

Category	Status	Comment
Branch Technology (+ Transformation Plan)	Answered	Branch Hub on Horizon is not fit for purpose as it doesn't have full capability or reliable functionality. To carry out our jobs effectively and efficiently our staff have to use their own personal phones behind our counters. This is both unprofessional and unacceptable. My question remains the same as it was when I asked your predecessors, can we please have a portable device provided for our teams to use and also PO branch wifi enabled for our customers to provide a more convenient and modern service?
Branch Technology (+ Transformation Plan)	Answered	For branches that deal with a lot of cash deposits, why does Pol not provide note counters especially when there is a operational excellence framework in place. I have asked for it but it has been refused.
Branch Technology (+ Transformation Plan)	Answered	Has NBIT been scrapped completely - specifically the software and new printers
Branch Technology (+ Transformation Plan)	Answered	I attended the UAT in London late last year and was impressed with the progress made already on NBIT although it was clear that it was not yet ready for widespread branch rollout. However the hardware, printed labels and general setup was all impressive and I hoped then that we would soon see it in branch. I understand that the programme has now been shelved, pending the outcome of the strategic review. What reassurances can you give to postmasters that a Horizon replacement will be with us soon as we cannot keep using such a cumbersome piece of software for ever, especially with declining support from Fujitsu?
Branch Technology (+ Transformation Plan)	Answered	Is AI a threat to my business or is PO Ltd seeing it as an opportunity? If it's an opportunity, how is PO Ltd planning to help my business profit from AI?
Branch Technology (+ Transformation Plan)	Answered	I've heard that PO will be taking away the 'Open Postage' button. When will this happen & what will it be replaced with since many PMs rely upon this button to facilitate a quick & simple customer journey?
Branch Technology (+ Transformation Plan)	Answered	What are the options of having SSKs in branches for mails and banking to help reduce operational costs?
Branch Technology (+ Transformation Plan)	Answered	when can we expect handheld pda for pudo parcels?
Branch Technology (+ Transformation Plan)	Answered	When can we implement a change where business customers can buy our products and get automatic updates of tracking changes through the online platform?
Branch Technology (+ Transformation Plan)	Answered	Why did we waste millions of pounds on NBIT and didn't do enough research for FTP ? WHO is responsible and who is going to pay those funds back to postmasters ?
Live Q&A - Remuneration and OEI	Answered	Can we have an update on the mails segregation bonus? Is it due for review since PMs are reliant upon Royal Mail assessing performance?
Live Q&A - Remuneration and OEI	Answered	How is OEI going, what are the plans for it. Are there any changes planned
Live Q&A - Remuneration and OEI	Answered	There are more than 35 fixed transaction payments, and may value based others which do not earn more than 25p. The worst examples are the prepayments such as British Gas card top ups which earn 7 PENCE each, and bill payments which earn 8.5 PENCE. The Postmaster makes a loss every time such transactions are completed. Will Post Office Ltd undertake to review all remuneration payments, using time and motion practices to ensure that every transaction is paid for the time it takes to complete, with a margin to allow the postmaster to cover their overheads and make a profit.
Live Q&A - Remuneration and OEI	Answered	When are you planning to increase the OEI allowance from 5% to 10% ?
Live Q&A - Remuneration and OEI	Answered	When will Locals and Mains get the same rates of remuneration?
Live Q&A - Remuneration and OEI	Answered	Why can you not tell us earlier what increases will come in April each year so we can plan ahead
Live Q&A - Remuneration and OEI	Answered	Why is the Operational Excellence criteria so complicated & poorly remunerated..... 5% is an insult. It seems the criteria created to prevent offices achieving their OEI rather than help?
Live Q&A - Remuneration and OEI	Answered	Will remuneration increase this year and by what amount?
Mails Strategy Update	Answered	Do you think its fair that putting sales volume targets (EVRI) on postmaster is ethical in the current climate, where postmasters are trying their hardest to survive and serve their community? The extra income we get is all beneficial and whilst we try to sell EVRI it really is a hard sell in village branches like mine where there are low overall transactions. Do you think its okay to put postmasters through the stress of losing EVRI service? Is it because of a poor POL negotiation? It is causing distress in branch as well as community.
Mails Strategy Update	Answered	how is post office going to deal with the fact that more and more online marketplaces are forcing their sellers to do their postage on line. The choice to go to a post office to do your postage is getting further and further down the picking list. in some cases removed.
Mails Strategy Update	Answered	Is there a plan for creating uniform service where its same for all branches especially when it comes to offering of parcel service?

Category	Status	Comment
Mails Strategy Update	Answered	When are we going to introduce all mails products to all branches or publish the criteria branches need to meet for the introduction of services such as DPD and Evri to allow those branches who want/need to offer this service to comply?
Transformation Plan	Answered	At long last we are getting a senior management team that seem to be prepared to engage with Postmasters seriously but I am concious that a lot of senior rolls are either 'acting' or temporary. What guarantees are there in place that if this management team dissolve that things aren't going to slip backwards? Nigel, would you stay if offered the opportunity?
Transformation Plan	Answered	Do you as Directors within POL see a commercially viable future for postmasters who have invested in the business at the current network size of 11500 branches? Would you invest in a Post Office branch just now?
Transformation Plan	Answered	Do you think that now is the time to reduce the network to sustain the future
Transformation Plan	Answered	How do POL intend to engage with as many postmasters as possible when agreeing a new deal/contract with postmasters, specifically, which representative bodies will be involved in the negotiations?
Transformation Plan	Answered	how do postmaster get involved in working group and forums?
Transformation Plan	Answered	How does the Outreach network fit into the transformation plan?
Transformation Plan	Answered	How optimistic are Neil and Nigel for the Transformation Plan to work ? Will polarity really be reversed i.e. [REDACTED] ? [REDACTED]
Transformation Plan	Answered	I have a feeling that the 30% pay rise that's intended and the methods of achieving these additional funds could be from de-centralising costs (ie passing costs onto postmasters). What evidence is there to say that we will receive a 30% rise in remuneration without this being pretty much negated by an increase in overheads?
Transformation Plan	Answered	If POL is to consider being mutualised going forwards, should it be looking at a process whereby ALL postmasters voices are counted and listened to? For example a question could be put onto all smart IDs on horizon belonging to postmasters to register a vote on a particular issue, this would be a fairly simple process.
Transformation Plan	Answered	What is happening with the directly managed branches? They were advertised on the run a post office website back in December but have not seen any update with regards to their future etc.
Transformation Plan	Answered	When will we know if you have the government funding for your Transformation plan?
Transformation Plan	Answered	When will we see a change in the numbers in middle management and their cost put back to the front of house grassroot operators?
Transformation Plan	Answered	Why are we asking for government subsidies to support the network? Should the companies/banks etc accessing the network pay an appropriate fee to access and therefore support the network without tax payers money?
Banking - Video on Demand	Inbox	A frequent request from customers is to pay credit card bills. We deal with their backlash when we decline. Is there a way POL can talk with banks to allow this? Many thanks [REDACTED].
Banking - Video on Demand	Inbox	As the largest provider of cash in the country, so why is the Post Office still getting a raw deal from the banks?
Banking - Video on Demand	Inbox	Remuneration is lost due to banking limitations, this is for cash deposits and withdrawals for both business and personal banking. Trying to explain to the customer that it's not POL that set the limit is time consuming and exhausting. If and when will this change for the benefit of us and the customer. Many thanks [REDACTED].
Banking - Video on Demand	Inbox	Where are we with getting realistic standard deposit limits for our customers with ALL banks. When will customers be able to pay their bank credit card bills over our counters?
Banking - Video on Demand	Inbox	Will the deposit limits be lifted for banking hubs and deposit-heavy POs?
Branch Hub Q&A - Video on Demand	Inbox	Are there any plans for £5 notes to be included for ordering?
Branch Hub Q&A - Video on Demand	Inbox	Can Euro deliveries be displayed with actual denominations
Branch Hub Q&A - Video on Demand	Inbox	Generally can more data timelines be added
Branch Hub Q&A - Video on Demand	Inbox	The sales reporting/customer session data we see only displays 'hourly' for one week, can we see more historical data?
Branch Hub Q&A - Video on Demand	Inbox	Will we be able to change euro denominations
Business Development - Video on Demand	Inbox	Royal Mail is still the major contributor for the Branch remuneration. What is the Post Office planning to do under the new management of Royal Mail.

Category	Status	Comment
Digital Strategy - Video on Demand	Inbox	Postmasters, their staff and the wider community really appreciated the CommuniTea video series last year. There is still a lot more to be said and done with some very positive messages needing to be shared. Could POL please commit to the production of a third series to be released through the Autumn/peak trading this year.
Live Q&A - Remuneration and OEI	Inbox	How much the remuneration going up ? Like how many percentage ?
Live Q&A - Remuneration and OEI	Inbox	I'm not hearing anything that supports the small village PO. To remain sustainable, we need a 20% increase in remuneration. (Mine runs at a £500 loss p/m, propped up by my retail side) Offering online services isn't an option when you have a small customer base. How are us small village PO's meant to feel optimistic.
Live Q&A - Remuneration and OEI	Inbox	When will a true margin for products/services sold become available. Just stating we (PM's) are getting more than 50% of income/revenue paid is not an answer to margin.
Mails Strategy Update	Inbox	I handle about about 20-50 Evri parcels a day. However, the majority of the parcel have been bought on-line because the price is so much cheaper. How do we increase sales?
Mails Strategy Update	Inbox	if evri says 35 in negotiation, what is POs response, it feels like it is one way negotiation
Mails Strategy Update	Inbox	Isn't a little unfair to expect a small one counter branch to reach 35 parcels a week with evri when larger and busier multi counter ones also have that target? Shouldn't the number differ for large and small branches? Especially as large ones probably reach the target in a day or two.
Mails Strategy Update	Inbox	Not Every branch has been allocated DPD , DHL and EVRI , why ? and after emailing upto 4 times in 12 months PUDO still we have not got these companies and our revenue is dropping without having this option
Mails Strategy Update	Inbox	What about the branches that don't have evri. I have to refuse about 20 customers a day.
Mails Strategy Update	Inbox	What happens with those who have already lost their Evri service due to being a small village PO but we receive a lot of already labelled Evri parcels. Is there a chance of getting it back?
New Product Horizon - Video on Demand	Inbox	When we receive a new horizon system ?
New Product Horizon - Video on Demand	Inbox	Why whenever Post Office Ltd changes its path does the Postmaster/Postmistress suffer until new business is found and why is it down to luck whether we receive new business opportunities?
Other	Inbox	2. Postmasters are not allowed to pay staff less than minimum wage, while making the excuse that they have a second job which will make up the shortfall. Why then does Post Office Ltd feel it can underpay Postmasters with the claim that their Retail business will benefit and make up the shortfall?
Other	Inbox	Are post office working to sign a long term contract with DVLA as the current one is only valid for another couple of years ?
Other	Inbox	Is there an active conversation with Government about increasing the number of Gov services we handle and how well is that conversation going. We have to be relevant to the needs of our customers and communities. Thanks ██████████
Other	Inbox	New /Additional Passport Providers?
Other	Inbox	Over the years, I, and others have submitted questions which were not answered either at the time, or, as promised, subsequently after the event, - will this poor performance be reversed this year ?
Other	Inbox	Post office management have no strategy for implementing any new things like tiny branches got cash counting machine and most busy branch left venerable..... Fine rates at no competition branches and most busy and next door 2 or 3 competition are crying.. Just we are bagging for fare treatment Any review for facility or who is listening complaints in department and who fairly review...
Other	Inbox	Technology. Tablets for DVLA
Other	Inbox	What added benefit do area managers offer my business considering I contribute to their pay. I have not heard anything from mine for 4 months
Other	Inbox	What are the strategies to cut unnecessary expense and wastage of marketing material... Area manager should check the marketing material orders and usage?
Other	Inbox	What does the Post Office want from the NFSP? Is it delivering that?
Other	Inbox	What will happen to o post offices that process bulk dvla transactions if we lose that contract?

Category	Status	Comment
Other	Inbox	Why does POL only engage with the NFSP as our representative body? The NFSP has been proven historically to be biased and not act in the best interests of postmasters, a situation that many postmasters don't believe has changed. NFSP state that they are our representative body as they represent over 6000 agents. Will POL be using the powers they have in the GFA to confirm this? And if it turns out to be untrue how will POL move forward?
Other	Inbox	Why should postmasters have to pay for official date stamps when it is not a personal item and if you consider it to be a personal item, would you expect outgoings postmasters to take home these personal belongings with them ?
Other	Inbox	Will Post Office consider an volunteer closures with payments as standalone Post Offices are not practical to run anymore in the current climate with rising energy and staff costs and can't expand due to little retail space. In my area there are far too many offices within two mile distance and it will be beneficial to the Postmasters who want to leave and offices who wants to stay open .
Other	Inbox	With too many Post Offices in my area and rising energy and staff costs will the Post Office consider voluntary closures with substantial payment to the Postmasters who have standalone offices with very little retail space to expand retail trade? The closure will help nearby offices to become viable to run and in return help PO to be more cost effective.
Transformation Plan	Inbox	Any scope to tap into Yodel in the near future?
Transformation Plan	Inbox	Can we have a very transparent clarification on the rem announcement fir April and May to enable us to work the figures easily thank you
Transformation Plan	Inbox	Could we look at uping targets for some branches for Evri and reducing for others, I could easily do more than 35 a week but understand smaller branches that are still providng the Evri service to their customer may struggle?
Transformation Plan	Inbox	Engineers are stretched through these upgrades. We can be patient but if we cant trade or broken printers create an issue. What are you doing to help this?
Transformation Plan	Inbox	General retail is a massive part of my business, is there any plans of introducing a process of processing none PO sales through horizon.
Transformation Plan	Inbox	I am thinking of investing in 2 town centre branches. Is it worth investing at the moment?
Transformation Plan	Inbox	If all are fully committed, would it be possible that ALL interim senior managers would become permanent so as to have stability
Transformation Plan	Inbox	Is 4000 offices more realistic than the current 11,500?
Transformation Plan	Inbox	It takes a lot of time to process a collection of Royal mail items. Is there a way to have a reciept generated via horizon that the customer can sign. Instead of completing the alternative collection card.
Transformation Plan	Inbox	Question for [REDACTED] in view of the horizon scandal how often is the pm remuneration audited if at all
Transformation Plan	Inbox	Strategic Partner branches seem to be bypassed. The Manger of these branches often do more and know more than the actual Postmaster. Is there any scope to include mangers of this type?
Transformation Plan	Inbox	What happens if the government do not support the funding asked for
Live Q&A - Remuneration and OEI	Queued	does OEI score affect the application for banking hub?
Live Q&A - Remuneration and OEI	Queued	From the announcement I understand our REm will be healthier in April/May but what about June onwards when we are back to our current REM levels and higher costs we will feel the pain. We appreciate that you havent secured full funding but with what you have got could some be pushed into permanent REM increases we can forward plan with for now.
Live Q&A - Remuneration and OEI	Queued	How much has OEI saved POL and how much of that saving has been given back to postmasters?
Live Q&A - Remuneration and OEI	Queued	Many rural Post Offices rely heavily on subsidies from the Post Office to remain open. Will these payments continue.
Live Q&A - Remuneration and OEI	Queued	[REDACTED]
Live Q&A - Remuneration and OEI	Queued	Why should we have to hit certain targets to achieve the OEI payment? This should be an automatic payment paid to postmasters and if a branch falls below certain figures then this should be picked up by the post office.
Live Q&A - Remuneration and OEI	Queued	You mentioned about sharing online profit. How will this work?
Mails Strategy Update	Queued	2 Part Evri question. 1) Why are we being held to ransom by Evri's 35 parcel a week minimum? 2) What penalties do POL impose on Evri for failing in their service to offices around the country?
Mails Strategy Update	Queued	Are there plans to introduce the ability to directly sell Shop2Shop services in branch (as these provide very competitive prices for customers)?

Category	Status	Comment
Mails Strategy Update	Queued	current process of inserting different labels depending on courier or going into PUDO and selecting carrier before scanning is very outdated, you need to modernise not only tech but also speed it up, considering collect+ our biggest competitor now offers multiple couriers without all the hassle of stationery requirements.
Mails Strategy Update	Queued	DPD collections are not daily and 100% guaranteed and we cannot sell it with confidence.
Mails Strategy Update	Queued	Evri may be driving the marketing to grow sales BUT I do not see POL & or Evri understanding and resolving the operational issues faced in branch
Mails Strategy Update	Queued	If DPD is such a huge opportunity, why 3 years on it not available to a post master in Northern Ireland and when will POL bring this carrier opportunity to Northern Ireland Postmasters
Mails Strategy Update	Queued	is yodel and ups in process? Can PO be a hub where we can process all courier brands?
Mails Strategy Update	Queued	What does POL intend to do about the competition from Royal Mail for RM services when we are restricted to only selling RM services?
Mails Strategy Update	Queued	When do Postoffice branches that have not yet got any new carriers lv got Younger customers coming in branch which I have to send them to other branches
Mails Strategy Update	Queued	When is Evri international customs going to be improved? It's too long and some products are on the list for example tea to France
Mails Strategy Update	Queued	Why are we not addressing the extra cost of posting Evri in the North of Scotland
Mails Strategy Update	Queued	Why do you think a Drop and collect near to my branch is viable for our business ? They are a threat to our business. Why does PO Ltd allow this?
Mails Strategy Update	Queued	With more and more mail bought online how are post office going to re engage with customers and make mail more interesting again as just scanning QR codes all day is boring to say the least?
Transformation Plan	Queued	Given the increases coming next month announced by the government. How is the post office going to ensure my investment in my business is viable for the future
Transformation Plan	Queued	How come you can only get more remuneration for us in these small bits and pieces and yet we are told that a billion pounds has been wasted on developing a now failed replacement for Horizon
Transformation Plan	Queued	I understand that Post Office have constituted a Consultative Council and a Postmaster Panel - I also understand that Post Office have a BOCF, various other forums and working groups, which is all very well, but my question is - 'will the wider membership be consulted and consent sought from them via voting on decisions affecting them or will decisions be taken by, in some cases, unrepresentative groups, on the issues affecting us ?
Transformation Plan	Queued	Previous leadership members were promising a quicker fast track application process for existing performing P.M's . As the current system is a real barrier to business. Is this still alive and who is currently the lead on this subject ?
Transformation Plan	Queued	with the Social worth of the Network. i would expect a Social payment within our remuneration supported by the Government and not PO profits.
Banking - Video on Demand	Rejected	My question is why oh why whenever I see or hear in the media about High Street bank closures do we not hear about the banking facilities available at our 11,500 offices?
Banking - Video on Demand	Rejected	We loose a lot of custom/remuneration due to banking deposit and withdrawal limits. When will Post Office get the ability to act like the banks and give customers what they need and when they need it. We do the leg work due to Bank closures, so we shouldn't be limited to such small deposit and withdrawal amounts. Our customers deserve better.
Banking - Video on Demand	Rejected	We lose a lot of custom/remuneration due to banking deposit and withdrawal limits. When will Post Office get the ability to act like the banks and give customers what they need and when they need it. We do the leg work due to Bank closures, so we shouldn't be limited to such small deposit and withdrawal amounts. Our customers deserve better.
Banking - Video on Demand	Rejected	Why can't we sponsor 'Keep Cash UK' or other similar groups. I'm sure it would be money well spent. Just seems to be a missed opportunity for us to advertise our banking facilities.
Branch Technology (+ Transformation Plan)	Rejected	It has proven very difficult for Subpostmasters to obtain a 'tablet' to carry out a growing number of transactions such as IBV, Passport and Driving Licences. Will the scarcity of these tablets be addressed ? Incidentally, will the problem of geographical differences in the provision of services also be addressed, e.g. in Northern Ireland, we do not enjoy the benefit of DPD or have the ability to carry out Driving Licence applications. Finally, why aren't Northern Ireland branches permitted onto the Vehicle Insurance Certificate database ? We have to inconvenience our customers to 'go away' and print their certificate as we are prohibited from looking at their certificate on their mobile phone.
Branch Technology (+ Transformation Plan)	Rejected	When can we expect improvement in hardware and software? Current system is far too old to work with. Competitor like PayPoint are willing business in every part of POL trade

Category	Status	Comment
Live Q&A - Remuneration and OEI	Rejected	a fixed amount for running a PO. Pay towards electricity costs. Holiday pay. Sick pay. Are their plans to introduce these?
Live Q&A - Remuneration and OEI	Rejected	Any chance of holiday pay being introduced ?
Live Q&A - Remuneration and OEI	Rejected	Are there any plans to increase the '5%' bonus?
Live Q&A - Remuneration and OEI	Rejected	Following the introduction of the Performance Excellence initiative it has helped both the business in achieving operational performance and provided a much needed financial incentive to Postmasters. I believe the business could now look at moving this a step forward and introduce a Performance Based Remuneration Bonus Incentive programme for Postmasters on the core elements of the business such as banking, travel etc. We all have targets set by the business and many area managers include a stretch target for all branches. I assume the there is an element of Performance Based Pay at Regional/Area Manager level based on these targets , so it would surely be in the businesses best interests to meet/beat these targets as much as possible, and sharing some of the money pot with Postmasters who actually promote and make the sale would surely be in everyone's best interests.
Live Q&A - Remuneration and OEI	Rejected	How can we be classed as self -employed if we're not in control of increasing prices(remuneration) to cover increase in costs?
Live Q&A - Remuneration and OEI	Rejected	I am looking forward to hearing how the post office ensure postmasters are not paid less than the minimum wage
Live Q&A - Remuneration and OEI	Rejected	Is it correct that branches can only have their 'Retain Notes' available 6 hours before they have to rem out?
Live Q&A - Remuneration and OEI	Rejected	Is it correct that there are scenarios where POL will make a profit from OEI? For example; excess cash, where a branch has made a mistake and rectified it before the rem is collected but is still penalised for not doing a cash declaration afterwards.
Live Q&A - Remuneration and OEI	Rejected	Is there a chance of being paid a set standard wage first so we can cover our bills with knowing we not relying on commission ?
Live Q&A - Remuneration and OEI	Rejected	It feels like we are working longer hours and harder than ever before for less remuneration? Is POL going to do something for below minimum wage working postmasters?
Live Q&A - Remuneration and OEI	Rejected	What percentage increase will remunerations be this year ?
Live Q&A - Remuneration and OEI	Rejected	What will happen to those who do not wish to change to another contract?
Live Q&A - Remuneration and OEI	Rejected	When are we going to get a new contract as the old one is clearly redundant?
Live Q&A - Remuneration and OEI	Rejected	When PO will do same remuneration rate for main and local branch? its not fair doing same work but getting less fees.
Live Q&A - Remuneration and OEI	Rejected	When will all types of branches be paid the same remuneration rates? At the moment local branches get paid a lower rate for doing the same thing as a main branch for certain products/services
Live Q&A - Remuneration and OEI	Rejected	Will branches that leave the network under this Transformation Plan get compensation & how much?
Mails Strategy Update	Rejected	can we not get Royal mail & Government to drop 2nd class and just have letter/ large letters and parcel service? like other carriers.
Mails Strategy Update	Rejected	if the volume increases with PUDO, is there a plan to increase collections daily?
Mails Strategy Update	Rejected	Royal mail online customers allowed to drop parcel which are non printing papers above 3 kg which we process on counter
Mails Strategy Update	Rejected	When will all branches be treated equally for the PUDO role out. Royal Mail customers have declined but I have nothing to replace this? Evri has been declined because my own branch is too close to an existing outlet (Royal Mail have put a collection hub in this very same outlet), yet I know of branches that are next door to an existing Evri outlet.

Category	Status	Comment
Mails Strategy Update	Rejected	<p>With the move to multiple carriers we are getting more and more to do with the admin of them that take large amounts of time without proper remuneration for the time taken away from the counter. Such as ,</p> <p>Ringling Evri for missing tracking numbers can take half an hour to get through</p> <p>Missed collections, often for two or three days at a time cost us next day sales and customer confidence in the product</p> <p>Time spent wrapping parcels and sealing Amazon boxes plus the inconvenience of the Amazon boxes that take up valuable space in offices when they are left uncollected for weeks on end by the Amazon drivers.</p> <p>Drivers not collecting parcels because ' my vans full'. And using hatch back cars as delivery and collection vehicles.</p> <p>Tracking information saying 'delivered to your collection point' but not saying where can cost us a quarter of an hour looking for a parcel we don't have. Please include the exact location and stop drivers scanning parcels as delivered and then taking them back to the depot or dumping them out of hours at a neighbouring business</p> <p>Scan time limits for us but it's ok to not collect time dependant parcels from us.</p> <p>Increase in unsealed parcels costing us time and money when we have to seal or argue with the customer to get them to seal / pack items that should be packed</p> <p>Why only one collection a day from carriers when we can get three or more deliveries from carriers</p> <p>Why no multiple entries for collection parcels and why do we have to keep pressing next parcel on deliveries to scan multiple items in (if it lets you do that at all</p> <p>Despite starting with the postcode we often get meaningless error messages at the end of an Evri transaction costing us customer confidence</p> <p>Do we get marked down for parcels marked as delivered by the driver but delivered days late to the correct office 10 days late in some cases</p> <p>No way of scanning in carriers parcels that have just been delivered to branch because of sender using PO addresses without permission. We should at least be</p>

Category	Status	Comment
		<p>able to scan as delivered so we get paid something rather than nothing - we still have to do something with these items as carrier just dump and run marking them as delivered when in actual fact they are not delivered at all just held.</p> <p>Ghost deliveries ER05 that again are unacceptable and we don't receive payments for.</p> <p>The number of collections and deliveries silly across all carriers.</p> <p>The number of collections is getting silly, we can easily get 15 to 20 PUDO a day, even at 5 minutes each that's 1hour 40 minutes not being paid and not serving customers.</p> <p>Some days the size and quantity of parcels points at the total disregard for the h + s of the recieving offices people by the carriers delivering. Yes it gets busy sometimes but what do you do with 120 parcels in one day when you also give up to to weeks for collection. Could the time not be reduced to encourage collection and free up space in offices.</p> <p>Carriers trying to get branches to take collections out of hours for the carriers convenience or coming five minutes to close or right on close compromising security for branches and staff and adding to wage costs as these parcels have to be scanned in and processed within the two hours. Also I assume the carriers are taking on all liability for any robberies they facilitate with there actions.</p> <p>I think I have more than made the point that postmasters and there staff are dealing with many many hours of unpaid work that is just not being included in the transactional pay we are receiving for the above.</p>
Other	Rejected	If NFSP Ltd ever broke the GFA, would POL remove the funding?
Other	Rejected	There has been a lot of work on mails and banking over the last several years but we haven't seen a great amount of movement from the travel money aspect of the business. Our rates system is outdated and our travel money card although has some benefits is falling behind with our competitors. Where do you see the future of travel money going and what can we as a business do to stay ahead of the game?
Transformation Plan	Rejected	<p>An extra &pound;120 million was announced at the end of 2024 that will be paid to postmasters over the next 12 months with the first payment made in December.</p> <p>Is there any plans on how the rest of this is going to be distributed to the network as of yet?</p>
Transformation Plan	Rejected	Any plan for postmaster compensation to leave network
Transformation Plan	Rejected	As the current size of the Network outweighs the business currently transacted at our po counters - will Post Office develop a programme, as an essential part of the Transformation Plan for our sustainability and viabilty, for the future re-sizing the Network ? and, critically, will such a programme allow for appropriate compensation of a Subpostmasrter's investment ? This was mentioned as a strong possibility last October by Minister Gareth Thomas.
Transformation Plan	Rejected	Banking is great for customers and for us. This needs to be more streamlined. For example Lloyds bank withdrawals are limited to £300 per transaction, but the customer can withdraw £800 per day. Hence 3 tranasctions. What is the reason behind this? Many thanks

Category	Status	Comment
Transformation Plan	Rejected	Can we just use parcels 2 go labels for all services and drop the signed for and special delivery labels as the system should be able to generate a serial number as it does for T24 & T48? this will reduce PO costs and improv efficiency.
Transformation Plan	Rejected	Can we please have an assurance from POL that postmasters will never be used to justify any action for recovery of funds in any way, either express or implied.
Transformation Plan	Rejected	How much will the Network be reduced or look like under the Transformation Plan. Perferably by numbers of types of branch or % change of types of branch.
Transformation Plan	Rejected	I am looking at opening the closed down post office. Is there any government grant to help towards the project?
Transformation Plan	Rejected	My branch has the space to provide all PUDO carriers but requires a re-fit to organise it properly, what I need is Post Office to invest in my branch to allow this to happen, why does the Post Office not invest in what will actually make them more money in the long term? I see they are re-structuring in head office why not invest on the front line where it really matters ?
Transformation Plan	Rejected	Post Office's reputation with the General Public is built on the excellence of the way Postmasters and their staff understand and interact with their local communities. It is often a deeply personal and caring relationship. Post Office have stated their desire to move Crown Offices out of PO direct management and it has now been reported that WH Smith's are considering the future of their town and city centre branches. Bournemouth is one example of a Branch that contains a Post Office that Smiths have said is closing. Would Post Office agree that giving Postmasters the first opportunity to take on these critically important breanches might yield the best outcome for the network and the communities Post Office serves? [REDACTED]
Transformation Plan	Rejected	Remuneration. Hopefully my question will already have been answered in the key speeches. We are due to start paying significantly more in wages to our staff next month with the hike in minimum wages. Where is the increase in our REM coming from? What will it be exactly and when will it be fully communicated. Ideally we should have a communication before March each year from POL with full details so we can plan budgets for the next financial year. What can you commit to now?
Transformation Plan	Rejected	What has changed on the financial side of the business that allows the Board to increase remuneration to Postmasters?
Transformation Plan	Rejected	When booking out 'RM local collect' items the process is very time consuming and wasteful. The alternative collection card needs to be completed and scanned out. If a receipt could be produced after scanning out with a section to be signed by the customer. The barcode would automatically be captured whilst being scanned out. This would save time, paper resources, less clutter and a firm booking out process! My office is vigilant booking out these items, I'm sure lots of offices don't know how to process these items correctly and hundreds are still left in the system.
Transformation Plan	Rejected	When will postmasters know if they are part of the 'loss-making parts of the network'?
Transformation Plan	Rejected	When will we get new contracts?
Transformation Plan	Rejected	Why can we not have tablet per branch to be a communication point (emails, etc) & have Branch Hub on?
Transformation Plan	Rejected	Will the questionable practice of including the NFSP as the only postmaster representative in contracts be in the new contracts?
Transformation Plan	Rejected	Will those in management, that were involved in the PO Scandal, lose their jobs. Until then, I have no real faith in POL