

C&SM National Standard forms & AIM toolkit June 05 v1.2

Area Intervention Manager Visit Log

Admin duty to complete (except date and length of visit which is completed by AIM)

| | | | | | |
|-------------------------|-------------------------------|---------------------------------------|---------------|---------------------------------------|--------|
| Date and issue | 19 Sept 2005 Horizon problems | | | | |
| Branch | Callander Square | Postcode | FK | Fad Code | 160868 |
| Details of visit | | | | | |
| Date of visit | 20/21/28.09.05 | Name AIM | Sandra MacKay | | |
| Length of visit | 3 hrs ¾ hr | Segment | Diamond | Actively Account Managed ? Y/N | |
| Hardship Y/N | | ATM? (note type, eg self fill) | | | |

| Mandatory requirement on all visits (to be completed by AIM) | | | | |
|---|---|--|------------------------------|---|
| Bal/ Suspense. Check last 4 weeks CA (record amounts) | Wk 25 £2.94 over £6414.46 short | Wk 24 £2.68 over £29.40 short | Wk 23 £36.04 short | Wk 22 £2.76 over £17.38 short |
| ONCH/FONCH Check declarations (end of day) | ONCH & FONCH Discussed | | | |
| Check sales against holdings | | | | |

Optional dependant on visit any breaches should be annotated as to what action has been given

| | |
|-----------------------------|--|
| Sales (POM) | |
| Branch Standards | |
| Security | |
| Current issues | |
| Opening times | |
| ATM at branch poster | |

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| | |
|-------------------------------|--|
| displayed | |
| High risk audit issues | |

| ACTION (Detail any additional actions to be followed up by Spmr /C&SM/APM/Admin or other) | WHO | DEADLINE DATE | DONE |
|--|------------|----------------------|-------------|
| Sandra to discuss with C&SM for advice. | Sandra | 22.09.05 | 22.09.05 |
| E mail C&SM with string of e mails | Sandra | 28.09.05 | 28.09.05 |
| | | | |
| | | | |

EXPAND ON ANY LETTER REQUESTED/CLARIFY ANY POINT

This office had severe problems balancing on Wk 25, resulting in a shortage of £6,414.46. After checking various reports I am satisfied that the error is made up of:

£3,489.69 – Transfers

£2,870 – Giro Deposits

£54.52 – unidentified (however due to all the coming and going with re-keying entries, then this could come back as an error.

The Spmr claims that there was a Horizon software problem on 14.09.05 from 15.30 onwards. This was picked up when a member of staff noticed that a transaction, which had been taken by another member of staff, had not been entered onto the system, so therefore she put the transaction through. She checked at the time with her colleague who said that she thought she had put it through already however she accepted that she could have made a mistake. Following on from that, it was picked up that other giro business deposits that had been entered had not come up on the system, so they were re-keyed.

There was also a problem with transfers from one stock to another, in that they had doubled up. The Spmr made several telephone calls to the NBSC, telling them about his problems and he was advised to carry on with balancing and produce his Cash Account. Whilst doing this a warning came up, however the NBSC told the staff to continue to roll over. The result was that the office balanced £6,414.46 short.

The Spmr spoke to the Horizon Support Centre (ref E0509150123) who investigated and agreed that there had been a navigation problem that had

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now been rectified. They told the Spmr that they would report to NBSC that they had identified and rectified the problem and that the amount could be held in the suspense account. However, as part of the shortage relates to transfers, and no error notice will be issued, then the Suspense Account Team are not prepared to authorise the entry.

I telephoned The Suspense Account Team (Ann Wilde), who told me that checks could be made with Girobank after next Wednesday, and if that shows that duplications have been made, then they will authorise the amount to be moved to the suspense account, until the office receives an error notice. However, Ann stands by what she said about the transfer problems, and that they would not move this amount to The Suspense Account.

I went back to the Horizon Support Centre and spoke to a supervisor (Ken). He said that the call had now been closed as the problem had been rectified. I asked what was to happen about the resulting shortage and he referred me back to NBSC, who they said would do various checks. I then contacted NBSC, spoke to Rob Hughes and told him the story – he said he would put a call through to Service Support. No follow up was received from Service Support regarding this call.

28.09.05 – E mailed C&SM requesting that he look at the string of e mails, hoping that he will be able to take it forward, as I don't seem to be getting anywhere.