

Message

From: John M Scott [/O=MMS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=JOHN.M.SCOTT976DB244-9F5B-4D59-A593-F563C9B5535D]
Sent: 31/07/2013 11:37:19
To: Rodric Williams [/O=MMS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=Rodric.Williams9c114f4-b03f-4595-b082-ce89be5c79d47b]; Dave Posnett [/O=MMS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=Dave.posnettd66ecf84-62c5-4119-96bb-27571e031a01]; Steve Beddoe [/O=MMS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=Steve.Beddoe0c322aa3-a2d5-4c7b-be43-f0ccea57c158]
CC: John M Scott [/O=MMS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=John.m.scott976db244-9f5b-4d59-a593-f563c9b5535d]
Subject: FW: Horizon Issue
Attachments: Horizon.zip

Rodric - Thanks for your time this morning to discuss the issue below. We will obviously proactively look into this, however I would be grateful if you could monitor the situation and any on-going developments or communication on the matter and provide legal input or advice as appropriate.

Steve – following on from the conference call, please find attached a report on the matter detailed below which is already in circulation. As per conf call can you please look into the matter and if an email response is required, copy in all parties.

Many thanks.

John.

From: Dave Posnett
Sent: 31 July 2013 09:44
To: John M Scott
Subject: FW: Horizon Issue

John,

As requested.

Regards,

Dave Posnett I Accredited Financial Investigator

Security Team, 2nd Floor Banner Wing, 148 Old St, London, EC1V 9HQ



From: Dave Posnett
Sent: 11 April 2013 18:21

To: Simon Baker
Subject: Horizon Issue

Strictly Private and Confidential – Subject to Legal Privilege

Simon,

You were asking about any known Horizon issues yesterday. The following is an issue and may impact on the integrity of Horizon.

I conducted Torch visits to a number of branches today (security visits) and whilst at Westerham (FAD 056948), the manager (Atul Desai) just happened to show me a real time anomaly. He had a customer in front of him who wanted to post a small standard letter (25g) by recorded delivery (signed for). Atul explained that it should be £1.70 (and I've checked and can confirm that £1.70 is correct). I associate 3 photos in the zip file above which show;

1. **The Horizon screen** – 11th April (during Torch visit) – screen clearly shows the weight of 25g in the top right hand corner. However, there are no options displayed concerning a '1st class signed for letter' at £1.70 (in the left side service column). Instead the signed for options start at £3.70 for a '2nd class signed for small parcel' to £6.75 for a '1st class signed for medium parcel'. Atul said he has had problems re this for the past few days and has to reboot the terminal to rectify, which takes a number of minutes to perform. He has retained letters and asked customers to pop back for their receipts/proof of posting (as these are generated from Horizon, once rebooted and once the '1st class signed for letter' option returns).
2. **Branch calendar** – on 8th April Atul has written 'Horizon terminal shows a high Value in RD [Recorded Delivery]. Rebooted'.
3. **Branch calendar** – on 9th April Atul has written a similar entry. He has also written 'Called Helpline 10.15am', and 'Jessica H17950181' and 'Louise A2636382, Technical Support'. He was advised to reboot, which he did, and had no problems for the remainder of 9th April or 10th April.

But the problem did return on 11th April (as per 1 above). When I left the branch the Horizon system was still rebooting, with a few customers in the queue who couldn't be served until the reboot had completed.

Up to you if you feel this warrants further action, but it's for your information at the very least. I guess the possible integrity issue may be that if this is occurring at other branches, some less observant SPMRs or less experienced SPMR's will simply accept what the screen says and consequently customers could be overcharged (perhaps an even more serious situation compared to SPMRs raising their own issues?). That said, although an issue, I don't know if this is occurring at only this branch or a wider number of branches. It shouldn't affect the SPMRs balance as even if he/she overcharges he/she is obtaining the corresponding amount of cash to place in the till.

Regards,

Dave Posnett I Accredited Financial Investigator

Security Team, 2nd Floor Banner Wing, 148 Old St, London, EC1V 9HQ



