



# HNG-X Release 2

## Implementation Plan

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## 1. Document Control

### 1.1 Version History

VERSION	DATE	CHANGE DETAILS
0.1	21/05/10	Initial Draft
0.3	16/07/10	Significant content updates and clarification of scope

## Change Control

**All requests for changes to this document should be sent to the Process & Standards team at Process & Standards**

### 1.2 References / Related / Dependent / Parent Documents

REFERENCE	DOCUMENT REFERENCE	TITLE	VERSION	DATE

#### Electronically Distributed Documents

Any problems, comments or improvement opportunities are to be sent to Change Controller above. If not receiving this document direct from the PSO, readers may wish to ensure it is the latest version by checking with the Change Controller.

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### 3. Terms and Abbreviations

TERM	MEANING

#### 4. Introduction

This document covers the implementation of HNG-X Release 2 (R2). This release is the first major release to deliver new and changed functionality to the Horizon Online Platform currently being deployed in HNG-X Release 1 (R1).

#### 5. Purpose

Purpose of this document is to provide an overview of implementation plans and migration strategy to ensure successful delivery of all projects into the live environment.

#### 6. Background

Throughout the development and testing of the Horizon Online platform currently being deployed to the counters there has been a hold on Horizon development projects. As the first release to deliver new or changed functionality R2 has a large number of projects that are looking to be deployed in this first window of opportunity. Though many of them themselves are not large projects the volume of projects makes this a large and complex release in terms of testing and implementation.

The R1 rollout has been problematic and is not currently forecasting to complete until mid September. To prevent delays to the R2 deployment, the release has been re-configured to enable data centre migration to take place while the branch estate is on a mixed environment, i.e. some branches still on the Horizon baseline and others having been upgraded to Horizon Online.

While the data centre migration for R2 can occur on a mixed estate, counter code rollout must still follow the rollout of R1, lagging by 1 week to allow bedding in before additional change is introduced to the branches.

Therefore the product implementations for R2 can be categorised into the following groups:

- 1. Enlivened by Data Centre Migration** – 1<sup>st</sup> August 2010 – No counter code delivery is required for these changes
- 2. Enlivened by the delivery of the R2 code and/or reference data** – 15<sup>th</sup> August to 30<sup>th</sup> September – these products will go live as the individual branches receive the R2 code and or reference data. Roll out beginning on 15<sup>th</sup> August.

3. **Enlivened as a 'Big Bang' launch** – 12<sup>th</sup> October – these products require the R2 code to be in all branches across the network and will be 'switched on' overnight on the 11<sup>th</sup> October via enablement reference data.
4. **PING Phased Deployment** – the PING products will be introduced across the network in pre-defined groups of branches, aligned to the product type and branch trading periods, enabled by the delivery of Reference Data and Transaction Acknowledgements (TAs). This will occur from the 12<sup>th</sup> October until approximately the end of November.

## 7. Objectives

### 7.1 Critical Release Dates

The following milestones are the target dates for the R2 implementation:

- Data centre migration completed by the 1<sup>st</sup> August
- Model Office 9<sup>th</sup> – 12<sup>th</sup> August
- Small scale pilots (product specific) 16<sup>th</sup> – 29<sup>th</sup> August
- Rollout stage 1 (100 branches ) - 15<sup>th</sup> August
- Rollout stage 2 (full scale) – 22<sup>nd</sup> August
- Full rollout to complete 30<sup>th</sup> September
- 'Big Bang' product launches – 12<sup>th</sup> October
- PING phased enlivenment – 12<sup>th</sup> October to the end of November

### 7.2 Critical Project Dates

The following milestones are the contractual milestone dates for individual projects that were they exist and are within the R2 timescales:

- VocaLink LIS 5-2008-1 Standard – **31/10/10** – this is scheduled to go live post data centre migration, 04/08/10.

## 8. Scope

### 8.1 In Scope

- Additional APOP Host Postal Orders reports
- AP-ADC Date Calculation (Travel Insurance)

- Card Referrals
- Interfacing Client Data into POL Systems (PING)
- Stock Adjustments
- Policing Methods of Payment
- Improving Validation of Banking Transactions
- Refunds Back to Cards
- New PAF Lite Address Input
- VocaLink (LIS5 – 2008 Standard)
- Streamline Rectifications
- MoneyGram Agent Lookup

## 8.2 Out of Scope

- The completion of the PCI 2-Factor Authentication Feasibility Study – This is a feasibility study only, and although targeted for completion in R2 will not deliver any development of new functionality within the R2 timescales.
- Development and deployment of the AEI Near Real Time and POCA Card Fulfilment counter elements for these products, and the Removal of Track 2 data for A&L, which will be delivered in release 2.10.03.
- All projects that will be delivered in releases 3, 4 and future releases.
- Camelot Cheque Reconciliation. Although this has been developed within R2 it will be implemented later in the year subject to further BAU APOP testing.
- Launch of the MoneyGram Loyalty Card Scheme. Though originally planned for release within the R2 timescales, MoneyGram have requested that this be postponed until a later date, to be confirmed. It will however be live in the data centre and be proved through Model Office, though not enabled in any other live branches at this time.

## 9. Software Release Deployment

The release of the R2 software (code) to the estate will be taken forward in a phased approach to assess performance in 100 branches before its distribution is scaled up to significant volumes. Full rollout could be achieved within 2 weeks of full rollout but will be subject to the completion of the R1 rollout.

**Note: Where a branch is migrating from Horizon to Horizon Online within the R2 rollout period the branch will receive the R2 code the day after the upgrade to Horizon Online.** At the time of the R2 rollout being ramped up to significant volumes the deployment of R1 should be coming to an end and therefore <1500 branches may be affected by this.

The software release development will be according to the following schedule, subject to the Release Authorisation Board decision points (section 9):

Date	Stage
31/07/10- 01/08/10	Data Centre migration
08/08/10	Code released to Model Office
15/08/10	Code release to 100 branches (including pilot branches)
22/08/10	Code release begins at full capacity
30/09/10	Code in all branches (including tail management)

## 10. Implementation of the Release Products

### 10.1 Data Centre Only Changes

The following changes are back end system changes and are live on completion of the data centre upgrade, 1<sup>st</sup> August. They require no counter code delivery, with the exception of VocaLink response code 085 handling and, and have no visible effect in branch.

#### 10.1.1 Additional APOP Host Postal Orders Reports

This introduces additional APOP Host Postal Order reports which will become available within the APOP reporting system as of 01/08/10.

#### 10.1.2 VocaLink LIS 5-2008-1 Standard

The implementation of the VocaLink LIS 5-2008-1 Standard will implement in three distinct phases.

##### Phase 1 – Data Centre Migration

On Data Centre migration the functionality to enable the LIS 5-2008-1 Standard will become live. However the switch to the new interface will not be made at this time to reduce the number of activities occurring on the data centre weekend and de-risk the switchover.

### Phase 2 –Cutover

Cutover to the new interface will occur at 1am on the 4<sup>th</sup> August. At this time the switch to the new interface will be instigated by VocaLink to map to the new service and correspondingly by Fujitsu Services to enliven the new interface. At this time an open bridge call will be maintained to coordinate activities.

Currently VocaLink operate a mapping for response code 085 'No reason to decline' which cannot currently be handled by counters at either the Horizon or Horizon Online R1 baselines. This mapping will be migrated from VocaLink into the Fujitsu data centre at the same time as the interface is switched over. There is no visible change in branches.

### Phase 3 – R2 Counter Code Roll Out Complete

On completion of the R2 counter code roll out the counters will all be able to correctly handle response code 085 and the mapping workaround in the data centre will be removed. There is no visible change at the counters when this occurs.

Date	Implementation Activity
01/08/10	Data Centre migration – ability to cutover to the interface is delivered
04/08/10	Cutover <ul style="list-style-type: none"><li>• VocaLink LIS 5-2008-1 Standard live</li><li>• Mapping of RC085 enlivened in the Fujitsu Data Centre</li><li>• Mapping of RC085 disabled in the VocaLink domain</li></ul>
30/09/10	R2 code roll out complete – counters now able to handle response code 085 correctly
01/10/10	Mapping of Response Code 085 disabled in the FS domain

#### **10.1.3 Streamline Rectifications – Phase 1**

On Data Centre migration the following fixes will be applied to Streamline transactions, and as they have no counter code dependencies will be live from this point, 01/08/10:

- Population of card issue number in settlement file – currently not populated
- Changes to settlement file to meet the latest PCI standards

## 10.2 Enlivened by the Delivery of the R2 Code and/or Reference Data

The following products will become live in each branch as and when it receives the R2 code:

- PAF Lite
- Streamline (Phase 2)
- Card Reerrals

**Note:** As these products go live with receipt of the R2 code, they will all be live in the Model Office from 09/08/10 and will also go live in the branches participating in pilots for PING Stock Adjustments) and Improved Validation of Banking Transactions from the 16<sup>th</sup> August (code delivered overnight on the 15<sup>th</sup> August).

The following products will be enabled through reference data:

- MoneyGram Agent Lookup – This is independent of the R2 code release and will be enlivened on 06/09/10.
- AP-ADC Date Calculation (Travel Insurance) – This is dependant on the branches having received the R2 code and reference data which will be released for enablement on the 23/08/10. Therefore the product will not be enabled in the initial 100 branches that receive the code but will go live in these branches on the 23/08/10 and in all other branches on receipt of the R2 code.

### 10.2.1 AP-ADC Date Calculation (Travel Insurance)

The new AP-ADC Date Diff data type that this project introduces will be incorporated into the Travel Insurance sales transaction and distributed to all travel insurance sales branches, c.8500.

The introduction of the product is controlled via reference data which will be released to the c.8500 branches after model office.

The product will then become active in each branch that have R2 and subsequently in branches on receipt of the R2 code.

Date	Implementation Activity
05/08/10	Enablement Reference Data released to Model Office
09/08/10	Enlivened for Model Office Live Proving (on receipt of R2 code)
15/08/10	R2 code roll out starts
19/08/10	Enablement Reference Data released to c.8500 branches Travel Insurance branches
23/08/10	Enlivened in all branches who have received the R2 code  Will go live in all remaining Travel Insurance branches as they receive the R2 code
30/09/10	R2 code roll out complete – all branches live

#### 10.2.2 Card Referrals

Card Referrals is a core product and will be enlivened in each branch on receipt of the R2 code. As it is not possible to live prove this product, i.e. it would be very difficult to predict or generate a referral for a particular live card transaction, there is no requirement for a soft launch or pilot.

Date	Implementation Activity
09/08/10	Enlivened for Model Office (on receipt of R2 code) – no live proving requirement
16/08/10	Enlivened in pilot branches for Improved Validation of Banking Transaction & Stock Adjustments (on receipt of R2 code)
15/08/10	R2 code roll out start – product enlivened in each branch on receipt of code.
22/08/10	Enlivened in pilot branches for PING (on receipt of R2 code)
30/09/10	R2 code roll out complete – all branches live

#### 10.2.3 PAF Lite

The PAF Lite product will be delivered through a combination of the reference data build for the PAF Lite product and switching script that will recognise the code base individual offices are on e.g. R1, R1.29, R2. Both the build and the switching script will be released on Data Centre migration and as a result when an office

receives the R2 code, the switching script will direct counters to utilise the PAF Lite product.

Date	Implementation Activity
01/08/10	Reference Data Build and Switching Scripts released to the estate on Data Centre migration.
09/08/10	Enlivened for Model Office Live Proving (on receipt of R2 code)
16/08/10	Enlivened in pilot branches for Improved Validation of Banking Transaction& Stock Adjustments (on receipt of R2 code)
15/08/10	R2 code roll out start – product enlivened in each branch on receipt of code.
22/08/10	Enlivened in pilot branches for PING (on receipt of R2 code)
30/09/10	R2 code roll out complete – all branches live

#### 10.2.4 Streamline Rectifications – Phase 2

The following fixes require R2 counter code to be delivered before they are live in individual branches. There is no Model Office live proving or pilot requirements for these changes.

- Online check for Maestro cards failing validity checks – currently rejected offline
- Display of referral response message – currently referred transactions declined without displaying a message
- Cardholder receipt produced if PIN verified transaction declined – currently no cardholder receipt produced

Date	Implementation Activity
09/08/10	Enlivened in Model Office Live Proving (on receipt of R2 code)
16/08/10	Enlivened in pilot branches for Improved Validation of Banking Transaction& Stock Adjustments (on receipt of R2 code)
15/08/10	R2 code roll out start – products enlivened in each branch on receipt of code.
22/08/10	Enlivened in pilot branches for PING (on receipt of R2 code)
30/09/10	R2 code roll out complete – all branches live

### 10.2.5 MoneyGram Agent Lookup

Moneygram Agent lookup has been developed such that it can be enlivened on any of the existing Horizon or Horizon Online baselines and as such is not dependant on the delivery of the R2 code. It can therefore be delivered to the network at any time after data centre. To enlivenment date, controlled through reference data delivery will be 6<sup>th</sup> September.

Date	Implementation Activity
05/08/10	Reference Data released to Model Office
09/08/10	Enlivened for Model Office Live Proving
03/09/10	Reference Data released to the full estate
06/09/10	Enlivened in all branches

### 10.3 Enlivened as a 'Big Bang' Launch

The following products are required to be enabled across the entire network on the same day for either operational or training purposes. They are controlled by reference data enablement products to 'switch' them on, and are dependant on the R2 code having been delivered to all branches in the network (to complete by 30/09/10).

These products will all go live on the 12<sup>th</sup> October.

#### 10.3.1 Stock Adjustments

The Stock Adjustments product will be enabled via a reference data soft launch product to support the need for Model Office live proving and a controlled pilot in 20 branches. Once a successful pilot has been confirmed reference data will be delivered to the estate to enable enlivenement of the product in a big bang approach across the network.

Prior to Model Office live proving there is a requirement to first test the new Logica/FS Reference Data System (RDS) interface for providing reference data for stock items, and subsequently provide the full item list across this interface. This will occur in the week between Data Centre migration and Model Office live proving.

Date	Implementation Activity
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03/08/10	Test of the Logica/FS RDS interface with a subset of the item list
04/08/10	Full item list provided across the Logica/FS RDS interface (bulk upload)
05/08/10	Enablement Reference Data released to Model Office
09/08/10	Enlivened for Model Office Live Proving (on receipt of R2 code)
12/08/10	Enablement Reference Data released to pilot branches
15/08/10	R2 code released to pilot branches
16/08/10	Enlivened in pilot branches (on receipt of R2 code)
15/08/10	R2 code roll out starts
30/09/10	R2 code roll out complete
01/10/10	Enablement Reference Data released to full estate, enablement date of 12/10/10
12/10/10	Enlivened in all branches

### 10.3.2 Policing Method of Payments

There is no pilot activity for this product.

Prior to Model Office live proving the Data Centre is required to be updated via reference data with a complete list of cheque exclusion products.

Date	Implementation Activity
04/08/10	Cheque Exclusions lists updated in Data Centre
05/08/10	Enablement Reference Data released to Model Office
09/08/10	Enlivened for Model Office Live Proving (on receipt of R2 code)
15/08/10	R2 code rollout start
30/09/10	R2 code roll out complete
01/10/10	Enablement Reference Data released to full estate, enablement date of 12/10/10
12/10/10	Enlivened in all branches

### 10.3.3 Refunds Back to Cards

There is no pilot activity for this product.

Prior to Model Office live proving the Data Centre is required to be updated via reference data with a complete list of cheque exclusion products.

Date	Implementation Activity
04/08/10	Cheque Exclusions lists updated in Data Centre
05/08/10	Enablement Reference Data released to Model Office
09/08/10	Enlivened for Model Office Live Proving (on receipt of R2 code)
15/08/10	R2 code rollout start
30/09/10	R2 code roll out complete
01/10/10	Enablement Reference Data released to full estate, enablement date of 12/10/10
12/10/10	Enlivened in all branches

#### 10.3.4 Improved Validation of Banking Transactions

The Stock Adjustments product will be enabled via a reference data soft launch product to support the need for Model Office live proving and a controlled pilot in 20 branches. Once a successful pilot has been confirmed reference data will be delivered to the estate to enable enlivenement of the product in a big bang approach across the network.

Date	Implementation Activity
05/08/10	Enablement Reference Data released to Model Office
09/08/10	Enlivened for Model Office Live Proving (on receipt of R2 code)
12/08/10	Enablement reference Data release to pilot branches
15/08/10	R2 code released to pilot branches
16/08/10	Enlivened in pilot branches (on receipt of R2 code)
15/08/10	R2 code roll out starts
30/09/10	R2 code roll out complete
01/10/10	Enablement Reference Data released to full estate, enablement date of 12/10/10
12/10/10	Enlivened in all branches

#### 10.4 PING Phased Deployment

PING will be implemented in a number of phases, aligned to product type and branch trading periods. This is a relatively complex deployment and will not be started until the R2 code deployment has been completed.

#### 10.4.1 R2 – Interfacing Client Data into POL Systems (PING)

The PING product will be implemented through a cycle of activities that will be replicated for a branch pilot and a staged implementation phase aligned to branch trading periods. The products for which PING will be implemented in R2 are, Paystation, Post & Go and Camelot. The cycle is as follows:

- Delivery of non-core reference data to disable the existing transactions (post-dated to enlivenment date).
- Delivery of enablement reference data for the new transactions (post-dated to enlivenment date).
- Master Data (Credence) updated to enable transaction acknowledgements to be issued to the selected branches.
- R2 code delivery – menu items will become active but benign until a transaction acknowledgement file is received at the branch.
- Enlivenment through the delivery of transaction acknowledgement files.

Model Office live proving will only be possible for the Paystation and Post & Go products as the Model Office does not have a Camelot terminal. However this will be sufficient to prove the functionality in the live environment prior to pilot activities, 'test' transaction acknowledgement files will be used in the model office.

Pilot activities will follow the same pattern as the stage rollout of the full functionality and align to branches grouped by product and branch trading periods. Thirty Pilot branches will be selected from Crown offices that have already migrated to R1.

The Implementation Groups are as follows -

Group	Description	Implementation Date	Comments
A	Camelot & Post & Go BTS Group D	14 Oct 2010	Overnight Thursday
B	Camelot & Post & Go BTS Group A	28 Oct 2010	Overnight Thursday
C	Camelot & Post & Go BTS Group B	4 Nov 2010	Overnight Thursday
D	Camelot & Post & Go BTS Group C	11 Nov 2010	Overnight Thursday
E	Paystation	28 Nov 2010	Overnight Sunday

**Note:** In addition to the release level RAB decision points there will be IRF approval before each Implementation Group is rolled out.

**NB: Detailed plan to be added****11. Release Authorisation**

Release authorisation shall be given by the Release Authorisation Board (RAB), a joint POL/FS forum that will make a go/no go decision at key stages of implementation.

Date	Release	Decision	Inputs
27/07/10	R2	Proceed to Data Centre migration	IRF Outputs & Acceptance report

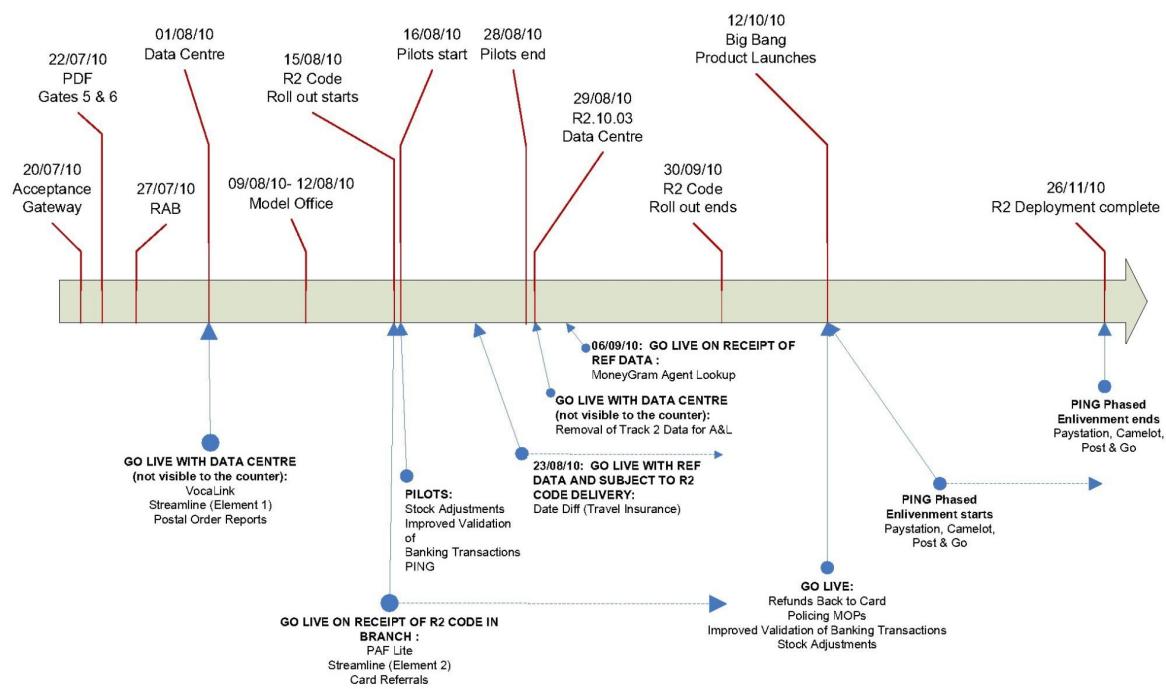
**12. IRF Decision Points**

As the delivery of the Additional APOP Host Postal Order reports has no counter impacts this is not covered by the IRF. The schedule of all other IRF decision points is as follows:

Date	PDF Gate	Projects Covered	Decision
22/07/10	5	• All Projects (Excl. PING)	Proceed to Data Centre and Model Office
22/07/10	6	• VocaLink LIS5-2008 Standard • Streamline Phase 1	Go Live
04/08/10	5	• PING	Proceed to Model Office
13/08/10	6	• PAF Lite • Moneygram Agent Lookup • Date Diff • Streamline (Element 2) • Card Referrals	Go Live
29/09/10	6	• Refunds Back to Card • Policing MOPs • Improved Validation of	Go Live

		<p><b>Banking Transactions</b></p> <ul style="list-style-type: none"> <li>• Stock Adjustments</li> <li>• PING</li> </ul>	
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### 13. Appendix A - Key Milestones



### 14. Appendix B - Software Release Activity

**NB: Rollout schedule to be included.**

### 15. Appendix C - Live Proving, Soft Launch & Go Live Activity

## 15.1 Model Office

### 15.1.1 Data Centre Migration

Model Office proving will commence at 3:30 am on 01/08/10. At this point the Model Office will still be on the R1 Horizon Online baseline and this proving activity will focus on Regression Testing i.e. performing as many transactions as possible to ensure that the introduction of the R2 Data Centre has not caused any unforeseen problems.

Detailed transaction plan to be worked up outside of this document.

### 15.1.2 Live Proving

The Model Office will be upgraded to the R2 baseline on 09/08/12, for any specific reference data activities to enable individual products see section 10 of this document.

Live proving will operate between 09/08/10 and 11/08/10, inclusive. The first activity within Model Office will be to accept the R2 code and then back the code out, reverting to the R1 Baseline to prove the functionality to regress the counters if required. Live proving of the individual transactions will then commence.

Live proving activities will cover both counter stability testing and transactional tests derived from those developed for SV&I testing and held in Quality Centre.

**NB: Add Model Office Plan.**

#### 15.1.2.1 Live Proving – Critical Success Factors (CSFs)

##### Release Specific

- System Integrity maintained following Data Centre Upgrade
- No service outages following Data Centre Upgrade
- No negative impact on service provision
  - Set of regression tests successfully run in the model office

##### Project Specific

## PING

- A Transaction Acknowledgement (TA) file is created and is available as part of the model office log-on procedure
- The model office cannot logout without accepting the TA
- The detail within the TA is correct
- Out of Hours transactions are recorded in the correct TA
- TA process works over the period of branch rollover from one transacting period to another
- TA report is available via the housekeeping functionality
- Operating instructions in COM/Ops Focus are correct
- Back office processing of transactions is confirmed as successful

## Card Payment Referrals (BOEP)

- No CSFs – Card Payment referrals cannot be easily be created using live cards. Product goes live on receipt of Release 2 code.

## Card Refunds (BOEP)

- A transaction which is settled by card can be refunded to card
  - on the same day
  - overnight
  - overnight at the time of a branch rollover
- A transaction which is settled by card as part of a mixed method of payment session can be refunded to card
  - on the same day
  - overnight
  - overnight at the time of a branch rollover
- Receipts are produced and match the defined template for the refund transaction
- Operating instructions in COM/Ops Focus are correct
- Back office processing of transactions is confirmed as successful

## Banking Validations (BOEP)

**NB – Live Proving in the Model Office is subject to the availability of a live ‘non Chip and PIN’ personal banking**

card.

- Individual banks' buttons on HNG are replaced with a generic personal banking button
- Non Chip and PIN personal banking card is validated at the counter using a combination of account number and sort code
- Operating instructions in COM/Ops Focus are correct
- Back office processing of transactions is confirmed as successful
- Banking Validation still works on Homephone transaction

## Policing Methods of Payment (BOEP)

- Method of Payment rules are enforced in the Horizon settlement procedure for 'Simple' baskets where
  - Cash only products only settled to cash
  - Cash and cheque only products settled to cash or cheque as appropriate
  - Card transactions only being settled to card
- Counter Clerk is alerted when a basket becomes complex
- Counter clerk is offered the choice to settle the basket while it is still simple
- Automated Payments Methods of Payment are enforced to the requirements specified in reference data
- Operating instructions in COM/Ops Focus are correct
- Back office processing of transactions is confirmed as successful

## Stock Adjustments (BOEP)

- Positive stock adjustments trigger the Stock Adjustment Reason
  - All reason codes used
- Negative stock adjustments trigger the Stock Adjustment Reason
  - All reason codes used
- Attempt to perform trading statement with stock adjusted with no reason to prompt Stock Adjustment Reason
- Operating instructions in COM/Ops Focus are correct
- Back office processing of transactions is confirmed as successful

## MoneyGram

- Loyalty Card sign up process completes successfully
  - Send transaction performed using new loyalty card
- Receive transaction performed from a transaction created on a loyalty card
- Operating instructions in COM/Ops Focus are correct
- Back office processing of transactions is confirmed as successful
- Agent Lookup transaction works successfully, returning the correct agent details.

## Travel Insurance (Date Difference or Date Calculation)

- Single Trip Travel Insurance date calculation is successful for
  - Couples
  - Family
  - Individuals
  - Single Parent
- Date calculation works in all 16 date ranges up to 90 days
  - Correct Prices are returned in each example
- Incorrect dates are identified
  - E.g. 31<sup>st</sup> in a 30 day month
- Horizon model office continues to work unchanged
- Operating instructions in COM/Ops Focus are correct
- Back office processing of transactions is confirmed as successful

## PAF Lite

- PAF Lite option given for appropriate transaction
- Full PAF transaction is unaffected
- Operating instructions in COM/Ops Focus are correct

## 15.2 Pilot Activities

Pilots will be run for the following projects:

- PING
- Improved Validation of Banking Transactions
- Stock adjustments

Unless any serious issues are encountered the pilots will not be stopped and the branches will be live with these and all other R2 code delivered transactions from the point of commencement.

### 15.2.1 Improved Validation of Banking Transactions & Stock Adjustments Pilots

Pilot Period: 16/08/10 – 26/08/10

The Pilot Branches will be upgraded to the R2 baseline on 16/08/12, for any specific reference data activities to enable individual branches see section 10 of this document.

Pilot Branches are as follows:

Location FAD Code	Location Name	Non Sales Value Cumulative	Non Sales Count Cumulative	Trading Location Type	Branch Trading Group
004552	Paignton	£428.53	1742	Crown Office	D
005207	Derby	-£315.84	616	Crown Office	D
006007	London Bridge	£4,860.66	1608	Crown Office	D
007432	Macclesfield	£1,885.28	1256	Crown Office	D
008124	Harlow	-£1,717.09	420	Crown Office	D
012941	Maidstone Town	£709.68	1518	Crown Office	D
050102	Amersham	-£358.27	683	Independent Franchise PO	D
114940	Horley	-£684.69	1315	Modified Sub Post Office	D
135002	Philpot Street	-£4,895.62	638	Scale Payments Sub Office	C
195855	Kirkwood	-£2,267.20	1104	Scale Payments Sub Office	C
217704	Dunmurry	-£680.45	575	Scale Payments Sub Office	C
223329	Dudley	-£2,118.75	419	Scale Payments Sub Office	D
	Hartley Brook				
228340	Road	-£1,410.62	887	Scale Payments Sub Office	C
232205	Station Square	-£640.32	423	Scale Payments Sub Office	B
				Company Franchise Post	
241217	Melton Mowbray	-£3,480.44	482	Office	C
278611	Canton	£3,339.57	940	Modified Sub Post Office	D
306614	Saltney	-£1,307.54	416	Scale Payments Sub Office	D
328238	Parkside	-£2,452.76	523	Scale Payments Sub Office	C
354217	Three Pots	-£4,436.55	765	Scale Payments Sub Office	B
				Company Franchise Post	
431614	Colwyn Bay	-£2,612.00	511	Office	C

### 15.2.2 PING Pilot

Pilot Period: 22/08/10 – 29/08/10

The Pilot Branches will be upgraded to the R2 baseline on 22/08/12, for any specific reference data and transaction

Acknowledgement delivery activities to enable individual branches  
see section 10 of this document.

Pilot Branches are as follows:

Location FAD Code	Location Name	Trading Location Type	Branch Trading Group	PING Pilot	Lottery	Paystation	Post & Go	First TA Txn Date
004552	Paignton	Crown Office	D	Yes	Yes	Yes	Yes	19/08/2010
006007	London							
007432	Bridge	Crown Office	D	Yes	Yes	Yes	Yes	19/08/2010
	Macclesfield	Crown Office	D	Yes	Yes	Yes	Yes	19/08/2010
008539	St Andrews							
	Cross	Crown Office	D	Yes	Yes	Yes	Yes	19/08/2010
		Scale Payments						
383641	Dawley	Sub Office	D	Yes	Yes	Yes	No	19/08/2010
		Scale Payments						
067004	Finchley	Sub Office	D	Yes	Yes	Yes	No	19/08/2010
		Independent Franchise						
050102	Amersham	PO	D	Yes	Yes	Yes	No	19/08/2010
		Scale Payments						
291311	West Bessacarr	Sub Office	D	Yes	Yes	Yes	No	19/08/2010
008124	Harlow	Crown Office	D	Yes	Yes	Yes	No	19/08/2010
		Scale Payments						
223329	Dudley	Sub Office	D	Yes	Yes	Yes	No	19/08/2010
		Scale Payments						
306614	Saltney	Sub Office	D	Yes	Yes	Yes	No	19/08/2010
012941	Maidstone							
010033	Town St Peters	Crown Office	D	Yes	No	Yes	Yes	19/08/2010
	Street							
251227	Keyworth	Scale Payments						
		Sub Office	D	Yes	No	Yes	No	19/08/2010
079136	Colman Road	Scale Payments						
		Sub Office	D	Yes	No	Yes	No	19/08/2010
		Scale Payments						
159632	Bassaleg	Sub Office	D	Yes	No	Yes	No	19/08/2010
		Scale Payments						
120801	Drumoak	Sub Office	A	Yes	No	Yes	No	26/08/2010
		Scale Payments						
354217	Three Pots	Sub Office	B	Yes	Yes	Yes	No	02/09/2010
		Scale Payments						
290704	Sunnylands	Sub Office	C	Yes	Yes	Yes	No	09/09/2010

070937	Denmead	Scale Payments Sub Office	C	Yes	Yes	Yes	No	09/09/2010
228340	Hartley Brook Road	Scale Payments Sub Office	C	Yes	Yes	Yes	No	09/09/2010
309704	Woodvale	Scale Payments Sub Office	C	Yes	Yes	Yes	No	09/09/2010
135002	Philpot Street	Scale Payments Sub Office	C	Yes	Yes	Yes	No	09/09/2010
328238	Parkside	Scale Payments Sub Office	C	Yes	Yes	Yes	No	09/09/2010
431614	Colwyn Bay	Company Franchise Post Office	C	Yes	Yes	Yes	No	09/09/2010
241217	Melton Mowbray	Company Franchise Post Office	C	Yes	Yes	Yes	No	09/09/2010

## 16. Appendix D - Cutover Activities

To support the following projects, specific cutover activities are required to be coordinated with other suppliers or systems. These are detailed in the attached plan:



HNGX R2 deployment plan (LIVE) v2.0.xls