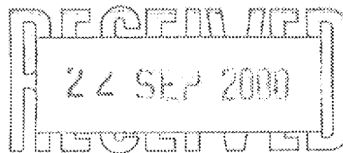


FC No 06 01



Post Office Counters Ltd

Mr C Baker
General Secretary
National Federation of Sub Postmasters
Evelyn House
22 Windlesham Gardens
SHOREHAM BY SEA
Sussex
BN4 5AZ

our ref: cb2109
21 September 2000

Dear Colin

Thank you for your letter of 15 September about Horizon installation activity during December. Whilst I can fully appreciate the sensitivity of this issue I was surprised by the tone given the discussions we have had in recent weeks.

This said, I am happy that in our discussions yesterday we were able to agree a way forward on all the cases you raised. For the record, I have agreed to the deferral of Warton, Lighthouse, Muirhead Avenue East, Birkdale and Leece Street (done since our meeting). You agreed to come back to me with more substantial evidence on Bargarron, Magdalene Drive and Upper Brook Street.

As you acknowledged, we will need to finalise our position on these cases by Friday, 29 September, since beyond that date we will be into the training notification cycle and cannot entertain any more pre-arranged deferrals.

On the other issues you raised:

- 1 Mike Granville has apologised for the delay in writing to you about the extension of the user training distance limit. Both he and Steve Gibbs, on the out of hours trading policy, will be writing to you this week.
- 2 Endcliffe Park SPSO - A copy of the response sent to the subpostmaster is attached as requested.



INVESTOR IN PEOPLE

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Leeds LS1 1AJ

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21 September 2000
Mr C Baker

3 CSR+ - The current position is that we now have 230 offices operating on the upgraded version of the Horizon software including 19 which are new installations migrated directly to CSR+. The software problems which have prevented us committing the upgrade of some individual counter terminals have hopefully now been resolved and we propose to upgrade the residual 71 offices within the pilot tonight. Following this we will review the situation to determine the way forward on the next offices to be upgraded to CSR+. The present proposal is that we upgrade another 120 on Monday, 9 October, followed by 240 on each of the nights of 12 and 13 October. There will then be a break of one week whilst we review progress before we commit another 1,500 during the week commencing 23 October. The remaining CSR+ offices will hopefully be upgraded during November but we will not be encroaching into December.

4 Field Gate, Warwick - Initially the subpostmaster had refused to permit agreed modifications to take place in the office in June but subsequently agreed to go ahead after RNM intervention. Since then his resignation has been tendered but the only applicant was unsuccessful. The office is now suspended from the Horizon programme but it would appear that it is an outstanding resignation rather than a three months notice situation.

5 User Groups - I am awaiting details of the arrangements from Business Service Management and will provide as part of my update report to you shortly.

One thing I forgot to mention yesterday is that we are scaling down User Awareness Events from next month and redirecting these resources into user training. By then we will have been once across the country and we are already seeing attendance at these events tail off quite significantly. We will continue to run a maximum of one event a week in each of the four installation areas. As you know these events are not mandatory and with the wider geographical spread we expect to have between offices in the later stages of the programme we are not expecting people to travel greater distances. All outlets will continue to receive a full information pack.

Yours sincerely

GRO

Don Grey
Horizon National Roll Out Project Manager

Telephone number: **GRO**

00 13:00

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GRO

SHEF CTR DST OFF

02

Mr P Ryalls

GRO

dv15dvh

18 September 2000

Dear Mr Ryalls,

Thank you for your recent letter regarding the new Horizon remittance procedures.

I am sorry that you feel aggrieved by the proposals in the letter but I can assure you that the next Horizon software release (known as CSR+) is absolutely fundamental to the successful automation of the Post Office Network.

These proposals will allow us links in to the Logistics Feeder Service and in order that you can fully understand your role in this development you are asked to complete the workbooks. These workbooks will not only help your understanding of the process but also ensure you can complete areas such as the cash declarations effectively and efficiently and enable you to get the optimum performance from the equipment.

On this occasion you are asked to give two hours of your time to complete these activities and this time can be done all at once or in segments whichever is best to suit your personal circumstances. However it remains a mandatory requirement that you complete the Freepost addressed response card to confirm the training has been completed. I regret that I cannot agree to any outlet closing in order to complete this exercise. However there is an option for you to add your views on the response card and any comments received will be used to shape our approach to further training.

Finally, I cannot agree to you closing your outlet to complete this exercise.

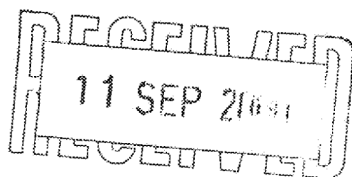
Yours sincerely

GRO

K H Parkin
Horizon Liaison Manager

PC NW 06 01

POST
OFFICE



Mr K Davis
National Federation of SubPostmasters
Evelyn House
22 Windlesham Gardens
SHOREHAM-BY-SEA
Sussex
BN43 5AZ

Post Office Counters Ltd

your ref: KD/LTH/PC NW 06 01
our ref: NFSP8Sept
8 September 2000

Dear *Kevin*

Thank you for your recent letters enclosing correspondence from the subpostmasters of Muirhead Avenue East, Liverpool, Upper Brook Street, Manchester and Leece Street, Liverpool.

As you may recall, the issue of undertaking installation activity in the weeks commencing 27 November and 4 December was the subject of considerable discussion between Colin Baker and myself last month. The outcome of this was an agreement which included a clause that any deferrals from planned installation activity in either of these two weeks had to be concluded by Friday, 25 August. I am sorry that we cannot make an exception for any of these offices and we will have to manage the issues concerned as best we can.

In the case of Upper Brook Street the subpostmaster was contacted in the week commencing 10 July by my team and was given a six week training and installation window between 30 October and 8 December. He signalled his acceptance of these dates and we have confirmed this to ICL Pathway. It is only in later weeks when he received further communication that this has been raised as an issue.

I am sorry if this seems somewhat callous but our contract with ICL Pathway is such that each subpostmaster is given specific dates for training and implementation and will only be allowed to refuse these in exceptional circumstances. None of the reasons provided fall within the definition of exceptional circumstances which was only reached after long and difficult negotiations.

Yours sincerely

GRO

Don Grey
Horizon National Roll-out Project Manager

Telephone number

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