

From: Denham Steve[/O=EXCHANGE/OU=ADMINGROUP1/CN=RECIPIENTS/CN=DENHAMS1]
Sent: Tue 10/02/2009 1:36:05 PM (UTC)
To: Westfield Ken [REDACTED] **GRO** Burton John [REDACTED] **GRO**
Cc: Sewell Peter (FEL01) [REDACTED] **GRO** [REDACTED]; Bull Sarah [REDACTED] **GRO**
Subject: RE: New Chargeable Horizon CP for agreement to Impact - Increase the current threshold of 100 Audit Request Queries (ARQ's) for Horizon Banking and Card Account Products

Approved for impacting

Steve Denham

Head of Service Management
Royal Mail Group Account (POL)

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From: Westfield Ken
Sent: 10 February 2009 11:36
To: Denham Steve; Burton John
Cc: Sewell Peter (FEL01); Bull Sarah
Subject: New Chargeable Horizon CP for agreement to Impact - Increase the current threshold of 100 Audit Request Queries (ARQ's) for Horizon Banking and Card Account Products

Steve, John,

Can I have your agreement to raise and send for impacting the attached chargeable Horizon CP "Increase the current threshold of 100 Audit Request Queries (ARQ's) for Horizon Banking and Card Account Products, to either 200, 250 or 300 per annum" which has been raised in response to a POL RWP.

Regards

Ken Westfield MBCS
Change Manager, Royal Mail Group Account
Associate of the P&PM Academy

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