From: Sent:	Denham Steve[/O=EXC Tue 31/03/2009 11:47:0		MINGROUP1/CN=RECIPIE	ENTS/CN=DENHAMS1]
To:]; Forrest Hilary[CPO il
Subject:	FW: Fw: CT0724 - SIGN			GRO jj
oubject.	1 W. 1 W. C10/24 - 31G1	VED - Froposed v	vay ancau	
Ken, Hilary				
	this PO, and then call off		greed the approach we war nce of the PO for any additi	nt to take is to bill the ional over the contract limit
Hope that clarifies				
Та				
Steve Denham				
Head of Service Manag Royal Mail Group Accor				
FUJITSU SERVICES Lovelace Rd, Bracknell, Mob: GRO				
E-mail: Steven1.denhar	m(GRO			
Fujitsu Services Limited	d, Registered in England	no 96056, Regist	ered Office 22 Baker Stree	t, London, W1U 3BW
			ts are subject to a duty of c as not been intercepted and	confidence and may be d amended or that it is virus-
Original Message				
From: mark.weaver	 G	RO	<u> </u>	
To: zz darryl.judd Cc: bruce.tanni Gr katrina.holmesi G phil.ashley GRO	2:21 GRO RO RO State State R	gro }; ham(GRO		gRO ;
Darryl,				
I do not see the need fo	or a separate CT and ano	ther Purchase Or	der.	
for this CT and roll the r The number of requests approach using up the a	ne 35 ARQ requests agai remaining 65 forward into s will be monitored on a n additional requests in add raise a new CT at that po	the new Financia monthly basis and lition to our existin	al Year. if we	
Please respond on this	basis			

Regards,

IVICIL	M	а	r	k
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Mark Weaver

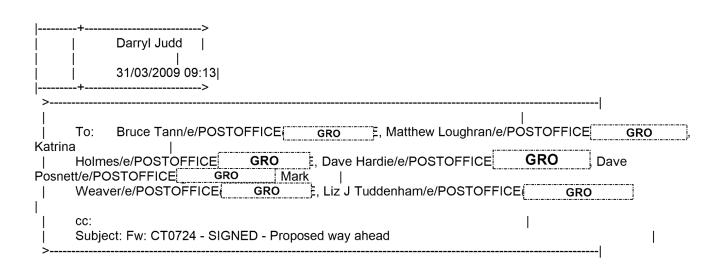
Senior Service Delivery Manager- IT Services – Service Delivery – PO Ltd Operations

1st Floor West Block, No1 Future Walk, West Bars, Chesterfield, S49 1PF

(GRO Mobex:GRO	Postline:	GRO	Mobile: GRO	
) BT MeetMe:	GRO	Participant	code: GRO #	
mark.weaver(GRO			

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

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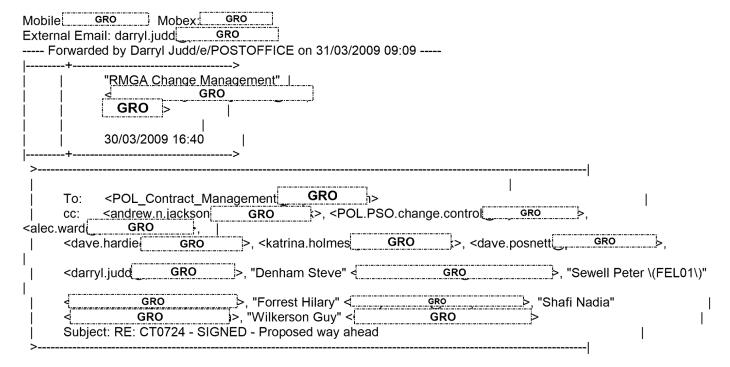
FYI, please see emaal below from FS on the proposed way ahead for charging the costs on the chosen option in relation to this CT.

Mark/Katrina - please note the para re: 35 ARQ's used over and above the current years (2008/9) allocation - a CT will be raised to cover the cost of this.

Regards Darryl Judd

Operations Control Post Office Ltd

3rd Floor, 148 Old Street, LONDON, EC1V 9HQ



Darryl,

Thank you for the sign-off of CT0724 "Increase the current threshold of 100 Audit Request Queries (ARQ's) for Banking and Card Account Products, to either 200, 250 or 300 per annum." and the subsequent confirmation of the Post Office Ltd choice of Option 1 within the CT. This has been discussed internally and the Fujitsu business owners have requested that I provide the following update:

With regard to the sign-off of CT0724, Fujitsu propose to invoice the 2mds for Service Description updates against the quoted Purchase Order number.

The increased ARQ numbers will be invoiced under the appropriate service charge once the Service Description and associated CCN have been approved and signed-off – as such this will be for the forthcoming financial year 2009/10- this will tie-in with the request from Post Office Ltd that this increase is only for a year and will be monitored and assessed over this period.

Over and above this a further CT will shortly be raised and submitted to

Post Office Ltd for the c. 35 additional ARQs that have been progressed in the last year over and above the currently agreed contractual amount, based on the charge in Schedule D1 (Para 5.5).

Fujitsu would be obliged if you could formally provide this update and details of the planned approach to the Post Office Ltd business owner for this area and other relevant parties.

Regards,

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

FUJITSU				
Lovelace	Road, Bracknell, Berks	shire. RG12 8SN		
Tel:		or Internally	GRO	
Mobile:	GRO			
Fax:		or Internally	GRO	
E-mail: ke	en.westfield	GR	O j	•
Web: <h< td=""><td>nttp://uk_fuiitsu_com/></td><td></td><td>-</td><td></td></h<>	nttp://uk_fuiitsu_com/>		-	

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

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Original iviessage				
From: zz darryl.judd GR 6	0			
Sent: 30 March 2009 11:08				
To: RMGA Change Manageme				
Cc: zz andrew.n.jackson	GRO	k; Westfield Ken:		
POL.PSO.change.control	GRO	; ale <u>c.ward</u>	GRO	j;
dave.hardie GRO;	katrina.hol	mes GRO		
dave.posnett GRO				
Subject: CT0724 - SIGNED	-			

Ken,

CT0724 - Increase the current threshold of 100 Audit Request Queries for Horizon Banking and Card Account Products, to 200, 250 or 300 per annum.

Please be formally advised that the CT listed above has been signed-off, and the signed copy has just been faxed over to you.

Fujitsu Services' signed original hard copy will be in the post soon. Please pass this information to the business sponsor(s) within Fujitsu.

Regards Darryl Judd

Operations Control Post Office Ltd

3rd Floor, 148 Old Street, LONDON, EC1V 9HQ

Mobile GRO Mobex: GRO External Email: darryl.judd GRO

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