



# Dispute Process

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## 2. Document Version

Version Control Table				
Version	Change Made (date):	Change Made By:	Change Made (summary) of changes:	Review Date
1.0	14/11/14	Andy Winn	Creation of Document	N/A

## 3. Purpose

The purpose of this document is to provide a clear and concise description of the Finance Service Centre (FSC) Dispute process.

## 4. Process Documentation Set

The process documentation is comprised of:

1. Process Template.
2. Level 4 process Map.

## 5. Process template

Process Sponsor : Alisson Bolsolver  
 Process Owner : Andy Winn  
 Process Expert : Andy Winn  
 Process Deliverer : FSC( Financial Service Centre) Chesterfield

1.0 Process Objectives and Aim: Post Office Ltd acknowledges the potential financial impact and stress that may be caused by unexpected Transaction Corrections or Branch Discrepancies. An effective dispute process is essential to ensure that settled centrally debts are not recovered from agents without reasonable time to investigate, challenge and resolve individual amounts. The process provides a single point of escalation and creates a clear audit trail to illustrate that subpostmasters accounting challenges have been adequately investigated with clear feedback having been provided.

### 2.0 Process Details: **Dispute Process**

There are two routes by which an agent might instigate the dispute process: -

#### 2.1 Transaction Corrections

☐ Branches should contact the Transaction Correction issuer within 7 days of acceptance at branch to challenge the evidence provided to support the Transaction Correction. NB Where time permits prior to Branch Trading, branches should challenge prior to acceptance.

☐ If the challenge is accepted in full or part at this stage, a compensating Transaction Correction will be issued to close the dispute.

☐ On receipt of supporting information the issuing team will suspend the debt recovery process, if the Transaction Correction was settled centrally, until a response has been made. Written submissions to the specific team will receive a written response, within 10 working days, in line with Business standards. It is recommended that written submissions be sent using a priority service.

#### 2.2 Transaction Corrections where there is insufficient time to investigate prior to Branch Trading roll over.

☐ Branches should contact NBSC (08456011022) and request further time to investigate and present supporting information. A reference number will be provided.

☐ Supporting information to support any dispute must then be presented in writing via Special Delivery to The Current Agents Accounting Team (Debt recovery), 1 Future Walk, Chesterfield S49 1PF within 7 days quoting the above reference number.

☐ The Current Agents Accounting Team will then present to the issuing team who will suspend the debt recovery process, if the Transaction Correction was settled centrally, until a written response has been made. FSC will provide an update on the query or a resolution, within 10 working days.

☐

#### 2.3 Branch Discrepancies

☐ The resolution of branch discrepancies is the responsibility of the branch.

☐ If the agent believes a transaction correction is required they should contact the appropriate department in FSC via NBSC (08456011022). Supporting information should be

presented and resolution then follows the transaction correction process. It is recommended that this be sent using a priority service. FSC will provide an update on the query or a resolution, within 10 working days.

## 2.4 Disputes / Appeals

☐ If the agent believes that the supporting information provided to FSC adequately supports their dispute but the dispute has not been allowed they should make a written submission to: -

The Relationship Manager

1 Future Walk

Chesterfield

S49 1PF

☐ The debt recovery process, if settled centrally, will be suspended pending a written response.

☐ A written response will be provided, within 10 working days, in line with Business standards.

☐ All correspondence will be included on the EFC for the Network to be able to view. Where a dispute is subsequently not upheld, a branch then becomes liable for the settled centrally debt and no repayment will be made for any debt made good.

## 3.0 Systems Utilised: *Credence / POLSAP/HORICe/Remedy*

## 4.0 Process Critical Success Factors (CSFs) and KPIs:

*Responses to branches within 10 working days*

## 5.0 Process Stats (as and where appropriate):

*Monthly summary reporting via the Network Working Agreement pack.*

## 6.0 Controls: *{Document controls built into the process}*

*None in place.*

## 7.0 Training Material: Standard approaches/letter are available on the Relationship Manager share point site (control and click on below)

8.0 Skills Requirements: Comprehensive understanding of POL SAP/CFS Customer Accounts , Credence & HORICe. Intermediate understanding of the Horizon transaction process, accounting Agents Accounting and Enquiry team processes. High level of written ability. Wide knowledge of key points of contact around the business and National federation of Subpostmasters. Basic knowledge of excel and Remedy

## 9.0 Change Control: No formal controls in place.

## 10.0 Internal Risks: *Loss of systems/ building. No trained cover for role*

## 11.0 External Risks and Contingency: System failure. Confidential data falling into the wrong hands.

## 12.0 Other Stakeholders not included above:

POL Account Managers & Service Management, NBSC, Network, Security

## 13.0 Related Links to Policy and Other Guidance Documents on this Process:

Debt recovery process

## 6. Level 4 Process Map and Narrative

Supply or produce a process map in any format which is available, Visio would be preferable, but not all staff have Visio on their PCs.

Governance will convert to Visio if not supplied in Visio to ensure all documents are consistent in their structure and using the same symbols.

