

# NFSP remuneration webinar member questions – Wednesday 13 May

Answered by Nick Beal – Head of Agents' Development and Remuneration

## Branch Hub

**Q1 Is there a cut-off date for registering to Branch Hub?**

Yes, 3<sup>rd</sup> June – this has already been communicated.

**Q2 How does Branch Hub work for subpostmasters who have more than one branch?**

Branches are linked to the Smart ID so all branches will be covered.

**Q3 Many offices do not have broadband or a computer in their offices. Are you going to provide Branch Hub through Horizon?**

There are no plans to provide BH through Horizon.

**Q4 Will there be a Branch Hub app in the future so that we don't have to log in every time?**

No definite plan at this stage, but I would expect this to be considered.

**Q5 If any subpostmaster is unable to register for Branch Hub, will that office then be excluded from any additional support?**

Registration and completion of the forms on branch hub is a requirement to qualify for the June top up.

**Q6 I've ticked yes to the three compliances on Branch Hub, but every time I log in it prompts me to do it again. How do I know for sure that this has been properly submitted so I am eligible for the June's remuneration support?**

You are not prompted to complete the forms when you log on but the forms do reset to blank when you click on the icon again. You do not need to do this more than once so please do not, though it does not remove the record by you doing this. [Once the form has been submitted successfully a screen will be shown with your reference number].

**Q7** We have planned orders in place on Horizon for our rem deliveries, but we often end up having extra cash. What is the point of having a planned orders system in place when it is failing in many cases? This applies to Branch Hub, which is beneficial but not 100% accurate and we end up having to make phone calls to cash centres or NBSC. PO's conditional offer for June remuneration is not fair to us. Can it be taken off the table?

June's remuneration support will not change.

PO Head of Supply Chain, Russell Hancock spoke to NFSP members in a web event on Wednesday 20 May – see [www.facebook.com/NFSPLtd](https://www.facebook.com/NFSPLtd) for the video of the event.

## **PO transactions/products**

**Q8** Could PO provide us with an update on how transaction volumes are comparing with last year's?

Transaction levels through April have been around 35-40% down.

**Q9** Given our generally reducing sales, what is PO doing to reduce its costs?

We have a structured programme of cost efficiency work in place and will be reviewing our budgets on an on-going basis.

**Q10** The pandemic is accelerating the demise in the use of cash. Is PO introducing any new products to replace this income stream?

We will be reviewing all aspects of our business in the light of CV19 and this will include understanding how to manage the consequence of the impacts on some of our income streams. This will include exploring how we can grow our business in some areas.

**Q11** Why is there a big difference between remuneration for 1st class large letters (34p) and 2nd class large letters (17p) despite it taking the same time to process?

Remuneration rates are driven by a number of factors including how much PO receive in revenue form RM.

## **Government support**

**Q12** According to the Government, the self-employed income support scheme is available for self-employed businesses who are adversely affected.

Subpostmasters are self-employed, shouldn't we be counted as adversely affected businesses according to the Post Office?

The self-employed scheme will be available to postmasters who fit the requirements government have set.

## PO financial support

**Q13 Where can I find the trading periods for 2020/21?**

This information was included as part of the remuneration advice in January.

NOTE FROM THE NFSP – you can download the trading calendar on the NFSP website [HERE](#)

**Q14 Under what heading will the fixed support payment appear on our June remuneration?**

As in April and May, the payment will be made on the entry lines CV19 Support Pymts and CV19 Support Pymts (VAT) (if appropriate).

**Q15 If a branch has to close for a couple of weeks due to the coronavirus, can consideration be given to topping up that branch's salary for that period?**

If a branch has closed for a couple of weeks, the top up will be made based on the trading when the branch was open.

**Q16 Our Travel Money remuneration is likely to be low for quite a while, and banking income will take time to rebuild. What is PO looking to do with regards to rebuilding/safeguarding our revenue going forward?**

As with all businesses, we are having to look at all aspects of the business to understand the best way to cope with the impact of CV19 on our revenues. We have a team set up to understand how we need to adapt to a post Covid world across all aspects of our business. We recognise there is huge uncertainty but inevitably we do not have definitive answers yet, but we are hoping to provide postmasters an update on this in early summer.

**Q17 What support is there for subpostmasters who are not able to open their post office as they are awaiting medical appointments that have been postponed due to the pandemic?**

Any support above and beyond the current Post Office top ups and Government support can be considered within the approach we are taking for hardship payments. This will be communicated shortly.

**Q18 For those branches that pay rent to PO on a monthly basis - what support is available from PO? Can these payments be temporarily waived?**

We are in the process of confirming our approach for these branches.

**Q19 Is there any incentive payment for offices who have stayed open with additional hours and additional staff?**

We are of course grateful for all the additional effort being made by branches, we believe the existing support schemes reward this fairly.