charitable aspect and makes it sound like commercial interest.
I'm not convinced post offices will be around for much longer. I think the remuneration and earnings are being made more difficult to achieve in order to force peoples hand in giving up. I enjoy the post office in store and take great pride in what we do but I believe with all the inconsistencies between branches with regards to support payments, services and remuneration some post offices cannot survive. Also a banking hub was opened 3 miles from my branch and I wasn't offered the opportunity to apply which is very sad. It's my understanding this was given to someone who already had multiple banking hubs which makes me think it was set up for them at the beginning.
I'm utterly embarrassed to be associated with the post office. My business has been completely devalued as a consequence of the Horizon Scandal. Every week at the moment there is bad press. This is not acceptable
If I could walk I would, totally spent emotionally, lost every penny I put into business, currently unable to sell at all, noone wants to buy a tainted brand
If I had known how dishonest the post office was over the complete mess you made of horizon, I would never of taken on a post office, several customers and friends think I should get out now.
If POL is going to withdraw services they need to be replaced - Mailswap lost us £400pcm. Local collect has not replaced this and the process for the customer isn't that easy. Great on keeping DVLA - same they have removed PO as a point of purchase from their literature so most enquiries start "can I still do this here?" very limited on attracting new customers but great at losing existing ones. Remuneration in my branch doesn't cover the cost of manning a till at minimum wage and my staff are handling large amounts of money that counter staff in banks were being paid an average starting wage of £14.67 per hour (according to LinkedIn)
if we do recover there is alot of work to be done to improve the service the franchisees receive from Post Office
If you want to support your Postmasters you need much more that a "wellbeing portal" there should be emergency cover for death and illness for all Post Masters it is incredibly stressful worrying that if anything was to happen to us that there would be no assistance, especially when none of us have any savings left due to the lack of remuneration we receive
I'm extremely happy with the business , as it has improved shop profits
Impact of Bates programme and subsequent POL shenanigans' has devalued my PO investment and means NO ONE is interested in purchasing a Post Office. POL continue to infight and defend their own positions when all the board and senior leaders should leave now and be replaced with something different that will take us forward in a positive direction.
Impact of the drama affected how people feel about the post office not subpostmasters - they just see how difficult it is for us and how bad the leadership was and to be honest still is regarding the haggling over compensation- support subpostmasters better financially please and also give each office a chance by offering all products- I can't even supply a DL 1 or passport form in my office for goodness sake - how can a pop up local office have forms yet a community office can't- ridiculous How can I build a business when every day I send customers to another branch?
Improve Horizon roll out it's taking too long and it better be a lot better roll out Horizon quicker hopefully it will be significantly better than the archaic systems we have now
Improve pay for all sub postmasters
Improve pay for local branch post master atleast minimum wages
Improve the Horizon system and IT support
Improve the service to sub offices so we can improve the service to customers
Improving training for new postmaster and struggling postmaster and teach them to understand paperworks and importance of it
In all have a remaining issue with the volume of cash we are carrying and the remuneration for it vs the work it involves
Increase postmaster salary
Increase remuneration for cash withdrawals in brunch and ATM
Increase the commission on products
Increased profitability is crucial or service will suffer. I know many postmaster that are close to throwing the keys in if they don't see a big increase in rem this year.
Instead of listening to people sitting on there high horse ... Start to listen from people known what they are doing and seeing first hand what post office has done to them... If u can't a simple thing like that ...what hope is there in the future for post office...
Invest in branches.
Investigation process in to issues that have been raised and reported. Narrative has not changed. "You are the only one" talk to us about the issue raised instead of hiding or downplaying it
Involving us in decision making

Irreparable damage has been done to the Post Office brand at a national level. Local communities are in support of their local Post Offices, the postmasters and staff but not at a corporate level.
Is it possible to order a new stamp book? As the branch hub doesn't seem to cover bigger items like this.
It feels like a very uncomfortable position to have a post office when there is a clear belief from the post office ranks that most of the postmasters involved in the horizon scandal are lying , it does worry me about the future
It needs to be stated that p.o. Revenue is generated by offices and it's staff. Not by senior management sitting dreaming up the next great idea with very little consultation to the people who will ultimately administer anything new.
It seems no lessons have been learnt by mr read from previous leadership mess
It will be a long time for the public and post office staff to have any confidence in the post office. There are many more people affected than those who came forward. Everyone I know holds their breath when they cash up.
It would help if we saw a bit more of our area managers. I have had my business for 2 and a half years and apart from the initial welcome have only seen the branch manager once.
It's all very well Post Office supporting the Trussell Trust ( to make them look good and obviously for financial means) but they need to be more charitable towards all us postmasters
It's losing the trust of people
It's disheartening to hear how money PO spent on legal fees defending the indefensible. Also what seems like golden handshakes to senior managers involved in the scandal. All the while small businesses that are your front line are struggling to make ends meet. Something significant needs to change for the business to stay viable.
It's very hard work & we just want better pay for the hard work we put into it. Postmasters struggle to keep staff in their jobs as wage increase keeps increasing our remuneration does not cover this.
I've been doing this for over 30 years and nothing really changes.
Jesus wept it isn't hard, you are the back office of an 11000 branch system, that you don't have to pay for, yet you take 50% of the income.
just better pay
Just get something done with regards to upgrading IT and get rid of horizon as soon as possible its just a slow cumbersome system
Just help us postmaster make more money. So that we can increase your income.
Just pay a decent pay and give us a similar bonus as the bosses are getting.
Just pay your post masters more!!!
Just what is the immediate strategy from POL to halt the post office network experiencing escalating closures year on year. Will the Post Office and Government recognise the damage that has been done to the PO brand and will a scheme be introduced to ensure compensation is afforded to the many Subpostmasters whose businesses are now not viable and closure becomes imminent ? Will Po and Government admit the 2012 NT programme has failed and that covering up this failure by the introduction of Drop & Collect outlets and Banking Hubs to 'replace' the numbers of branches having to close, losing their investments is another scandal brewing...?
KEEP TRANSPARENT AND BUILT TRUST WITH POSTMASTER.
Lack of trust and belief in POL board
Let all branches provide most services the larger ones do eg insurance
Let postmasters talk to each other and run support and workshops and better pay and rewards
Let someone else take over.
Like to see all the Post Office offer Evri parcel service
Limitation on bank deposit is still causing problems for genuine customers and mail transaction is going down extremely and need a quicker solution to support that loss.
Link management bonuses to postmaster salaries. Get rid of the NFSP. Make efficiency savings. Bring in somebody who can lead an effective culture change.
Listen and act, don't keep on telling me you've listened. You haven't
Loads but you do nothing you tell your managers not to discuss HORIZON the very thing customers etc talk to us about GET IT SORTED AND SORTED QUICK Customers are supporting the post office they use but not POL at all we are keeping this going and as as for our relationship with ROYAL MAIL they are hell bent on cutting us out of work etc You at POL seem to not understand the effect of this to us this will CLOSE POST OFFICES
Locals and local plus should NOT be discriminated against when it comes to rates of pay. All post offices should be paid the same for products they offer, why should I not be paid the same for mails and banking as mains when I am doing the same job? Why should new work be paid different? It shouldn't. All post offices should be paid the higher rate. It's wrong that mains get more when they are doing no extra.

Look after the postoffice and post masters with nice way because post master who brings the business to POL. Thank you
Look after postmaster
Look after your staff and pay them properly
Make it so you can do tracked not signed for on the po
making the post office a mutual
Management team at All level are not truthful with postmasters , their is no partnership, they don't understand Business mentality because they are paid as Paye and get their pay without performance either negative or positive
Many Many Postmasters have lost faith in anything POL say or do, so many things have come out in the enquiry and the press and whilst POL continue to employ people who have shown they should not be holding the positions they are we cannot even begin to try and fix the trust that has been lost.
Many people still comment on how they keep seeing Post office ads on social media and TV when they think POL needs to be keeping a low profile. The social media ads are slated in the comments, it's just adding fuel to the fire.
Many things but they already know what they have done that has made them one of the less trusted brands in the country today .
Meke payments to post office a real business payment not chicken feed
More branch visits from senior leadership team to actually see what happens in branch
More easy access to opportunities
More face to face meetings
More focus on outreach Services. Understand how Royal mail bringing out Services mire quickly than post office has significant impact on our mails business eg tracked 24 and 48 Services.
More local community involvement by the post office Sponsoring flowers/Environmental projects good PR
More money could be spent on training face to face and less on expensive marketing products that can't be used in small Local plus branches due to lack of space
More money needs to hit the branches. The focus of pol is salaries and bonuses. Our chief exec is an embarrassment to us.
More pay for the hard working Postmaster please
More quicker decisions on issues raised by postmaster would be great help rather than top people taking months to reply to one email
More remuneration means more staff. In our case we cannot afford to have full time staff and this leads to pressure on one person.
More remuneration!!!!
More Services required to be allowed for community model offices
More services. Should be NO difference between Local and Mains post office customers come in do not care what office I have they want to be served and not sent away to another office as we do don't offer what they need
More support for small post offices and clear and explicit instructions on what services small branches do and do not undertake.
More support to individuals from senior members in POL
More trust in there Postmasters
Mostly customer uses prepaid label. And we just do is accept it. We don't earn much from it.
Mr Bates has effectively wiped out my investment in my post office as the market value for our businesses has fallen dramatically due to the actions of government and POL management when they were aware of horizon issues but continued with prosecutions and telling Subpostmasters that the system was completely robust.
'Mr Bates program' has beggered people's belief in justice and questioned why Post Office upper management weren't put in prison like their victims
My branch is having technical difficulties with producing the correct labels for 1st & 2nd signed for letters. This issue has been reported numerous times but never resolved, therefore stopping me from being able to sell this product to customers. The lack of urgency is very frustrating. Is this a National issue?
My concern for my branch at present is lack of mails. Royal mails reputation with customers is very low and I lose customers who leave to use other carriers. We need other mails on board from my branch, I have customers asking for other suppliers and every time I say no we don't have dpd or evri I have lost that person who won't come back. Post Office as a company has also lost that customer...
My estimation and trust of the post office is at an all time low
My manager Tim, always helps when you call him, he answers you that day, he is the best manager.

My Post Office made a loss of around £2000 in the last financial year. Running costs, including the minimum wage, go up every year, mandated by the government. Our remuneration (also mandated by government) doesn't rise enough, even to cover this, let alone improve our financial position. Compared to the hours I work, I don't even have enough left to pay myself minimum wage, after my staff wages and running costs are deducted. How can you say that remuneration is improving? If PO management were paid at the same level as Subpostmasters, they would all leave the business, eventually even the most loyal of Subpostmasters will do just that .
My staff have been accused of "being dishonest because the press have reported it" The trusted brand is definitely being challenged.
N/A
NO
NA
Need a break each to build team morale. I close 30 minutes lunch the team spirit has improved. All are so much happier
Need a fixed pay element for back office work.
Need a national closure programme with postmasters compensated for closing their branch.
Need for future security and increased income
Need more meetings for post masto
Need more remuneration fir the work we do
Need more security measures for cash handling, due to the current economic situation
Need real change and firm stability on ground to support postmasters . Keep doing survey time to time does not solve the issue as it no actions taken.
Need to be bring shop sales icon into the horizon instead of postmaster spend hundred os pound to bring another epos system. Epos companies are ripoff as well.
Need to bring back the basic salary system
Need to compete with online prices Need pay rise to cover the rising energy prices
Need to do more work in interest of postmaster most of us are struggling to pay rent and rates now as no improvements in remuneration after introducing many new services please look in to it if they want postmaster to continue running business or like banks post offices will start disappearing
Need to get onboard with the online banks Also credit cards
Need to officially recognise other Postmaster groups.
Need to sort yourselves out.
Needs more transparency and honesty with postmasters and treat them as equal partners Head office staff needs reducing and savings directed back to the front line
Needs to improve significantly, but do not think it will done in my life time, if not at all. Don't think we are heard. We get fed a few crumps, just to keep us quiet. I strongly believe that remuneration should be looked at, as a priority. But it's been this way, for last 25 years, I've been working, in a post office. Can not see any changes being made any time soon....
Negotiation with Carriers have to be dealt in details
New project and product
Nick Read failed/declined to answer certain questions put to him by the select committee. (Namely, when did PO Ltd know about the Horizon issues.) His failure to satisfactorily answer this keeps the scandal rumbling on.
No
No because no one cares about the subpostmaster higher up the food chain and no one will read this or get back to me on this survey
No comment
No confidence in the main board and no trust that that it has the best interests of Postmasters as the main priority.
No faith in horizon and feel sick at every balance
No i think everything is covered
No longer feels like a viable business model
No not at precise time
No other comments
No point really nothing will improve anyway.
No thank you
No thankyou
No think everything is covered



Nobody works for nothing and the remuneration is ABSOLUTELY PATHETIC Considering the amount of time and effort needed per transaction does not stack up
Non Royal mail services need better reporting as there is no track of sales / returns on Horizon or Amazon device
None
Nope
Not
Not as yet
Not at present
Not covered the real issues
Not likely
Nothing
Nothing changes.
Nothing, I can think
Now is the time to give everything you can to Spmrs
Online prices & services should be same as counter prices & services. Customers argue on counter regarding prices& services. Which is not right for Post Office.
Online Royal Mail postage is having a big impact on the post office
ONLY ONE THING LIKE TO SAY TO POST OFFICE THAT KEEP TRANSPARENT AND TRUST WITH POSTMASTER SO PUBLIC START BUYING A POST OFFICE, BECAUSE TV SERIES MADE PEOPLE ARE SCARE TO COME INTHIS FEILD, MAKE ASSURE THAT ITS NOTHING TO WORRY ABOUT TO BUY A POST OFFICE.
Or needs to sort out pay as it was before build its reputation
Our CEO asking for a huge wage increase when we are struggling to make a living is obscene, it shows what little regard he has for us. Senior managers need to remember who generates the income.
Our regional manager is the positive point of contact that we have had. Our business is being eroded by online market - people using online cheaper postage rather than coming into branch. Costs/wages are increasing much faster than remuneration.
our remuneration package does not reflect the work that we do and the risks that we take dealing with all the money and services. minimum wage is going up over £1 an hour this year but there won't be an increase in our remuneration to cover this. i have noticed over the last year a drop in footfall re parcels and letters due to the bad press Royal Mail and the Post Office is getting.
Our reputation is in tatters both from media coverage of management screw up and Royal Mail price increases
Overall if we carry on the way we are going I don't see any light at the end of the tunnel. Yes we could go down the route of Postmaster running the organisation, but who's to say they will have any success. Then the blame would fall with us. We just need good,clear transparency,with no one person looking to make personal gain at the cost of well thousands
Part time offices are under valued and should be considered and consulted more
Pay , well being of sbm , pension plans ,
Pay is better. We deserve it. without us you have no millions to keep your selves in well paid jobs. Everyone working for post office ltd is well paid, above minimum wage. with sick pay holiday pay etc. yet as you keep saying 'subpostmaster are the business '. We generate that income . We are the face of the business in the communities we operate in. Yet we are least rewarded for it. And it's our investment in a business model that is now worth nothing. Thanks for that
Pay negotiations for 24/25
Pay postmasters fairly.
Pay rise
PAY THE BRANCHES MORE AND REDUCE THE HEAD OFFICE COSTS
Pay those Postmasters their rightful compensation now...and start improving pay across the board for all those transactions that have paid less and less over the years....such as Paystation, bill payments, returns. Why do 2nd class mails create a lower pay? Its exactly the same work involved.
Pay us better and fairly
Pay us our real wages 2024 not that past We are paying for wages
People have lost trust in postal services as their parcels not reaching on time or missing in some cases
People have lost trust in the brand but not in postmasters as they are a part of the community ,there is a lot of sympathy towards us after the exposing of post offices behaviour! Even angor

People trust us the postmaster's & postmistress & its clerks but are hugely dissatisfied with the post office & its treatment to them they would like to see all the people involved including the solicitors who represented the post office behind bars for life without parole until they are no more at their own costs.

Please change your mentality.. work for Post Masters interest not for your personal goal.

Please come and spend a day at a branch serving the local community and see what stress we go through with all the transactions and the time we spend doing back office work without pay Then you the POL will see what we should be paid Please send a senior management to spend a day with us Holiday, sick and pension too Please come into my branch and see a proper working day.

Please compete more with Royal Mail, now separate and competing more than ever. We need to fight back and get our customers back in branch.

Please look at how you actually hope to continue into the future and allow the people who take on the responsibility of an office to actually make enough money to compensate them for that work.

Please look at the pay structure so we can survive

PLEASE MAKE PROVISION FOR POST MASTER HOLIDAY OR SICKNESS COVER.

Please pay us we made huge investment in post office.

Please sack Nick Read and all senior management. Replace with sub postmaster who will not expect million pound salaries ..

Please signpost to the public that we don't have any control over royal mail decisions e.g. price increases!

Please speed up everthing we do Processes take up too mutch time

Please support us

Please think about the mental health of postmasters, you earn because we earn. If you dont look after the postmasters then nobody will be there to look after you. Business is declining, post master pay is working around £5 to £6 per hour and top people at post office get paid in Millions . Stop the robbery please.

Please, please get this mess sorted before it's too late for the Postmaster's, their business and communities.

Plenty but an online form is not the place as the emotion will be very lacking!

Pls Increase remuneration for local branch same as main branch as we both work same . PO just pocketing money and wasting money.

PO as a brand suffered a lot of negativity, branches are the face of the brand. We gained a lot of verbal sympathy from our customers but it has put potential buyers off from buying business. This situation caused an unseen future reselling value loss. We had three parties interested in buying our business but all pulled out when itv documentary was aired. This has left us wondering that are we stuck with Po for rest of our lives even though if we like to move on.

PO Management needs to be more transparent in its dealings with the its franchise sub-postmasters. We are not clear on working our way through discrepancies. There needs to be more efforts towards standardised resolutions provided by BSC team

PO need a fundamental change.

PO need to be more transparant and helpful to the post maters.

Po should look after postmasters, covering them to discounted rates when they are on holiday and not only the commission we should get pay a monthly wage with the pension because we spend all our time working for the community and selling post office products

PO should look at all local Offices to see if the need levelling up . As our office is the only one in our area now as 2 others have now closed . But we are still thought of as "local " when we have 2 dedicated PO counters separate from the shop area .

POL are not quick enough and do not hear the message. More REM is required and a simpler way to achieve it is key. There are too many costs at HQ - mainly staff levels. e.g NON-EXEC COSTS do not bring revenue to PM'S - all offices that do not add value to the network should be 1) Assessed and dealt with - either compliance or added value. 2) Bonuses should not be paid unless a value £££'s are added to the network - just doing the job does not warrant a bonus.

POL avoid acknowledging impact of rise in minimum wage. This will be devastating to small businesses

POL board and management teams are not fit for purpose. They have poor understanding of independent retail and poor skill sets in relation to the average postmaster. Yet their egos and bonus packages are considerably more inflated. Postmasters need much more control and their fair share of profits, otherwise they will destroy the network. Postmasters are not getting any return on their investments and will not continue to subsidise the bloated centre for much longer.

POL have seemed very unsupportive and secretive about the aftermath of the po scandal. It has had a huge impact on post masters mental health which an online portal is not going to fix. Remuneration Vs costs is at an all time low with many postmasters struggling to run their branches cutting hours to try make ends meet severely impacting on the customer experience.

<p>POL need to start listening to the Business &amp; Trade committee, justice Fraser and subpostmasters. The self centred board needs to be sacked (all of them). Funding for the NFSP removed Truly independent postmaster representation. Remuneration that covers the cost of the transaction and some profit would be a good start. Core payment reintroduced. A share of the banking framework moneys (£several hundred million £ per year).</p>
<p>POL needs to understand we are working on the frontline. We have no holiday or sick pay. If our remuneration was fair we could help to support our business and our staff. I don't feel POL understand the financial burden we are under. When we see the news regarding the Horizon Scandal i don't trust POL at all I make sure I question everything and log everything i don't trust Horizon or POL .</p>
<p>POL talk is not always followed by action in a timely manner. e.g last autumn we were informed of back office payments from Apr 24. This is now not going to happen.</p>
<p>POL top figures need to be honest. Be FIT &amp; PROPER. Stop being GREEDY.</p>
<p>POL's structure is disjointed &amp; dysfunctional. The current executive has been unable or unwilling to change this to enable PMs &amp; their branches to be profitable &amp; relevant. Decision making needs to be taken away from the current executive as they are seriously failing. The executive has been proved to be dishonest &amp; not acting in the interests of PMs. PMs need have real involvement in POL operations.</p>
<p>Post Office has not changed and it won't do until a complete clear Out of senior management right through to board level. It's all back patting and what they can do for themselves. Postmasters struggle to keep the lights on provide the income for POL yet recieve a tiny proportion of it whilst it's ceo spits his dummy out over not getting 1m a year salary and bare faced lying to everyone and anyone who will believe him</p>
<p>Post Office hasn't a clue what goes on in branches . Why don't the big boys at the top come out to branches for a day or two and see how we work. Giving orders from behind a computer not on. Come out to the real world</p>
<p>Post Office is a broken system,needs new leadership to build back better</p>
<p>Post Office Ltd needs to understand that the damage it has inflicted on its be and has made small sub post offices unsaleable. I have no idea how I will ever be able to retire and this is just one more hidden aspect of the Horizon scandal and damage done.</p>
<p>Post office need to be rolling out more mail carriers and making it available to all branches, the issue of one office does this carier and another office does this carrier is causing a lot of customer dissatisfaction. On the basic levels of service everyone should have the range of mails carriers, irrespective of how close you are to a competitor. I agree things like passports, DVLA are more focussed towards mains but the basic day to day stuff needs to be available in all offices unless there are specific storage issues.</p>
<p>Post office needs good leadership decisions not crap they are making they have turned post office in parcel pick up place without thinking about infrastructure at all just keep bringing useless things they need good negotiators at top , they should ask post masters some of us have brains can give good and practical ideas ,without getting paid in millions . Post office needs to catch up with time , I really like to meet someone at top so I can tell where they are wasting time and money . Middle management just passing time visiting branches and getting paid I know so many just ticking boxes paid for nothing and we and our staff at front line giving our all for nothing . If any top bosses need to make improvements they should come and see day to day operations. Postmaster are just wasting time and energy honestly we need to be seen .</p>
<p>Post office needs to be clear and honest with postmasters and increase remuneration. These questionnaires are made and filled in but does not seem to be any outcome from Post office</p>
<p>Post office needs to introduce new products</p>
<p>Post office needs to let government deal with the matters from the past and concentrate on the future. We need something to replace the board as they are just an unnecessary expense. Postmasters need to be represented at all levels of post office.</p>
<p>Post office needs to treat subpostmaster with dignity and transparency pay fair remuneration for hard labour</p>
<p>Post office should give more service to local so they can survive ... e.g Ee don't have Evri .. if we get Evri it will be good , increase more services ..</p>
<p>Post office should try to solve current scandal openly and fairly</p>
<p>Post Office staff always try to blackmail you into submission</p>
<p>Post offices need some kind of core payments. ATM rents are removed, they are commission per transaction. It came at the time when seniors knew that cash circulation will go down.</p>
<p>Postage variation between post office and online</p>
<p>Postmaster and team are handling the bigger parcels nowadays. Royal mail commission is based on the size of the parcels not for other carriers.</p>
<p>Postmaster feel that we are hard done by fancially our salary don't reflect the amount of time and effort we put in</p>

Postmaster should be valued more and get rewarded financially to make more interest to run the branch. Because postmasters not even receiving minimum wages for the number of hours they in the branch due to operational expenses. Postoffice should produce the model with the remuneration to cover the business expenses and small profit rather encouraging the retail business to improve and get profit on there.
Postmaster's metal feelings and overall how they feel.
Postmasters are extremely resentful of PO. We are demoralised with the way we are being treated. We are not supported and not given the tools to do our job. Po is the most inefficient company out there. The value of business is zero after the scandal has come to light. No one is interested in purchasing a post office.
Postmasters must be remunerated fairly, the network cannot continue as it is. Offer those offices who want to leave a substantial leavers payment, cut the number of offices nationally to make it a profitable business for those of us who want to be Postmasters in our communities - our pay must match our profile and reflect the vast amount of varied transactions we do with the huge responsibility we have.
postmasters need to be paid fairly for their time and effort
Postmasters need to be participating in all levels of organisation
Postmasters try there best don't look down on them they are humans
Postmaster's wellbeing and their financial and mental condition at present and in future. If Postmasters will not being lookaftered than post office as Institution doesn't have future.
Postoffice needs to find ways to improve postmaster remuneration
Postoffice plays big role in the local community and even social services within the community and however keeping with strong trust with communities makes huge impact on society , to maintain that the Postoffice has to keep up running smoothly and get decent payments not cutting costs and reducing the counter clerks to make the queue longer...
Practically all subpostmasters go above and beyond for their customers and need to be properly recompensed: in some cases subpostmasters receive no net remuneration after costs have been met.
Price increase put people off.
Probably more products and services
Probably worse survey ever put to me.The have become the most detested shop on the High St
PUDO! I want this services, but Post office Ltd have only focused on providing this to areas directly covered by each courier (inner city). My branch and other rural branches have been completely ignored and excluded! this means all of the 'new' services being offered (Amazon/DPD/Evri AND parcels online) provide no benefit to my office! This is compounded by customers needing an explanation as to WHY their retailers inform them they can return their parcels at the Post Office.... I have to explain that the nearest branch that offers these services is 400 miles away
Quarterly visits from senior leaders and greater transparency on any new updates
Quite a lot. for online test which we need to do I don't have any learning modules for it
Real change in remuneration is needed.
Really disheartened being a sub-postmaster at this time. Lots of big issues this year with our own discrepancy that was made worse by HelpDesk & then nobody was willing to help. Took 4 months to resolve & only then with letters to my local MP. Real issue with exceptional funding prices and how PO Ltd determine your viability. No common sense in process and arrogance in the replies from PO that suggest that you have not explored all avenues to improve the business finances. It is v different being a one man band than working in a mains branch etc & very isolating. Poor publicity over Horizon has added to the difficulty of selling the business combined with loss of mailwork, limited opportunities/help from PO Ltd. Continual issues with HelpDesk - just feels like one long fight & running out of steam
Recently added courier companies Evri and DPD are a very important addition to the overall post office business but complexity's of processing its products hitting numerous tabs , all the information added during the processing of any post for these couriers is very time consuming leading to unnecessary delays for other customers. So the processing of Evri and DPD mail need to be simplified in order to make it customer friendly and less time consuming. Also it's worth mentioning DPD drivers are so lazy in our area they are leaving parcels of people from towns quite far away . Despite raising this issue numerous times this practice of DPD drivers is going unabated leading to frustrating customers and poor service.
Reduce the amount of highly paid managers and executives.. this will bring more income to the postmaster. Postmasters are the reason the Post Office ia running today. Start sending xmas cards and hampers to post office to show appreciation to postmasters. Many of the call centres staff are cheeky so they need to be replaced with staff.who have better communication skills and helpfulness
Reduce the pol executive wages. Stop the bonuses. Pay us more and fairly!!! Re introduce core payment!
Reduction in Royal Mail Services taken up by customers in branch 1)due to RM's reputation 2)Most of the public still think RM and PO are the same organisation

Remuneration and Nick reed. Zero confidence
Remuneration has to be increased
Remuneration is really less..we r still getting in pence for transactions even our staff we pay more than what we get to work for post office.
Remuneration needs looking into
Remuneration rates should be the same for all postmasters regardless of mains or local contracts.
Remuneraton
review our pay
Royal Mail offering tracked 24 or 48 hrs and postages online cheaper then wat u get in postofgive so it's taking all business away
Royal mail tend to poach local customers who do high parcels and i feel that their online pricing will make me lose some of my best customers. This is a concern for me especially as prices will rise in store april.
Royal Mail undermining services we offer. Royal Mail offering to collect parcels from home is affecting business Opening parcel drop off points within 1.5 miles of my post office - this has affected my business Lack of foresight
Same job same pay
Senior management team to resign and be replaced with competent professionals who have the best interests of the postmaster and business at heart, not just their own 💎💎
Shocked by senior management's behaviour regarding problems with Horizon
Should be looking at becoming a mutual, so ran by postmasters.
Should consider a 20% pay increase to help with increased overheads.
Should increase amount of banking we can do in our post offices
Should never be classed as self employed. I have to pay class 1 and 4 national insurance. Need higher remuneration, my staff now are paid higher hourly rate than myself
Should provide help and more support people's who have small business Like post office in a shop Always struggle they are earning less paying more but working hard myself is one example since 2012till today Always loose nothing gain I do not know if this answer is appropriate but this is the fourm for me to explain.
Shut the current business and reopen with new management. The Post Office should be nationalised.
Significant change needed to survive
Simlify systems and improve training
Simplification on everything we do needs to be a key focus. Simplification helps to reduce our costs.
Small rural P.Os that don't generate a lot of overall profits are still the lifeblood of their local communities, however, you can't make a living from it.
So much more pressure applied to the local branches since the local banks have closed and not the support from the post office.
Sometimes when busy it is extremely hard to find the space required for all carriers now going through post office. Eg. Evri, parcel force, Amazon etc
Sort out reputational damage caused by Horizon scandal and CEO bonus scandal and spat between Chairman and Minister. Shall I stop here as it's depressing.
Sort out the mess
Staff don't want the responsibility of working in the post office... too frightened after watching the program
Start paying postmasters more, the fact that your losing contracts with people shouldn't affect our pay. I'm not getting paid enough to care much about the PO, there's been a significant drop in Christmas mail over the last 3 years.
Start treating us with a bit more respect. Pay us fairly. Without us there is no you.
Still have to go through a lot of irrelevant info as a Local branch - DVLA, insurance, marketing materials etc to find what matters to us. We struggle for help with small requests such as changing time to open our safe which has been incorrect since we started or our request to not sell dollars on demand as there is no demand ! We don't feel in control as similar issues in the rest of our business would never go unresolved
Stop asking for more money/bonuses. Cut central costs. Increase branch remuneration.
Stop doing surveys and just pay us. Get new products on board that pay fairly. Senior manages and area managers should work under the same constraints as front line workers ie no holiday pay or pension rights, long hours etc
Stop opening new click and collect in new stores.
Stop telling us how you are improving and deliver the change we need - increased remuneration
Such as our branch we do a lot of drip an go an the customers that use that service spend a lot of money post office could dobwith coming up with some sort of discount for a week for them or send them vouchers like they did before

Supply of reliefs
Support for Amazon queries is poor and we need a dedicated resource to answer queries and resolve issues quickly
Support from AM is fantastic, but those higher up, is generally non-existent
Support maybe with HR to help postmasters with staff issues etc
System still has losses which are not explainable
That program made the public aware of how hard we work and how ruthless PO management could be to trust their employees.
That without Postmaster good will and pride there is no Post Office.
The amount of cash that goes to postmasters needs to be increased. Instead of 40% to postmasters and 60% to post office it needs to be the other way around.
Without postmasters there wouldn't be a post office and we deserve to earn more than the minimum wage
The amount of overhead cost centrally incurred is a disgrace and this needs urgent reform. the money saved should then be directed to remuneration to secure the networks future.
the bad publicity has meant we have delayed plans to retire in the hope our business will be more attractive to potential purchasers
The Bates programme made people more supportive of us but they do not trust the management or BEIS
The board and all senior management must go. It has been shown that they are not fit for purpose.
The brand has killed itself. Look after the hard working people that are the face of your company!
The Business should directly employ only productive staff.
The continuous let down by Royal Mail and negativity from customers to staff
The culture of POL towards Postmasters is as toxic as ever, possibly more so . The GE and board should be removed immediately. The whole governance of POL must change with Postmaster interests first and foremost.
The delay of the Royal Mail is affecting the post office
The effort and time required to read bulletins and share info with team is not reflected in remunerations or ability to increase sales/remuneration.
The EVRI DPD process needs to be improved to see a greater uptake in the services.
The Horizon Scandal is absolutely disgusting and the time it is taking to settle claims. Sub Postmasters are not going to be able to sell their businesses due to the diabolical way the Post Office team has treated Sub Postmasters. I get fed up with customers talking to me about the scandal, each day something new is in the news about the Post Office
The horizon scandal shows how postmaster have been treated and also still are to some degree
The impact from Mr Bates was about POL Ltd not the postmasters we have had nothing but good comments from customers, it's head office they are against it's also funny when area managers no longer wear their POL lanyards they really do not want our customers to know they work for POL Ltd
The impact of the Horizon scandal has had another impact. We want to sell our office to retire. We are not getting interest because who in their right mind would be interested in buying an office given the horrendous state of the management of POL. They have come across as extremely uncaring and only interested in saving their own skin. We feel our office has become a liability rather than the asset we feel it is. And that is down to POL poor governance.
The increasing closure of local post offices can be attributed to a multitude of challenges. The fierce competition from online services, offering more attractive prices has significantly diminished foot traffic and drop and go customers to local post offices. Interestingly, despite some local post offices being busier and more profitable than main posts, the disproportionately lower commission they receive creates financial strain. This, coupled with a perceived lack of support to increase percentages from the central post office, adds to the frustration of sub post masters. Trust issues have been exacerbated by small cash discrepancies and the Horizon scandal, revealing a lack of friendliness in the system. As well navigating through traction logs being a complex task, akin to computer coding. The surge in parcel collections from various courier services hasn't translated into increased commission for post offices. Non-affiliated local shops often receive more favorable terms per item, making them more attractive partners. Mail segregation compliance remains a daunting challenge, further compounded by different methods used by various segregation offices. This discrepancy and the high percentage aim prevents local post offices from obtaining promised bonuses. Limiting service offerings, hindering post offices from providing higher commission services. Additionally, the lack of commission on regular prepaid items from regular under 100g - can be extremely time consuming if regular customers have mu
The involvement of the POCL and the NFSP in the making of the programme. And how innocent is POCL in the scandal
The itv program should scare the post masters not the customer , you need to care more about post masters because your money coming from your post masters ,and yes the reputation of horizon now very bad , and if there's any one can't trust it anymore, it's the post masters
The new phones that I had to pay for are very poor & are not customer friendly. They are very quiet & there is no answer phone.
The onboarding process needs addressing. Selling my post office has been a nightmare

The one question you have not asked is if there was an alternative or a competitor offering the same services as post office would your customers use it and I think you'd find the answer would be yes. In fact, why don't you survey the general public with exactly that question ?! Stop kidding yourselves that all is ok, the only reason any customers come in to branch is because there is no alternative. Asking questions of footfall and revenue is pointless and is no reflection of the seriousness of your situation. I'm staggered that you haven't finalised these legal challenges, and I'm staggered that you are carrying on as if nothing has happened.

The phenomenal quantity of posters printed for the various parts of our business - travel, insurance, mails, banking - involves millions of dollars across the network. For a business that is static and not fast changing, the reprints are a cost that can be avoided and savings redirected to PM remuneration

The PO social media team need better training. Their responses to customer queries are sometimes wrong. It also feels as though they are all about brand protection so their replies often feel as though they are throwing SPM's under the bus, apologising for issues that are NOT SPM's fault.

The Post Office (particularly in out-of-town areas) is a significant part of the community. Post Offices are closing at a similar rate to bank branches. If they are not made a viable business for postmasters, they will shortly cease to exist. The reputation of PO senior management and current lack of action by PO in relation to the Horizon scandal leads me to believe that there is little chance of any change in this stance and that as a postmaster, I would be better ceasing to run a PO and should concentrate on my own retail business.

The post office branch of today and tomorrow needs a strong, well marketed retail side that compliments the needs of the community. Gone have the days of 20 cigs, The Sun and a stamp or pension. No one in POL seems to understand this. The local post office has to be a community hub that not only provides a damn good service but it leads and protects the populous. Loyalty, honesty, integrity will win the day. These things appear to be lacking in POL. I would love [REDACTED] to come to our branch for the day and just watch and listen.

The Post Office brand has been severely damaged by its handling of the Horizon/Fujitsu issue.

The post office could develop a retail hub which would help the 11000 branches all over the UK.

The Post Office is losing its reputation and not sure we can get it back

The post office needs to ensure banking hub consultation is active with local post masters, local authorities, local businesses and local c. Business need and risk should be integral. Not sufficient to hide behind the placement not being their decision is just not acceptable. The conflict and post office duplication of services needs to be accepted and not put to one side because of the lucrative monies involved. The business threat to the post office is real, and yet it's the post office that is delivering the threat. There are successful businesses within the post office sector that meet community business need but are not grocery stores.

The post office scandal hasn't impacted my bus's

The Post Office should bring to an end 'the Scandal' as quickly as possible as the longer it goes on, the longer it will take for the PO and individual post offices to start to recover their credibility, concentrate on their businesses and rebuild the value of local post offices.

The post offices who were not involved in the issues from horizon....are now being left behind and forgotten about.....we have a business that has no value as no one would want to take on a PO in the current climate

The practice of Royal Mail under-cutting the very services that they get us to sell for them ,also the way they get their staff to collect the Mail directly from customers homes, by-passing us too. British governments lack of positive support for the Post Office. Post office's own snubbing of their own branches when purchasing products eg, pay point, and loosing services to mini-market elsewhere in the street.

The problem with dvla telling customers they can tax their cars at post offices with only emails, or the mot date .... The amount of customers been told they can tax a car with just an mot date has been huge

The reputation damage of recent events may not have impacted our customers (because they haven't lost trust in postmasters), however it has severely damaged our reputation as a business, so our investment as an independent business is absolutely undermined. This has to be addressed. Sizable improvements to remuneration are both long over due and absolutely necessary to the viability of the the network.

The reputation of the post office has been completely destroyed. I have no faith in the future of this organisation or its senior management. Whilst there are good b people in office, the whole business needs overhauling.

The role of the area manager is completely useless and a waste of money. Over the last 12 months I would say I have seen mine about 2 times and on no occasions is it to ask how we are there is no personal touch

The roll out of other mails providers has been too sluggish and we are simply allowing Royal Mail to run rough-shod through our businesses. With the increase in bank closures leading to increased cash handling in branches, we are being asked to carry too much cash between fortnightly collections....

The sad thing is I don't know where to start being a self employed person and having as you would like to call it a franchise of a post office that clearly over the next few years is an unsullivable business because of how much post office have lied deceived and still carry on to this day to lie and deceive us as postmasters that you make my business zero. I have lost complete faith trust and support of post office it's felt up and down the country it's felt by my family it's felt by my customers and luckily for me my post office isn't my bread and butter my shop is and in all honesty the amount of remuneration I received for doing your job's for you and making your pockets lined and providing your bonuses is not reciprocated down the line to the postmaster and comparing it to minimum wage and the cost of running your own business it doesn't even cover it and quite honestly can say to you that 4,000 pounds a month of post office just about covers my wage bill doesn't cover my gas and electric it doesn't cover my maintenance it doesn't cover my mortgage payment it doesn't put a wedge in my pocket it covers just about my members of staff and with the price rises and with minimum wage in April you making it very easy for me to take you out of my business and put more retail in you are not profitable you are not sustainable you are not going to survive the next 10 years unless you pay us properly. The way you keep adding more lines to the business as in carriers is fantastic but adding more jobs to our dai

The senior management are a disgrace and need to go.

The staff, customers and public want to see justice. Unfortunately the era of Nick Read just seems to have created further controversy and problems for us. It has perpetuated the belief in corruption at the top. Take action and do not let this continue. [REDACTED] needs a new shirt and photo. Or is he just an AI not a real person?

The subjects in this survey that "we were aware of" - it is not possible to skip a page if we were not aware of any.

The team that is responsible for negotiating contracts with government services need to get real. We should not have lost the IDP business to paymaster. We should have taken a cut in remuneration to keep it. It was 40% of my DVLA income, worth over £400pa. GONE! Because they don't value the importance of footfall. And Postmasters should be included in that decision making process, not just informed at the end. That team needs a kick up the backside and reminded who they work for.

The top management to start visit the PO to talk face to face with the PM and to help the PM according to their particular needs , not to out us all in a single pot. We cannot run a PO which is not offering us the peace of mind , when at the end of month we realise we can afford only to pay the rent of the PO and our private rent at home, to have where to leave and one month struggling with other expenses. Not all PO can run a business along with PO services, due to co.munity restraints.

The whole organisation needs an overhaul, you need to start listening to Post Masters, respecting them and being more commercial when reaching decisions about products, fair remuneration.

The whole Post Office network needs to be restructured, with the scales tipped more favourably in the direction of the Postmaster as everything that has happened has devalued the business I have ran in good faith since 2012

The whole system a vast improvement. Horizon Saga needs sorting and put to bed. Every Branch offering all services Post Office working with Royal Mail and Parcel Force better Why is it cheaper for Royal Mail / Parcel Force to collect parcels than pick them all up at Post Offices

The world is no longer 9 to 5 , morale is low , confidence lower

There are many postmasters out there who have had shortages over the years ,we were all told we must replace the money ,alot of us are now thinking we should have not done this ,but at the time didn't feel we had any other choice. I would like to see a phone line or call back service so postmasters can ask about there own situation and see if we have a case ,without opening up the misery of going through it all again

There has bin little improvement towards postmaster but there is lot more to do

There is a need by Postmasters for the POL to change. The resetting of the relationship has not been achieved and if anything has got worse.

There is lot but the space is not enough

There is only one way forward for the Post Office, we all know what that is, BUT will it happen!!

There's no point in saying anything because POL don't give a shit about postmasters and only care about their cushy lifestyles and bonuses.

These questions suggest a completely out of touch organisation. The area manager is useless but polite. No real care for a worsening business model, Royal Mail is a COMPETITOR. No support to allow our branch to offer additional services or remuneration opportunities puts us out of business. I think it is a race to obliteration. Very sad. No real concern for community.

They do not help hard to place post offices. Trying to stop a 26 months leavers payment and reducing to 12 with no explanation whatsoever. Making offices that were previously modelled as MAIN into LOCAL.

They need to pay us a fair salary .

They should be more flexible and not be heavy-handed with the non-compete clause when PO ltd is not providing the service anyway. Every business opportunity is stamped on or passed through the bureaucracy so slowly that it grinds into oblivion, while other, more agile businesses step in to fill the vacuum, leading to missed opportunities.

They should consider our pay compared with the outrageous wages paid to their staff and get rid of at least 40% of office staff

Things have definitely improved in recent times however more TV advertising creating consumer awareness especially banking and TMC ...



Think I've suggested enough for you to be going on with
Think the survey itself should have clearer concise questions.
This is really hard to answer truth as whatever u done ( change wise) gave us options but so far all postmaster asking is not been option so make more optional choices that po haven't done
This is the worst run businesses and company I have worked for which talks well but does not action results. It could be a great business but it has damaged the name and brand and continues to devalue the products and expects postmasters to support the business
This situation is damaging all of our businesses on that if we want to sell who would want to buy? Given the reputation of the brand now. We have always been told about how trusted the brand is and it needs to be protected through compliance-
This survey needs the option of being able to select none or N/A
Tiles should not be removed without postmaster approval
Time for the board to resign
Times are hard,especially with gas and electricity, heating etc taking remuneration also staff wages
To fix our pay station
To Fully Support Postmasters in increasing Remuneration Payment.
To have more services that are only provided to larger branches, be filtered down to smaller POs ie driving licences passport applications.
To pay honest and realistic remuneration
To run 2 counder post office yearly expenses over £70 000. we are not making that amount of money from the post office.so we like to have increased our commission at least by 20-25%.if that not happen one day all the branches well be closed down...
To sort out the shambles it has become
To take in to account the survey now conducted and put a plan and action where existing transparency helps all the branches across the map
Too much to write. Same old reasons and no one listens. My son and I work work for less than £8 a hour, not worth the hassle anymore. POL need to look at each office one by one and see for themselves.
Topic not covered is incentive scheme ran over Christmas for gift cards. My branch gone above and beyond to hit targets to win £75 gift card incentive but received £60 instead, answer I got upon asking why, post office made an error and hence it changed to £60. But no one aware of this changes. I think po should honour £75 to branches who hit their numbers. We lost interest in any future incentives run by post office.
training can be hard on paper, glad tim is my manager as he spends time helping me when I get stuck.
Transparency is critical especially after the Bates show... Post offices are struggling and the business model has to be seriously looked into.
Treat postmasters with honesty and fairness. Embrace some accountability towards the community.
Treat the postmasters fairly. Government owned organisation shouldn't be focusing on profits
Treat us as human beings.
treat us fairly, stop treating us like idiots, eg headlining a 15% remuneration increase which is actually a one off payment based on one month so less than 1.5%. stop wasting money on pointless transaction updates that the customer won't use (the customs data capture) and that create more work for us. ask us how transactions could be speeded up (to process a foreign parcel we have to go through approximately 20 screens. unacceptable). stop making us look like idiots by introducing new products eg track 24 / 48, then pulling them at the last minute after we've been talking to customers about them. negotiate a remuneration package first! it costs around 18p per minute - soon to rise - to pay a staff member minimum wage. many of our products don't pay that rate, either because they are so poorly paid or because they take so long, or both. so we are running at a loss. Meanwhile there seems to be a regular stream of "director of something' appointments by pol. Is Nick Read seriously still in a job? Recent press revelations make it pretty clear what he actually thinks of postmasters. He did get us elastic bands though perhaps I should be grateful for that.
Trust is a massive issue, and with wages going up 10% next month offices will not longer be viable. But following recent media my business is worthless. I now feel trapped. At my interview in 2014 I was told how lucky I would be to join such a trusted and respected brand. What a joke! I use a FB page for help and support as I get answers quicker than the POL. This makes POL support useless to me and messages highlighting problems take hours to appear on horizon. My AM has failed to provide any of the support I have asked for. I keep going for the community I live in but not sure how long I can which makes me very sad.
Trust your postmaster first give right money and listen experience postmaster past and current expectations
Try and bring services back instead of cutting them down .
Try and give equal opportunities to local post offices as given to main post offices.
Try to figure out the Fujitsu software faults and improve the software if needed.
Trying to sell the business, not been helped after the PO drama, which is still mentioned/talked about everyday!
Tv series was superb

Until someone is held accountable for the miscarriage of justice and all postmasters compensated properly for the reputational damage this debacle will continue.
Update of community branches remuneration as at present is barely minimum wage it needs increasing to living wage for the responsibility we take and the work we do
Very little reward for alot of work and responsibility when you pay your staff and wages going up constantly no take home money for me be lovely to have something after all the hard work. 💎💎
Very slow on payment for compensation as already for postmaster.
We all await the outcome of the current enquiry. I hope that those responsible will be held to account for their actions and it will not simply be glossed over. we all know what is required and needs to be done but will it???
We always fill all this survey. But never see any positive results. Try to get Everi service. But can not get it.
We are aware that promoting financial services is the best way to improve our remuneration but many of us are either not comfortable having those conversations/are not in a position to have those conversations (see earlier comment re only one person working in Branch)/know that, particularly at the moment, the PO name is not a company that the public, understandably, have much faith in (mainly because of the Horizon scandal but also because they see us as being Royal Mail) so to keep pushing that at us is wrong.
We are being financially starved out of business, whilst those at the top continue to bring the organisation into disrepute and take huge bonuses for failing.
We are facing closure because the post office is not supporting rural post offices. We have lost significant income because of Royal Mail's online facilities and doorstep collection offerings. Post Office is about to cut our annual income by £8000, which has forced us to plan for closure this year. Post Office has no idea what is going on in rural post offices, where we are a vital community service, but most of what we do isn't properly paid.
We are really struggling to keep the branch open as the time is very hard and we are not making any money
We are struggling to run the branch day to day because of lack of income from the Post Office
We are struggling to run the post office although we have been offered some exempt payment for 6 months which is nothing . Trying to pay off the credit card and I don't get any money to bring home after I pay my staff wages. I am frightened that when this 750 exempt payment stops, how I would be paying my staffs wages as the hourly pay is increasing next month. I work everyday and not paid is something never heard of and lot of stress and anxiety every month. I hope the government can look into this and give us some helping hand.
We are the face of the brand on the High Street. You don't seem to appreciate the work that we put in. We struggle to pay our staff minimum wage based on the income and our retail side shouldn't have to support the post office business
We are the ones that make the post office their money don't take our business away by making people go online We need our customers to come into our shop Footfall is the post offices favourite word We are the face of the post office don't disregard us
We can not provide a good service if our income is not mirrored to the work we do . Hostility then becomes more visible to the customer when we have a cash flow problem to pay staff
We collectively need to work together to improve our network. Nfsp isn't the way forward and so isn't the current structure. I'd recommend John Lewis style structure to improve efficiency in branches and ultimately increase income for network.
We have been waiting to invest in our sub post office since the beginning of the Transition process. Having this hanging over our heads, not knowing from one year to the next what is happening, has been very demoralising. My husband is now over the age of retirement and after the Horizon issue I feel our post office we will never be a business that anyone would want to purchase. This is a massive worry and 12 months remuneration is not a worthy exit amount for the loyalty we have given. We kept this office open not only through Covid, but also when my husband had cancer.
We have seen a marked increase in footfall of customers coming in to offer us support, ask if we are OK and were we affected by Horizon and generally being more understanding with us. The general population of this country is aghast at what a rotten, lying, greedy bunch of crooks have been stealing tax-payers money to line their pockets in inflated salaries and bonuses. They want that money paid back, the victims recompensed IN FULL, and the GUILTY IMPRISONED.
We like to tell Post Office to introduce to us DHL and EVRI Services.
We must campaign more to keep cash . We must negotiate with banking clients to gain more services . We need more Bureau de change rate deals , we could clean up. We need sub offices to be able to obtain more small denomination notes . Asked for so often.
We must try and promote more and make people aware WE ARE NOT Royal Mail
We need a salary increase. The wages are very poor.
We need better remuneration Scrap mains/ local models . No nearby Opening of nnl branches

We need better remuneration for all the back office functions we currently do for free. I propose £500 per terminal.
We need fair remuneration for the work we do.
We need more increase in full and increment in remuneration
We need more interim staff available to cover gaps in staffing as the recent scandal has made recruitment very difficult
We need more money for banking, it takes time to count and check notes, we have paid for our own note checker, this should be down to PO
We need more pay for what we do otherwise we will close. I believe your costs need to be cut not our wages
We need more pay. We won't last another year
We need some clear leadership to move the business forward. There is too many people at HQ, this needs streamlining to get things done quicker.
We need the post office to make a statement through the media, as much the organisation values the postmasters, and that without the postmasters investment there will be no network left
We need to be recognised as individual branches. The better performing branches should get more products rolled out first or at least ask the area managers opinion. Feel like the same branches get opportunities
We need to be treated equally. I don't even think we cover minimum wage if calculated properly. Lack of respect and gratitude.
We need to consider reducing our network size. I know we are committed to certain levels through central government But I think it's obvious we can't sustain this level as other businesses are reducing their retail footprint
We need to rebuild the reputation of the PO with the public. There is a real sense of shame that such a British institution has been so badly behaved
We need to retain products We need new products We need to be paid fairly so we can survive, after paying rent, wages utilities I often go weeks without been able to pay myself HOW when I'm the postmaster is this ok
We need to secure more revenue in order to be viable
We require and request more product lines that a small Postoffice can provide
We require improved remuneration and a core tier payment for work we do such as back office and social value . We need post office to engage with other organisations such as VOTP to unite postmasters together and strengthen the post office brand.
We should be paid for holidays
We should have been better prepared for the questions I was involved in the incident at the time and felt we should have been given warning
We tell you every year you need to sort out pay. Seems to me like you just look after you. It is costing me to run my post office a lot of work for no reward it's demoralising
We won't survive when National living wage goes up and remuneration continues to fall. Why can't all branches sell the new products? Why are our savings products not competitive? Why are limits on banking in place, I've lost a number of customers who have reached their annual limit and now have to use bank branch. Why are there no new products to replace the ones we are losing?
We would like to offer more foreign currency options in our branch (we only do Euros at the moment) and we would like help achieving this. It seems we have to demonstrate demand before being allowed to offer other currencies like dollars. How have other branches achieved this? Can you make it easier for us? Also, could the post office work with Yodel to offer a service with/for them?
We would like to see a quicker resolution to the HSS.
We've lost a significant number of drop and go customers as well as parcel force customers and are finding it very difficult to maintain services Have had to trim staff and hours of the remaining staff This obviously leads to a decline in the quality of service customers receive and is a spiral. We desperately need new work or increase in revenue to maintain our profitability and survival
Weekly emails from Nick Read & ██████████ don't seem credible after the Mr Bates revelations, apparently we have sub-postmasters on a committee now, but i am too busy and overwhelmed to absorb it all... trust has been lost
what is the future of the post office looks like
What's the point no one listens
When are they going to realise that the Post Office scandal has and continues to affect the independant Postmasters. Customers no longer trust us and use online more than ever.
When are they really going to have our best interests at heart? I have no trust in them at all. New network locations, Banking Hubs etc., just dilute the available remuneration further.
When is new horizon coming
When is Nick Read going to resign
When recruiting new postmasters the procedure needs to be quick and accurate. The current process like every thing else about post office is very poor.

Where to start, we need to paid adequately for the services and products we provide as the costs involved in providing them are becoming more than the amount I get paid to do it
Whilst customers don't see the reputational damage we have suffered, potential buyers and investors do. My business is no longer worth the investment I ploughed into it
Why are "mains" branches treated SO differently? Why can't I sell everything that other "mains" branches can offer? Typical POL nonsense! Pisses me right off!!
Why are we expected to supply our own basic tools ie pens staples and paper clips. We are still treated by POL head office as junior staff
Why dont you get a subpostmaster to actually run the post office - and before anyone wheel out "they dont have the qualifications" or "they dont have the experience", every subpostmaster in the country would have had more than Paula Vennals, and they couldnt do much worse could they????
Why has it taken a tv drama and real fear of prosecution for the post office to look at start putting things right?
Why not have a clear district or regional management structure to steer business in terms of drawing out individual locations strengths and perhaps weaknesses to share information on local activities such as branch closures and advertise local events. POL works in too many silos so that one silo seems not to know what the next silo is about. Is POL doing too much canvassing of opinion in danger of selecting the opinion that suits a particular purpose. It's too late but can't POL say to government that government's ambitions in terms of post office outlets are not self funding from POL income at this time if the network is not to fragment into post offices just being a category in another retail business with subsequent loss of expertise, ability and commitment.
Why say Barclays charges for cash deposits done for our business account in our post office when they do not even see the cash leave alone counting it? This has been reported for few years and still continuing draining us
why was not the horizon scandal mentioned in this? what about burnout? what about security? what about the impact on banking limits? what about the lack of storage space for mails and local collect?
Why we cannot supply & process DVLA and passport services. We are on numerous occasions the only PO open in this area and Combe Martin PO has now closed that used to do it.
Wipe their tears asap they are asking help from their hearts.
With ever increasing costs ,wages, rent ,rates. energy, inflation all going up. Increased competition in mails and more online postage and pudo have led to less revenue in mails. We are doing more work for less money. We need to get an increase in services and products and remuneration for a sustainable and viable future.
With regards to the post office v Bates programme it has opened old wounds I'm afraid and had a negative impact on morale. It served as a reminder of all the lies and bullying we had to endure and having to explain what happened here to even more members of the public. And being ignored or overlooked again by the post office is most galling.
Won't give us evri or did when other offices have we the only office in the area that doesn't have we have potential for Dvla
Working partners need to treat each other fairly
Worried about who would be interested in taking my business on when I'm ready to retire, in the light of the Horizon Scandal.
Would be great if continue becoming a postal and banking hub for everyone
Would like more face to face interaction with area managers. Need more contact from cash management especially when they are requesting money to be sent back. A better supply chain for non value stock. Sometimes can wait a month if deadline is missed
Would like post office to have better understanding of front line work
Would they listen?
Wrong advice provided when transformation program in 2016
Yes
Yes improved horizon system,Digitalise all the record of data.Any error needs to be notified within a month max not later then that.Better robust back office system to see everything if somethings goes wrong.
Yes you have not asked about remuneration
Yes,,, pay the hard yo place sub postmasters 26mths payment.. Not swindle us,, by trying to insult us by saying they will only pay 12mths..scandal no2.. Will be no doubt appear in the press..
Yes,,, support and interection is missing.

Yes. I have found that we are still experiencing issues with Horizon. Not so long ago I had an £800 loss , which I informed my Area Manager about. I was told that the system can lose transactions but will resolve by the next day. Luckily this did happen and I didn't lose any money but there have been multiple occasions where money has been lost and appeared next day and occasions where money has been up on one unit and down on another with no transfers being done. Horizon is still faulty and us, as Post Masters are still being held accountable. You need to resolve these issues ASAP. I am more than happy to speak with anyone regarding my concerns at any time on my office phone or my personal mobile. 07760 224915

Yes. Onsite PM training is not long enough. It needs to cover balancing in more depth.

**YOU HAVE 11000 RETAIL OUTLETS, BUILD A SUPPLY CHAIN THAT SUPPORT IT**

You have a long way to go to improve any relationship with postmasters. Nick Read needs to think more about the people he works for rather than the ludicrous amounts of money he is being paid.

You have a superb network of committed postmasters who you are failing. Any other business in the world would be celebrating us not shafting us!

You offer really good training and there are some members of the post office team I have met who are absolute gems. Michelle, Julie, Tracey, Noah & Ellen.

You should be ashamed as you all at the top have blood on your hands. You should be now understand you failed us and need to understand without us you are nothing.

Your opinion of yourselves and how you work is much higher than the opinion held by all postmasters, who struggle everyday to keep their heads above water due to totally inadequate remuneration we receive

Zero support following an attempted burglary

Total sample; Unweighted; base n = 737; total n = 1917; 1180 missing

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05)