Appendices

Appendix A – Prioritization of Process Functions

The following graphic represents the key process areas that are the focus of this RFP. BPO has prioritized these areas with the numbers 1, 2 and 3, with 1 representing the highest priority. The product selected must be able to address, at a minimum, the priority 1 requirements in a highly automated manner, to facilitate repeatable outputs of high quality with minimal human intervention.

	Process Name	Priority
Retail Management & Point of Sale (POS)		
R01	Opening a Session	1
R02	Postal Transactions	1
R03	Retail Sale	1
R04	Financial Transactions (including agency payments)	1
R05	Reversing Transaction	1
R06	Transaction Audit	1
R07	End of Day Reporting	1
R08	Closing a Session & Reconciliation (Adjustments)	1
R09	Reporting	1
R10	Price & Rate Management (Self-service)	1
Post Box Management		
PB01	Process Customer Application	1
PB02	Subscription Billing	1
PB03	Fee Management	
PB04	Customer Administration	1
PB05	Payment Management	1
PB06	Closure Management	1
PB07	Transfer Management	1
Philatelic Management & Administration		
P01	Issue Administration	1
P02	Customer Administration	1
P03	Issue Generation Management	1
P04	Standing Order Management	1
P05	Philatelic Retail POS	2
P06	Third-party Management & Reconciliation (Agents)	2
P07	Philatelic Stock Management	1
P08	Philatelic E-Commerce Management	3
Stock Management		
S01	Stock Acquisition	1
S02	Stock Transfer	1
S03	Stock Acceptance	1

| S04 | Stock Reconciliation | 1 |
| S05 | Stock Returns & Disposal Management | 1 |