

Message

From: branchinsights [GRO]
on behalf of branchinsights [GRO]
Sent: 29/11/2019 13:58:24
CC: Stephen K Ward [GRO]; Patricia Jacques [GRO]
BCC: adam.france [GRO]; adam.riggott [GRO]; adam.shillcock [GRO];
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Subject: BIT Version 4.2
Attachments: Branch Insight Tool v4.2.xlsm

Hi All,

Please find BIT 4.2 attached. Please only use this version.

Updates:

- Formatting fixes
- Customer Experience new fields added: opportunity flag, extra mile flag, customer driver score, asked parcel contents
- Dangerous Goods section – highlights if there are any relevant customer experience records
- KELs – this is a new data stream on its own tab, as requested by Paul Smith:

During the Horizon trial, it was initially raised that there were over 4000 known issues or “bugs” in Horizon with the potential to cause postmasters issues or losses. Since this was raised, we have been working closely to fully understand the true extent of known issues with Horizon and their true impact on a branch.

After a full investigation, Fujitsu strongly believe we have 12 known issues with Horizon. These are now known as KB Entries. Not all KB entries have a financial impact on branches, some just cause system performance issues, or hamper the branch in serving customers or using Horizon in the most effective way.

In an effort to ensure that we are being transparent with these issues, they have now been shared with the litigation team for onward cascade to Freeths; and are now being made available to our support teams in Post Office.



Branch Insights

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