



HER MAJESTY'S  
COURTS SERVICE  
**hmcs**

Resources Directorate  
Modernising Money Handling Programme  
Change Directorate  
Her Majesty's Courts Service  
10<sup>th</sup> Floor  
150 Petty France  
London  
SW1H 9AJ

T 020 2004 8788  
F 020 2004 2140  
E Charles.Angus@HMCS.COURTS.  
SERVICE.gov.uk

[www.hmcourts-service.gov.uk](http://www.hmcourts-service.gov.uk)

**Mr Ian Bell**  
**Allpay.net Limited**  
**Fortis et Fides**  
**Whitestone Business Park**  
**Whitestone**  
**Hereford**  
**HR1 3SE**

9<sup>th</sup> November 2009

Our ref:  
Your ref:

Dear Ian

**Re: Allpay contract to supply payment card services to MoJ/HMCS**

It is with great pleasure that I provide this testimonial to the services provided to Her Majesty's Court Service by Allpay.

The implementation project ran very smoothly, very much due to the fact that Allpay genuinely understood our business requirements and were very focused towards providing a service that actually met those requirements.

The transition of existing local contracts, both with Allpay and other suppliers, onto the new national contract was extremely smooth due to Allpay's excellent IT capability. This extended to the process of producing daily payment files in a format that could be easily and reliably uploaded to our LIBRA accounting system for the 100 plus payment divisions within HMCS.

The quality of the service following implementation has been first class. The issuing of cards, processing of payments, submission of payment files and transfer of funds have been 100% within our (already demanding) Service Level Agreements. The very occasional problems that have been encountered over the first 15 months' of operation have not been caused by Allpay, yet Allpay have been very proactive towards ensuring a resolution almost before HMCS was aware of the issue.

The helpdesk support has seldom been called upon, but has been excellent where needed. All court operations have fed back very positively on the quality of the service provided.

I foresee that we will reach a level of 2 million transactions a year coming through the Allpay payment cards by mid 2010, representing close on to 40% of the total payments processed through our Magistrates' Courts. As you have enabled a fully automated process through the whole cycle, this has provided a substantial efficiency benefit to HMCS.

In addition to your main service provision, you have also provided a very high quality and timely printing service to assist in the implementation of my programme, including “how to pay” leaflets produced for each division. The supply logistics for these materials were executed with precision.

As manager of the complex Modernising Money Handling Programme that implemented the new payment channels to the courts, I am extremely grateful for sheer professionalism, integrity and positive “can do” attitude provided by yourself and your excellent company.

Yours sincerely

Charles Angus  
Modernising Money Handling Programme Manager