

**From:** vincent Jennings <vincent@csna.ie>  
**Sent:** Tuesday 22 November 2022 15:14  
**To:** CEO <ceo@nationaltransport.ie>  
**Cc:** Info CSNA <info@csna.ie>  
**Subject:** Request for assistance CSNA - Leap Card

Ann,

I am writing to you to request that you consider the following salient matters regarding the sale of LEAP cards in our members stores throughout the country, but primarily in Leinster and urban outlets.

You are aware from a previous communication that the Terms and Conditions that PostPoint/An Post are suggesting our members must accept are substantially inferior to those currently enjoyed by those selling the top ups through the Payzone contract.

You are also aware that the Government approved a reduction in fares but that this reduction will no doubt be reversed. We have analysed the commissions earned by our members in both October 2019 ( when fares were higher, more people were commuting more frequently to work and college, etc and October 2022. In 2019, the average commission earned across the 450 stores we surveyed was 50 cent per transaction, with many retailers earning more than €3.50 on some individual high-value transactions. Due to the temporary reductions, the average commission has reduced to 39 cent and we are also reporting reduced LEAP CARD top up sales .

Ann, you don't need to be particularly perceptive to understand that a "take it or leave it" directive from PostPoint/An Post that the commission paid by them will be restricted to 24 cent per transaction is manifestly inferior to the existing compensation that ALL of our members currently enjoy through Payzone.

Payzone already have a network in place, why on earth would it be considered fair or reasonable for Postpoint/An Post to seek monies in the form of up-front €500 "deposit", to assist cabling and internet investment and to insist on fewer terminals, effectively ensuring sub-standard customer service.

The Deposit is non-refundable and will only be returned if the retailer terminates the contract; this is NOT the norm for the overwhelming number of our suppliers and is NOT, I assure you, a requirement of Payzone for the provision of LEAP cards.

CSNA would suggest that there are no pressing commercial reasons that necessitate the exclusion of Payzone from being permitted to continue to supply to our members.

We cannot accept that a truly competitive tendering process could have taken place that sought the removal of a supplier and the addition of a different one unless there were no considerations given to ensuring that any public funds expended in the process did not lead to losses for retailers and reduced availability to the public.

Many of our members have PostPoint terminals and will be offered the opportunity to sell LEAP cards through their existing terminals , we obviously welcome this but find it unusual that it is considered good value for money to extend the offering to all existing Payzone outlets and their customers in addition to all Post offices and Postpoint outlets.

We are given to understand that the contract with An Post is not exclusive and that the NTA has the authority to appoint more than one provider. From our discussions with Payzone, it is clear that they are willing to remain as a supplier, even if NTA choose to retain An Post.

With regards to An Post/PostPoint, while we obviously are not privy to any (if there were any) promises or assurances that they may have given NTA to show their ability to continue to sell LEAP card top-ups through the existing network, I think it only fair to state, quite categorically, that there will be very few existing LEAP agents in Dublin, Cork and Limerick who will be prepared to accept the PostPoint/An Post Terms and Conditions. This will obviously impact on the commuter in a negative way, as you are no doubt aware that Dublin in particular does not have a large number of convenience outlets with a PostPoint agency.

Ann, you may wonder why retailers would wish to discontinue sales of a product that returns revenue into their business and the answer is that they refuse to accept that they should be treated in what they consider to be an unfair and underhanded manner.

From CSNA perspective, we are always very wary of companies seeking to apply dissimilar terms in contracts of equivalence or where there would appear to be a contempt shown by a supplier for the work involved in providing a physical retail outlet.

**Kind Regards,**

*Vincent*

**Vincent Jennings | CEO | CSNA**

T: 045-535050 | M: 087-6750128 | E: [vincent@csna.ie](mailto:vincent@csna.ie) | W: [www.csna.ie](http://www.csna.ie)  
CSNA, W4D1, Ladystown Business Park, Naas, Co Kildare, W91 V8X2

