



Making Northern Ireland Safer For Everyone Through Professional, Progressive Policing

Your Ref:

Our Ref: LO/02/2002(203)

16 August 2004

**PPS
Belfast Chambers
93 Chichester Street
Belfast**

Dear Sir

R -v- Maureen McKelvey – Dungannon Crown Court on 13 09 04

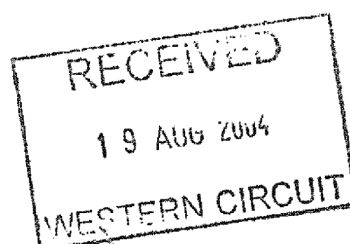
Please find attached further documentation for your information as to disclosure.

File forwarded to you via C2 Branch on 28 January 2004.

Yours faithfully

GRO

pp **J McCleery
Inspector
Criminal Justice Manager**



OMAGH DCU CRIMINAL JUSTICE UNIT
33-35 Mountjoy Road, Omagh, Co Tyrone, BT79 7BG

GRO





Making Northern Ireland Safer For Everyone Through Professional, Progressive Policing

DCU REF NO

HEADQUARTERS REF NO

DCU/Department Omagh

Sector/Station/Branch CID

Date 02 August 2004

SUBJECT **R v Maureen McKelvey - Dungannon Crown Court 13 09 04**

TO: Criminal Justice Unit
Omagh

Please see the attached letter from John J McNally & Co Solicitors re Maureen McKelvey. Although the letter is addressed to myself I have supplied the PPS with the original.

I have discussed the matter with the PPS and the Investigating Officer Suzanne Winters and report as follows:

1 I have been informed by the Investigating Officer this matter is covered by the statements and exhibits from staff at the Lisahally Office.

2&3 Please see the attached report dated 30 7 04 from the Investigating Officer.

I would like to draw attention to No 3 where the Investigating Officer states the logs are for information only and cannot be used formally unless the owners of the Computer System are involved.

I have retained a copy of the disclosure.

Submitted for information and onward transmission to the PPS.

GRO

C Coyle
D/Constable 14214

JOHN J. McNALLY & Co.

Solicitors

2 Moneymore Road, Magherafelt, Co. Derry BT45 6AD
Telephone: GRO • Facsimile: GRO

Email: enquiries GRO

Also at: Draperstown, Friday 12 p.m.-3 p.m.
DX 3308 NR Magherafelt

Our Ref.: SA/EM/M61
Your Ref.:

Date: 22 July 2004
FAO D C BOSCO COYLE
c/o PSNI
CID Dept.
Mountjoy Road,
OMAGH

Dear Sir,

RE: R -v- Maureen McKelvey
Dungannon Crown Court 13/9/04

We refer to the above matter and, following directions of Forensic Accountants retained, hereby seek the following Secondary Disclosure as a matter of urgency;

- 1 Disclosure of all correspondence between the Post Office Paid Order Order Unit and the Investigations Unit, headed by Suzanne Winter, dated 2/01/02 as indicated in the statement of Miss Winter of 14/10/02 as giving rise to her investigation. This reference can be found at page 18 of the committal papers. *in s/m... in Staff at Lisahally any are exhibits*
- 2 Disclosure of all records held by the Post Office Ltd. Investigations Unit, Social Security Agency Paid Order Unit at Lisahally County Londonderry and Post Office Omagh Head Quarters of a report in the second half of 2001 by Mrs McKelvey to Garry Groogan Area Manager for Sub Post Offices Omagh District, in relation to problems with the Horizon Computer System. This request for assistance gave rise to a site visit by Eugene McMahon and subsequent investigation by Lisahally. We, therefore seek immediate disclosure of all documentation from the intital report to the conclusions drawn by Lisahally.
- 3 Disclosure of all records relating to the reporting of problems encountered at Clanabogan Post Office following the suspension of Mrs McKelvey in relation to Horizon Computer System.
- 4 ~~Please let us have copy of the Interview Tape[s].~~
~~PAGE 24~~ *enclose herewith.* *Dealt with previously*

J. McGeown L.L.B.

M. Kelly, L.L.B. • G. Truesdale L.L.B. • C. O'Neill L.L.B. • C. Cullen B.C.L.
W. McFarlane L.L.B. • S. Atherton L.L.B. • J. McClure L.L.B.

Given the proximity of the Trial date, we would be grateful if you would give this matter your urgent attention in order that the Forensic Accountants retained in this matter are in a position to report on our client's behalf. Should you have any queries please contact Stephen Atherton in our office.

Yours faithfully

GRO

John J McNally & Co.

(2)

Management Summary - Version 3


Outlet Management Summary		Contracts Manager <input checked="" type="checkbox"/> Rural Transfer Advisor <input type="checkbox"/> Retail Advisor <input type="checkbox"/> URGENT /NON-URGENT* *Delete as applicable
Office name:- CLANABOGAN		
FAD Code:- 164 714		
Current RNM/RLM Name:- A. G. GROOGAN		
Subpostmaster:- MRS. M. MC. KELVEY		
Date of Appointment:- 5. 7. 1990.		
Date	Event/Issue	Outcome
15/16 Sept 92	Burglary (old premises)	Loss. insured.
23/10/00.	TAM report.	Trainer visited for refresher training.

PA INTERVENTION LOG			
Office	CLANABOGAN		
FAD code	164 714	Primary ref	
Date of Visit	23-10-01	Name of PIA	A G Grogan
Time in	12:40	Time out	13:15 0:00:00
Delete category if not discussed			
Agreed Acts	✓		
QPA	✓		
QofS	✓		
PK	✓		
Sales	✓		
Personal	✓		
External Std	✓		
Internal Std	✓		
Security	✓		
Bal/Suspense	✓		
Other	✓		
Delete category if not applicable			
		Done	Deadline Date
CTMGR	/	TODO	
AREA		TODO	
RETAIL		TODO	
RTA		TODO	
MISC		TODO	
		TODO	
Conditions of Appointment Coding			
EXPAND ON ANY LETTER REQUESTED - OR CLARIFY ANY POINT			

Electronic *memo*

To: Denise Reid/e/POSTOFFICE@POSTOFFICE
cc:
Hard Copy To:
Hard Copy cc:

Date: 31/10/2001 10:45
From: Gary Groogan

Subject:  Re: Clanabogan spso re: obsolete stock

Denise ,

This was one of my offices . Generally it is not a bad office and the Subpm would be positive . The office conforms to standards but in my recollection the QPA performance would not have been great . In saying that the girl mainly responsible for the office has now left so I may consider allowing this write off without prejudice to any future problems .

Gary .

IN CONFIDENCE

To: Mrs M McKelvey
Agent

copy: Mr Gary Groogan
Retail Network Manager

From: John McKenny
Network Audit Team

Date: 29 August 2001

Audit of Clanabogan Office code 164714

An audit of the above office was undertaken on 18 April 2001 by John McKenny. This audit is a review of the product/process controls in place at the outlet and not a comment on the performance of individuals.

The following page contains a brief summary of the areas that could be routinely tested at audit and the tests carried out are selected on a basis of risk assessment from outlet performance data. The products/processes with a cross indicate items that have been tested by the auditors on this occasion and the findings revealed at audit.

Appendix A contains a more comprehensive report detailing our findings and recommendations for your information and attention. Any control gaps in bold were noted on a previous audit and had not been actioned at the time of our most recent visit.

At the audit, you were given a questionnaire to provide feedback on the audit process. If there is anything else you wish to bring to our attention please feel free to write your comments on the reverse of this report or contact Paul Large, Network Audit Manager on telephone number GRO

Please retain one of these reports for your information and return the other one, signing it to confirm that you understand all the points made.

Finally, can I thank your son for his help during the audit.

Network Auditor signature Date

Subpostmaster/ Outlet Manager signature Date

AUDIT OF Clanabogan

Products/Processes	Controls in Place	Control Gap Medium/Low Risk	Control Gap High Risk
Procedural Security	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Horizon System Controls	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cash Account	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Stock Management	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Cash Management	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Royal Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Franking Machines	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Stamp Vending Machines	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Alliance & Leicester Girobank	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Personal Banking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
National Savings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
National Lottery On Line	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
National Lottery Instant	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Littlewoods Scratchcards	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bureau De Change	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Foreign Exchange Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Moneygram	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Travel Insurance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Benefits Agency	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Motor Vehicle Licences	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Rod Fishing Licences	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
UK Passport Agency	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Utility Schemes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Local Transport Scheme	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Staff Expenses	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Network auditors can only comment on the areas examined during their visit. It should not be assumed that untested processes have satisfactory controls in place.

Appendix A

Audit of Clanabogan

Asset Verification

A full check of cash, stock and vouchers revealed a shortage of £ 616.10 which is broken down as follows:

Authorised amount (Suspense Account)	£594.92
Difference at audit	£ 21.18
Audit Shortage	£616.10

An authorised amount of £ 594.92 has been held in the Suspense Account between weeks 45 and 03.

As you are unable to make good the shortage it is recommended that the RNM contacts you as soon as possible to agree a course of action.

Comments:

The Agent, Mrs McKelvey, was on holiday at the time of the visit. However, contact was made with the Retail Network Manager, who is arranging an office visit on her return.

Security Procedures

Your security procedures were examined in line with the Counter Attack Reference Manual and all controls were found to be in place.

Horizon System Controls

Controls relating to the use of the Horizon system were examined, in line with the Horizon System User Guide (HSUG). All controls were found to be in place.

Cash Account

Counters Operations Manual - Cash Account, Balancing & Preparation refers.

The daily documentation for week 04 and weekly cash account documentation for weeks 44 to 03 was examined and the following was found:

Control Gaps - High Risk

- procedures for adjusting losses and gains were not adhered to

Comments:

Discrepancies should be adjusted on a weekly basis and not allowed to accumulate.

Appendix A

Stock Management

Guidelines from National Secure Stock Centre

Control Gaps - Medium/Low Risk

- obsolete stock was on hand (other than scratchcards or Local schemes)

Comments:

Queen Mother Coins/mini sheets and 1st/2nd class stamp rolls(unusable) were on hand and need to be returned immediately to Hemel Hempstead.

Mrs M McKelvey

GRO

1st November 2001



“an essential part of everyday life” www.postoffice.co.uk

Dear Mrs McKelvey

Your letter requesting write off authority has been forwarded to me for consideration.

Your office was audited on 18th April 2001. At this time, it was recommended that obsolete stock (including commemorative coins) should be returned immediately to Hemel Hempstead. However, your letter states that you attempted to remit coins on 10th October 2001.

In view of the above facts I am unable to issue write off authority on this occasion. This decision is final and in accordance with Counter News Workaid 19 you must make good the resulting shortage of £120.00 at the next cash account (i.e.week number 33).

Please confirm your acceptance by signing both copies of this letter. One copy to be retained at your office and the other returned to myself in the enclosed envelope.

Yours faithfully

GRO

Denise Reid
Contracts Manager
Post Office Ltd
7th Floor Royal Mail House
20 Donegall Quay
BELFAST BT1 1AA

GRO

Post Office Ltd
Registered in England Number: 2154540
Registered Office: Gavrelle House, 2-14 Bunhill Row
London EC1Y 8HQ

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I confirm acceptance of the contents of this letter.

Signature

GRO

Maureen McKelvey Supostmaster

Date 2-11-01



CLANABOGAN PO.
CLANABOGAN PO

GRO

Dea Surl Madan

The Icon for Return of Comm loose
Coins were gone of the Screen when I.
Went to Return them 10/10/01. I had
to Balance & Take loss. of £120 in Be
HelpDesk told me to. Write to yous.cmc
Claim back £120 ..

Yours Sincerely,

Maureen McKelvey

Sheet1

	PA INTERVENTION LOG
PA NAME	EDDIE DEVINE
OFFICE	CLARABOGAN
FAD CODE	152 714
DATE OF VISIT	13/3/03
TYPE OF VISIT	REVIEW - 1 MONTH
TIME IN/OUT	14.30 - 16.00
QPA	—
QofS	—
PK	TRAINING ONGOING
SALES	PROMOTE B DE, C
PERSONAL	✓
EXTERNAL	NEW SIGNAGE REQUIRED
INTERNAL	SCHOOL SIGNAGE A CONSIDERATION
SECURITY	✓
BAL/SUSPENSE	—
OTHER	—
P.O.T.M.	READ ALL BOOKING MATERIAL
INFORMATION POSTER	✓
CUSTOMER ACCESS	—
F.A.O (HIGHLIGHT)	ADDITIONAL INFORMATION FOR ACTION
CONTRACTS MANAGER	
R.T.A.	
HEAD OF AREA	
P.A.	

Sheet1

PA INTERVENTION LOG	
PA NAME	EDDIE DEVINE
OFFICE	CLANABOGON
FAD CODE	164, 7148
DATE OF VISIT	12/6/03
TYPE OF VISIT	REVIEW
TIME IN/OUT	
QPA	—
QofS	—
PK	READ UP ON CARD ACCOUNT APPLICATION
SALES	PROMOTE TRAVEL PRODUCTS.
PERSONAL	—
EXTERNAL	—
INTERNAL	—
SECURITY	—
BAL/SUSPENSE	—
OTHER	
P.O.T.M.	—
INFORMATION POSTER	—
CUSTOMER ACCESS	—
F.A.O (HIGHLIGHT)	ADDITIONAL INFORMATION FOR ACTION
CONTRACTS MANAGER	
R.T.A.	
HEAD OF AREA	
P.A.	

Sheet1

PA INTERVENTION LOG	
PA NAME	EDDIE DEVINE
OFFICE	CLAYBOGAN
FAD CODE	164 714 8
DATE OF VISIT	11/12/03
TYPE OF VISIT	REVIEW
TIME IN/OUT	
CARD ACCOUNT APP.	PROCESS DISCUSSED - NOV. IMPROVED
QPA	—
QofS	—
PK	—
SALES	DISTRIBUTE XMAS LEAFLETS
PERSONAL	
EXTERNAL	—
INTERNAL	—
SECURITY	—
BAL/SUSPENSE	
OTHER	—
P.O.T.M.	PROMOTE P/BERS / PHONECARDS / 1 st XMAS BOOKS
INFORMATION POSTER	—
CUSTOMER ACCESS	—
F.A.O (HIGHLIGHT)	ADDITIONAL INFORMATION FOR ACTION
CONTRACTS MANAGER	
R.T.A.	
HEAD OF AREA	
P.A.	

Sheet1

PA INTERVENTION LOG	
PA NAME	EDDIE CLANABOGAN
OFFICE	
FAD CODE	164 7148
DATE OF VISIT	11/2/04
TYPE OF VISIT	REVIEW
TIME IN/OUT	
CARD ACCOUNT APP.	GREAT IMPROVEMENT
QPA	—
QofS	—
PK	READ LOANS WORKAIDS
SALES	PROMOTE DEBIT / SWITCH PAYMENT
PERSONAL	—
EXTERNAL	—
INTERNAL	—
SECURITY	—
BAL/SUSPENSE	—
OTHER	—
P.O.T.M.	DISTRIBUTE LOAN LEAFLETS
INFORMATION POSTER	—
CUSTOMER ACCESS	—
F.A.O (HIGHLIGHT)	ADDITIONAL INFORMATION FOR ACTION
CONTRACTS MANAGER	
R.T.A.	
HEAD OF AREA	
P.A.	

(3)

NES

Date Taken	Incident ID	FAD Code	Office Name	Brief Description	Detailed Description	Resolution
26/09/2001	H11042824	164714	Clanabogan	POSTAL ORDERS	HOW DOES A PM ENTER ENCACHING POSTAL ORDERS ON THE SYSTEM	ADVISED SPMR THAT SHE PUTS IT THROUGH ON POSTAL ORDERS PAID.
26/09/2001	H11043314	164714	Clanabogan	REMMITANCE REVERSAL	REMMITANCE REVERSAL	TRANSFER TO HSH
26/09/2001	H11043425	164714	Clanabogan	NEW REVERSAL	WHAT SHOULD I DO IF I HAVE DONE ONE AND SHOULDNT HAVE?	HOZ BAL 3.8
26/09/2001	H20453869	164714	Clanabogan	Switchboard	SYSTEM PROBLEM	TRANSFERRED TO HSH REF NO E-0109260548
10/10/2001	H11078615	164714	Clanabogan	ROYAL MINT	REM OUT COMMEMMERATIVE COINS HAS A LOSS	What to do if an Outlet calls with a loss caused by non return of obsolete stock Ask the caller if the loss is caused by the non return of obsolete stock Refer the outlet to workaid 19 and counter News week 24 article 23 to check for obsolete item
19/10/2001	H11103160	164714	Clanabogan	REM OUT	RETURNING COMMEN COINS , SAYS ON FORM DO NOT SEND STOCK ON THIS FORM P5257MA, THIS IS A REM IN FORM AND SHE IS REMMING OUT	P/M HAS HAD HER QUERIE ANSWERED NO INFORMATION GIVEN.
19/10/2001	H11103331	164714	Clanabogan	REMMITTANCES	THE FORM TO USE TO REMMITTING COINS	ADVISED AS COMS 4.4 FOR REMMITTANCES
22/10/2001	Q11107591	164714	Clanabogan	PIA STAM P6 CALL 4-11 ERRORS WORST 10%	PIA STAM ERRORS PERIOD 6 WORST 10%5 ERRORS (2 C/A, 1 IR AND 2 DPI) POSTMISTRESS TALKED THROUGH THE ERRORS AND UNDERSTOOD HOW TO RESOLVE THEM. ALSO QUERIED BA DESPATCH.	REPORT DISCUSSED SEE DD
31/10/2001	H20487346	164714	Clanabogan	HSH	HSH	HSH
26/11/2001	Q11201861	164714	Clanabogan	SAT challenge call 120.00 cleared wk35	SAT challenge call 120.00 cleared wk35	SAT challenge call 120.00 cleared wk35
28/11/2001	H20512963	164714	Clanabogan	NON BARCODED INREV PROCED	PM HAS NON BARCODED INREV BOOKS HOW DOES SHE ENTER	ADVISED TO PROCESS AS OBCS FOIL
02/01/2002	H11274215	164714	Clanabogan	CHRISTMAS BALANCING	DO WE BALANCE TODAY	ADVISED THE BALANCE HAS TO BE DONE TOMMORROW

02/01/2002	Q11274159	164714	Clanabogan	SAT CHALL CALL PD8 #105.84 LOSS	OFFICE CONTACTED AND THE LOSS WAS CLEARED IN WK36	SEE LOG
14/01/2002	Q11296702	164714	Clanabogan	SAT CHALL CALL PD9 #105.84 LOSS	OFFICE CONTACTED AND THE AMOUNT WILL BE CLEARED IN WK43	SEE LOG
16/01/2002	H11302652	164714	Clanabogan	DISCREPANCY	WANTING TO MAKE A DISCREPANCY GOOD OVER #100.00. TP HAVE INFORMED THEM DUE TO SHOWING THE LOSS ON THE CASH ACCOUNT LAST WEEK TO MAKE GOOD THIS WEEK - NOT TAKEN OUT OF SUSPENSE YET	ADVISED HOW TO TAKE OUT AND TO PUT THE SHORTAGE AMOUNT TO COVER INT HE SYSTEM WHICH WILL TIE IT UP WHEN BALANCING
21/01/2002	H11310467	164714	Clanabogan	COUNTER NEWS 38	AMAZON INTER NET VOUCHERS	ADVISED THAT THE AMAZON INTERNET VOUCHERS ADJUST STOCK AND REM OUT SCREENS WILL DISSAPPEAR AT THE END OF JAN
21/01/2002	H11311702	164714	Clanabogan	BT SAVINGS STAMPS	CAN WE STILL ACCEPT?	NO 0800 671400 for details on how to obtain a refund or credit.
30/01/2002	Q11332183	164714	Clanabogan	SAT #120 OBS STOCK TB2 PD09	#120 OBS STOCK TB2 PD09AMOUNT HAS BEEN CLEARED	AMOUNT HAS BEEN CLEARED
04/02/2002	Q11341304	164714	Clanabogan	SAT CHALLENGE CALL 04/02	I CALLED THE PM TO SEE IF THE AMOUNT OF #105.84 FOR OBSOLETE STOCK HAS BEEN MADE GOOD.	MRS McVELVEY SAID THAT SHE HAD MADE THIS GOOD.
28/02/2002	H11397351	164714	Clanabogan	BT BILLS	WHAT DO I NEED TO SEND OF FOR A RED BILL	TOLD PM THAT SHE NEEDS TO SEND THE CUSTOMER INFORMATION SO THAT THE BILL WILL BE CREDITED
07/03/2002	H20607711	164714	Clanabogan	Switchboard	TELEPHONE NUMBER FOR GIROBANK LIASON OFFICERS	ADVISED 0141 353 [GRO]
09/04/2002	H11480038	164714	Clanabogan	Page RNM	OFF NEEDS TO SPK TO RLM REGARDING CASH REMS	INREASED REM BY 5000 THROUGH INVENTORY TEAM.
16/04/2002	H11498703	164714	Clanabogan	Switchboard	Human Resources	Human Resource Service Centre Post Office Counters Ltd Freeport NWW 1675A Salford MANCHESTER M5 9JD 0845 6016260
23/04/2002	H11513340	164714	Clanabogan	Switchboard	PARCEL TO NEW ZEALAND HOW TO ENTER ON HORIZON	HSH REF E-0204230369
29/04/2002	H11526909	164714	Clanabogan	POSTAL ORDERS	ENTERED LAST WEEK BUT NOT ON REPORT	REFERED TO HSH



HS

Call	Opened	Closed	Site	Problem Text	Closure Text	Resolution
E-0109191365	19-Sep-01	19-Sep-01	164714	pm called she's rolled over the SU and is trying to roll over the office but won't allow her to roll over.. says she hasn't rolled over the SU.. Advice to check the SU CAP and BP.. she's in BP02.. advice she will have to roll over the SU To the next CAP	Call Close by Julie Wai: advice given.. PMHTCC	RS08
E-0109260548	26-Sep-01	26-Sep-01	164714	mrs macelvie the postmistress wanting to know how to reverse 6 x £20 postal orders	Call Close by Darren Feather: pmhtcc	RS08
E-0109260667	26-Sep-01	26-Sep-01	164714	Jemma - nbsc - h11043314 - remmed out 6 x £20 postal orders yesterday and would like to reverse this - she did call on call e-0109260548 and was advised on how to reverse it via new reversals	Call Close by Barry Watson: pmhtcc	RS08
E-0110100760	10-Oct-01	10-Oct-01	164714	pm reports a minus figure of -£120 on there balance snapshot but the correct figure of £120 in adjust stock	Call Close by Simon Davies: pm has minus figure showing when she goes to balance report ffor commmerative coins - trans to NBSC as not sure if the have been withdrawn from the system. pmhtcc.	RS08
E-0110311510	31-Oct-01	31-Oct-01	164714	debbie - nbsc - h20487346, pm has cut off chqs before remming out.	Call Close by Julia Gill: pm needed help remming out chqs. now done. pmhtcc.	RS08
E-0111071225	7-Nov-01	7-Nov-01	164714	BOP problem printed 3 sheets of ca report then stopped now has flashing ready light.	Call Close by Lynn Cockell: pmhtc	RS08
E-0111071434	7-Nov-01	7-Nov-01	164714	Maureen reports that has only got 3 pages come out of the CA report and has the ready light is green steady and now the pm reports that is not taking the paper through - has the message reads job is queued printer is offline pls check the printer	Call Close by Michael Connaughton: Adjusted printer settings Call closure code of failure and repair code 827	RS10
E-0112040774	4-Dec-01	4-Dec-01	164714	pm needs to enter a barcoded bill but the system will not accept it	Call Close by Andrew Wallis: entered transaction ok, pmhtcc	RS08

E-0112210491	21-Dec-01	21-Dec-01	164714	pm wants to know if she can print another copy of P & A CAP 39 weekly report.	Call Close by Nicholas Corsair: pm happy with advice	RS08
E-0201030261	3-Jan-02	3-Jan-02	164714	pm reports she has rolled office but not got a final ca report printed	Call Close by Nicholas Corsair: problem resolved	RS08
E-0201160430	16-Jan-02	16-Jan-02	164714	pm has a discrepance of over £100 which she wants to make good.	Call Close by Andrew Wallis: transferred to nbsc	RS08
E-0201210685	21-Jan-02	21-Jan-02	164714	PM is calling for advice on their manual forms.	Call Close by John Leech: PM wants help with manual forms. Transferred PM to the NBSC. PMHTCC	RS08
E-0201281064	28-Jan-02	28-Jan-02	164714	PM states that she has put through a giro deposit of £30 twice, she ran a trans log and has reversed the FC cash £30 but it is still showing on the report.	Call Close by Zoe Lappin: PM had duplicated a giro trans, has now reversed that, call ref denied. PMHTC	RS08
E-0204030422	3-Apr-02	3-Apr-02	164714	Pm is trying to balance and they have a reversed a cheque but it is now showing as a minus in adjust stock	Call Close by Anthony Welch: Pm is trying to balance and they have a reversed a cheque but it is now showing as a minus in adjust stock - advised PM to zero their cheques - PMHTCC	RS08
E-0204110986	11-Apr-02	11-Apr-02	164714	pm called for A+G on giro business cash deposit	Call Close by Michael Ryan: pm called for A+G on giro business cash deposit. advised enter as general cash deposit.	RS08
E-0204150787	15-Apr-02	15-Apr-02	164714	PM reports that she is trying to cash postal orders and does not know how to process.	Call Close by Martin Godwin: PM would like to know how to process postal orders. Advised to put through as PO Paid. PMHTCC	RS08
E-0204230369	23-Apr-02	23-Apr-02	164714	has parcle force and wish to enter it on the system	Call Close by Phil Broadbent: pm is happy to continue unassisted	RS08
E-0204290431	29-Apr-02	29-Apr-02	164714	NBSc agent Kath transferred call h11526909. PM reports that POs are not showing on her report,, PM was not transferred by nbsc	Call Close by Rachel Murray: caller not transferred through by nbsc	RS08

E-0205010526	1-May-02	1-May-02	164714	Queen Mother special stamps. Pm trying to rem them in.	Call Close by Sukhdeep Thind: pm needs walkthrough to rem in Queen Mother stamps/pres packs. walkthrough given. kel used.	RS08
E-0205151579	15-May-02	15-May-02	164714	Pm is trying to print CA report and has message 'no default printer'	Call Close by Rachel Murray: re kel PCorrick48W.htm, advised reboot due to message 'no default printer' PMHTC	RS05