

Hi Stephen.

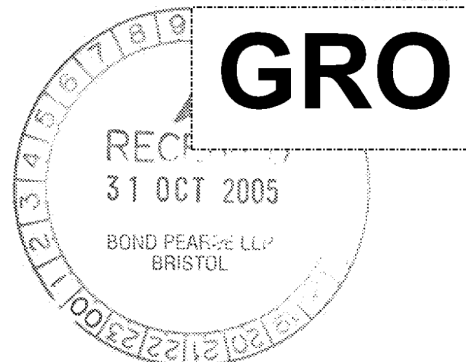


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Post Office Ltd.

Please find enclosed a Subcontract
Contract. You requested for
With our compliments
Marie Dore for
Lee Gulletton.

Thanks Cheryl.



Copy of E-mail sent 06.05.04

Cath

Please see info below from Julie Welsh. This must have been what was investigated earlier this year and the spmr told. I will raise an ad hoc request to try and obtain copies of the checks that have previously been carried out for evidence.

Also attached are the calls from 16/01/04 - 28/04/04 to both the NBSC & HSH against Fad Code 213 337;

If there's anything further you think I may be able to help with, please give me a call.

Regards
Richard

Copy of E-mail from Julie Welsh - Fujitsu

Richard,

I have had a chat with Anne, she used the message store viewing to investigate this. If you want copies of extracts for the particular incorrect declarations please submit an ad hoc request requesting this information. Hope this helps, see below:

NO TRANSACTION DATE AND TIME WAS PROVIDED FOR THIS ACTION USING CURRENT DATE AND TIME By Anne Chambers at 26-feb-2004 15:16:00 Category 94 - Advice and guidance given I have checked various things on the system. All the internal reconciliation checks are ok. Cheques are being handled correctly (except for 10th Feb when the clerk forgot to cut off the report - but this didn't cause a discrepancy). Cash declarations look ok, they usually use drawer id 11. Occasionally they have used a different drawer id, this can lead to amounts apparently doubling on the cash flow report, and should be avoided. But again it will not cause a discrepancy. Checking the cash transactions on the system against the declarations shows that they are not working particularly accurately (i.e. at the end of the day the cash they declare in the drawer is tens, hundreds or thousands of pounds astray from what has been recorded on the system). It is possible that they are not accurately recording all transactions on the system. There is no evidence whatsoever of any system problem. I've mentioned this outlet to Julie Welsh (Customer Services) who will try to get POL to follow it up, but in the meantime please tell the PM that we have investigated and the discrepancies are caused by the difference between the transactions they have recorded on the system and the cash they have declared, and are not being caused by the software or hardware.

Copy of E-mail from Andrew Price to Cath Oglesby

Cath,

When I spoke to the PM at Marine Drive he was unsure what was causing these errors. He told me that he has been using the slave machine for his rem's and I assured him that wouldn't cause a problem as long as he was attached to the correct stock unit. The PM thought there would be some errors relating to National Lottery, I phoned the Lottery team at Transaction Processing who confirmed that there were some errors relating to Lottery, but for every charge error there was a corresponding claim error, this was due to the lottery figures been entered on Horizon in the wrong CAP.

PM was also concerned that when entering the lottery figures, it was as though the terminals were not communicating, but if that was the case the PM would have large number of errors on every report and product.

The PM sent cash account information to NBSC and it was looked at by Andrew Wise, he was unable to find any errors. The only amount questioned was a large amount on the cheques to processing centre which Andrew was able to confirm was a cheque payment for the purchase of Premium Bonds.

The PM was advised there was nothing more we could do and we suggested he works a manual system at the side of Horizon to see if any problems were highlighted. Also when doing the rem's the PM should take a snapshot before and after to see if any problems were occurring when doing a remittance.

Andrew Wise and I both feel that the Horizon system is working properly and we are unable to help the PM any further

I hope this information helps, please contact me if you want to clarify anything.

Regards
Andrew

Page 2 of 2

E-mail:

GRO

Laura Branton - Marine Drive

LEE CASTLETON

From: <cheryl.woodward@GRO>
To: <laura.branton@GRO>
Date: 31/01/2005 10:44
Subject: Marine Drive

Hi Laura,

Please see below. Thanks Cheryl

----- Forwarded by Cheryl Woodward/e/POSTOFFICE on 31/01/2005 10:36 -----

Cath Oglesby

To: Cheryl Woodward/e/POSTOFFICE@GRO, Ian

P

29/01/2005 22:25

Jones/e/POSTOFFICE@GRO

cc:

Subject: Marine Drive

Cheryl/Ian,

I will send you all that I have on Marine Drive, but I suggest that you contact Lesley Joyce and JohnH Jones who dealt with the appeal. We have a file on hand at Darlington with all the papers in.

Regards,

Cath.

P.S. Please would you keep me posted with the progress.

----- Forwarded by Cath Oglesby/e/POSTOFFICE on 29/01/2005 22:21 -----

Andrew Price

To: Cath Oglesby/e/POSTOFFICE@GRO

20/04/2004 12:57 **cc:**

Subject: Marine Drive

MOB

ADDRESS:-

GRO

Cath,

I have asked both Sarah Pennington and Andrew Wise to provide a form of words and actions taken whilst dealing with the PM at the above branch:-

When I spoke to the PM at Marine Drive he was unsure what was causing these errors. He told me that he has been using the slave machine for his rem's and I assured him that wouldn't cause a problem as long as he was attached to the correct stock unit.

The PM thought there would be some errors relating to National Lottery, I phoned the Lottery team at Transaction Processing who confirmed that there were some errors relating to Lottery, but for every charge error there was a corresponding claim error, this was due to the lottery figures been entered on Horizon in the wrong CAP.

was also concerned that when entering the lottery figures, it was as though the terminals were not communicating, but if that was the case the PM would have large number of errors on every report and product. The PM sent cash account information to NBSC and it was looked at by Andrew Wise, he was unable to find any errors. The only amount questioned was a large amount on the cheques to processing centre which Andrew was able to confirm was a cheque payment for the purchase of Premium Bonds. The PM was advised there was nothing more we could do and we suggested he works a manual system at the side of Horizon to see if any problems were highlighted. Also when doing the rem's the PM should take a snapshot before and after to see if any problems were occurring when doing a remittance.

Andrew Wise and I both feel that the Horizon system is working properly and we are unable to help the PM any further.

I hope this information helps, please contact me if you want to clarify anything.

Regards
Andrew

Service Support Team Leader
Network Business Support Centre

GRO

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Laura Branton - Marine Drive

From: <cheryl.woodward@GRO>
To: <laura.branton@GRO>
Date: 31/01/2005 10:45
Subject: Marine Drive

Hi Laura,

See e-mail below. Thanks Cheryl.

----- Forwarded by Cheryl Woodward/e/POSTOFFICE on 31/01/2005 10:37 -----

Cath Oglesby

To: Cheryl Woodward/e/POSTOFFICE@GRO Ian

P

29/01/2005 22:32

Jones/e/POSTOFFICE@GRO

cc:

Subject: Marine Drive

----- Forwarded by Cath Oglesby/e/POSTOFFICE on 29/01/2005 22:29 -----

Richard P Benton

To: Cath Oglesby/e/POSTOFFICE@GRO

05/05/2004 15:06 cc:

Subject:

Cath

Please see info below from Julie Welsh. This must have been what was investigated earlier this year and the spmr told. I will raise an ad hoc request to try and obtain copies of the checks that have previously been carried out for evidence.

Also attached are the calls from 16/01/04 - 28/04/04 to both the NBSC & HSH against @GRO

(See attached file: Marine Drive NBSC_HSH 1601-2804.xls)

If there's anything further you think I may be able to help with, please give me a call.

Regards
Richard Benton

Operational Service Manager
Network Support

First Floor South Wing, Post Office Ltd, Cortonwood Business Park,

GRO
Postline: **GRO** STD Phone: **GRO** Fax: **GRO** External
Email: richard.p.benton **GRO**
----- Forwarded by Richard P Benton/e/POSTOFFICE on 05/05/2004 13:44 -----

GRO Welsh Julie
<Julie.Welsh **GRO** To: "richard. p. benton" **GRO**
GRO **GRO** **GRO**
cc:
05/05/2004 12:32 Subject:

Richard,
I have had a chat with Anne, she used the message store viewing to investigate this. If you want copies of extracts for the particular incorrect declarations please submit an ad hoc request requesting this information. Hope this helps, see below:
NO TRANSACTION DATE AND TIME WAS PROVIDED FOR THIS ACTION USING CURRENT DATE
AND TIME By Anne Chambers at 26-feb-2004 15:16:00 Category 94 - Advice and guidance given I have checked various things on the system. All the internal reconciliation checks are ok. Cheques are being handled correctly (except for 10th Feb when the clerk forgot to cut off the report - but this didn't cause a discrepancy). Cash declarations look ok, they usually use drawer id 11. Occasionally they have used a different drawer id, this can lead to amounts apparently doubling on the cash flow report, and should be avoided. But again it will not cause a discrepancy. Checking the cash transactions on the system against the declarations shows that they are not working particularly accurately (i.e. at the end of the day the cash they declare in the drawer is tens, hundreds or thousands of pounds astray from what has been recorded on the system). It is possible that they are not accurately recording all transactions on the system. There is no evidence whatsoever of any system problem. I've mentioned this outlet to Julie Welsh (Customer Services) who will try to get POL to follow it up, but in the meantime please tell the PM that we have investigated and the discrepancies are caused by the difference between the transactions they have recorded on the system and the cash they have declared, and are not being caused by the software or hardware.

Julie Welsh
Service Delivery Manager HSH
Business Service Management, Post Office Account

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GRO

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