

Bond Dickinson

Meeting: 13 November 2013

Attendees:

Team/Function	Attendees
Legal	Rodric Williams ( <b>RW</b> ) Martin Smith of Cartwright King ( <b>AB</b> ) Kayleigh Harding ( <b>KH</b> )
Financial Services Centre (FSC)	Andy Winn ( <b>AW</b> )
Security	Dave Posnett ( <b>DP</b> )
Communications	Ruth Barker ( <b>RB</b> )
Network	Anne Allaker ( <b>AA</b> ) Nick Beal ( <b>NB</b> ) Kath Alexander ( <b>KA</b> )
Information Technology & Change (IT&C)	Steve Beddoe ( <b>SB</b> )
Network Business Support Centre (NBSC)	N/A

**Previous issues identified and further action to be taken**

Issue	Issues/Comments/Next steps
<b>Prestbury</b>	AA to check with GP before closing the matter.
<b>ATM Gluing Case</b>	Wincor engineer interviewed and denied wrongdoing. Investigations confirm he owns a Rolls Royce. Income does not correspond with Wincor information. Denies being at the branches despite CCTV evidence. Bailed until February and will hopefully be charged.
<b>Rhigos Branch</b>	Nothing untoward found other than declaring and re-declaring within a few minutes. Similar to Nelson. Reports requested from Fujitsu re power outages. No balancing issues up to last week. Wife in post, no losses occurring. Ongoing support until January 2014.  Investigators requesting confirmation whether they can continue with their investigations. AA to establish whether to hold until

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	January 2014.
<b>Post &amp; Go</b>	No further update. GP and AA received report – they have questions to pick up with SB team. No Horizon related issues established. Lack of training and instructions and practice within branch. Report to be provided following meeting with SB team.
<b>Belfast Refresh</b>	Ongoing. Several steps to be taken before data transferred,
<b>Nelson</b>	Ongoing support – New effect has been that Branch now £60.00 over. Do not account for motor disks correctly. Trainer visited branch to train and support SPM. Steps taken and support given, no further issues.  Continued support until December.
<b>Pontycymer</b>	KA in branch with field team on Saturday to put onto single stock unit. SPM taking a week's break. Relief SPM and field team to go into branch. Appears to be human error. Ongoing support to be given.  Further update in due course.
<b>Martin Griffiths</b>	To be closed.
<b>Carlisle Post Office</b>	MS spoken to BTO Solicitors. BTO have spoken to Crown Office and they understand POL has no information as Police investigation. Crown Office has ordered Police to look for original records and provide them to the Crown Office. Crown Office likely to take over the matter without POL involvement.  To be closed on action log.
<b>Sandy Park</b>	DP – 2 branches in Wales where possible ATM officer may have visited. Now ruled out.  Ongoing matter.
<b>Historic Transaction discrepancy</b>	Option within Horizon to put in an unpaid cheque. If option taken, a gain can be obtained.  <ol style="list-style-type: none"> <li>1. Why was this function on Horizon. Program change request to be put forward.</li> <li>2. Establish which branches have these transactions and ascertain how to deal with this.</li> </ol>

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	<p>Icon which allows you to tell horizon you have an unpaid cheque. Opposite entry will default to cash. Increase value of unpaid cheque, decrease level of cash needed to balance. Can create gain.</p> <p>Should be established whether fraudulent activity during audit depending on how long ago transaction took place.</p> <p>To be updated further.</p>
<b>Lake Post Office</b>	Letter sent. No further action needed.
<b>Fleckney</b>	<p>KD raised with SB – DVLA issue. Passed to Charles Brown. No response received.</p> <p>Issues with DVLA system. Some new products with DVLA. If customer came in with new vehicle and attempted transaction at 1<sup>st</sup> or 2<sup>nd</sup> of month, DVLA system not caught up and error code showing on system.</p> <p>SB to update following response from Charles Brown.</p> <p>NB – concerns with other DVLA issue which had been known about for 3 ½ years and not resolved.</p>
<b>Horizon related call logs</b>	<p>AA forwarded 4 calls from NBSC. Discrepancy in branch with no explanation. SPM's claim Horizon at fault. AA downloaded transaction information during period discrepancy occurred. Response to be provided to branch.</p> <p>AA to review and report back.</p> <p>MS to circulate to members of the call a step by step guide to ascertain whether issues should be brought to the call.</p>

**New Issues Identified**

Name	Area	Issues/Observations/Comments
DP	Security	No issues
AW	FSC	No issues

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RB	Communications	No issues
NB	Network	No issues
MS	Cartwright King/Legal	No issues
KA	Network	No issues
KH on behalf of AP	Legal	No Issues
RW	Legal	No issues
SB	IT & C	No issues
AA	Network	<p>Health lottery – when delivered the plan was SPM could cancel ticket. Cancel function not made available at the time. Long session with SSP about issue. If no cancel button customer must have cash to pay for it. Once ticket printed it cannot be reversed. If person used debit card and card refused, stuck with ticket and a loss.</p> <p>Should be a cash only transaction. Branches misinterpreting cash only transaction. Horizon will accept any method of payment. POL created communication to explain in interim before solution delivered, and sent to only 200 branches.</p> <p>Managing interim fix, cancel button to go live this week.</p> <p>SB to follow up with JB and report back.</p>

**Action Points**

1. Prestbury – AA to discuss with GP whether matter can now be closed and report back in next week's call.
2. ATM Gluing – DP to provide update in due course.
3. Rhigos – AA to establish whether investigations should be placed on hold until January 2014 when field support will cease.
4. Post & Go – AA and GP to meet with IT & C to discuss report and provide a further update.
5. Belfast Refresh – RW to monitor ongoing process and provide updates when necessary.

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6. Nelson – continued branch support until December. Further update to be provided in due course.
7. Pontycymer – Network to provide further update.
8. Martin Griffiths – to be closed on action log.
9. Carluke Post Office - to be closed on action log.
10. Sandy Park – DP to update further in due course.
11. Historic Transaction discrepancy – AW to update further.
12. Lake Post Office – to be closed on action log
13. Fleckney – SB to follow up response from Charles Brown and report back.
14. Horizon related call logs – MS of CK to circulate document to all members of the call which gives criteria and step by step guide as to what issues should be brought to the Horizon call.
15. Horizon related call logs – AA to review 4 issues she has been made aware of and ascertain whether issues should be brought to the call.
16. Health Lottery – SB to follow up with JB and establish whether fix to the system is to go live and also whether this is being communicated to all branches.