



Jacky  
Sent by: Michele  
Graves

05/09/2008 09:29

To: Lynn Hobbs/e/POSTOFFICE,  
cc: Sarah Howard/e/POSTOFFICE,  
cc: flagcaseadvisor [GRO]  
Subject: Flag Case: FCT 287r - Re: Horizon helpdesk failure - Hardwick  
Post Office -

Lynn

Please see below an email trail related to ongoing Horizon issues at the above branch. Please note that the branch operates from the village hall and is only open on Saturday mornings.

As you can see, Andy Macleans team are looking into the continued problems but Alan wanted you to be aware for your wider input into the situation at the branch. Can you please let feedback any relevant info and your views re how we move forward once the Horizon issues are fixed.

Feedback is required by cop Wednesday 17 September please.

Thanks Michele

Adam, Mark

Andy has asked me to reply to this flag case (for a second time) but before I send the reply to Alan, Mike etc he would like you two to take a look.  
Before I respond I need to give Fujitsu the opportunity to comment on the accusations made. Once I have their response ( hopefully tomorrow) I will send a draft through.

Gary  
Live Service and Business Continuity Manager  
Post Office Ltd  
Service Delivery

'keeping effective channels to market open, whilst continuously improving the customer experience and value for money'

1st Floor, Post Office Ltd, Cortonwood Business Park, Cortonwood Drive, BARNSELY, S73 0TB

Postline: [GRO] STD Phone: [GRO]  
, Fax: N/A, VoiceMail: N/A, Mobex: [GRO] Mobile: [GRO] Mobex - [GRO]  
External Email: gary.blackburn@ [GRO]

----- Forwarded by Gary Blackburn/e/POSTOFFICE on 04/09/2008 16:46 -----

Andy Z McLean  
04/09/2008 16:15

To: Gary Blackburn/e/POSTOFFICE [GRO] Alan  
Cook/e/POSTOFFICE [GRO]  
cc: flagcaseadvisor [GRO] Mike  
Young/e/POSTOFFICE [GRO]  
Subject: Re: Fw: Horizon helpdesk failure - Hardwick Post Office

Gary,

Can you get the history together on this one?

Andy McLean  
Head of Service Delivery  
Post Office Ltd  
Operations

80 Old Street,  
London EC1V 9NN

Postline: [GRO]  
 Phone: [GRO]  
 Mobile: [GRO]  
 External Email: andy.z.mclean [GRO]  
 Alan Cook

Alan Cook  
 04/09/2008 15:44

To: flagcaseadvisor [GRO]  
 cc: Mike Young/e/POSTOFFICE [GRO] Andy Z  
 McLean/e/POSTOFFICE [GRO]  
 Subject: Fw: Horizon helpdesk failure - Hardwick Post Office

This one sounds grim. The reply should go from me but I am copying to Mike and Andy because it feels like it needs senior attention. We may also need to involve either Lynn or Adele (probably Lynn I would have thought) to assess the wider picture relating to his branch

If all he says were true, a gesture from us may be appropriate but it is difficult to assess until we have all the facts

Alan Cook  
 Managing Director  
 Post Office Ltd



4th Floor, Post Office House, 80-86 Old Street, LONDON, EC1V 9NN

[GRO] Postline: [GRO]  
 [GRO]  
 alan.cook [GRO]

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----- Forwarded by Alan Cook/e/POSTOFFICE on 04/09/2008 15:35 -----



"Diane & Christopher  
 Perry-Yates"  
 <perry.yates [GRO]>  
 [GRO]

04/09/2008 15:26

To: <alan.cook [GRO]>  
 cc: <tracy.abberstein [GRO]>  
 Subject: RE: Horizon helpdesk failure - Hardwick Post Office

Dear Alan,

It is with some dismay that I find myself having to write to you again regarding the service that I have received from Fujitsu Services. I am saddened and disappointed that my treatment at their hands has been so poor. It is even more insulting to find that, after having been unable to serve any customers for 13 weeks, I have received my August pay advice to find that I have been paid only £80 as a goodwill payment, which equates to only £6.15 for every week closed!

As I stated to you in my earlier emails, I work as a consultant and have had to turn down several days of work to be in for various engineer visits, many of which failed to materialise. Although Fujitsu advised you that the Post Office was back up and running on 17 July, it was in fact not until 21 August that the fault was finally rectified and I could run a service to those very few customers that have had the patience to stick by me. I am sure you will appreciate that, to receive £80 for all this inconvenience and lost revenue, both through my consultancy work and Post Office work, is quite frankly an insult of the worst kind and not something I would have expected from the Post Office after nearly 12 years service.

On the support front, I would say that it was only after your intervention, which I appreciate, that Fujitsu and the Horizon helpdesk kept me up to date with what was happening to sort out the problems; however I do feel that there are still lessons to be learned, especially by Fujitsu themselves. For example, I received a telephone call from 'Adam' at Fujitsu Services who advised that the Horizon system was very fragile and subject to failure if there were frequent power cuts and storms in the area. He then proceeded to tell me that I should install an Uninterrupted Power Supply(UPS) unit to the Horizon equipment to protect it. When I asked if this is something that they or the Post Office would supply to me I was told that it was not something that the Post Office would fund and that I should buy it myself. I am sure you will appreciate that I am not in a position to purchase equipment that would cost hundreds of pounds to protect equipment that doesn't belong to me.

I am now left with a Post Office that hardly anyone uses as they have given up and gone elsewhere after 13 weeks of waiting. This will impact on my future ability to sell products and earn any Sales Tier Payments. When I took over 12 years ago, the Post Office had 6 regular visitors and I have spent time building this up to 30+ in this community. I am now back down to lower customer numbers than when I started. It would be helpful to know what the Post Office proposes to do to help me both in terms of the customers and my lost income both in the past and potentially in the future.

I have also suggested to Fujitsu that they may like to consider a small donation to the Village Hall which people pay to use as their enjoyment of the village hall has been impaired when Fujitsu have turned up to sort out the system. I look with interest to see if Fujitsu have a community spirit or consider themselves far too large to worry about small community groups.

I look forward to hearing from you.

Kind regards,

Christopher Perry-Yates

Hardwick Post Office [GRO]

-----Original Message-----

From: tracy.abberstein [GRO] [mailto:tracy.abberstein@GRO]  
Sent: 22 July 2008 08:23  
To: perry.yates [GRO]  
Subject: Fw: Horizon helpdesk failure

Dear Christopher

Following your email earlier this week about the problems you have had with Horizon on line services at Hardwick Post Office branch, I am very pleased to be advised by the service team that full service was restored on 17 July.

I am equally pleased to learn that arrangements have also been made to collect the excess cash being held in your branch.

As you know, however, I am as concerned as you to learn how long you had been experiencing problems and of the difficulties you have had along the way. We fully recognise the impact on subpostmasters and customers alike when a branch is off line and every effort is made to restore service as quickly as possible. In the vast majority of cases faults are resolved quickly but some faults are more difficult to identify and then it can be very much a process of elimination to determine the underlying cause.

The Horizon service team advise me that from our records it was thought that the fault initially reported in mid May had been resolved. However Fujitsu Services, our supplier, have confirmed that they continued to monitor your system to make sure it was operating correctly did identify a possible problem towards the end of May. Investigative work was already underway 'behind the scenes' -

problems may not always manifest themselves in the branch and can often be resolved remotely, without impact on service. Your subsequent call to the helpline on 3 June, however, confirmed this was not the case here.

An engineer visit was agreed for Saturday 7 June but unfortunately the engineer was unable to gain access to the village hall and despite his best efforts, he was unable to make contact with you on the telephone number provided. As I understand it, it was a further week before alternative contact details were received and a visit was then rescheduled and agreed for Tuesday 17 June. Regrettably when the engineer called you on the day to confirm someone was on site, he was again unable to make contact with you and consequently decided to cancel the visit.

As I understand it an engineer eventually visited the site on 28 June and replaced the faulty part but also identified a communications problem with the telephone line which Cable and Wireless, the line provider, fixed with two days. Following a further call from you to the helpline on 4 July reporting a further fault. I am advised that engineers did not turn up as promised on 5 and 12 July, due to attending an emergency call and then being able to resource a replacement part in time. This is not acceptable and you certainly should have been contacted. Please be reassured that this has been taken up with Fujitsu Services to minimise the risk of this happening again.

I am advised that although a successful hardware replacement was carried out on 15 July, this identified a further telephone line problem, which necessitated BT repairing BT maintained equipment, which is not part of the Horizon system, located within the village hall.

It is clear to me that a combination of factors have contributed to the delay in getting your branch back on line, although this does not excuse the fact that the level of service you were provided has, at times, certainly fallen short of what you, and I, expect. In terms of being paid for your lost time, whilst not diminishing the undoubted inconvenience and frustration you were caused by the engineer 'no shows', I do not feel that a compensatory payment is appropriate and it would be unfair to other subpostmasters for me to agree to make an exception. I realise this will be disappointing to you but I hope you understand why this this case.

In line with an agreement between Post Office Ltd and the National Federation of Subpostmasters, however, a goodwill payment for the actual time you were without service will be made in your remuneration. Normally this is made within three months of the closure of the incident but I have asked that, exceptionally, payment is made to you as soon as possible.

I trust that you will have no further problems and wish you well for the future.

Kind regards,

Alan

(Embedded image moved to file: pic31923.jpg)

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