

Nicola McSherry

From: lynne.fallowfield [GRO]
Sent: 06 December 2006 16:29
To: mandy.talbot [GRO]
Cc: gary.blackburn [GRO] sandra.mackay [GRO]
shaun.turner [GRO] Stephen Dilley
Subject: Re: Callendar Square URGENT

Mandy:

442614	Glan Conwy	Glan Conwy, LL28 5SS
152508	Alder Road	151 Alder Road, Poole, BH12 4AA
059025	Hampton	96 Station Road, Hampton, TW12 2AX
132941	Queenborough	5 Main Road, Queenborough, ME11
5QQ		

I have not included the PM's names as I am unsure how accurate the config database is.

Lynne
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Mandy Talbot

To: Lynne Fallowfield/e/POSTOFFICE [GRO] Gary
06/12/2006 14:31 Blackburn/e/POSTOFFICE [GRO] Shaun
Turner/e/POSTOFFICE [GRO] Sandra
MacKay/e/POSTOFFICE [GRO]
cc: stephen.dilley [GRO]
Subject: Callendar Square URGENT

Lynne further to our chat can you advise what are the names of the postmasters and addresses of the branches if possible of the following FAD Codes.

442614, 152508, 059025, 132941

In Feb of this year you wrote to Gary Blackburn and he wrote to Shaun Turner and then Sandra MacKay about these branches which had apparently registered complaints about the HORIZON system. Fujitsu have told us that in respect of Callendar square that there was a problem when stock was transferred from one stock unit to another but this would only apply when there was more than one stock unit, iemore than one position at the counter.

Did any of you find out what the problems were at the other branches and what did POL and Fujitsu do to correct them.

Regards
Mandy Talbot
Dispute Resolution
Company Secretary's Office
Royal Mail Legal Services
148 Old Street
London EC1V 9HQ

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