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

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**From:** Westfield Ken  
**Sent:** 10 February 2009 14:07  
**To:** Denham Steve  
**Subject:** RE: New Charegable 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**

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

**Subject:** RE: New Charegable 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)**

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

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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 Charegable 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**


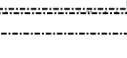
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