

Message

**From:** Duty Manager [IMCEAEX-  
\_O=MMS\_OU=EXCHANGE+20ADMINISTRATIVE+20GROUP+20+28FYDIBOHF23SPDLT+29\_CN=RECIPIENTS\_CN=DUTY+20MANAGER8EE6  
BDFC-4B76-9B77-3FB7CB9F305D@C72A47.ingest.local]  
on behalf of Duty Manager <IMCEAEX-  
\_O=MMS\_OU=EXCHANGE+20ADMINISTRATIVE+20GROUP+20+28FYDIBOHF23SPDLT+29\_CN=RECIPIENTS\_CN=DUTY+20MANAGER8EE6  
BDFC-4B76-9B77-3FB7CB9F305D@C72A47.ingest.local> [IMCEAEX-  
\_O=MMS\_OU=EXCHANGE+20ADMINISTRATIVE+20GROUP+20+28FYDIBOHF23SPDLT+29\_CN=RECIPIENTS\_CN=DUTY+20MANAGER8EE6  
BDFC-4B76-9B77-3FB7CB9F305D@C72A47.ingest.local]  
**Sent:** 06/01/2012 12:21:20  
**To:** Dave Hulbert [GRO] Adrian Baker [GRO]  
**Subject:** RE: ACTION FW: Branch feedback - St.Peters Street Crown Office - POL REF:Q17445798

Dave/Adrian the issue has been investigated by Fujitsu but they can not replicate the error.

Therefore I have asked the Branch to report the issue the next time it happens to the Help Desk at Fujitsu so that Fujitsu can obtain the necessary evidence to investigate the issue fully.

Andrew  
POL Live Service Desk

**GRO**

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**From:** Dave Hulbert  
**Sent:** 05 January 2012 13:18  
**To:** Duty Manager  
**Cc:** Antonio Jamasb  
**Subject:** ACTION FW: Branch feedback

Team -

The issue that Adrian refers to in his email relates to Horizon. Could you look into this and determine the facts and what actions need to be taken. Can you update me when you have some information.

Thanks,  
**Dave**

Dave Hulbert  
**IT & Change**  
Senior Service Manager  
Service Management

Dearne House, Cortonwood Drive, Brampton. Barnsley. S73 0UF  
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**From:** Lesley J Sewell  
**Sent:** 05 January 2012 11:05  
**To:** Dave Hulbert  
**Subject:** FW: Branch feedback

Dave

Could you please get one of the team to take a look.

Thx

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Lesley J Sewell  
Head of IT & Change  
Post Office Ltd  
148 Old Street LONDON EC1V 9HQ

Tel:   
Mob:  
Email:

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**From:** Adrian Baker  
**Sent:** 03 January 2012 09:53  
**To:** Lesley J Sewell  
**Subject:** Branch feedback

Lesley,

First of all – happy new year!

Secondly, a quick bit of feedback / question from my time in branch before Christmas. There seems to be a slight glitch with the Quantity function, especially when used with stamps. It seems quite random as to whether the quantity selected follows the user into the next screen when selling loose stamps. Sometimes it does, sometimes not. On occasions the quantity clears back to 1 but then when you select the stamp denomination suddenly remembers the quantity. The feedback from St Peters Street branch is that this is the single most common cause of losses in their branch.

Could you have one of your team investigate please?

Thanks,

Adrian

Head of Strategy  
Post Office Ltd

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**GRO**



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