

From: Denham Steve[/O=EXCHANGE/OU=ADMINGROUP1/CN=RECIPIENTS/CN=DENHAMS1]
Sent: Tue 10/02/2009 2:36:42 PM (UTC)
To: Westfield Ken [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

ta

Steve Denham

Head of Service Management
Royal Mail Group Account (POL)

FUJITSU SERVICES
Lovelace Rd, Bracknell, Berkshire, RG12 8SN
Mob: [REDACTED]
E-mail: [REDACTED] **GRO**

Fujitsu Services Limited, Registered in England no 96056, Registered Office 22 Baker Street, London, W1U 3BW

This e-mail is only for the use of its intended recipient. Its contents are subject to a duty of confidence and may be privileged. Fujitsu Services does not guarantee that this e-mail has not been intercepted and amended or that it is virus-free.

From: Westfield Ken
Sent: 10 February 2009 14:07
To: Denham Steve
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

Steve,

That is what we have attempted to make clear with the second version of the CP (with updates in blue) to identify what impact the change was seeking as opposed to the contractually agreed charges which would be put back to POL for them to determine which option they would like to progress.

Regards

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

FUJITSU
Lovelace Road, Bracknell, Berkshire, RG12 8SN
Tel: [REDACTED] or Internal [REDACTED]
Mobile: [REDACTED] **GRO**
Fax: [REDACTED] or Internal [REDACTED]
E-mail: [REDACTED] **GRO**
Web: <<http://uk.fujitsu.com/>>



Please consider the environment - do you really need to print this email?

Fujitsu Services Limited, Registered in England no 96056, Registered Office: 22 Baker Street, London, W1U 3BW

This e-mail is only for the use of its intended recipient. Its contents are subject to a duty of confidence and may be privileged. Fujitsu Services does not guarantee that this e-mail has not been intercepted and amended or that it is virus-free.

From: Denham Steve
Sent: 10 February 2009 14:02
To: Burton John; Westfield Ken
Cc: Sewell Peter (FEL01); Bull Sarah

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

John

The charges are what is already stated in the contract, i.e. for every query over 100 the cost is £187 and some pence. We have just extrapolated that and said what the cost will be. This CR and associated CP is to provide options to increase the number from 100 to a greater number, and the associated cost to do so to POL.

Thanks

Steve Denham

Head of Service Management
Royal Mail Group Account (POL)

FUJITSU SERVICES
Lovelace Rd, Bracknell, Berkshire, RG12 8SN
Mob:

GRO

Fujitsu Services Limited, Registered in England no 96056, Registered Office 22 Baker Street, London, W1U 3BW

This e-mail is only for the use of its intended recipient. Its contents are subject to a duty of confidence and may be privileged. Fujitsu Services does not guarantee that this e-mail has not been intercepted and amended or that it is virus-free.

From: Burton John
Sent: 10 February 2009 11:44
To: Westfield Ken; Denham Steve
Cc: Sewell Peter (FEL01); Bull Sarah
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

Ken,

My observation is that we can't put priced options in a CT. This CP does contain options, however. If you think this is handleable, fine. Otherwise, I'd recommend a dialogue with POL before CPs/CTs were raised in order to reach a decision on which option to go for.

Cheers, John

John Burton
Horizon Programme Manager
Retail & Royal Mail Group Account

FUJITSU
Lovelace Road, Bracknell, Berkshire, RG12 8SN
Tel: **GRO** Internal **GRO**
Mob : **GRO** Internal
E-mail: **GRO**
Web: <http://uk.fujitsu.com>

Fujitsu Services Limited, Registered in England no 96056, Registered Office 22 Baker Street, London, W1U 3BW

This e-mail is only for the use of its intended recipient. Its contents are subject to a duty of confidence and may be privileged. Fujitsu Services does not guarantee that this e-mail has not been intercepted and amended or that it is virus-free.

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

FUJITSU
Lovelace Road, Bracknell, Berkshire, RG12 8SN
Tel: or Internally
Mobile: or Internally
Fax: or Internally
E-mail:
Web: <http://uk.fujitsu.com/>

 Please consider the environment - do you really need to print this email?

Fujitsu Services Limited, Registered in England no 96056, Registered Office: 22 Baker Street, London, W1U 3BW

This e-mail is only for the use of its intended recipient. Its contents are subject to a duty of confidence and may be privileged. Fujitsu Services does not guarantee that this e-mail has not been intercepted and amended or that it is virus-free.