



Information Rights Team  
Post Office Limited  
Ground Floor  
Finsbury Dials  
20 Finsbury Street  
London EC2Y 9AQ

Your reference:  
Our reference: FOI2022/00349

Andrew McKlaren

request-862174-c7b4a0cc@whatdotheyknow.com

18 May 2022

Dear Andrew McKlaren,

### **Freedom of Information Request – FOI2022/00349**

I am writing in response to your email received by Post Office Limited (“**Post Office**”) on 15 May, which has been dealt with under the terms of the Freedom of Information Act 2000 (“**FOIA**”).

I can confirm that Post Office does hold the information you have requested in your email which is shown in bold:

#### **Software(s) used to produce receipts?**

Post Office Branch customer receipts form part of Horizon Services.

#### **Licensed fee or free?**

Horizon is licensed and the Intellectual Property rights are currently owned by Fujitsu.

#### **Thermal printer model(s) used for producing receipts?**

Post Office does not use Thermal printers. Post Office uses ink jet printers for customer receipts.

#### **How often they are failing / faulty?**

Post Office have approximately 24,000 counter printers within its network of approximately 11,500 branches. These are multi-functional devices that print labels, customer receipts and post orders. Post Office receives between 1,000 and 1,500 calls per month to our service desk. The majority of faults are usually fixed by cleaning and general maintenance carried out by an engineer.

#### **If Windows based software, which font(s) are employed in the receipt.**

Font type is set by the template in the counter application, this is not controlled by Windows.

**Are physical copies of receipts collected?**

Branches will hold only certain branch receipts relating to Automated Payments, such as MoneyGram and DVLA.

If you have any queries about this response, please contact me and do remember to quote the reference number above in any future communications.

I hope the information I have provided on this occasion is useful however 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 stating your reasons for your internal review request.

Yours sincerely,

*Liesl Jackson*

Liesl Jackson  
Information Rights Team  
[information.rights@postoffice.co.uk](mailto:information.rights@postoffice.co.uk)

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