

AUDIT RECORD QUERY (ARQ)

Originator:	Jane Owen Security Team 3RD Floor Clippers Quay Clippers Quay Salford, M50 3NW			Date:	21/6/11
Tel:	GRO				
Witness Statement required (Yes or No as applicable)			15	ARQ Ref No:	1112/69-78
Statement number xxx				APOP Ref No:	1112/
Branch Name:	Rowlands Castle	Code:	107937	Date Range:	13/1 -12/2/10 13/2 -17/2/10 19/5 – 18/6/10 19/6 -14/7/10 13/10 - 12/11/10 13/11 – 17/11/10 5/12 – 4/1/11 5/1 – 4/2/11 5/2 – 7/3/11 8/3 – 30/3/11
Standard Format Requirements (Not required for APOP requests):	<p>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 error notices. Information to be provided in Excel 97 format with each category in a separate column.</p> <p>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.</p>				
Additional Requirements				YES/NO	
APOP Voucher information is required for voucher number(s):				NO	
Analysis of Horizon Helpdesk call logs (detail period if different from above date range). Period:				NO	
Statement: Type 1, Type 2 or Type 3				YES	
Barcode information for:				NO	
PAN or equivalent identifier (i.e. credit / debit card details).				NO	
Detail of required PAN decryption				NO	
Other : CLT has also asked for a statement from Fujitsu producing a schedule of all calls to the Horizon Helpdesk. As such, can this be produced for the period 01/01/10 – 30/03/11 please.				YES	

Signed:

VIA E MAIL – ***Jane M Owen***