

From : RYALCO

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PC Nw 06 01

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Post Office Network

Dear Colleague,

**NEW HORIZON REMITTANCE PROCEDURES**

As you may be aware we are shortly to undertake the next Horizon software release, known as CSR+. An inherent change in this release is to make improvements in cash remittances for the benefit of the business and users. The enclosed training package is **ESSENTIAL READING** to prepare you for these changes and explain the links with the Logistic Feeder Service.

As a subpostmaster or office manager you must complete the whole workbook in advance of the upgrade being released. You will be advised of your upgrade date during the 3 weeks prior to the event. Please allow 2 hours for the workbook activity. Once your office has been upgraded the workbook contains activities which can be undertaken in Training Mode to consolidate your learning and you will need to allow yourself time to practice these.

The processes described in the workbook are classed as 'manager roles' though some may have been delegated to members of your staff dependent on the roles undertaken within your office, for example, daily cash declaration and weekly stock declaration. Larger offices with single stock units may also use 'rem in' for stock. Please ensure that all relevant staff are given time and access to the training they need to undertake the new procedures, including time to consolidate their learning by practising on Training Mode. The workbooks can be used many times over by writing answers to the questions on paper rather than in the workbook itself.

When training and consolidation has taken place please complete and return the enclosed Freepost addressed response card to confirm that ALL training, including Training Briefs 27 & 28 which you will receive separately, have been undertaken by ALL concerned in your office. This is a **MANDATORY REQUIREMENT** to confirm that all post offices are prepared for this change. The completed card must be returned within 5 working days of your upgrade.

The changes being introduced are less intrusive than others that have gone before and with proper advance preparation they should present few, if any, problems for you. One important point to remember is to ensure you have your PMMC card on hand and that you allow sufficient time before opening on the day of your upgrade to undertake the essential POLO log on procedure at all terminals.

Good luck with your preparations.

**GRO**

DON GREY

Horizon National Roll Out Project Manager

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