

RTA Special Number Plate Concession

Schedule 5 Capital Works Schedule

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. Direct Delivery Project

RTA will provide system capability and documentation of processes to facilitate Direct Delivery as described in this section 2, to such extent and in such a way as RTA determines.

The provision of Direct Delivery capability and documented processes to provide:

- a. the ability to fulfil an order with Direct Delivery; and
- b. the ability to track the SNP Product at various points in the delivery lifecycle (that is, from order to return).

All Direct Delivery capacity is subject to any restrictions imposed by Law or the requirements of any Authority.

2.1 Features and Capabilities

2.1.1 Direct Delivery Project - Phase 1

The Direct Delivery Project - Phase 1 capability will have the following features/capabilities:

- a. creating Personalised and Personalised Plus orders and orders for Restyles and Remakes of SNP Products for Direct Delivery within the NSW Metro Region to SNP Customers who are Individuals through existing Sales Channel. This includes:
 - i ensuring the necessary financial transactions take place for a Direct Delivery order to complete;
 - ii interacting with the manufacturer and related delivery provider;
 - iii facilitating the necessary regulatory requirements to be fulfilled by the Concessionaire, including Proof of Identity (POI);
 - iv enabling the necessary registration payment processes and documentation to take place; and
 - v enabling old Plates to be returned, monitored and destroyed.
- b. providing Direct Delivery in bulk of Standard Content SNP Products to at least 100 ANVIS and DVRS motor dealers in the NSW Metro Region as determined by the RTA through manual ordering and fulfilment via the RTA Processing Centre. This includes:
 - i ordering and direct delivery of Standard Content SNP Products to specified ANVIS and DVRS motor dealers in the NSW Metro Region;
 - ii receipting of each Standard Content SNP Product on the RTA system; and
 - iii centralised invoicing for dealers.

2.1.2 Direct Delivery Project - Phase 2

The Direct Delivery Project - Phase 2 capability will have the following features/capabilities:

- a. creating orders for Direct Delivery of the full suite of SNP Products for SNP Customers who are Organisations (including to ANVIS or DVRS motor dealers) and for SNP Customers who are Individuals through existing Sales Channels within NSW;

- b. ensuring the necessary financial transactions take place for a Direct Delivery order to complete;
- c. facilitating the necessary regulatory requirements to be fulfilled by the Concessionaire, including Proof of Identity (POI);
- d. tracking and reporting any SNP Products across the order and delivery movement lifecycle;
- e. interacting with the manufacturer and related delivery provider;
- f. enabling the necessary registration, payment processes and documentation to take place; and
- g. enabling old Plates to be returned, monitored and destroyed.

3. Content and Product Management Project

In addition to the existing Content and Product management capabilities, the RTA will provide (to such extent and in such a way as the RTA determines) the Concessionaire with the capabilities and documented processes outlined in sections 3.1 and 3.2 below.

3.1 Content and Product Management Project - Phase 1

The Content and Management Project - Phase 1 will have the following capabilities:

- a. create, modify and retire Plate Category, Plate Style Groups and Plate Styles for SNP Products;
- b. create, retire or restrict Content Format against certain Plate Category, Plate Style Groups and Plate Styles and Sale Channels;
- c. control the creation, release, reservation of Content Ranges in whole or part for defined periods;
- d. control the creation of Content Format with particular Plate Styles;
- e. restrict Content from being available for General Issue or SNP Standard Content Plates, but to be available for Personalised and Personalised Plus orders;
- f. create new fees/prices for a Plate Category, Plate Style Groups and Plate Styles based on Content Format and adjust any of those fees/prices; and
- g. ability to log or track any changes made in relation to the capabilities outlined above.

3.2 Content and Product Management Project - Phase 2

The Content and Management Project - Phase 2 will have the following capabilities:

- a. extend the criteria for creation and management of discounts and promotional offers based on the vehicle make, and registration use;
- b. online capabilities to provide a SNP Customer or potential SNP Customer with the ability to perform a more sophisticated Content search; and
- c. online capabilities to provide a SNP Customer or potential SNP Customer with the ability to reserve and pay for required Content.

4. SNP Enablement Project

The RTA will provide systems, reporting and support access as set out in this section 4.

4.1 Systems Access

4.1.1 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	Activity Description
Customer management	▶ Search / view required SNP Customer details
Order management	▶ Order SNP Products ▶ Order Remake / Restyle (other than for lost/stolen SNP Products) ▶ Cancel SNP Product orders
SNP Product tracking	▶ SNP Product receipts / returns
SNP Product status management	▶ SNP Product sales ▶ Put SNP Products on hold ▶ Renew hold period ▶ Move SNP Product location ▶ Transfer right to display
Invoice management	▶ View / pay invoices

Access to these functionalities will be tightly controlled through unique user log-ons, audits and tracking.

4.1.2 myPlates Access and Management

The Concessionaire will be provided with:

- a. access to manage the html based web user interface of the myPlates Website(the front-end myPlates.com.au website domain); and
- b. access to Teamsite on the myPlates Website which enables the update and changes to individual pages,

in such manner and to such extent as the RTA determines.

Access to these functionalities will be tightly controlled through unique user log-ons, audits and tracking.

4.1.3 Plates Administration System (PAS) Access

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

Functionality	Activity Description
Style management	<ul style="list-style-type: none"> ▶ Plate Style creation ▶ Plate Style Group creation
Promotion management	<ul style="list-style-type: none"> ▶ Promotion creation by SNP Product type, Sales Channel, Category and transaction type ▶ Promotion retirement

Access to these functionalities will be tightly controlled through unique user log-ons, audits and tracking.

4.1.4 RTA Frontline Help Intranet Access

The Concessionaire will be provided with read only access only to the sections of Frontline Help related to the SNP Business in such a manner and in such a way as determined by the RTA.

Access to these functionalities will be tightly controlled through unique uses log ons, audits and tracking.

4.2 Systems Specification

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