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PC NW 06 01

POST
OFFICE

Mr C Baker
National Federation of Subpostmasters
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Fax: GRO

Post Office Counters Ltd

22nd September 1998

Dear Colin

Re: Outstanding Action Points

There are still a few action points outstanding from meetings between yourself and Dave Miller which I wanted to have cleared ahead of our meeting tomorrow.

1. Flat Screens

I can now confirm that flat screens are the chosen option for sub post offices and surveys and modifications will incorporate this approach.

2. User Perceptions

As you know I have had a number of discussions about the potential impacts of user perceptions on the response to initial functionality the system will contain. Our view of this issue will be part of the agenda for Wednesdays meeting.

3. Training

I know you would like a workshop to review in detail the Horizon summarisation and balancing and how this will be approached in training. I hope to provide this soon but we are still in the early stages of detail on this part of training and it would be mid to late October before I would be able to set up suitable arrangements.

As part of our approach to walk throughs and dry runs of the final training approach, it is intended to pick up those subpostmasters who attended the original training event in Stockport.

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4. Printer

You asked for information about how far the printer could be located from the counter. There are two responses to this:-

- The back office printer can be sited a maximum of three meters from the nearest counter or back office terminal.
- Counter printers in standard layout would normally be restricted to a furthest reach distance of 655mm.

I hope this response picks up on the detailed issues which have arisen and which you can feed back to your executive committee members.

I will be happy to take any further comments or clarifications when we meet on Wednesday.

Yours sincerely

GRO

RP.

Bruce McNiven
General Manager
Horizon Implementation