

Message

From: Craig Tuthill [craig.tuthill@postoffice.co.uk] **GRO**
Sent: 03/05/2013 17:12:59
To: Simon Baker [simon.baker@postoffice.co.uk] **GRO**; Lin Norbury [lin.norbury@postoffice.co.uk] **GRO**
CC: Angela Van-Den-Bogerd [angela.van-den-bogerd@postoffice.co.uk] **GRO**
Subject: RE: Spot Review 11 - Giros
Attachments: image011.png; image012.png; image023.jpg; image024.jpg; image025.jpg; image001.jpg; image002.jpg; image013.png; image014.png; image015.png; image018.gif; image019.gif; image020.gif; image021.gif; image022.jpg

Lin, Angela
 Would this be suitable to be owned by Neil Corrick
 Craig

Craig Tuthill | Head of Network Services



c/o Stephanie Lawrie, 1st Floor Bunhill Row Wing, 148 Old Street, LONDON, EC1V 9HQ



GRO



craig.tuthill@postoffice.co.uk **GRO**



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From: Simon Baker
Sent: 03 May 2013 17:49
To: Lin Norbury; Craig Tuthill
Cc: Angela Van-Den-Bogerd; Craig Tuthill
Subject: RE: Spot Review 11 - Giros

Thanks for the update Lin

Can I ask you to continue to own this issue until resolved for this specific issue.

It looks like there may be a bigger issue in that we don't have a single content owner for Horizon help desk material - I would have expected it to be owned by someone in Network although the content itself may originate elsewhere. Angela – do you think I need to pick that up with someone?

Simon

From: Lin Norbury
Sent: 03 May 2013 09:57
To: Simon Baker; Craig Tuthill
Cc: Angela Van-Den-Bogerd; Craig Tuthill
Subject: RE: Spot Review 11 - Giros

Hi Simon

Further to our earlier conversation, I have struggled to identify an overall owner for Horizon on-line help. I've spoken to Sandra McBride, Network Support Change Advisor and she advises that when training identifies the need to change any documentation she approaches the specific Product Manager. I have also spoken to Julia Marwood and she has confirmed that each Product Manager is responsible for the content of their respective pages within the help menu but

that it is less black and white when it involves issues around general accounting. Within her Network team she has managers that face up to the different product areas and Stefanie Rush is responsible for engagement with the Banking Team which is where this particular query lies.

As to an overall owner I will keep making enquiries.

Regards

Lin

Lin Norbury I Agents Contracts Deployment Manager - South

6-16 New York Street LEEDS LS2 7DZ

GRO
lin.norbury@giros.com GRO

From: Simon Baker
Sent: 03 May 2013 09:02
To: Lin Norbury; Craig Tuthill
Cc: Angela Van-Den-Bogerd
Subject: Re: Spot Review 11 - Giros

Craig, Angela

I think Lin might be out. Who owns the help content for the Horizon system?

The investigation has found some errors that I would like to get fixed.

Thanks, Simon

From: Simon Baker
Sent: Thursday, May 02, 2013 10:13 AM
To: Lin Norbury
Subject: RE: Spot Review 11 - Giros

Lin

Are you able to get back to me on this? I'd like to make sure our documentation reflects reality.

Thanks

From: Simon Baker
Sent: 29 April 2013 13:15
To: Lin Norbury
Subject: FW: Spot Review 11 - Giros

Lin

Who do I talk to update the horizon documentation?

Simon

From: Jenkins Gareth GI [<mailto:Gareth.Jenkins@giros.com>]
Sent: 29 April 2013 09:18
To: Parsons, Andrew
Cc: Simon Baker
Subject: RE: Spot Review 11 - Giros

GRO

Andy,

I've just had a play on our test system and it looks like the documentation is wrong.

What surprised me particularly was the fact that the Office copy is actually printed out before the Giro slips.

Simon: is it worth getting James to put together a story board for this as he did for Recovery. Also who in POL should be updating the User Guide? In particular there is no button to just print the Giro Deposits report. It is included in the Counter daily report group. Is this old Horizon documentation – though it does clearly say Horizon Online (I did think that the slip was printed before the Office report – but that could be on Horizon rather than Horizon Online)?

Regards

Gareth

Gareth Jenkins
Distinguished Engineer
Business Applications Architect
Post Office Account

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Please consider the environment - do you really need to print this email?

From: Parsons, Andrew [<mailto:Andrew.Parsons>] [GRO]
Sent: 27 April 2013 14:18
To: Jenkins Gareth GI
Cc: Simon Baker (simon.baker) [GRO]
Subject: Spot Review 11 - Giros

Gareth

Attached is the Horizon online help for Giro transactions. You'll see at the top of page called "alcb_09_02a v1.0" that the SPM is required to "Select to print the office copy" of the Giro daily report. This suggest that the printing of the branch copy of the daily report is not automatic as previously thought but requires manual input from the SPM.

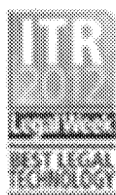
Would you mind looking into this and confirming the position (for both Giro deposits and Giro withdrawals)?

Kind regards
Andy

Andrew Parsons
Senior Associate

Direct: [GRO]
Mobile: [GRO]

Fax: GRO



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