

Spot Review Summary

Number	Sub Postmaster	Status	Key Issues	POL Response	Second Sight Response	Next Steps
SR001	John Armstrong	Complete	Communication line failure problems: 1. Horizon backs out transactions without Sub postmaster acknowledgement 2. Horizon does not provide clear enough information for the sub postmaster to understand what do do in the even for a communications line failure	1. The sub postmaster was aware that there were connection problems 2. The sub postmaster did invoke that the disconnection process by electing to cancel the session when given an option message on the screen. 3. The till receipts produced as part of the disconnection process should have allowed Mr. Armstrong to know how to complete the transaction. The receipt would have shown what transaction completed and which ones didn't. 4. There is sufficient detail on the disconnection receipt for the sub postmaster to understand what action to take.	Ron is coming down on the side of the sub postmaster	Simon to follow up with Ron
SR005	Michael RUDKIN	In progress	Central team manipulated sub postmaster data This is based on a meeting	1. No evidence to support this. 2. Rudkin accusations are purely hear say	None yet	Steve A to progress

			Rudkin had in the basement of the Fujitsu building where he belived he saw or heard people manipulating sub postmaster data	<ol style="list-style-type: none"> 3. The words he heard were probably referring to test data in the test environment. 4. There is no ability to access live data from the basement of Bracknell (it is a test environment only) 		
SR006	Tracey Ann MERRITT	Complete	<p>Centrally-input transactions</p> <p>She received calls from the help desk after she was suspended about transactions in her outreach branch</p>	<ol style="list-style-type: none"> 1. No evidence to support the alleSRgations. 2. The phone calls were probably due to Post Office not updating our records on a timely basis 	None	None
SR010	Tracey Ann MERRITT	Complete	<p>Postage Labels and Power/Communications Failures</p> <p>During a transaction for 67p the system froze and then printed out 6 duplicate receipts</p>	<ol style="list-style-type: none"> 1. Horizon logs show no transaction for 67p 2. Horizon logs show no evidence of a system failure or "freezing 3. Horizon logs show no evidence of multiple receipts being printed 	None	None
SR011	Tracey Ann MERRITT	Complete	<p>GIRO Payments - Apparent Loss of Audit Trail</p> <p>SPMRs cannot properly account for GIRO payments that have been made in their branch as no audit trail is produced</p>	<ol style="list-style-type: none"> 1. Branches are able to review on Horizon all transactions (including the deposit or withdrawal of Giros) in the last 60 days 2. Branches are able (and indeed required) to print and retain a Daily 	None	None

				3. Giro Report showing all Giro deposits and withdrawals on a given day.		
SR012	Jo HAMILTON	Complete	<p>Missing cheques</p> <p>There are "mysterious" or "unexplained" shortages in the remittance of cheques from branch to POL which lead to transaction corrections being issued against SPMRs.</p> <p>By the time a transaction correction is raised in relation to a missing cheque, it has become impossible for the SPMR to identify the customer who handed over the cheque. The SPMR cannot therefore mitigate the loss and this is inequitable.</p>	<p>1. Loss caused by missing cheques is only passed on to SPMRs by way of a transaction correction if the SPMR has not followed the set operational processes for taking and recording cheque transactions.</p> <p>2. By following the set operational processes, SPMRs can avoid any liability for missing cheques</p>	None	None
SR013	Jo HAMILTON	Complete	<p>Missing cheques</p> <p>Problem with a missing cheque in regards to a TV licence.</p> <p>The customer received his TV Licence and the cheque did clear and was debited to his bank account (a copy of the cheque is on file).</p> <p>The reason for the TC is not clear, as correct payment for the</p>	<p>Due to the age of the transaction in question in this Spot Review (2005), the transaction history is no longer available and a detailed investigation cannot be conducted.</p> <p>Nevertheless, it is thought (though this cannot be proven conclusively) that this case does not relate to missing cheques but rather to a TV licence transaction correction. In Post Office's experience this type of situation arises where a SPMR fails to properly record a TV licence transaction on Horizon.</p>	None	None

			TV licence appears to have been made. The SPMR was unable to reclaim the money i.r.o. the TC and has suffered a loss which was not caused by her error.			
SR021	Jenny O'DELL	Complete	<p>Transactions not entered by the SPMR or any branch employee</p> <p>Situation reported of mysterious entries regarding stock adjustments for stamps</p>	<ol style="list-style-type: none"> 1. Every stock adjustment transaction is logged against the user's ID who is logged into Horizon 2. Horizon system does not generate automatic stock adjustments. 3. Provided the SPMR at the Great Staughton branch made accurate stock and cash declarations then stock adjustments cannot cause a SPMR to suffer a shortfall. 	None	None
SR022	Alison HALL	In progress	<p>Lottery 'Instants' Scratch Cards</p> <p>Differences between the two systems (Camelot and Horizon) resulted in substantial losses and that POL failed to fully investigate and/or to communicate its findings in respect of those anomalies.</p>	This is still under investigation, but is it likely that the "difference" was a result in the sub postmaster not accurately "remming in" the scratch cards into Horizon.	NA	NA

SR023	Nirmala FATANIA	Complete	Spoilt Postage Labels Spoilt postage transactions were logged on Horizon against a user's ID even though the user may not have conducted the transactions	The Horizon audit logs show that each spoilt postage entry was conducted by the SPMR at the this branch. Any errors in the spoilt postage transactions logged on these dates are therefore attributable to a user error not a Horizon error	None	None
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