Audit Recovery Query (ARQ)

Requester Name and address details:	Andrew Wise Post Office Security Future Walk, 2nd Floor South West, 1 West Bars, Chesterfield, S49 1PF		
Mobile Number:	**GRO**	**Case No:**	
Branch Name:	Apex Corner	**Branch Code:**	097005
Date Range From:	01/01/2008	**To:** 31/10/2008	
Standard Format Requirements **ARQ No.: 173-182**	A report of all transactions and events (including inactivity logout and logon/log off information) for the office including remittances received, transfers between stock units and Transaction Corrections. Information to be provided in Excel 2010 format with each category in a separate column. Column headers as follows – ID, User ID, Stock unit, date, time, Session & transaction ID, Mode type - i.e. Serve Customer, Reversal, Rem In etc., Product number, quantity, Amount £p, entry method. **Also to include all HSD calls (call logs)**		

Additional Requirements	
Witness Statement required	No
Analysis of Horizon Helpdesk call logs (detail period if different from above date range)	No
Confirmation that there was no reported system malfunctions during the date range period.	
PAN or equivalent identifier (i.e. credit / debit card details.	No
Barcode information required for: **E.g. Special Delivery**	No
Provide a full explanation of information required and any specific details required:	All transaction data including remittance and transfers and all event data including daily cash dec figures. Also copies of all the trading statements over this period.
Interface Interactions	
Other Details: **E.g. Reason for urgency**	
Signed:	Andrew Wise
Date:	11/08/2023

Please forward completed form to post.office.security GRO

HW 05/05/15 V8