

# **RTA Special Number Plate Concession**

Schedule 4  
RTA Services Schedules

**25 August 2010**



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# 1. Definitions

## 1.1 Definitions

Words defined in Schedule 1 of the Concession Agreement have the same meaning in this Schedule.



## 2. Registry Services

### 2.1 Service Description

#### 2.1.1 Customer Service Services

The Registries will provide the following Services with respect to SNP Customers or potential SNP Customers who have enquiries or complaints regarding the SNP Business:

- a. The Registry staff will answer queries in relation to the SNP Business in accordance with the relevant information on the RTA IT Systems and information guidelines provided by the Concessionaire (if any). Based on customer preference, the Registry staff will redirect any unresolved queries to the Concessionaire website or the Concessionaire's contact centre, or forward the query to the Concessionaire in such manner and format as is agreed by the parties from time to time; and
- b. Forwarding all formal written SNP Complaints and queries and suggestions in relation to the SNP Business to the Concessionaire in such manner and format as is agreed by the parties from time to time and will include the relevant customer's name, preferred contact details and details of the SNP Complaint or query or suggestion in relation to the SNP Business.

#### 2.1.2 Registry Transactions

Registry staff will process SNP Transactions at Registries as described below, and in line with RTA Policies and Procedures.

##### ► Ordering SNP Products

Where a potential SNP Customer orders a SNP Product:

- a. the Registry staff will verify using their best judgement, the appropriateness of the order by checking that it does not comprise Inappropriate Content and checking that the Style the SNP Customer would like to order is permitted on the vehicle type;
- b. the Registry staff will verify Content availability of the request through DRIVES. If the SNP Product is unavailable, the Registry staff will advise the potential SNP Customer of alternative options, if any are available; and
- c. if Content is available, the Registry staff will process the order in DRIVES and charge and collect from the SNP Customer any fee that is payable for this at the time of making the order.

##### ► Restyling Plates

Where SNP Customers order a Restyle of their existing Content:

- a. the Registry staff will verify that the Plate is available for Restyle; and
- b. the Registry staff will process the order in DRIVES and charge and collect from the SNP Customer any fee that is payable for this at the time of making the order.

##### ► Transferring the right to display

Where a SNP Customer requests to transfer the right to display a SNP Product to another customer:

- a. the Registry staff will verify that the SNP Customer has provided the appropriate letter of authorisation; and



- b. the Registry staff will process the transaction in DRIVES and charge and collect from the SNP Customer any fee that is payable for this at the time of making the request to transfer.

► **SNP Product Replacement**

When a SNP Customer notifies the Registry staff that their SNP Product has been lost, damaged or stolen and needs to be replaced:

- a. the Registry staff will verify the lost, damaged, stolen or the replacement SNP Product that is required; and
- b. the Registry staff will process the order in DRIVES and charge and collect from the SNP Customer any fee that is payable for this at that time.

► **Putting SNP Product on hold or renewing hold**

When a SNP Customer requests that their SNP Product be put on hold or an SNP Customer renews the hold period for their SNP Product:

- a. the Registry staff will verify the period for SNP Product hold; and
- b. the Registry staff will process the transaction in DRIVES and charge and collect from the SNP Customer any fee that is payable for this at that time.

► **Moving plate location**

When a SNP Customer with a SNP Product in storage requests to move their SNP Product to another Registry:

- a. the Registry staff will verify that the SNP Product is in storage;
- b. the Registry staff will process the transaction in DRIVES and charge and collect from the SNP Customer any fee that is payable for this at that time;
- c. the Registry staff will notify the relevant Registry to advise of the SNP Product move transaction.

► **Plate Exchange**

When a SNP Customer seeks to exchange a SNP Product from one vehicle to another:

- a. the Registry staff will verify that both sets of Plates are in an acceptable condition; and
- b. the Registry staff will process the transaction in DRIVES and charge and collect from the SNP Customer any fee that is payable for this at that time.

► **Order Cancellation**

When a SNP Customer seeks to cancel a submitted order:

- a. the Registry staff will verify the SNP Customer's current submitted order in DRIVES; and
- b. the Registry staff will then proceed to cancel the order in DRIVES, and process any cancel order refund or credit note at that time.



### 2.1.3 Inbound and Outbound Logistics Services

#### 2.1.3.1 SNP Stock Ordering

Registry staff will conduct stock ordering for Standard Content SNP Products at Registries by checking stock levels and placing an order with the manufacturer.

#### 2.1.3.2 SNP Distribution

The Registries will issue SNP Products to SNP Customers and dealers as follows:

- a. The RTA will notify SNP Customers that they have 28 days to pick up their ordered SNP Product in such manner and format as the RTA determines. If the SNP Products are not collected or placed on hold within 28 days, the Registry will return them to the manufacturer for destruction;
- b. SNP Products are issued to SNP Customers by Registry staff at Registries. The Registry staff will follow RTA's procedures in issuing SNP Products to SNP Customers and update relevant fields in DRIVES. Applicable fees are charged and payment collected from the SNP Customer at the time of issue; and
- c. The Registries will issue SNP Products to ANVIS or DVRS dealers (except where Direct Delivery is used):
  - i The Registry will distribute a new box of SNP Products when requested by an ANVIS or DVRS dealer subject to the Concessionaire ensuring the availability of sufficient boxes of SNP Products; and
  - ii The Content Range in each box is recorded on the ANVIS Dealer Plate Schedule. Details of Plates and labels issued are recorded in the ANVIS Plate Issue Register. SNP Products, labels and the 'ANVIS Dealer Plate Schedule' are then issued to the dealer.

#### 2.1.3.3 SNP Receipt and Storage

The RTA will receive and store SNP Product as follows:

- a. The RTA will receive SNP Product at the Registry from the manufacturer:
  - i Registry staff will check if the SNP Product is chipped, scratched or bent, or if the SNP Product is mismatched, missing or duplicated. If any chipped, scratched or bent SNP Products are identified, or if the SNP Product is mismatched, missing or duplicated, then the appropriate RTA procedure is followed with the manufacturer being notified and the SNP Product to be returned to the manufacturer; and
  - ii details of the SNP Products received by the RTA from the manufacturer will be entered into DRIVES within three Business Days of receiving them at the Registry,
- b. Registries will hold stock of Standard Content SNP Plates;
- c. The RTA will store SNP Products (on hold) for SNP Customers who wish to keep the right to display whilst the plates are not on a vehicle. The RTA will store SNP Products at the Registry specified by the SNP Customer and subject to location specific storage capacity; and
- d. The RTA will notify SNP Customers at least 21 days before the expiry date of the storage period in such manner and format as the RTA determines. If the SNP Customer does not renew the storage period, the RTA will send another letter 14 days after the expiry date informing them that the relevant SNP Products in storage will be destroyed within 14 days from date of the letter. SNP Products that are still in storage six weeks after the storage period has expired must be returned to the manufacturer for destruction.

#### 2.1.3.4 SNP Return and Destruction

The RTA will accept returned SNP Products and facilitate the destruction of SNP Products as follows:



- a. Registry staff will collect all Plates that have been returned to Registries by SNP Customers and will record them as returned in DRIVES; and
- b. The Registries will facilitate the destruction by the manufacturer of returned SNP Products in accordance with the appropriate contract or as otherwise agreed.

#### 2.1.4 New Product and Promotions Support in Registries

The Registries will support New SNP Product and promotional Service in Registries in accordance with the SNP Business Plan, however subject to space available in Registries, including display of SNP Product collateral such as posters and brochures in accordance with the SNP Business Plan. The form of any SNP Product collateral is subject to the RTA's approval under clause 19.9 of the agreement.



### 3. Contact Centre Services

The Services that will be provided by the RTA contact centre are:

- a. An SNP automated IVR (or other call management system) option will be provided on the RTA general enquiries number. This will direct the caller to an RVA (Recorded Voice Announcement) that contains the contact details for the Concessionaire contact centre or equivalent phone number;
- b. If a customer has a SNP Transaction, a SNP Complaint or a query or suggestion in relation to the SNP Business, the RTA will verbally provide the customer with the Concessionaire's phone number;
- c. Ownership/registration of the myPlates Website contact number for the SNP Business (131 758) will be retained by RTA. The Concessionaire is licensed to use that number and control of that number will be transferred to the Concessionaire during the Term so that all calls made to this number will be answered by the Concessionaire; and
- d. The RTA contact centre will forward all SNP Business email enquiries received at the RTA contact centre to the Concessionaire within one business day in such manner as is agreed by the parties from time to time. Any details not pertaining to the SNP Business and/or the Concessionaire may be deleted before forwarded to the Concessionaire.





## 4. Online Capabilities

### 4.1 SNP Business Website

The RTA will provide the services set out in section 4.1.1 or 4.1.2 to the extent they are required by the Concessionaire.

#### 4.1.1 Use of myPlates Website with RTA hosting website

##### 4.1.1.1 Short Term Services

The RTA will provide the following short term services:

- a. the RTA will host the myPlates Website in accordance with current practice. The myPlates Website will have the functionality as it exists on the day immediately prior to the Start Date;
- b. The RTA will provide the Concessionaire with access to Teamsite to allow it to make changes to website html content. This access will enable the Concessionaire to directly change content within individual webpages such as adding links or changing text;
- c. RTA will provide the Concessionaire with access to Teamsite to make all graphical changes to the look and feel of non-FLEX areas of the myPlates Website, including placement of logos, flash media, branding and background colour. Alternatively, if required by the Concessionaire, the RTA can make these changes for the Concessionaire where the Concessionaire submits a request for such changes to the RTA's web unit team in such manner and format as is specified by the RTA's web unit team. Turn around time will be as determined by RTA;
- d. The RTA will make graphical or functionality changes to the myPlates website that involve querying of the RTA's IT Systems (a request for data sent to those systems and receipt back of that data through the myPlates website).as requested by the Concessionaire and approved by RTA. These are positioned in the FLEX-template areas and changes are managed through the FLEX transaction application. The Concessionaire must submit requests for such changes to the RTA e-business team in such manner and format as is specified by the RTA e-business team. Turn around time will be as determined by RTA; and
- e. The RTA will provide maintenance and management of the FLEX transaction application to support all SNP Transactions on the myPlates Website to the extent and in such a manner as is determined by the RTA.

##### 4.1.1.2 Long Term Services

- a. The RTA will provide the Short Term Services outlined under section 4.1.1.1.
- b. The myPlates Website will have the following additional functionality:
  - i Online capabilities for a SNP Customer or potential SNP Customer to opt in to receiving marketing material about the SNP Business and these details to be stored; and
  - ii Online capabilities to provide a SNP Customer or potential SNP Customer with the ability to perform a more sophisticated Content search.

##### 4.1.1.3 Target Service Changeover Date

The Target Service Changeover Date from the services described in section 4.1.1.1 to the services described in section 4.1.1.2a, b.i and b.ii is 1 July 2011.



## 4.1.2 Use of myPlates Website with Concessionaire hosting website.

### 4.1.2.1 Short Term Services

The RTA will provide the following short term services:

- a. The RTA will provide access to the Concessionaire to manage all web design aspects and changes relating to non-FLEX template areas of the myPlates Website. The myPlates Website will have the functionality as it exists on the day immediately prior to the Start Date;
- b. The RTA will make graphical or functionality changes to the myPlates website that involve querying of the RTA's IT Systems (a request for data sent to those systems and receipt back of that data through the myPlates website).as requested by the Concessionaire and approved by RTA. These are positioned in the FLEX-template areas and changes are managed through the FLEX transaction application. The Concessionaire must submit requests for such changes to the RTA e-business team in such manner and format as is specified by the RTA e-business team. Turn around time will be as determined by RTA; and
- c. The RTA will provide maintenance and management of the back-end flex component (transaction engine) to support all SNP Transactions on the myPlates Website as determined by RTA.

### 4.1.2.2 Long Term Services

- a. The RTA will perform the Short Term Services outlined under section 4.1.2.1.
- b. The myPlates Website will have the following additional functionality:
  - i Online capabilities for a SNP Customer or potential SNP Customer to opt in to receiving marketing material about the SNP Business and these details to be stored;
  - ii Online capabilities to provide a SNP Customer or potential SNP Customer with the ability to perform a more sophisticated Content search.

### 4.1.2.3 Target Service Changeover Date

The Target Service Changeover Date from the services described in section 4.1.2.1 to the services described in section 4.1.2.2a, b.i and b.ii is 1 July 2011.

## 4.1.3 Cap on changes performed by RTA

- a. Subject to clause 4.1.3b, the RTA is only required to carry out work to implement changes under sections 4.1.1.1c and 4.1.1.1d (including to the extent they are required as part of 4.1.2.1a) or 4.1.2.1b (as applicable) up to a threshold value of \$300,000 (with the value of the work performed to be as determined by the RTA) in each Financial Year of the Term unless a Financial Year is less than 12 months in which case the RTA is only required to carry out work up to a threshold value of \$300,000 multiplied by the number of days in that Financial Year divided by 365.
- b. If the value of the work carried out by the RTA (as determined by the RTA) in any Financial Year of the Term in implementing changes under sections 4.1.1.1c and 4.1.1.1d (including to the extent they are required as part of 4.1.2.1a) or 4.1.2.1b (as applicable) is less than the threshold value determined under section 4.1.3a, then the cumulative value of the differences between the value threshold determined in accordance with clause. 4.1.3a for any Financial Year and the value of the work performed in the relevant Financial Years (**the Shortfall Amount**) will be available to the Concessionaire in subsequent Financial Years in the Term, such that if the value of the work carried out by the RTA in a subsequent Financial Year in implementing changes under sections 4.1.1.1c and 4.1.1.1d (including to the extent they are required as part of 4.1.2.1a) or 4.1.2.1b (as applicable) exceeds the threshold value determined under section 4.1.3a, the RTA will be required to carry out work to implement changes under sections 4.1.1.1c and 4.1.1.1d (including to the extent they are



required as part of 4.1.2.1a) or 4.1.2.1b (as applicable) up to the value of the Shortfall Amount at the beginning of that Financial Year up to a maximum of an additional \$300,000 in any Financial Year.

- c. The RTA may, but is not obliged, to carry out work to implement changes under sections 4.1.1.1c and 4.1.1.1d or 4.1.2.1b (as applicable) over and above the value of work required under sections 4.1.3a and 4.1.3b. However, unless otherwise agreed between the parties, the Concessionaire must reimburse the RTA for 20% of the value of any such work performed.
- d. The figure of \$300,000 referred to in sections 4.1.3a and 4.1.3b will be adjusted on 1 July of each year during the term by an adjustment factor, which will be the annual percentage change in Average Weekly Earnings (AWE) reported in the May figures immediately prior to 1 July

## **4.2 RTA Online**

### **4.2.1 Services Description**

The RTA will provide the availability of click-through links and online advertisements to the myPlates Website from the RTA general website ([rta.nsw.gov.au](http://rta.nsw.gov.au)) or equivalent website.

The form of any click-through links or online advertisements are subject to the RTA's approval under clause 19.9 of the agreement.

The format and position on the web pages of the click-through links or online advertisements will be determined by the RTA. The Concessionaire may request approval from the RTA for click-through links or online advertisements to be included on other web addresses (which may include the introduction of a new Sales Channel), such approval to be solely at the RTA's discretion.

Any SNP Complaints or suggestions and queries in respect of the SNP Business received by the RTA via email will be forwarded directly to the Concessionaire in such manner and format as is determined by the RTA.



## 5. Content and Product Management

### 5.1 Content Management

Content management is the process of reviewing, filtering and releasing SNP Product Content. The RTA will carry out the following Content management activities and support in accordance with this schedule.

#### 5.1.1 Short Term Services

The RTA will carry out the following Content management activities in the short term in accordance with Schedule 8 of the Concession Agreement. The services provided by the RTA are in relation to SNP Products:

- a. Vetting ordered Content to identify Inappropriate Content and veto it from being issued. Vetting of ordered SNP Product Content will be completed within one Business Day of SNP Product order receipt;
- b. Processing an order cancellation where the ordered Content is found to be Inappropriate Content;
- c. Refunding SNP Customer fees following the order cancellation process;
- d. The RTA will receive Content complaints for Content that has been issued on SNP Products that are in use on vehicles. Content complaints may be received through ministerial complaints or directed to the RTA from the Concessionaire, in accordance with section 3.2 of the Concessionaire Services Schedule. If, in its absolute discretion, any SNP Product is deemed to be Inappropriate Content by the RTA, the RTA will;
  - i action the recall of the SNP Product;
  - ii process any applicable refund to the SNP Customer; and
  - iii notify the Concessionaire of its action in such manner and format as is determined by the RTA,
- e. Processing the waiver of fees for SNP Products in accordance with the RTA's policies on the refund and waiver of fees.
- f. Updating Content status in DRIVES for unavailable Content.
- g. Informing the Concessionaire of SNP Customers' plate quality issues.
- h. Updating filters in DRIVES for Inappropriate Content and restricted Content to automatically block such Content from being issued on Plates. The filters pick up words or combinations of words and numbers that should not be issued.
- i. Bulk Content generation and release for General Issue Plates and Standard Content SNP Products release, including;
  - i Identifying the next range of General Issue Content and Standard Content for SNP Products to be stocked in Channels to be released to the manufacturer.
  - ii Notifying the Concessionaire of bulk order Content release plans to enable the Concessionaire to identify Content the Concessionaire considers is valuable as Personalised Content in that range and which the Concessionaire requires to be excluded from the bulk order Content release. The RTA will provide the Concessionaire four weeks advance notice at a minimum of any bulk order Content release and the associated content; and



- iii Informing the manufacturer to omit the production of Plates containing Content specified by the Concessionaire from manufacture. Such Content is then available for the Concessionaire to change the status in DRIVES to either "unavailable" or "available".
- j. Providing the Concessionaire with advance notice of any Content Format changes e.g. additional regulatory Content Format.

## 5.1.2 Long Term Services

The RTA will provide ongoing content management support to the Concessionaire as set out in this section 5.1.2.

The long term services provided by the RTA are:

- a. The RTA will receive Content complaints for Content that has been issued on SNP Products that are in use on vehicles. Content complaints may be received through Ministerial Complaints or directed to the RTA from the Concessionaire, in accordance with section 4.2.1 of the Concessionaire Services Schedule. If, in its absolute discretion, any SNP Product is deemed to be Inappropriate Content by the RTA, the RTA will;
  - i action the recall of the relevant SNP Product;
  - ii process any applicable refund to the SNP Customer; and
  - iii notify the Concessionaire of its action in such manner and format as is determined by the RTA,
- b. Processing the waiver of fees for SNP Products in accordance with the RTA's policies on the refund and waiver of fees.
- c. Informing the Concessionaire of SNP Customers' plate quality issues.
- d. Arranging for the removal of valuable Content from the bulk generation and order to the manufacturer of Plates for stock, by either:
  - i Continuing to provide the services described in Section 5.1.1.i. for Content for General Issue Plates only, except to the extent that the Concessionaire has been appointed as the agent of the RTA to perform this activity on behalf of the RTA; or
  - ii Enabling the automatic filtering of valuable Content from any bulk Content releases through the functionality provided in the Content and Product Management Project - Phase 1. This refers to the process by which certain Content (e.g. BMW 101, AUS 888) which is deemed 'valuable as Personalised Content', is automatically filtered from the Content Range being released to the manufacturer.

The exact process and responsibilities for reserving or filtering valuable General Issue Content are to be agreed between both parties after the Content and Product Management Project is Completed.

- e. Providing the Concessionaire with advanced notice of any Content Format changes e.g. addition of regulatory Content Format.
- f. Providing the Concessionaire with the capabilities to the extent and in such a way as the RTA determines (as described by the Content and Product Management Project):
  - i Control the creation, release, reservation of Content Ranges in whole or part for defined periods;
  - ii Control the creation of Content Format with particular Plate Styles;
  - iii Restrict Content from being available for General Issue Plates or SNP Standard Content, but to be available for Personalised and Personalised Plus orders; and



- iv be able to log or track any changes made in relation to the capabilities outlined above.
- g. Providing the Concessionaire with capabilities to the extent and in such way as the RTA determines for an SNP Customer to reserve and pay for required Content.

### 5.1.3 Target Service Changeover Date

The Target Service Changeover Date from the services described in section 5.1.1 that correspond to the services described in section 5.1.2a to 5.1.2e to the services described in section 5.1.2a to 5.1.2e is 1 January 2011. The Target Service Changeover Date from the remainder of the services described in section 5.1.1 to those described in section 5.1.2f is 1 July 2011.

## 5.2 Product Management

Product management refers to the operational and system updates or changes that are required for new SNP Products, additional or altered Plate Categories, Plate Style Groups and Plate Styles and Content Format changes. The RTA will provide product management services in accordance with this schedule.

The Concessionaire is responsible all new product development in accordance with the Concession Agreement from the Start Date. The product management services provided by the RTA in accordance with this schedule will support the Concessionaire's new product development.

### 5.2.1 Short Term Services

The RTA will provide the following services :

- a. Addition and updating of Plate Categories into DRIVES in accordance with directions received from the Concessionaire under section 4.2 of the Concessionaire Services Schedule. Addition and/or update of Plate Categories will be actioned for a specific DRIVES release provided two months notice is given by the Concessionaire as determined by the RTA;
- b. Updating of Content Format in DRIVES. Updating of allowable Content Format will be actioned for a specific DRIVES release provided two months notice is given by the Concessionaire as determined by the RTA;
- c. Making all necessary SNP product price changes in DRIVES, (excluding price changes arising from promotions or discounts), in DRIVES upon request by the Concessionaire and other product price changes. Price updates will be actioned within one month of the RTA receiving the request or the change being approved as determined by the RTA; and
- d. Making all necessary changes in DRIVES for the retirement of SNP Products. Retirement of products will be completed within one month of the relevant approval by the RTA.

### 5.2.2 Long Term Services

The RTA will provide long term Product Management services to the Concessionaire.

The long term services provided by the RTA will include:

- a. Providing the Concessionaire with the new capabilities, to such extent and in such a way as the RTA determines (as described by the Content and Product Management Project in the Capital Works Schedule):
  - i Create, modify and retire Plate Category, Plate Style Groups and Plate Styles for SNP Products;
  - ii Create, retire or restrict Content Format against certain Plate Category, Plate Styles Groups and Plate Styles and Sale Channels;



- iii Create and change different prices for a Plate Category, Plate Styles Groups and Plate Style based on Content Format; and
- iv Create and manage price discounts and promotional offers based on vehicle make, channel and registration use.

### 5.2.3 Target Service Changeover Date

The Target Service Changeover Date from the services described in section 5.2.1 of this RTA Services Schedule that correspond to the services described in section 5.2.2a.i to 5.2.2a.iii of this RTA Services Schedule to the services described in section 5.2.2a.i to 5.2.2a.iii is 1 January 2011.

The Target Service Changeover Date for the remainder of the services described in section 5.2.1 to those described in section 5.2.2a.iv of this document is 1 July 2011.

## 5.3 Plate Camera Testing

All new SNP Product Styles and types are to be tested to ensure that they can be viewed and recorded, when necessary, by the various types of cameras used for enforcement purposes (e.g. Speed cameras, toll booth cameras etc). The main focus of the testing is plate readability.

Plates are tested by both the RTA and NSW Police.

### 5.3.1 Service Description

The SNP Product camera testing services provided by the RTA are:

- a. Facilitating the SNP Product camera testing process within the RTA Camera Enforcement Branch and with the NSW Police;
- b. Conducting SNP Product tests through the RTA Camera Enforcement Branch. This includes Bus Lane Testing, IR Flash Testing and White Flash Testing. SNP Products will be tested by the RTA Camera Enforcement Branch in batches. A batch will have a maximum of 30 plates for testing. There is no rework allowance assumed in the batches of plates submitted (both front and back) for testing. Any reworks will be treated as a new batch submitted for testing. A set of plates for testing will need to be provided to both the RTA and to the NSW Police;
- c. The RTA will test two batches of SNP Products on behalf of the Concessionaire each Financial Year during the Term. Any additional SNP Product testing required in excess of this will be subject to a service charge payable to the RTA. The charge will be communicated by the RTA to the Concessionaire at the time of the testing request. A formal test report will be issued by the RTA's Camera Enforcement Branch 21 business days from receipt of the SNP Products' batch from the Concessionaire. Any SNP Products deemed unsuitable will be noted in the report.



## 6. Distribution Management

### 6.1 Distribution

Distribution refers to the supply of SNP Products to SNP Customers. The RTA will provide distribution support services in accordance with this schedule.

In the long term, the Direct Delivery capability will be available to the Concessionaire. This will allow SNP Customers and dealers the option to receive SNP Products directly at a requested location.

#### 6.1.1 Short Term Services

The RTA will be responsible for distribution of SNP Products through Registries in the short term in accordance with section 2.1.3.1 and 2.1.3.2.

#### 6.1.2 Long Term Services

- a. The RTA will provide for distribution of SNP Products through Registries in the long-term in accordance with section 2.1.3.1 and 2.1.3.2.

##### Phase 1

- b. The RTA will provide the system capability and processes to enable the Direct Delivery of orders for Personalised and Personalised Plus and for Restyles and Remakes of SNP Products to SNP Customers who are Individuals, within the NSW Metro Region. This will include the documentation of processes to facilitate Direct Delivery. The system capability and processes provided by the RTA will include (to such extent and in such a way as the RTA determines):
  - i creating relevant SNP Product orders for Direct Delivery through applicable Sales Channels;
  - ii ensuring the necessary financial transactions take place for a Direct Delivery order to complete;
  - iii facilitating the necessary regulatory requirements to be fulfilled by the Concessionaire, including Proof of Identity (POI);
  - iv reporting on Plates that are delivered/undelivered/not returned;
  - v enabling interaction with the manufacturer or the delivery provider, as required;
  - vi enabling the necessary registration, payment processes and documentation to take place; and
  - vii enabling relevant SNP Products to be returned, monitored and destroyed.
- c. The RTA will provide services to enable the Direct Delivery in bulk of all SNP Products to selected ANVIS or DVRS Dealers in the NSW Metro Region, to such an extent and in such a way as the RTA determines until the time that it commences providing the services in sections 6.1.2d.

##### Phase 2

- d. The RTA will provide the system capability to enable the Direct Delivery of:
  - i orders for Personalised and Personalised Plus and for Restyles and Remakes of SNP Products to SNP Customers:





- A. who are Individuals outside the NSW Metro Region but within NSW generally;
  - B. who are Organisations (including to ANVIS or DVRS motor dealers) within NSW generally; and
- ii orders for SNP Products other than Personalised and Personalised Plus to SNP Customers who are Individuals and Organisations (including to ANVIS or DVRS motor dealers) within NSW.

This will include the documentation of processes to facilitate Direct Delivery. The system capability provided by the RTA will include (to such extent and in such a way as the RTA determines):

- iii creating relevant SNP Product orders for Direct Delivery through applicable Sales Channels;
- iv ensuring the necessary financial transactions take place for a Direct Delivery order to complete;
- v facilitating the necessary regulatory requirements to be fulfilled by the Concessionaire, including Proof of Identity (POI);
- vi tracking relevant SNP Products throughout the order and delivery movement lifecycle;
- vii reporting on Plates that are delivered/undelivered/not returned;
- viii enabling interaction with the manufacturer or the delivery provider, as required;
- ix enabling the necessary registration, payment processes and documentation to take place; and
- x enabling relevant SNP Products to be returned, monitored and destroyed.

### 6.1.3 Target Service Changeover Date

The Target Service Changeover Date from the services described in section 6.1.1 to the services described in Section 6.1.2a, 6.1.2b and 6.1.2c of this document is 1 April 2011.

The Target Service Changeover Date for the services described in sections 6.1.2d of this document is 1 July 2011.

## 6.2 Dealer Online Capability

Dealer Online (DOL) is an internet-based application which allows ANVIS and DVRS dealers to perform registration transactions without visiting a Registry.

### 6.2.1 Service Description

The RTA will provide the capability for ANVIS and DVRS Dealers to establish vehicle registration with SNP Products through DOL in accordance with its arrangements for DOL with ANVIS and DVRS Dealers. DOL allows approved dealers to perform the following transactions for light vehicles and motorcycles:

- a. Establish registration; for new vehicles or unregistered second-hand vehicles for Standard Content only;
- b. Transfer registration for vehicles with any Content. This is required when the responsibility for a vehicle changes (usually through a sale) and the registration for the vehicle with any Content must pass to the new operator;
- c. Submit notice of disposal; this is when dealers must provide notification to the RTA immediately after disposing of a vehicle; and



- d. Perform plate exchanges for vehicles with any Content; this means swapping the sets of plates between two currently registered vehicles with any Content without changing the registered operators of the vehicles. SNP Customers exchanging plates must pay a plate exchange fee.

Dealer Online will be managed by the RTA in line with regulatory requirements.

The Dealer Online application will generally be available to users between 6:00 am and 11:00 pm Monday to Saturday; and between 9:00 am and 11:00 pm on Sundays, excluding public holidays.



## 7. IT Infrastructure and Operations

### 7.1 Operating Systems and Hardware

The RTA will provide the Concessionaire with the specifications for the appropriate hardware and operating systems required by the Concessionaire for access to RTA's IT Systems.

### 7.2 Helpdesk Support

The RTA will provide and maintain access to RTA helpdesk during standard hours for the following capabilities:

- a. Assistance for RTA's IT Systems (however, access to DRIVES help-desk assistance will only be available to a limited number of nominated "super-users", as determined by RTA in its discretion);
- b. Assistance for reporting systems; and
- c. Enquires about provision of relevant RTA IT policies.



## 8. IT Applications and Access

The RTA will provide systems, reporting and support access as set out in the section below.

### 8.1 Systems Access

#### 8.1.1 SNP Transaction Access

The Concessionaire will be provided with access to the functionalities on the RTA IT Systems set out in the table below in such a manner and to such extent as the RTA determines.

Functionality	Service Description
Customer Management	▶ Search / required view SNP Customer details
Order Management	▶ Order SNP ▶ Order Remake / Restyle (other than for Lost/Stolen plates) ▶ Cancel SNP orders
Plate Tracking	▶ Plate receipts / returns
Plate Status Management	▶ Plate Issue ▶ Put plate on hold ▶ Renew hold period ▶ Move plate location ▶ Transfer right to display
Invoice Management	▶ View / pay invoices

#### 8.1.2 Plates Administration System (PAS) Access

The Concessionaire will be provided with ongoing access to the functionality of PAS as set out in the table below in such manner and to such extent as the RTA determines.

Functionality	Service Description
Style Management	▶ Plate Style creation ▶ Plate Style Group creation
Promotion Management	▶ Promotion creation by Type, Channel, Category and transaction type ▶ Promotion retirement

#### 8.1.3 RTA Frontline Help Intranet Access

The Concessionaire will be provided with read access only to the sections of Frontline Help related to the SNP Business. This will be the 'Number plates' section and 'Help for DRIVES' screens section.

### 8.2 Reporting Access

The RTA will produce the following monthly management reports and make them available to the Concessionaire in such manner and format as the RTA determines:

- a. Monthly Unit Sales Report – This report lists all orders of all Plates (SNP Products and non-SNP products) by Plate Style and Content type.
- b. Monthly Snapshot of Annual Lease Fee Payers – This report lists all Personalised and Personalised Plus Plates in the fleet by Plate Style, Content type, Content Format, Plate status and registration status. It also includes



the vehicle details and the gender and postcode of the Plate owner. The RTA will also import this report into MS Access database and calculate an indicative churn rate, to also be made available to the Concessionaire.

- c. Monthly Promotions Report – This is a transactions report showing all Plate revenue transactions that used a promotion code. The report includes promotion code and description, transaction date, Plate Content type, Plate Style code and description and revenue earned on the transaction.
- d. Dealer Sales Report. This is a report showing all SNP Product transactions by ANVIS or DVRS dealers in the relevant month. The RTA will also make weekly Dealer Sales Reports, showing all SNP Product transactions by ANVIS or DVRS dealers in the relevant week, available to the Concessionaire.

The RTA will also provide to the Concessionaire on a quarterly basis commencing at the end of September 2010, in a format and manner as determined by the RTA, the "Ad hoc NSW Fleet by Plate" report, being a report analysing the total NSW vehicle fleet by Plate Style.

In addition, the RTA will process Information Release Requests (IRRs) in DRIVES for the Concessionaire. The RTA will provide 50 IRRs in each year of the Term, with no opportunity to roll unused IRRs to the next financial year.

The RTA may, but is not obliged, to provide IRRs over and above 50 IRRs in any year of the Term. However, unless otherwise agreed between the parties, the Concessionaire must reimburse the RTA for 20% of the RTA's costs in providing such IRRs.



9. Not Used



## 10. RTA Services Charges

### 10.1 RTA Services Charges

- a. The Concessionaire must pay the RTA Services Charges calculated in accordance with this Section 10.
- b. Subject to section 10.1c, the RTA Services Charge will be calculated on a monthly basis as set out in the following table:

Section	Service	Charge Type	Charge	Month in which charge is payable
2. Registry	2.1.2 Registry SNP Order Transaction	Variable (volume) – cost per transaction	The amount that is payable to the RTA by the Concessionaire per SNP order processed by RTA Registry is \$4.00 in the period commencing 6 months after the Service Changeover Date from the services described in section 6.1.2b and 6.1.2c to the services described in Section 6.1.2d until the anniversary of that Service Changeover Date and afterwards is \$8.00.	Payable monthly in arrears
	2.1.2 Registry SNP Restyle Transaction	Variable (volume) – cost per transaction	The amount that is payable to the RTA by the Concessionaire per SNP restyle processed by RTA Registry is \$4.00 in the period commencing 6 months after the Service Changeover Date from the services described in section 6.1.2b and 6.1.2c to the services described in Section 6.1.2d until the anniversary of that Service Changeover Date and afterwards is \$8.00.	Payable monthly in arrears
	2.1.3.2 Registry SNP Issue Transaction	Variable (volume) – cost per plate issued	The amount that is payable to the RTA by the Concessionaire per SNP Issue processed by RTA Registry is \$2.00 in the period commencing 6 months after the Service Changeover Date from the services described in section 6.1.2b and 6.1.2c to the services described in Section 6.1.2d until the anniversary of that Service Changeover Date and afterwards is \$4.00.	Payable monthly in arrears



Section	Service	Charge Type	Charge	Month in which charge is payable
	2.1.2 Registry SNP Renew Plate Hold Transaction	Variable (volume) – cost per transaction	The amount that is payable to the RTA by the Concessionaire per Renew Plate Hold transaction processed by RTA Registry is \$4.00 in the period commencing 6 months after the Service Changeover Date from the services described in section 6.1.2b and 6.1.2c to the services described in Section 6.1.2d until the anniversary of that Service Changeover Date and afterwards is \$8.00.	Payable monthly in arrears
3. Contact Centre Service			None applicable	
5. Content and Product Management	5.3.1 Plate Camera Testing	Variable (volume) – fee per plate submitted	<p>For the period from the Start Date until the second anniversary of the Start Date, 1 batch per Quarter in the first 2 years will be provided at no charge.</p> <p>For the period after the second anniversary of the Start Date, 2 batches will be provided per Financial Year with at no charge. Any batches submitted outside these levels will incur a charge payable to the Concessionaire by the RTA of \$20,000 per batch of 15 Plates, \$30,000 per batch of 30 Plates.</p> <p>The above charges, however, will not apply in respect of Charity Plates.</p> <p>For the purposes of these calculations any reworks will be treated as a new, separate batch and, if that is over the levels specified above, will incur a separate charge.</p>	Payable monthly in arrears
6. Distribution Management			None Applicable	
7. IT Infrastructure and Operations	7.1.1 Operating Systems and Hardware – SOE		None Applicable if the Standard Operating Environment is deployed within NSW, otherwise subject to charge to be determined by the RTA	
8. IT Applications and Access			None Applicable	

- c. Notwithstanding any other provision of this section 10, the Concessionaire is not obliged to pay RTA Service Charges in respect of any SNP Transactions that can only be effected at a Registry.





### 10.1.1 Changes to RTA Services Charges

Each Charge in the table in section 10.1 will be increased each year on 1 July, with the first increase to occur on the July following the Start Date. Each RTA Services Charge amount will be increased using an adjustment factor, which will be the annual percentage change in Average Weekly Earnings (AWE) reported in the May figures immediately prior to 1 July. The new Charges will be calculated as shown in the formula below:

$(\text{Annual \% change in AWE} \times \text{Current Charge}) + \text{Current Charge} = \text{New RTA Services Charges amount}$

An example for the SNP Registry Restyle Transactions is as follows:

$(\text{Annual May 2009 AWE percentage change of } 5.2\% \times \$8.00) + \$8.00 = \$8.42$

For the purposes of the adjustment factor in the preceding paragraph, the average percentage change in "**Average Weekly Earnings**" or "**AWE**" means:

- a. the annual percentage change in "Average Weekly Earnings" figures for full-time adult total earnings for public and private sectors, published quarterly by the Australian Bureau of Statistics (as long as there is no change in the coverage, periodicity or reference base from those applying at the date of this agreement); and
- b. if there is a change in the coverage, periodicity or reference base of the "Average Weekly Earnings" figures for full-time adult total earnings for public and private sectors from those applying at the date of this agreement, the parties will agree upon a basis of calculation.

### 10.1.2 Volume Impact on RTA Services Charges

In addition to the adjustment referred to in the preceding paragraphs, the following adjustments are to be made to the Charges for Registry Services in Section 1 of the Table.

If, in any quarter after the date on which the Direct Delivery Project - Phase 2 is Completed or the first day of availability of Standard Content SNP Products through the myPlates Website, whichever is the later (**the Registry Transaction Date**), the total number of Registry SNP transactions (excluding SNP Transactions that can only be effected at a Registry) exceeds by greater than 3% the total number of such Registry SNP transactions for the corresponding quarter in the year which ended on the day before the Registry Transaction Date:

- a. from the first day of the following quarter, the Charge for each SNP transaction in Section 1 is to be increased by 50% of the amount which applied on the last day of the quarter; and
- b. the RTA Monthly Services Charge for the first month in the following quarter is to include an additional amount calculated by multiplying by 50% the actual RTA Services Charge imposed in that quarter in respect of the transactions in Section 1 of the table.

If, in respect of any quarter after the Registry Transaction Date:

- c. there is a previous quarter in which the amount for each Registry SNP transaction in Section 1 was increased by 50% due to the operation of the paragraphs above under 10.1.2; and
- d. the total number of Registry SNP transactions (excluding SNP Transactions that can only be effected at a Registry) declines by more than 3% of the total number of such Registry SNP transactions for the corresponding quarter in the year which ended on the day before the Registry Transaction Date,

then, from the first day of the following quarter, the Charge for each SNP transaction in Section 1 is to be reduced by 33% of the amount which applied on the last day of the quarter, provided that such 33% reductions shall not exceed the number of applications of the 50% increases above.