**Dave Posnett** - I conducted Torch visits to a number of branches on 11/04/13 (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 below, 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).
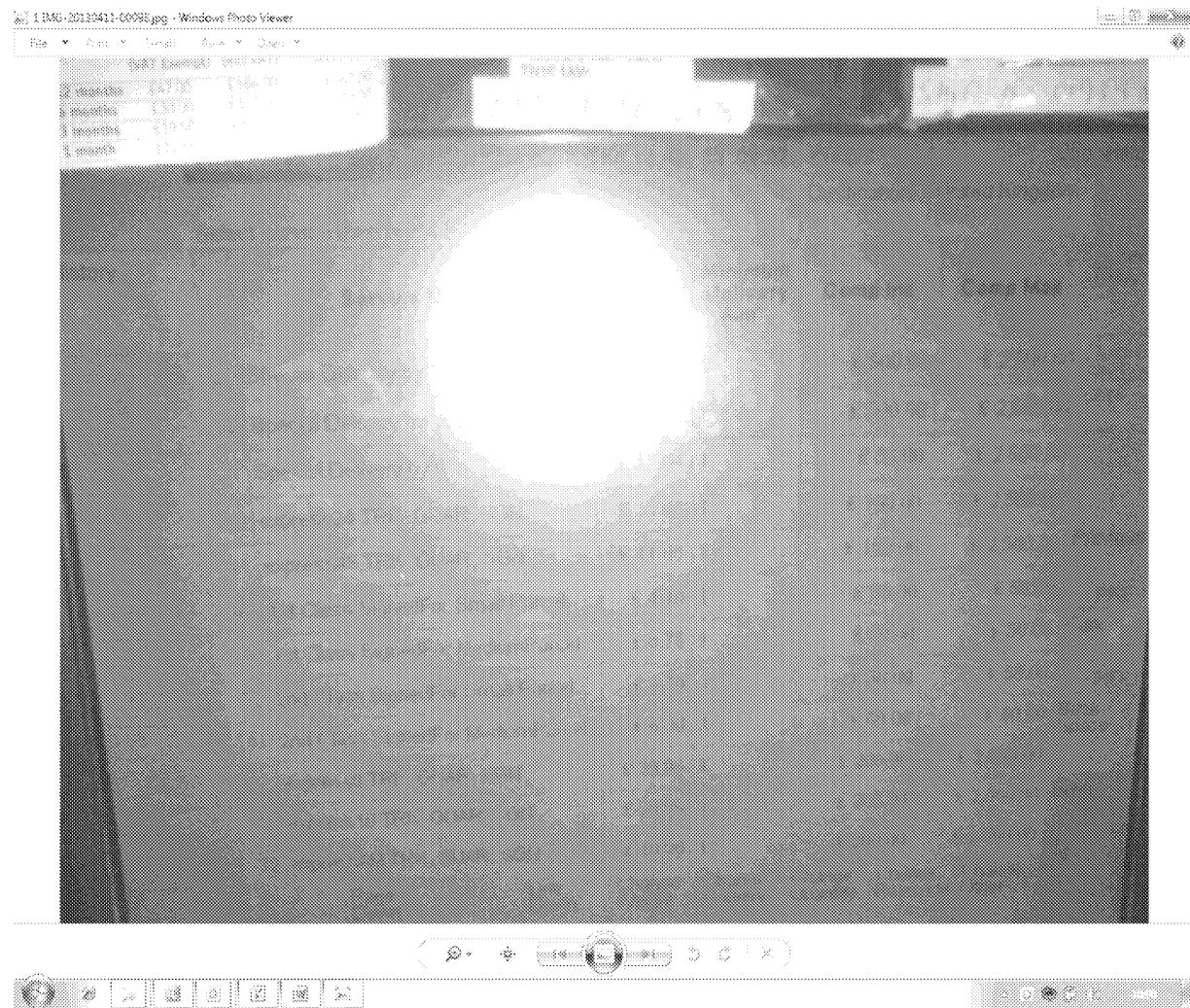
2. **Branch calendar** – on 8th April Atul has written 'Horizon terminal shows a high Value in RD [Recorded Delivery]. Rebooted'.
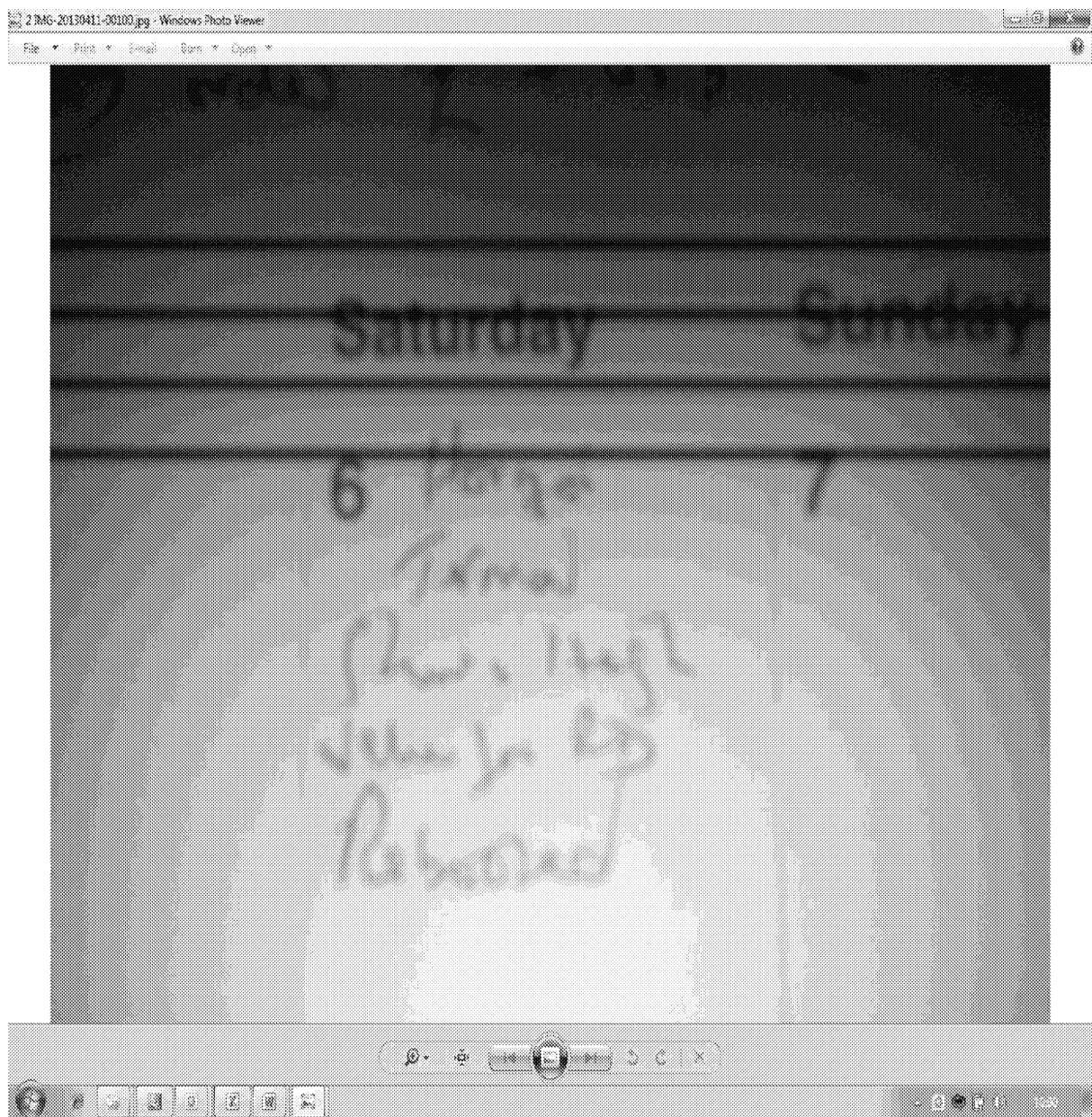
3. **Branch calendar** – on 9th April Atul has written a similar
   entry. He has also written 'Called Helpline 10.15am', and
   'Jessica H17950181' and 'Louise A2636382, Technical Support'.
   He was advised to reboot, which he did, and had no problems
   for the remainder of 9th April or 10th April.
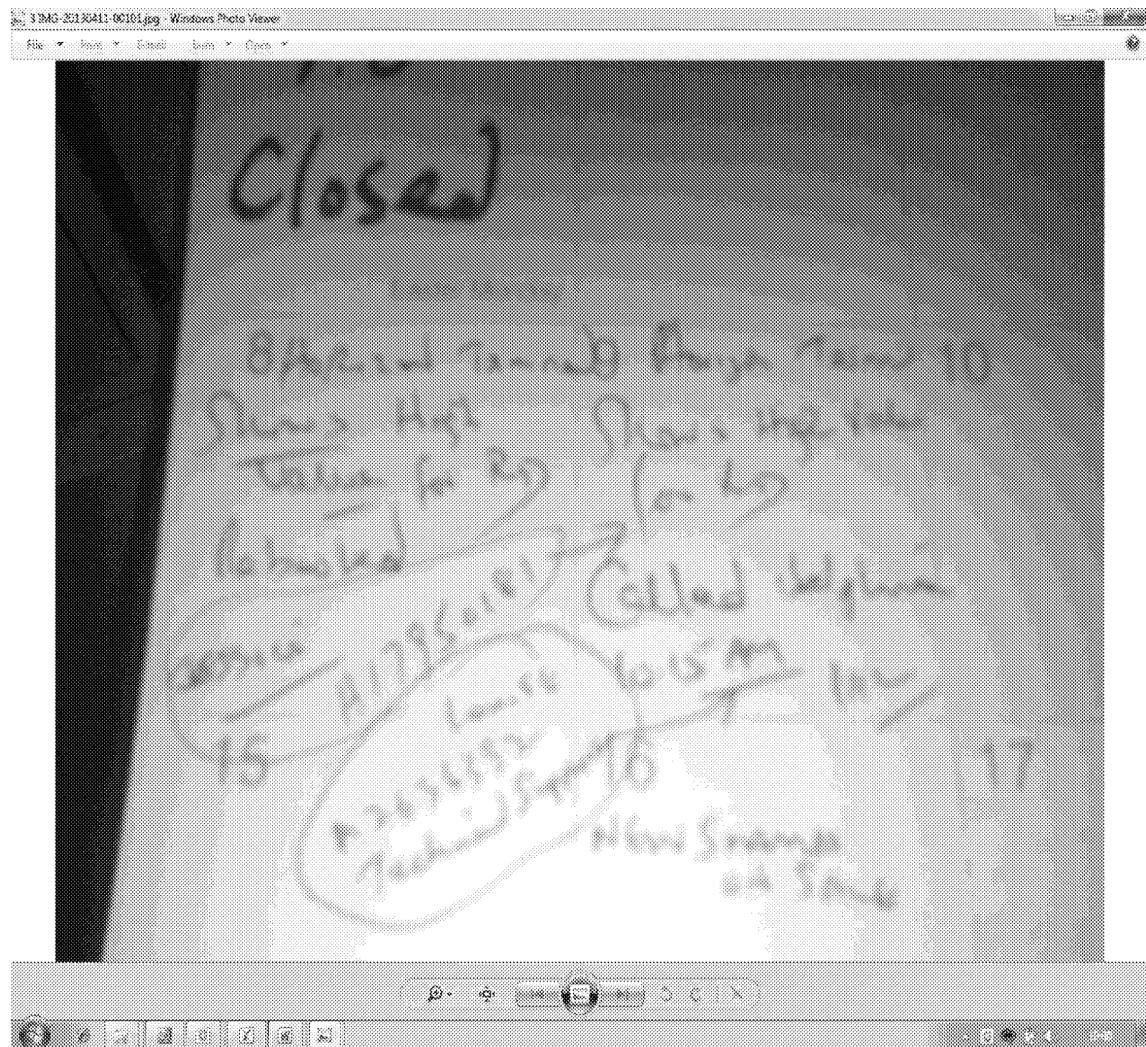
But the problem did return on 11th April (as per 1 above). When I left the branch the Horizon system was still rebooting, with a few customers in the queue who couldn't be served until the reboot had completed.

Dave Posnett

Accredited Financial Investigator