

Branch: Birkenshaw
Branch Code: 163 306Summary of Call Logs to the National Business Support Centre
8 July 2010 to 28 February 2011

Exhibit Number:

Identifying Mark: SB/24

Birkenshaw - 163306
01/07/2012 - 28/02/2011

Date Time Taken	Incident ID	Office Name	FAD Code	Call Type	Client	Activity	Sub Activity	Brief Description	Detailed Description	Resolution	Incident Log	Date Taken
08/07/2010 15:01	H22791856	Birkenshaw	163306	Horizon On Line		Questions And Answers	Questions And Answers	BRANCH MIGRATION	HNG SUPPORT OFFICER WANTED TO KNOW IF IT MATTERED THAT THIS BRANCH WAS IN BP 4. WOULD THE BRANCH STILL BEABLE TO MIGRATE?	Spoke to Marie (ESG) she advised that it makes no difference what BP the branch is in!	1278601318_doylej02_08/07/10 16:01:58 doylejo02 Priority: Low Assigned to group: Tier 1_	08/07/2010
10/07/2010 08:33	H22792410	Birkenshaw	163306	Office Process	Unplanned Closure	Non Critical Closure	Other	REOPEN	CLOSED DUE TO PROBLEMS WITH MIGRATION NOM TONG STREET	PARTIES ADVISED	1279014936_morley_10/07/10 09:33:47 maddisd02 Priority: Emergency Status set to: Assigned Assigned to group: Tier 1 Admin10/07/10 09:46:25 rotherc01 Tong Street [GRO] [GRO] Mr Fiaz ABOVE ADVISED OF CLOSURE ONLY Priority: Low Status set to: Allocated Allocated to: T1A13/07/10 10:55:22 morley_ Tong Street [GRO] [GRO] Mr Fiaz above adv re; reopen Allocated to: morley_	10/07/2010
12/07/2010 07:57	H16795487	Birkenshaw	163306	Office Process	Unplanned Closure	Closure Update	Closure Update	CLOSURE UPDATE	OFFICE IS STILL CLOSED DUE TO PROBLEMS WITH MIGRATION	details logged	1278922844_morley_12/07/10 08:57:10 paul.taylor01 Priority: Emergency Status set to: Assigned Assigned to group: Tier 1 Admin12/07/10 09:20:39 rotherc01 Status set to: Allocated Allocated to: rotherc01_	12/07/2010

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16/08/2010 09:30	T16847292	Birkenshaw	163306	Horizon On Line		Correcting Horizon Errors	Correcting Errors	HNG A+L	QUERY RE TRANSACTIONS AFTER CUT OFF BY ACCIDENT	KB	1281951021_clive.robson02_16/08/ 10 10:30:21 clive.robson02 Priority: Low Assigned to group: Tier 1_	16/08/2010
01/09/2010 12:53	T16873336	Birkenshaw	163306	Horizon On Line	DVLA/MVL HNG	Tax Discs	Incorrect Tax Disc Issued	HNGX - DVLA MVL	6 MONTHS DISC WAS ISSUED IN ERROR - PAYMENT WAS TAKEN FOR A 12 MONTHS DISC - CUST REQUIRED A 12 MONTHS DISC -	KB - REFERRED CUST TO DVLA	1283345628_shaun.gray01_01/09/ 10 13:53:48 shaun.gray01 Priority: Low Assigned to group: Tier 1_	01/09/2010
21/09/2010 15:20	H16902864	Birkenshaw	163306	Horizon On Line	Post Office Ltd HNG	Postal Orders	Counter Procedure	POSTAL ORDER	HAS TIMED OUT	PASSED ON H REF NUMBER	1285082495_rebecca.padgett01_2 1/09/10 16:20:01 rebecca.padgett01 Priority: Low Status set to: Assigned Assigned to group: Tier 221/09/10 16:20:17 rebecca.padgett01 Status set to: Allocated Allocated to: rebecca.padgett01_	21/09/2010
06/10/2010 08:23	H16923076	Birkenshaw	163306	Horizon On Line		Reversing Transactions	Existing Reversal	DVLA	SPMR NEEDS TO REVERSE A DVLA TRANSACTION PAID TO DC	KB	1286353418_stavesa_06/10/10 09:23:38 stavesa Priority: Low Assigned to group: Tier 1_	06/10/2010
22/10/2010 10:20	H16946789	Birkenshaw	163306	Logistics		Discrepancies	Value Stock	STORES	REM DISCREP	LOGGED GALAXY REF 112129	1287742838_debbie.broughton_22 /10/10 11:20:38 debbie.broughton Priority: Low Assigned to group: Tier 1_	22/10/2010
27/10/2010 08:47	H16951682	Birkenshaw	163306	Horizon On Line	Automate d Payments HNG	Post Office Payout	Counter Procedure	CW POWER PAYOUT	THE PM AS A MESSAGE TO GET CONFIRMATION ON TRANSACTION	CKD APOP AND IT HAS BEEN AUTHORISED GAVE PM REF NUMBER	1288169846_sharon.jamasb01_27/ 10/10 09:47:12 wardr03 Priority: High Status set to: Assigned Assigned to group: Tier 227/10/10 09:51:20 lavern Status set to: Allocated Allocated to: sharon.jamasb01_	27/10/2010

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30/11/2010 08:31	H16992029	Birkenshaw	163306	Office Process	Unplanned Closure	Non Critical Closure	Inclement Weather	Office Closure WEATHER/reopening	UNABLE TO GET IN TO OFFICE, ALTS AS ON SYSTEM	closed call as per log WEATHER	1291121617_sue.hunt_30/11/10 08:31:18 james.unsworth01 Priority: Emergency Status set to: Assigned Assigned to group: Tier 1 Admin30/11/10 12:52:37 sue.hunt Status set to: Allocated Allocated to: sue.hunt30/11/10 12:52:52 sue.hunt logged for info only due to adverse weather, no further action taken_	30/11/2010
01/12/2010 11:18	H22828359	Birkenshaw	163306	Office Process	Unplanned Closure	Closing Early	Inclement Weather	Office Closure	WEATHER CONDITIONS	LOGGED FOR INFO ONLY	1291362657_morieym_01/12/10 11:18:38 june.flynn CLOSED TO TO HEAVY SNOW, NOM IS TONG ST Priority: Low Status set to: Assigned Assigned to group: Tier 1 Admin_	01/12/2010