

Filed on behalf of the: Claimant
Witness: Anne Chambers
Statement: 1
Exhibits: "AC1"
Date made: 14/9/06

**IN THE HIGH COURT OF JUSTICE
QUEENS BENCH DIVISION**

Claim No. HQ05X02706

BETWEEN:

POST OFFICE LIMITED

**Claimant/Part 20
Defendant**

- and -

LEE CASTLETON

**Defendant/Part
20 Claimant**

WITNESS STATEMENT OF ANNE CHAMBERS

I, ANNE CHAMBERS of Fujitsu Services, Lovelace Road, Bracknell, Berkshire, RG12 8SN **WILL SAY AS FOLLOWS:**

1. I am a System Specialist employed by Fujitsu. I have worked for Fujitsu (previously ICL) since 1978. I have a working knowledge of the computer system known as Horizon, which is a computerised accounting system used by Post Office Limited (**the Post Office**). For the past 6 years I have been responsible for investigation of problems which are, or are suspected to be, caused by software or hardware errors anywhere in the Horizon system. I am authorised by Fujitsu Services to view extractions of audit data held on the Horizon system and to obtain system transaction information from the live Horizon system.
2. I make this Witness Statement from facts within my own knowledge unless otherwise stated. References to page numbers in this Witness Statement are to page numbers of Exhibit "AC1" to this Witness Statement.
3. Any records to which I refer in my statement form part of the records relating to the business of Fujitsu Services. These were compiled during the ordinary course of business from information supplied by persons who have or may reasonably be supposed to have personal knowledge of the matter dealt with in the information

supplied, but are unlikely to have any recollection of the information or cannot be traced. As part of my duties, I have access to these records and I have refreshed my memory from them.

System Support Centre

4. Calls from Post Masters relating to potential system problems are initially taken and logged by the Horizon System Helpdesk (**HSH**). Business issues, which include problems with discrepancies when balancing the branch accounts, are expected to be handled in the first instance by the National Business Support Centre (**NBSC**), run by the Post Office. If these helpdesks are unable to resolve the problem, calls may be passed to the System Support Centre (**SSC**), the unit in which I work. I have access to much more detailed system information than do the other units.

SSC investigation

5. My initial involvement with the investigation was on 26 February 2004, when call reference e-0402251077 was assigned to the SSC (pages 14 and 15). The call cross-referred several other closed calls being numbers e-0401280325, e-0401290358, e-0402130267, e-0402250454, e-0402250553 (pages 1 to 11) and so I read those too, to get a better idea of the problems being reported by the Marine Drive branch.
6. I refer to the call log of 25 February 2004, 4.56pm, call reference e-0402251011 (pages 12 and 13). This states "Critical event seen @ 13:00:36 18/02/04 on H21333700101". This particular call was raised several days after the event occurred, by a member of the team responsible for monitoring system events. I do not know why they raised this call so long after the event. The Known Error Log entry quoted did not match the specific symptoms of this instance. Upon checking further, I found that hundreds of branches had had the same event at the same time. The cause had already been investigated by another member of the SSC on 18 February 2004 (call reference e-0402180803 at pages 5 and 6) and was benign. The event would not have been seen by users at the branches, and in no way affected the branch accounts.
7. On 26 February 2004, I also checked for any central reconciliation report entries for the branch for the previous 2 weeks which might indicate a system problem. Various built in checks occur at the end of each day. For example, the gateway terminal (i.e. the particular computer at the branch through which data is

uploaded to the central data centre) will total all the transactions completed on both terminals during the day. The total is transmitted to the central data centre and compared with the total transactions received at the data centre from the branch, to ensure that all transactions recorded at the branch have reached the data centre. If the gateway terminal is not in communication with the second terminal, the totals are not calculated until communications are restored.

But how do you know. THE STATUS REPORT LOG DOES NOT SHOW THIS

8. Further checks are made when the sub-postmaster has produced the weekly cash account at the end of the financial week - normally Wednesday. The cash account lines are produced by processing the entire week's transactions as recorded at the branch, the paper copies of the cash account are printed, and the electronic copy is sent to the data centre. Each day, the gateway terminal has added up the day's transactions according to where they should appear in the cash account, and summarises them at the end of the week. The data centre also produces a weekly cash account based on all the transactions received from the branch during the week. There are therefore effectively three weekly cash accounts:

- a) The official branch weekly cash account;
- b) The branch daily account, summarised at the end of the week; and
- c) The data centre weekly cash account.

But again not found with Alan Brown.

Any differences between any of these will result in one or more reconciliation report entries. Report entries are only produced if there are differences.

9. I found no reconciliation report entries relating to this branch, indicating that all transactions recorded at the branch had reached the data centre and had been included in the official branch cash account. My checks covered at least two weeks prior to the investigation, i.e. weeks 47 and 48.

Why?

10. I examined the branch messagestore as at 26 February 2004. This contained, among other things, all the transactions completed in the previous 34 days, and any cash, stamp and stock declarations or adjustments made at the branch. I looked primarily at one of the latest financial weeks - I cannot remember now whether I checked week 47 or 48.

11. Cheques were handled correctly as far as the system was concerned. I checked the remittance out of the cheques, which is normally done several times a week, as the sub-postmaster had reported a problem with this on 10 February (call reference e-0402130267) (pages 3 and 4). I found that on that one day, the cheque listing report was not cut off after the day's cheques had been remmed out. "Cut off" involves pressing a button on the system to confirm that you have completed processing of the report, so that when the report is next printed, it will include only transactions done after the cut-off point. Since the report was not cut off, when next printed, it still included the cheques that had already been despatched. I confirmed that the total value of cheques remmed out of the system equalled the values of cheques received, and so the failure in process did not cause any financial discrepancy.

12. Following up a further point from call reference e-0402130267, I noticed that occasionally, when the branch declared the cash held in the office at the end of the working day in their overnight cash holding (ONCH) declaration, they did not always use the same declaration identification number. For example if a sub-postmaster uses number 01 and enters £10,000 and then changes their number and uses 11 to record it elsewhere, the system will think that, at that point, the branch has £20,000 whereas it only has £10,000. If they printed the optional cash flow report at the end of the week, it would show the sum of the differently identified ONCH declarations day by day. I checked to make sure that, when they declared the cash as part of the balancing process at the end of the financial week, they used a single declaration identification number. This was the case.

13. I went through the cash elements of transactions contained in the branch messagestore day by day and compared them with the overnight cash declarations (ignoring any duplicated declarations as described in paragraph 12 above). I expected to find that the cash holding declared by the sub-postmaster at the end of a day was reasonably close to what he had declared the previous day, adjusted by the value of the cash transactions recorded on the system during the day. For example, if at the end of day 1 he was holding £50,000 cash, and during day 2 recorded transactions showing £6,000 cash received and £5,000 cash paid out, the net cash for the day would be £1,000 received, and so the cash holding at the end of day 2 should be £51,000. The main reason for making this check was to see if I could narrow down the source of the discrepancy to a particular day.

14. I was surprised to discover that at the end of each day, the cash the branch declared as being in the drawer was tens, hundreds or thousands of pounds

But No
Error
Notices

astray (sometimes higher, sometimes lower) from what they had recorded on or had been recorded by the system. This meant that it was possible that the sub-postmaster was not accurately recording all transactions on the system at the time the cash was physically being put into or taken out of the till. This is not necessarily a problem, as long as everything is entered and declared correctly by the end of the financial week. However, it does suggest that they are not working accurately and it meant I could not link the weekly loss to any particular day.

- 15. I saw that on 25 February 2004, call reference e-0402250454 (pages 8 and 9) the clerk reported that their balancing problem seemed to be related to stock being "remmed in" (i.e. entered on the Horizon system) through the week. Accordingly, I also looked in particular to see if there could be a problem caused by remming in, but I was unable to find anything that suggested that the remming in was causing the balancing problem.

Conclusion

- 16. My conclusion was that there was no evidence whatsoever of any system problem.

The continuing losses and calls suggested the Marine Drive branch needed some business assistance, to identify whether there were any transactions carried out at the branch but not appearing correctly on the branch reports, or any failure in process. I therefore contacted a colleague, Julie Welsh, in Fujitsu Customer Services, and asked her to inform Post Office which she did (page 16). I updated the call with a summary of my investigation and returned it to HSH, requesting they contact the sub-postmaster and explain that we had investigated and the discrepancies were caused by the difference between the transactions they had recorded on the system and the cash they declared, and were not being caused by the software or hardware.

- 17. I had investigated and examined whether Horizon could have caused the discrepancies, either for the specific reasons raised by the Marine Drive branch, or for various other reasons. I was unable to identify any basis upon which the Horizon system could have caused the losses.

What occurs at
Grange north with respect to Node contact?
and Stock AND Mob.

I believe that the facts stated in this witness statement are true.

Signed ... **GRO**
ANNE CHAMBERS

Date 14th Sept 2006

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Filed on behalf of the: Claimant
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**Claimant/Part 20
Defendant**

- and -

LEE CASTLETON

**Defendant/Part 20
Claimant**

**WITNESS STATEMENT OF ANNE
CHAMBERS**

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**Solicitors for the Claimant/Part 20
Defendant**

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EXHIBIT "AC1"

This is the Exhibit marked "AC1" referred to in the Witness Statement of Anne
Chambers dated 14 September 2006.

Post Office Account NWB01 Archive4.1 on
hshpowermart1

PH4PatNWB01 on
msdc01poadb02

27/10/2005

Call E-0401280325

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Status:	Closed	Opened:	Wed 28 January 2004 11:13	Affected Site:	213337
Severity:	2 C	Closed:	Wed 28 January 2004 11:21	FAD/Path Code:	213337
Customer:	I039			No. Counters:	2
Priority:	0	Local / Intermediate / Remote:	L	CSR/Team:	uk951563 / HSH2
Caller Details					
Caller:	Liam	Phone:	GRO	Site:	213337
Title:	PostMaster	Login:		Department:	
		Caller ID:		Location:	
Call Problem Details					
Product Type:		Call Type:	X	ProbType:	XI17
Problem Text:	Caller states that discrepancies are going through on the system. And this has been the case for 3 weeks in a row. Week 1: £1103 down. Week 2: 4230.97 down. Week 3 (today): approx. £2500.				
Call Closure Details					
Closed:	28/01/2004 11:21	Cause:	CM3	Repair:	R59
				Resolution:	RS14
Text:	Call Close by Dane Meah: NBSC issue. Transferred for investigation.				
Call Asset Details					
Asset ID:		Description:		Serial No:	
Product:	Non Horizon Business	Description:	Non Horizon business	Server Name:	
OTI Reference:		Counter Affected:	1	Associated Reference:	
Call Activity Log					
OPEN	Wed 28 January 2004 11:11 by uk951563 / HSH2		Saved: Wed 28 January 2004 11:13		
	New call taken by Dane Meah: Caller states that discrepancies are going through on the system. And this has been the case for 3 weeks in a row. Week 1: £1103 down. Week 2: 4230.97 down. Week 3 (today): approx. £2500.				
Information	Wed 28 January 2004 11:16 by uk951563 / HSH2		Saved: Wed 28 January 2004 11:16		
	Caller states that these discrepancies have been relevant to the level of stock currently being held.				
Advice	Wed 28 January 2004 11:17 by uk951563 / HSH2		Saved: Wed 28 January 2004 11:17		
	adv caller that this problem will need to be thoroughly investigated by NBSC before the issue can be investigated as a software problem.				
Information	Wed 28 January 2004 11:20 by uk951563 / HSH2		Saved: Wed 28 January 2004 11:20		
	transferred the caller to the NBSC so that the incident could be investigated further.				
CLOSE	Wed 28 January 2004 11:21 by uk951563 / HSH2		Saved: Wed 28 January 2004 11:21		
	Call Close by Dane Meah: NBSC issue. Transferred for investigation.				
MODIFY	Wed 28 January 2004 11:43 by uk059697 / HSH4		Saved: Wed 28 January 2004 11:43		
	Call information modified by Sandra Hawkins Product ID: from 'PATITH94PTR' to 'Non Horizon Business' Prod. Descr.: from " to 'Non Horizon business'				



Post Office Account NWB01 Archive4.1 on
hshpowermart1

PH4PatNWB01 on
msdc01poadb02

27/10/2005



Call E-0401290358

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Status:	Closed	Opened:	Thu 29 January 2004 10:26	Affected Site:	213337
Severity:	2 C	Closed:	Thu 29 January 2004 10:31	FAD/Path Code:	213337
Customer:	I039			No. Counters:	2
Priority:	0	Local / Intermediate / Remote:	L	CSR/Team:	GB082294 / HSH8
Caller Details					
Caller:	Lee	Phone:	GRO	Site:	213337
Title:	PostMaster	Login:		Department:	
		Caller ID:		Location:	
Call Problem Details					
Product Type:		Call Type:	X	ProbType:	XI17
Problem Text:	pm reports the is having problems on his system connected to rems, every time he rems in it leaves him with a discreapncy and he been to the nbsc and back to us and now wants his system investigating X				
Call Closure Details					
Closed:	29/01/2004 10:31	Cause:	CM2	Repair:	R59
				Resolution:	RS14
Text:	Call Close by Mary Rainbow: pm reports ongoing problems on system with discrepancies - pm transferred to nbsc for further assistance				
Call Asset Details					
Asset ID:		Description:		Serial No.:	
Product:	Non Horizon Business	Description:		Server Name:	
OTI Reference:		Counter Affected:	1	Associated Reference:	
Call Activity Log					
OPEN	Thu 29 January 2004 10:21 by GB082294 / HSH8			Saved: Thu 29 January 2004 10:26	
	New call taken by Mary Rainbow: pm reports the is having problems on his system connected to rems, every time he rems in it leaves him with a discreapncy and he been to the nbsc and back to us and now wants his system investigating				
Advice	Thu 29 January 2004 10:30 by GB082294 / HSH8			Saved: Thu 29 January 2004 10:30	
	advised the pm for this to happen he needs to re referred from the nbsc				
Information	Thu 29 January 2004 10:30 by GB082294 / HSH8			Saved: Thu 29 January 2004 10:30	
	caller transferred to nbsc				
CLOSE	Thu 29 January 2004 10:31 by GB082294 / HSH8			Saved: Thu 29 January 2004 10:31	
	Call Close by Mary Rainbow: pm reports ongoing problems on system with discrepancies - pm transferred to nbsc for further assistance				



Post Office Account NWB01 Archive4.1 on
hshpowermart1

PH4PatNWB01 on
msdc01poadb02

27/10/2005



Call E-0402130267

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Status:	Closed	Opened:	Fri 13 February 2004 10:46	Affected Site:	213337
Severity:	3 B	Closed:	Fri 13 February 2004 12:02	FAD/Path Code:	213337
Customer:	I039			No. Counters:	2
Priority:	0	Local / Intermediate / Remote:	L	CSR/Team:	UK951605 / HSH5

Caller Details

Caller:	Lee Castleton	Phone:	GRO	Site:	213337
Title:	PostMaster	Login:		Department:	
		Caller ID:		Location:	

Call Problem Details

Product Type:		Call Type:	S	ProbType:	SD13	Problem:	
Problem Text:	Marie @ NBSC - PM adv his system is doubling up cash declarations and cutting off cheques they still appear the next day						

Call Closure Details

Closed:	13/02/2004 12:02	Cause:	CQ5	Repair:	RF1	Resolution:	RS14
Text:	Call Close by Tony Law: PM states his cheques keep carrying over from the day before. advised pm to call back if happens again as only happened the once on the 11th and cannot check event log to see if he cut off as pm rolled over since then. ref gl						

Call Asset Details

Asset ID:		Description:		Serial No.:	
Product:	EPOSS	Description:	EPOSS	Server Name:	
OTI Reference:		Counter Affected:	1	Associated Reference:	h-130451200 0

Call Activity Log

OPEN Fri 13 February 2004 10:45 by UK951605 / HSH5 Saved: Fri 13 February 2004 10:46
New call taken by Tony Law: Marie @ NBSC - PM adv his system is doubling up cash declarations and cutting off cheques they still appear the next day *

Information Fri 13 February 2004 10:48 by UK951605 / HSH5 Saved: Fri 13 February 2004 10:48
NBSC adv they have: Checked that he is cutting everything off properly, cash figures are being done properly *

Information Fri 13 February 2004 10:49 by UK951605 / HSH5 Saved: Fri 13 February 2004 10:49
PM has insisted on a system check *

MODIFY Fri 13 February 2004 10:50 by UK951605 / HSH5 Saved: Fri 13 February 2004 10:51
Call information modified by Tony Law Associated Ref: from " to 'h-13045120'

Information Fri 13 February 2004 10:51 by UK951605 / HSH5 Saved: Fri 13 February 2004 10:51
Problem has been happenign for 5 weeks

Information Fri 13 February 2004 10:51 by UK951605 / HSH5 Saved: Fri 13 February 2004 10:51
Everytime stock has been remmed in they have had a loss that night.

Information Fri 13 February 2004 10:51 by UK951605 / HSH5 Saved: Fri 13 February 2004 10:51
Snapshots and txn logs agree with PM's figures

Information Fri 13 February 2004 10:52 by UK951605 / HSH5 Saved: Fri 13 February 2004 10:52
PM adv NBSC have done: txn logs, giro banks logs, reconclations, Rems in/out, stock holding.

Information Fri 13 February 2004 10:53 by UK951605 / HSH5 Saved: Fri 13 February 2004 10:53
PM adv there is a Sunday decs but no one is on site to do this on a Sunday.

Information Fri 13 February 2004 10:54 by UK951605 / HSH5 Saved: Fri 13 February 2004 10:54
SU: AA Username: LCA001 Manifested: 5 weeks ago PM adv he did not rem in any stock last week and balanced perfectly, every week hat he does rem stock in the balance is wrong

MODIFY Fri 13 February 2004 11:34 by UK951605 / HSH5 Saved: Fri 13 February 2004 11:54
Call information modified by Tony Law Associated Ref: from 'h-13045120' to 'h-130451200 0'

Escalate Fri 13 February 2004 11:54 by UK951605 / HSH5 Saved: Fri 13 February 2004 11:54
escalated to heather dryden

Information Fri 13 February 2004 11:54 by UK951605 / HSH5 Saved: Fri 13 February 2004 11:54
pm states on the cheques listing for the 11th it states all of cheques for the 10th as well. when i got him to go through his checks pm sstaed this has happened more than once but when going thorough his cheques it had actually happened just the once. pm sstaed he was sure he cut off, so advised i would log all details and to call back if happens again. *

CLOSE Fri 13 February 2004 12:02 by UK951605 / HSH5 Saved: Fri 13 February 2004 12:02
Call Close by Tony Law: PM states his cheques keep carrying over from the day before. advised pm to call back if happens again as only happened the once on the 11th and cannot check event log to see if he cut off as pm rolled over

since then. ref given to pm to call back.
MODIFY Mon 16 February 2004 09:51 by 062457 / HSH4 Savod: Mon 16 February 2004 09:53
Call information modified by Elizabeth Smith Call Type: from 'X' to 'S' Cause: from 'CM2' to 'CQ5' Product ID: from 'Non
Horizon Business' to 'EPOSS' Repair: from 'R74' to 'RF1' Severity: from '2' to '3' ...etc.

Call E-0402180803

3001 Upper Services Limited

Status:	Closed	Opened:	Wed 18 February 2004 14:25	Affected Site:	PATH022
Severity:	3 B	Closed:	Fri 05 March 2004 17:22	FAD/Pain Code:	PATH022
Customer:	PATHWAY			No. Counters:	0
Priority:	0	Local / Intermediate / Remote:		CSR/Team:	GB082474 / SMC1

Caller Details

Caller:	A Morris	Phone:	GRO	Site:	PATH022
Title:		Login:		Department:	
		Caller ID:		Location:	

Call Problem Details

Product Type:		Call Type:	O	ProbType:	OP02	Problem:	
Problem Text:	At approx 1300, The Live TEC was brought down due to an event storm.(1000 events in 30 mins These events were from a number of FAD's - "An error has occurred - see audit log for details" Source CASEPOSSDailyRecon, KEL DRowe24Q.						

Call Closure Details

Closed:	05/03/04 17:22	Cause:	CE1	Repair:	R22	Resolution:	RS08
Text:	Call Close by David Hunter: closing call						

Call Asset Details

Asset ID:		Description:		Serial No:	
Product:	Unknown Product *	Description:		Server Name:	
OTI Reference:	PC0099159	Counter Affected:	0	Associated Reference:	

Call Activity Log

OPEN	Wed 18 February 2004 14:18 by uk081617 / SMC1	Saved: Wed 18 February 2004 14:25
	New call taken by Adam Morris: At approx 1300, The Live TEC was brought down due to an event storm.(1000 events in 30 mins These events were from a number of FAD's - "An error has occurred - see audit log for details" Source CASEPOSSDailyRecon, KEL DRowe24Q.	
Information	Wed 18 February 2004 14:33 by uk081617 / SMC1	Saved: Wed 18 February 2004 14:33
	I am raising this call as KEL seems to indicate this should not occur on a large amount of FADs at the same time. KEL will also need updating with actions for the SMC.	
Information	Wed 18 February 2004 14:40 by uk081617 / SMC1	Saved: Wed 18 February 2004 14:40
	example FAD H12712900101 - 14 day app event log 409646 *	
REASSIGN	Wed 18 February 2004 14:42 by uk081617 / SMC1	Saved: Wed 18 February 2004 14:44
	Call # E-0402180803 was Reassigned from Adam Morris, Group SMC1 to Group SMC-MSS-SUPP Clive - comments prior to assignment to SSC	
REASSIGN	Wed 18 February 2004 16:36 by uk081617 / SMC1	Saved: Wed 18 February 2004 16:36
	Call # E-0402180803 was Reassigned from Group SMC-MSS-SUPP to Group SMC FILTER	
Open OTI	Wed 18 February 2004 16:36 by SYSADM / ASTEA	Saved: Wed 18 February 2004 16:36
	Automatic Open OTI **Updated by Adam Morris at 18/02/04 16:36:40	
REASSIGN	Wed 18 February 2004 16:36 by uk081617 / SMC1	Saved: Wed 18 February 2004 16:36
	Call # E-0402180803 was Reassigned from Group SMC FILTER to Group EDSC1	
OTI Success	New call sent to PINICL	
OTI Success	Received an Acknowledgement from PINICL PINICL call number is PC0099159	
UPDATE	Wed 18 February 2004 17:02 by PINICL /	Saved: Wed 18 February 2004 17:02
	By Barbara Longley at 18-feb-2004 16:59:00 Category 40 - Incident Under Investigation Prescan: Assigning call to John Ballantyne in EDSC	
UPDATE	Wed 18 February 2004 17:29 by PINICL /	Saved: Wed 18 February 2004 17:29
	By John Ballantyne at 18-feb-2004 17:25:00 Category 40 - Incident Under Investigation Audit entry shows 'DR:LocateEPOSSProduct Error : This key is already associated with an element of this collection' X	
UPDATE	Wed 18 February 2004 17:29 by PINICL /	Saved: Wed 18 February 2004 17:29
	By John Ballantyne at 18-feb-2004 17:26:00 Category 40 - Incident Under Investigation Product CNTR EPOSS SCHED 20	
LINK	Wed 18 February 2004 18:23 by uk082042 / SMC1	Saved: Wed 18 February 2004 18:23

	Linked call 'E-0402181135' by Gordon Sandeman	
Information	Wed 18 February 2004 18:23 by uk082042 / SMC1	Saved: Wed 18 February 2004 18:23
	LINKED call E-0402181135 was updated as follows: <u>The Mastertec is not updating, call E-0402180803 is with EDSC.</u>	
OTI Success	An add has been sent to PINICL	
Information	Wed 18 February 2004 18:33 by uk082042 / SMC1	Saved: Wed 18 February 2004 18:33
	LINKED call E-0402181135 was updated as follows: TEC 'live' again at 18:33.	
OTI Success	An add has been sent to PINICL	
DELINK	Wed 18 February 2004 18:50 by uk082042 / SMC1	Saved: Wed 18 February 2004 18:50
	De-linked call 'E-0402181135' by Gordon Sandeman: Linked for information, not updates to EDSC call.	
UPDATE	Wed 18 February 2004 19:06 by PINICL /	Saved: Wed 18 February 2004 19:06
	By John Ballantyne at 18-feb-2004 19:03:00 Category 40 - Incident Under Investigation Attaching evidence..... X	
UPDATE	Wed 18 February 2004 19:15 by PINICL /	Saved: Wed 18 February 2004 19:15
	By John Ballantyne at 18-feb-2004 19:12:00 Category 40 - Incident Under Investigation Routing to EPOSS-Dev	
Information	Wed 18 February 2004 20:05 by uk085505 / SMC1	Saved: Wed 18 February 2004 20:05
	Neil From Cfm3 Called to inform us e-pay informed us for information only as the problem is on there side. Cfm3 confirmed no problems within our domain. Informed POA DM and SMC DM	
Information	Wed 18 February 2004 20:18 by uk085505 / SMC1	Saved: Wed 18 February 2004 20:18
	will call e-pay @ 21:00 and every hour after until resolution	
Information	Wed 18 February 2004 20:20 by uk085505 / SMC1	Saved: Wed 18 February 2004 20:20
	please ignore last 2 updates as wrong call updated	
OTI Success	An add has been sent to PINICL	
UPDATE	Thu 19 February 2004 10:17 by PINICL /	Saved: Thu 19 February 2004 10:17
	By John Ballantyne at 19-feb-2004 09:59:00 Category 40 - Incident Under Investigation With the application of product CNTR_EPOSS_SCHED 20_1 currently at 7000 Outlets 36% of these the gateways are calling home with a critical event 'An error has occurred - see audit log for details'. Date Events Outlets 2004-Feb-03 3 0 2004-Feb-05 2 39 39 5.13% 2004-Feb-06 11 39 28.21% 2004-Feb-07 7 1 40 17.50% 2004-Feb-09 8 40 20.00% 2004-Feb-10 9 40 22.50% 2004-Feb-11 9 40 22.50% 2004-Feb-12 9 40 22.50% 2004-Feb-13 10 40 25.00% 2004-Feb-14 6 40 15.00% 2004-Feb-15 0 3189 3229 0.00% 2004-Feb-16 1505 784 4013 37.50% 2004-Feb-17 1395 1 4014 34.75% 2004-Feb-18 2515 2877 6891 36.50% We believe this is product related hence we are not seeing all offices calling in every day. * X	
OTI CLOSE	Fri 05 March 2004 13:47 by PINICL /	Saved: Fri 05 March 2004 13:47
	NO TRANSACTION DATE AND TIME WAS PROVIDED FOR THIS ACTION USING CURRENT DATE AND TIME By Barbara Longley at Cfm3 Category 60 - SW Fix Released to Call Logger 05/03/2004 11:36:44 - By Graham Jennings - LST RNB5313 passed test in LST 05/03/2004 11:36:44 - By Graham Jennings Responded to call type L as Category 60 -SW Fix Released to Call Logger Closing call as SW Fix Released to Call Logger.	
REASSIGN	Fri 05 March 2004 13:47 by PINICL /	Saved: Fri 05 March 2004 13:47
	OTI monitor reassigned this call from PINICL to the Action Group SMC1 as directed by the OTI Return activity	
OTI Success	OTI monitor reassigned this call from PINICL to the Action Group SMC1 as directed by the OTI Return activity	
OTI Success	Received call closure from PINICL	
REASSIGN	Fri 05 March 2004 14:36 by GB082641 / SMC1	Saved: Fri 05 March 2004 14:36
	Call # E-0402180803 was Reassigned from Group SMC1 to Group SMC-MSS-SUPP Please can you confirm when and if the software has gone to live	
Information	Fri 05 March 2004 17:01 by uk081291 / SMC-MSS-SUPP	Saved: Fri 05 March 2004 17:01
	The product CNTR_EPOSS_SCHED was regressed from all the counters that received the product & a new version has been released which will target the live estate this weekend, call can be closed - Neil	
REASSIGN	Fri 05 March 2004 17:02 by uk081291 / SMC-MSS-SUPP	Saved: Fri 05 March 2004 17:02
	Call # E-0402180803 was Reassigned from Group SMC-MSS-SUPP to Group SMC1	
Information	Fri 05 March 2004 17:20 by GB082474 / SMC1	Saved: Fri 05 March 2004 17:20
	please see last update from MSS Support	
CLEAR	Fri 05 March 2004 17:21 by GB082474 / SMC1	Saved: Fri 05 March 2004 17:21
	issue resolved please see last update from MSS Support	
CLOSE	Fri 05 March 2004 17:22 by GB082474 / SMC1	Saved: Fri 05 March 2004 17:22

NOT ACCESS

Call Close by David Hunter: closing call

3

0



Post Office Account NWB01 Archive4.1 on
hshpowermart1

PH4PatNWB01 on
msdc01poadb02

27/10/2005



Call E-0402250454

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Status:	Closed	Opened:	Wed 25 February 2004 11:03	Affected Site:	213337
Severity:	3 B	Closed:	Wed 25 February 2004 11:33	FAD/Path Code:	213337
Customer:	I039			No. Counters:	2
Priority:	0	Local / Intermediate / Remote:	L	CSR/Team:	GB082294 / HSH8

Caller Details

Caller:	Christine	Phone:	GRO	Site:	213337
Title:	Clerk	Login:		Department:	
		Caller ID:		Location:	

Call Problem Details

Product Type:		Call Type:	S	ProbType:	SD13	Problem:	
Problem Text:	clerk reports that they have been having problems on the system when balancing that seems to be related to stock remmed in through the week						

Call Closure Details

Closed:	25/02/2004 11:33	Cause:	CQ5	Repair:	RF1	Resolution:	RS14
Text:	Call Close by Mary Rainbow: clerk reports problems with the balance that appear to be linked to stock remmed in - clerk will call back tonight if further assistance required						

Call Asset Details

Asset ID:		Description:		Serial No:	
Product:	Riposte	Description:		Server Name:	
OTI Reference:		Counter Affected:	1	Associated Reference:	

Call Activity Log

OPEN	Wed 25 February 2004 10:44 by GB082294 / HSH8	Saved: Wed 25 February 2004 11:03
	New call taken by Mary Rainbow: clerk reports that they have been having problems on the system when balancing that seems to be related to stock remmed in through the week	
Information	Wed 25 February 2004 11:22 by GB082294 / HSH8	Saved: Wed 25 February 2004 11:22
	clerk reports that over the past seven weeks they have had losses every week, at one point they had a problem with cash on hand but they was found to be a issue with id numbers and has been resolved	
Information	Wed 25 February 2004 11:24 by GB082294 / HSH8	Saved: Wed 25 February 2004 11:24
	clerk reports that last week when they rolled over they put a loss into suspense account and then took the unit back to trial balance and came out with a zero net discrepancy to start the new cap with	
Information	Wed 25 February 2004 11:25 by GB082294 / HSH8	Saved: Wed 25 February 2004 11:25
	clerk reports that she printed a balance snap shot on monday and all looked okay but since then they have remmed in some stock which appears to have given then a loss	
Advice	Wed 25 February 2004 11:26 by GB082294 / HSH8	Saved: Wed 25 February 2004 11:26
	advised the clerk that she will need to check her stock position for last week and then check her remms in summary, this will give her the stock she should be holding, thjis figure can then be compared with the stock showing in adjust stock and this will highlight any problems with stock on hand	
Advice	Wed 25 February 2004 11:27 by GB082294 / HSH8	Saved: Wed 25 February 2004 11:27
	clerk reports that they were told that checks would be made on the system but she is unsure if this information came from nbsc or hsh as she has no names of ref numbers	
Advice	Wed 25 February 2004 11:28 by GB082294 / HSH8	Saved: Wed 25 February 2004 11:28
	advised the clerk that we need her to take the unit to trial balance this evening and come back before she rolls over so we can take down any details she can give us	
Information	Wed 25 February 2004 11:29 by GB082294 / HSH8	Saved: Wed 25 February 2004 11:29
	clerk reports they usually perform the balance at about 17:30 or maybe before	
Information	Wed 25 February 2004 11:30 by GB082294 / HSH8	Saved: Wed 25 February 2004 11:30
	spoke to Matt Saunders and he suggests call should be passed to someone line Heather Dryden if clerk does call back wanting further assistance	
Information	Wed 25 February 2004 11:31 by GB082294 / HSH8	Saved: Wed 25 February 2004 11:31
	the clerk reports they are working in a shared aa stock unit	
Information	Wed 25 February 2004 11:31 by GB082294 / HSH8	Saved: Wed 25 February 2004 11:31
	clerk to call back tonight if further assistance required	
CLEAR	Wed 25 February 2004 11:32 by GB082294 / HSH8	Saved: Wed 25 February 2004 11:32
	clerk to call back if further assistance required, call ref taken	
CLOSE	Wed 25 February 2004 11:33 by GB082294 / HSH8	Saved: Wed 25 February 2004 11:33
	Call Close by Mary Rainbow: clerk reports problems with the balance that appear to be linked to stock remmed in - clerk	

will call back tonight if further assistance required

3

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PH4PatNWB01 on msdc01poadb02

27/10/2005



Call E-0402250553

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Status:	Closed	Opened:	Wed 25 February 2004 12:03	Affected Site:	213337
Severity:	2 C	Closed:	Wed 25 February 2004 12:12	FAD/Path Code:	213337
Customer:	I039			No. Counters:	2
Priority:	0	Local / Intermediate / Remote:	L	CSR/Team:	GB082760 / HSH1
Caller Details					
Caller:	Christine	Phone:	GRO	Site:	213337
Title:	PostMaster	Login:		Department:	
		Caller ID:		Location:	
Call Problem Details					
Product Type:		Call Type:	X	ProbType:	XI18
Problem Text:	NBSC - PM has called the NBSC regarding problems with her balance.				
Call Closure Details					
Closed:	25/02/2004 12:12	Cause:	CM3	Repair:	R74
Resolution:	RS14				
Text:	Call Close by Robert Congerton: pmhtcc				
Call Asset Details					
Asset ID:		Description:		Serial No.:	
Product:	Non Horizon Business	Description:	Non Horizon business	Server Name:	
OTI Reference:		Counter Affected:	1	Associated Reference:	
Call Activity Log					
OPEN	Wed 25 February 2004 11:56 by GB082760 / HSH1			Saved: Wed 25 February 2004 12:03	
	New call taken by Robert Congerton: NBSC - PM has called the NBSC regarding problems with her balance.				
Information	Wed 25 February 2004 12:09 by GB082760 / HSH1			Saved: Wed 25 February 2004 12:09	
	PM called in at 11:03 today regarding problems with her balance. Advised NBSC that the agent advised the PM to call back in tonight when they have a net discrepancy on the cash account.				
CLEAR	Wed 25 February 2004 12:12 by GB082760 / HSH1			Saved: Wed 25 February 2004 12:12	
	pmhtcc				
CLOSE	Wed 25 February 2004 12:12 by GB082760 / HSH1			Saved: Wed 25 February 2004 12:12	
	Call Close by Robert Congerton: pmhtcc				
MODIFY	Wed 25 February 2004 13:30 by uk059697 / HSH4			Saved: Wed 25 February 2004 13:31	
	Call information modified by Sandra Hawkins Cause: from 'CM1' to 'CM3' Product ID: from 'EPOSS-Cash Account' to 'Non Horizon Business' Prod. Descr.: from '' to 'Non Horizon business' Problem Type: from 'XI06' to 'XI18'				
MODIFY	Thu 26 February 2004 08:47 by GB082302 / HSH4			Saved: Thu 26 February 2004 08:47	
	Call Information modified by Kevin Brewer Repair: from 'R58' to 'R74'				



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hshpowermart1

PH4PatNWB01 on
msdc01poadb02

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Call E-0402250553

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Status:	Closed	Opened:	Wed 25 February 2004 12:03	Affected Site:	213337
Severity:	2 C	Closed:	Wed 25 February 2004 12:12	FAD/Path Code:	213337
Customer:	I039			No. Counters:	2
Priority:	0	Local / Intermediate / Remote:	L	CSR/Team:	GB082760 / HSH1
Caller Details					
Caller:	Christine	Phone:	GRO	Site:	213337
Title:	PostMaster	Login:		Department:	
		Caller ID:		Location:	
Call Problem Details					
Product Type:		Call Type:	X	ProbType:	XI18
Problem Text:	NBSC - PM has called the NBSC regarding problems with her balance.				
Call Closure Details					
Closed:	25/02/2004 12:12	Cause:	CM3	Repair:	R74
Resolution:	RS14				
Text:	Call Close by Robert Congerton: pmhtcc				
Call Asset Details					
Asset ID:		Description:		Serial No:	
Product:	Non Horizon Business	Description:	Non Horizon business	Server Name:	
OTI Reference:		Counter Affected:	1	Associated Reference:	
Call Activity Log					
OPEN	Wed 25 February 2004 11:56 by GB082760 / HSH1			Saved: Wed 25 February 2004 12:03	
	New call taken by Robert Congerton: NBSC - PM has called the NBSC regarding problems with her balance.				
Information	Wed 25 February 2004 12:09 by GB082760 / HSH1			Saved: Wed 25 February 2004 12:09	
	PM called in at 11:03 today regarding problems with her balance. Advised NBSC that the agent advised the PM to call back in tonight when they have a net discrepancy on the cash account.				
CLEAR	Wed 25 February 2004 12:12 by GB082760 / HSH1			Saved: Wed 25 February 2004 12:12	
	pmhtcc				
CLOSE	Wed 25 February 2004 12:12 by GB082760 / HSH1			Saved: Wed 25 February 2004 12:12	
	Call Close by Robert Congerton: pmhtcc				
MODIFY	Wed 25 February 2004 13:30 by uk059697 / HSH4			Saved: Wed 25 February 2004 13:31	
	Call information modified by Sandra Hawkins Cause: from 'CM1' to 'CM3' Product ID: from 'EPOSS-Cash Account' to 'Non Horizon Business' Prod. Descr.: from '' to 'Non Horizon business' Problem Type: from 'XI06' to 'XI18'				
MODIFY	Thu 26 February 2004 08:47 by GB082302 / HSH4			Saved: Thu 26 February 2004 08:47	
	Call information modified by Kevin Brewer Repair: from 'R58' to 'R74'				



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PH4PatNWB01 on msdc01poadb02

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Call E-0402251011

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Status:	Closed	Opened:	Wed 25 February 2004 16:56	Affected Site:	213337
Severity:	3 B	Closed:	Thu 26 February 2004 12:45	FAD/Path Code:	PATH022
Customer:	PATHWAY			No. Counters:	2
Priority:	0	Local / Intermediate / Remote:	L	CSR/Team:	uk081265 / SMC1
Caller Details					
Caller:	Niall Vincent	Phone:	GRO	Site:	213337
Title:	SMC	Login:		Department:	
		Caller ID:		Location:	
Call Problem Details					
Product Type:	PT03	Call Type:	S	ProbType:	SD11
Problem Text:	Critical event seen @ 13..00.36 18/02/04 on H21333700101 stating 'Error message. An error has occurred = see the audit log'				
Call Closure Details					
Closed:	26/02/2004 12:45	Cause:	C21	Repair:	RC8
				Resolution:	RS08
Text:	Call Close by David Martin: HSH have logged call E-0402251077 and progressed call to SSC - no further action for SMC so closing call, no aciton taken.				
Call Asset Details					
Asset ID:		Description:		Serial No:	
Product:	PATICLX365/400B	Description:	Multi Counter Gateway 400 - Live PO Sites	Server Name:	
OTI Reference:		Counter Affected:	1	Associated Reference:	
Call Activity Log					
OPEN	Wed 25 February 2004 16:53 by uk084204 / SMC1			Saved: Wed 25 February 2004 16:56	
	New call taken by Niall Vincent: Critical event seen @ 13..00.36 18/02/04 on H21333700101 stating 'Error message. An error has occurred = see the audit log' ✕				
KEL Ref No.	Wed 25 February 2004 16:58 by uk084204 / SMC1			Saved: Wed 25 February 2004 16:58	
	KEL Reference: Stephenson5630V				
Information	Wed 25 February 2004 17:00 by uk084204 / SMC1			Saved: Wed 25 February 2004 17:00	
	Downloading event logs for progression 415380 application, 415382 system & 415382 Security				
REASSIGN	Wed 25 February 2004 17:11 by uk084204 / SMC1			Saved: Wed 25 February 2004 17:12	
	Call # E-0402251011 was Reassigned from Niall Vincent, Group SMC1 to Kuljinder Bhachu, Group HSH6				
OPEN_CALL_TS	Thu 26 February 2004 09:26 by uk081216 / HSH6			Saved: Thu 26 February 2004 09:27	
	Open Calls Troubleshoot (Affected Site:213337)				
OPEN_CALL_TS	Thu 26 February 2004 09:28 by uk081216 / HSH6			Saved: Thu 26 February 2004 09:29	
	Open Calls Troubleshoot (Affected Site:213337)				
Information	Thu 26 February 2004 09:35 by uk081216 / HSH6			Saved: Thu 26 February 2004 09:35	
	SMC, I have raised a FAD FAD call for this site that ha been progressed to EDSC as the P.O had been experiencing large descrepencies. you may want to close this call. Spoke to Dave G. Neil Vincent also aware of this call. Cheers.				
REASSIGN	Thu 26 February 2004 09:40 by uk081216 / HSH6			Saved: Thu 26 February 2004 09:40	
	Call # E-0402251011 was Reassigned from Kuljinder Bhachu, Group HSH6 to Group SMC1 voiced Dave G.				
REASSIGN	Thu 26 February 2004 11:42 by uk084203 / SMC1			Saved: Thu 26 February 2004 11:42	
	Call # E-0402251011 was Reassigned from Group SMC1 to David Martin, Group SMC1				
OPEN_CALL_TS	Thu 26 February 2004 12:21 by uk081265 / SMC1			Saved: Thu 26 February 2004 12:22	
	Open Calls Troubleshoot (Affected Site:213337)				
OPEN_CALL_TS	Thu 26 February 2004 12:40 by uk081265 / SMC1			Saved: Thu 26 February 2004 12:40	
	Open Calls Troubleshoot (Affected Site:213337)				
OPEN_CALL_TS	Thu 26 February 2004 12:44 by uk081265 / SMC1			Saved: Thu 26 February 2004 12:44	
	Open Calls Troubleshoot (Affected Site:213337)				
CLEAR	Thu 26 February 2004 12:44 by uk081265 / SMC1			Saved: Thu 26 February 2004 12:44	
	HSH have logged call E-0402251077 and progressed call to SSC - no further action for SMC so closing call, no aciton taken.				
CLOSE	Thu 26 February 2004 12:45 by uk081265 / SMC1			Saved: Thu 26 February 2004 12:45	
	Call Close by David Martin: HSH have logged call E-0402251077 and progressed call to SSC - no further action for SMC so closing call, no aciton taken.				
MODIFY	Mon 01 March 2004 11:33 by uk059697 / HSH4			Saved: Mon 01 March 2004 11:33	

Call information modified by Sandra Hawkins Resolution Method: from 'RS05' to 'RS08'



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hshpowermart1

PH4PatNWB01 on
msdc01poadb02

27/10/2005



Call E-0402251077

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Status:	Closed	Opened:	Wed 25 February 2004 17:33	Affected Site:	213337
Severity:	3 B	Closed:	Sat 28 February 2004 11:32	FAD/Path Code:	213337
Customer:	1039			No. Counters:	2
Priority:	0	Local / Intermediate / Remote:	L	CSR/Team:	uk081216 / HSH6
Caller Details					
Caller:	Kuli	Phone:	GRO	Site:	213337
Title:		Login:		Department:	
		Caller ID:		Location:	
Call Problem Details					
Product Type:	PT03	Call Type:	S	ProbType:	SD13
Problem Text:	pm reporting that they are getting large descencies for the last few weeks.				
Call Closure Details					
Closed:	28/02/2004 11:32	Cause:	CE5	Repair:	R74
				Resolution:	RS13
Text:	Call Close by Kuljinder Bhachu: sussanna has spoken to the pm, explained that there was no software problem found. explained that this office has been alerted to julie welsh for the descencies problem. pmhtcc.				
Call Asset Details					
Asset ID:		Description:		Serial No:	
Product:	PATICLX365/400B	Description:	Multi Counter Gateway 400 - Live PO Sites	Server Name:	
OTI Reference:	PC0099954	Counter Affected:	1	Associated Reference:	

Call Activity Log		
OPEN	Wed 25 February 2004 17:30 by uk081216 / HSH6	Saved: Wed 25 February 2004 17:33
	New call taken by Kuljinder Bhachu: pm reporting that they are getting large descencies for the last few weeks.	
Contacted	Wed 25 February 2004 17:36 by uk081216 / HSH6	Saved: Wed 25 February 2004 17:36
	looking at closed calls for this site , there have been a number of calls logged regarding descencies. NBSc have been in contact with the pm and can not find any user error. *	
Contacted	Wed 25 February 2004 17:37 by uk081216 / HSH6	Saved: Wed 25 February 2004 17:37
	spoke to Sandra @ NBSC on 01226274511 regarding this issue. Checked tivoll events and health checked. Site is health checking ok.	
Information	Wed 25 February 2004 17:39 by uk081216 / HSH6	Saved: Wed 25 February 2004 17:39
	Critical event seen @ 13..00.36 18/02/04 on H21333700101 stating 'Error message. An error has occurred = see the audit log'	
KEL Ref No.	Wed 25 February 2004 17:40 by uk081216 / HSH6	Saved: Wed 25 February 2004 17:40
	KEL Reference: Stephenson5630V	
Information	Wed 25 February 2004 17:40 by uk081216 / HSH6	Saved: Wed 25 February 2004 17:40
	Downloading event logs for progression 415380 application, 415382 system & 415382 Security	
Information	Wed 25 February 2004 18:07 by uk081216 / HSH6	Saved: Wed 25 February 2004 18:07
	Previous history in calls e-0402130267; e-0401290358; e-0401280325; e-0402250553; e-0402250454	
Contacted	Wed 25 February 2004 18:09 by uk081216 / HSH6	Saved: Wed 25 February 2004 18:09
	spoke to pm, who advises that the problem with the CA started ever since the BT engineer came to move the BT box for the preparation for the installation of ADSL.	
Information	Wed 25 February 2004 18:11 by uk081216 / HSH6	Saved: Wed 25 February 2004 18:11
	user name CTR001 and CRT002 Other bal users LCA001 and LCA002 stock unit aa balance on wednesday after 17.30	
Recommend	Wed 25 February 2004 18:14 by uk081216 / HSH6	Saved: Wed 25 February 2004 18:14
	could ssc please investigate why this P.o is experiencing large descencies ever since BT engineer has moved BT box in preparation for ADSL install. Kel ref given as possible problem. NBSC have said there is no user error. Thank you	
Open OTI	Wed 25 February 2004 18:16 by SYSADM / ASTEA	Saved: Wed 25 February 2004 18:16
	Automatic Open OTI ***Updated by Kuljinder Bhachu at 25/02/2004 18:16:44	
REASSIGN	Wed 25 February 2004 18:16 by uk081216 / HSH6	Saved: Wed 25 February 2004 18:16
	Call # E-0402251077 was Reassigned from Kuljinder Bhachu, Group HSH6 to Group EDSC1	
OTI Success	New call sent to PINICL	
OTI Success	Received an Acknowledgement from PINICL PINICL call number is PC0099954	
UPDATE	Thu 26 February 2004 09:48 by PINICL /	Saved: Thu 26 February 2004 09:48
	By Barbara Longley at 26-feb-2004 09:41:00 Category 40 - Incident Under Investigation Prescan: Assigning call to Anne Chambers in EDSC.	
UPDATE	Thu 26 February 2004 14:24 by PINICL /	Saved: Thu 26 February 2004 14:24

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By Anne Chambers at 26-feb-2004 13:12:00 Category 40 - Incident Under Investigation KEL quoted is irrelevant - if the audit log had been checked, it would have shown a different error message. The event was part of a storm which occurred over the estate that night as a result of a faulty software fix, and has nothing to do with the discrepancies.

OTI_CLOSE Thu 26 February 2004 15:48 by PINICL / Saved: Thu 26 February 2004 15:48

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.

REASSIGN Thu 26 February 2004 15:48 by PINICL / Saved: Thu 26 February 2004 15:48

OTI monitor reassigned this call from PINICL to the Action Group HSH6 as directed by the OTIReturn activity

OTI Success OTI monitor reassigned this call from PINICL to the Action Group HSH6 as directed by the OTIReturn activity

OTI Success Received call closure from PINICL

Repeat Call Fri 27 February 2004 15:31 by uk952022 / HSH5 Saved: Fri 27 February 2004 15:31

Pm is requesting update

Advice Fri 27 February 2004 15:32 by uk952022 / HSH5 Saved: Fri 27 February 2004 15:32

Advised as per last narrative that there is no evidence to suggest the discrepancies are caused by h/w or s/w error.

Advice Fri 27 February 2004 15:34 by uk952022 / HSH5 Saved: Fri 27 February 2004 15:34

Advised Pm as per last narrative that Julie Welsh (customer services) had been made aware of FAD and that she will try and get POL to follow it up

Information Sat 28 February 2004 11:26 by uk081216 / HSH6 Saved: Sat 28 February 2004 11:26

suzzanna has spoken to the pm, explained that there was no software problem found. explained that this office has been alerted to julie welsh for the discrepancies problem. pmhtcc.

CLEAR Sat 28 February 2004 11:30 by uk081216 / HSH6 Saved: Sat 28 February 2004 11:30

suzzanna has spoken to the pm, explained that there was no software problem found. explained that this office has been alerted to julie welsh for the discrepancies problem. pmhtcc.

CLOSE Sat 28 February 2004 11:31 by uk081216 / HSH6 Saved: Sat 28 February 2004 11:32

Call Close by Kuljinder Bhachu: sussanna has spoken to the pm, explained that there was no software problem found. explained that this office has been alerted to julie welsh for the discrepancies problem. pmhtcc.

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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
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 Business Service Management, Post Office Account

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