



## Detailed Answers to Class 1 Postal License Application

## Section A

### **A.1. Information on Service Details and Charges**

#### **A.1a. Types of Mail**

The service will be exclusively for outgoing mail, packets and parcels from the Bailiwick of Jersey.

#### **Targeted Customer Base**

We intend to introduce a range of services that will offer the local producers of Bulk Mail (primarily online retailers, Whole Chain and Third Party Fulfilment Houses) not only cost savings but also improved quality of service for shipments to the UK, Europe and Worldwide.

*(Bulk Mail broadly refers to mail that is mailed and processed in bulk at reduced rates. The term does not denote any particular purpose for the mail – for the purpose of this license application we would consider that there are NO BARRIERS TO ENTRY for using the service, however smaller users may find that the tariff offered for UNSORTED items is very similar to the 'market average'. For the sake of definition we would expect minimum volumes of 400 items per month as a reasonable starting point for the term 'bulk mail')*

#### **Likely geographical coverage**

Worldwide

#### **Proposed timescale for the commencement of licensed operations**

Within the first quarter of 2010 – within five weeks of being granted a license.

#### **Forecast Volume and Revenue**

Confidential

These volumes are based on the conversations and preliminary agreements that we have had with prospective customers.

### **A.2. Protecting the Integrity of Mail**

#### **A.2a. Data Protection.**

The Company is not currently registered for data protection. The company would be registered prior to commencing services.

All staff in sensitive positions would be security cleared via Disclosure Scotland (<http://www.disclosurescotland.co.uk>)

The company would operate from secure premises and in accordance with the in house handling guidelines – a copy of which is supplied.

All collection and onward movements would be administered by electronic and/or paper manifest.

All subcontractors would be vetted to insure they had the necessary processes in place to satisfy mail integrity.

All vehicles are GPS tracked on an in-house company system.

**A.3.**

A.3a No Response

A.3b No Response

**A4. Information relating to customer service**

A.4a Dependent on the service chosen we would intend to offer:-

<b>UK</b>	<b>J+2/3</b>
Europe	J+4/5
Rest of World	J+14 (Maximum dependent on area)

All services offered to customers would be enshrined in Service Level Agreements.

A.4b As this is a new service, there are no existing contracts, however please find attached our Terms and Conditions and a sample of a future customer SLA.

A.4c Having Service Level Agreements in place with every customer the method of individual complaint will be specific to the customer. However a copy of our standard complaints policy is attached.

A.4d The company's terms and conditions will be available on the companies website. However every customer will require significant relationship management. All relevant information, tariffs and terms and conditions would be re presented and signed off on an annual basis.

A.4e Our code of practise would relate to the individual Service Level Agreements that we would have with our clients. This would detail service expectations as well as various other measurables including payment expectations. The mechanisms for removing service would be outlines in each SLA. Please see attached sample SLA for reference.

**A5 Postal Services (Jersey) Law 2004 – Article 8**

It is our intent to use a broad range of solutions to the problems that face bulk mailers in the Island. These would include, but not be limited to, the following:-

Extraterritorial Offices of Exchange

Royal Mail

DSA

International Parcel Carriers

**A6** No Response

## Article 8

1 As Jersey Post has now repaid its pension debt to The States we no longer consider this part of the article to be applicable.

2a The products and services to be offered will offer a range of alternatives to bulk mailers. These will not all be entirely financial and we intend to offer service upgrades as well as improved financial terms.

2b It is foreseen that the benefits offered to users will promote and expand their businesses. In addition some of the solutions to be provided will be unique and offer new market opportunities to the service users.

2c As mentioned in 2a and 2b the economic benefit to users will be marked and offer new services and opportunities to existing business. We would expect significant growth in existing and new business, as well as the repatriation of some business.

2d The current operations and trading conditions of the incumbent do not promote new and existing business. We see the 'restrictions' imposed by the incumbent, regarding cut off times and credit terms as a hindrance to local business.

2e No Response

2f No response

3a The services to be offered will demonstrate an alternative to the existing services, they will not only be comparable to the current offerings but will in certain areas exceed the current expectations.

3b The services to be offered will provide an alternative, not only in service level but also in price. We would expect that the introduction of these services would provide significant financial benefit to the customer. It is not envisaged that the domestic user will have much call for our services but there will be no barriers to entry save the required minimum volumes.

3c The services will offer currently unavailable logistical solutions to local users. Service Level Agreements will be in place with all customers, these will insure that the customer is serviced in a way that best suits them.

3d Regular customer liaison via personal account managers and a ratified complaints process will insure that the customer has an expedited route to discuss and comment on service levels.