



Date
6 December 2024

Post Office
100 Wood Street
London EC2V 9ER

Your Ref:

Classification:
Public

Dear [REDACTED],

Freedom of Information Request – FOI2024/01144

We are writing in response to your email received by Post Office Limited (“**Post Office**”) on 18 August, which has been dealt with under the terms of the Freedom of Information Act 2000 (“**FOIA**”). Please accept our apologies for the delay in responding.

In your email you have requested the information shown verbatim in bold below:

“In your corporate website page - <https://corporate.postoffice.co.uk/en/purpose-strategy/intent-to-2025/investing-in-our-it/> you mention that "Post Office transactions were completed outside of our existing Horizon technology in a pilot of a new branch format".

Can you advise how many locations are trailing this and what transaction are being trailed in October 2021 and now?

One the same web page, you mention that "we will continue to deliver improvements to the current Horizon system in the meantime". What improvements have been made to the current Horizon system since October 2021?"

We can confirm that Post Office does hold the information you have requested.

The pilot branch format referred to in 2021 was the drop and collect format which undertook collections and returns for Royal Mail. In terms of the replacement for

Horizon we are in an early stage of pilot currently live in 5 branches. The transactions going through the new system are a subset of our mail journeys and stamps sales.

Regarding improvements made to Horizon Since October 2021, there have been a number of new counter releases / updates deployed and a monthly IT Security patch.

These releases / updates have included:

- New products that have been developed to work with Horizon
- Removal of products no longer sold by Post Office
- Improvements to existing products and their 'user experience'
- Fixes to any issues identified where necessary
- Security related updates
- Operating system related updates

If you are dissatisfied with the handling of this response, you do have a right to request an internal review. You can do this by writing to the address above within 40 working days of receipt of this response stating your reasons for your internal review request or alternatively, by emailing information.rights@postoffice.co.uk.

If, having requested an internal review by Post Office, you are still not satisfied with our response you also have a right of appeal to the Information Commissioner at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire SK9 5AF

Telephone: 0303 123 1113
www.ico.org.uk/foicomplaints

Yours sincerely,

Information Rights Team
information.rights@postoffice.co.uk

<https://corporate.postoffice.co.uk/en/governance/access-to-information/access-to-information/>

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