



[Redacted]

Date
23 July 2024

[Redacted]

Post Office
100 Wood Street
London EC2V 9ER

Your Ref:

Classification:
Public

Dear [Redacted],

Freedom of Information Request – FOI2024/00148

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

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

“Please let me have the following information-

*** the value of payments made by Post Office Ltd, or any related entity, to Fujitsu Services Ltd or any entity related to it in each of the last six financial years including 2023/23 to date**

*** the value of any penalties or rebates received or deducted from the above payments in those years”**

We can confirm that Post Office does hold the information you have requested. The table below shows the value of the actual contracted spend, inclusive of the credits received, in relation to the supply and maintenance of the Horizon system for the financial years (April to March) 2017/18 to 2022/23. We have interpreted your request to mean you require information up to 18 January 2024, hence the financial information for 2024 has not been added.

Financial Years	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23
Total Spend	£36.3m	£41.8m	£39.8m	£36.7m	£45.1m	£47.4m

The second part of your request concerning “the value of any penalties or rebates received or deducted”, can be seen in the table below. These negotiated credits, which are also included in the first table, are received based on spend volumes and deducted from the total cost paid to Fujitsu (see previous table). The financial year 2019/20 includes a credit/penalty of £19,731.50 from a missed service level. For context, this is not a breach of contract.

Financial Years	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23
Total Credits	£9.5m	£9.1m	£9.6m	£10.1m	£12.8m	£11.7m

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/>

Post Office Limited is committed to protecting your privacy, information about how we do this can be found on our website at www.postoffice.co.uk/privacy