

R - v – Maureen McKELVEY

ADDITIONAL STATEMENT

Statement of Witness



Statement of TONY KENNEDY

Age of Witness OVER 18 (if over 18 insert 'over 18')

I declare that this statement consisting of _____ page(s), signed by me is true to the best of my knowledge and belief and I make it knowing that, if it is tendered in evidence at a preliminary enquiry or at the trial of any person, I shall be liable to prosecution if I have wilfully stated in it anything which I know to be false or do not believe to be true.

Dated this 23rd day of JULY

2003

GRO

GRO

Signature of Person by whom statement was recorded or received

Signature of Witness

I have been employed by Post Office Ltd for a period of sixteen years . My current role is that of auditor within the Post Office Ltd Security and Audit Team in Northern Ireland. I have previous experience as a Horizon Field Support Officer and it is within my working knowledge to explain the Horizon computer system installed in Clanabogan Post Office and the payment of benefits through this system. The Horizon system is basically a computerised accounting system with each counter position within the Post Office having a computer terminal, a visual display unit, keyboard, barcode scanner and printer. The system records all transactional data input by counter clerks during an accounting period and provides daily and weekly records, enabling counter clerks to produce a weekly balance of cash and stock on hand. All clerks are required to log onto this system using their own unique password, which will appear on all Horizon transaction logs and will thus identify which clerk conducted a particular transaction. The hardware for the Horizon system is PC based and consists of the following equipment: **Processor** - This is the 'brain' of the system. It receives information from

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Statement Continuation Sheet

Statement of: *TONY KENNEDY*

Continuation Page No: *TWO*

other parts of the Horizon system, processes it as necessary, and sends information out again. **Monitor** - The monitor, or screen, displays information relating to the current activity and has touch screen functionality. **Keyboard** - This can be used, as with the touch - screen, to communicate with the processor. **Bar-code Reader** - The reader/scanner is used to scan and read bar-codes on order books, and bar-coded bills. **Counter Receipt Printer** - This is used to issue receipts to customers and to produce some reports/summaries such as the weekly stop notice list for Pension & Allowance payments, which as per instructions , must be printed at the close of business every Wednesday. One copy is required for each counter serving position. **Office Printer** - This is usually sited away from the counter wherever possible. It is used to print reports such as Client Summaries, Cash Accounts and a variety of system generated reports which may be produced daily or weekly. Each Post Office outlet has a unique, 7 digit, Financial & Accounting Division (FAD) code which identifies an individual Post Office outlet and is listed on all accounting documents i.e. Cash Accounts, Client Summaries, Reporting Forms, Application Forms. Clanabogan Post Office FAD code is 164714. This FAD code is also installed in the configuration of all computers within an outlet and will appear on all paperwork/reports that are produced by the system in that outlet. Post Office Ltd operates a system whereby all offices must bring to account all of the transactions conducted over a period of a week as well as declare the correct amount of cash and stock held at the close of business which ultimately leads to the office 'Balance'. This term is used throughout the Post Office when referring to the weekly practice of declaring the state of the office accounts. The

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Statement Continuation Sheet

Statement of: *TONY KENNEDY*

Continuation Page No: *THREE*

accounting week for Post Office Ltd starts every Thursday morning at which time the actual cash and stock physically held on site is known and forms part of the starting figure used for accounting purposes for that week. Basically for every transaction carried out by Clanabogan Post Office® branch the Post Office® receives either cash or cheques from the customer and provides a service or product for it. Also the Post Office® pays cash to a customer for which the Post Office® obtains some form of 'paid voucher' i.e. green giro cheque, bank cheque, pension & allowance foil etc. which remains within the Post Office and is accounted for on the daily or weekly balance form. The Horizon system keeps a running tally of all transactions conducted over the course of the week and the operator is able to request various reports from the system at any time to display the current state of the accounts, such as the cash on hand figure, or the number of Pension & Allowance orders paid to date etc. These reports can be viewed on the monitor or printed. On a Wednesday evening when the weekly office balance is performed, the Horizon system is interrogated to provide a printout known as a 'snap shot' which provides a summary of all of the transactions performed that week and gives a breakdown of all of the cash and stock which should be on hand having taken into account all sales and receipts through the system that accounting week. The person who then carries out the task of balancing merely has to verify all of the cash and stock on hand and input those figures into the Horizon system which should then match the 'snap shot'. A balance is reached when the figures for both the payments and receipts are the same, any discrepancy in the two figures would result in the office declaring a shortage or a surplus of cash in the accounts. Once the balance has been

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Statement Continuation Sheet

Statement of: *TONY KENNEDY*

Continuation Page No: *FOUR*

completed, it is a requirement that two copies of the cash account are printed, these cash accounts show summaries of all transactions conducted that week together with the actual values of cash and stock to hand. Both copies of this cash account must be signed by the Sub Postmaster as being a true record of the state of accounts of the office, one copy is retained at the office and the second copy is forwarded to Post Offices Ltd accounts section based in Chesterfield. All Post Office® transactional information recorded on the Horizon system is transferred to ICL Fujitsu's data retrieval sites every day via Integrated System Digital Network (ISDN) lines. ICL Fujitsu are the company who own and manage the Horizon system. Post Office Ltd pays Pension and Allowances (P&A) on behalf of the Social Security Agency in Northern Ireland. Pension and Allowances are also paid on behalf of the Ministry of Defence. The Pension and Allowances are issued to customers who are in receipt of various, typically long term, benefits (e.g. Child Benefit, Retirement Pension, Tax Credits, Income Support, Disability/Care Allowance) There is a manual stop notice system which directs the Counter Clerk to stop, restrict, or recall the payment of order book based benefits when deemed necessary by the data from the DHSS. Benefit books comprise of a cover and contain a number of payment foils/orders. The cover shows the customer's/payee's identity details and the Post Office® to which it has been allocated for payment. The order book cover contains the following information: Customer/payee name and address, Appointee or alternative details, if applicable, Nominated Post Office for payment, Customer/payee reference number, A Common Payment Package (CPP) number, which identifies the type of benefit paid, The national insurance number or

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Statement Continuation Sheet

Statement of: *TAMM KENNEDY*

Continuation Page No: *FIVE*

Child Benefit Number or Family Credit temporary number, The serial number of the order book, Additional order book indicator, where applicable. New order books are usually posted to an office and are then marked in pencil with the date of receipt on the front cover. If they are not picked up by the customer within two calendar months from the date of receipt they are returned to the issuing authority. Stop notices are usually mailed to the relevant office of payment; these come in the form of New, Recall, Cancellation and Renewal notices. A local manual stop list is then amended accordingly and communicated as necessary to any additional office staff. When a book is presented at the counter for encashment the local stop list must be consulted to ensure that the order book being presented is valid. The most common method of entry for benefit foils to the Horizon System is using Product Look-up Numbers (PLU no.). Each type of benefit has a unique PLU no. which when in the customer service screen can be keyed in to identify the benefit type. The amount is also keyed in, along with any milk tokens (if applicable). The maximum number of foils that can be encashed from one order book in any single transaction is thirteen. A daily Pension and Allowance summary can be produced at any time during the current cash account period, which will produce an adlist of all unsummarised dockets on hand for the particular stock unit the user is attached to. This adlist is then used to compare foils on hand against the data that has been keyed into the system. If there are any discrepancies the system data must be changed to exactly reflect the details of the foils on hand and another adlist printed and checked to ensure errors have been changed correctly. If the P&A summary is correct or the errors have been corrected to reflect the foils on hand it may

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Statement Continuation Sheet

Statement of: *TOMY KENNEDY*

Continuation Page No: *S12L*

then be cut off the system and the total of that adlist is then stored in the computer to go towards the weekly balance. Any further P&A foils for the current cash account period will be collated on a further adlist and the checking procedure carried out again to ensure all foils are verified as correct. At the end of the current cash account period, all checked P&A adlists when totalled will agree with the overall total of Pension and Allowance transactions on the Final Cash Account for the current cash account period. All staff would have attended a training course prior to the installation of the Horizon equipment in their office. They would also have been required to achieve the Minimum Training Compliance by the end of the course and would not have been permitted to operate the system until successfully attaining this. During the day of installation each office would have had the support of a Horizon Field Support Officer (HFSO) to assist with the changeover and assist with any teething problems. A full set of Horizon User Guides are held at each Post Office outlet operating the Horizon system. If for any reason either the whole office or an individual clerk is unable to use the Horizon system due to a system failure, they are required to revert to manual operation procedures

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Statement of Witness



Statement of TONY KENNEDY

Age of Witness OVER 18 (if over 18 insert 'over 18')

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Statement of: *TONY KENNEDY*

Continuation Page No: *TWO*

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Statement of: *TONY KENNEDY*

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Statement Continuation Sheet

Statement of: *TONY KENNEDY*

Continuation Page No: *Four*

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Statement Continuation Sheet

Statement of: *TOMMY KENNEDY*

Continuation Page No: *FIVE*

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Statement Continuation Sheet

Statement of: *TOMY KENNEDY*

Continuation Page No: *SIX*

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Statement of TONY KENNEDY

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Statement of: *TONY KENNEDY*

Continuation Page No: *TWO*

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Statement of: *TONY KENNEDY*

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Statement of: *TONY KENNEDY*

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Statement of: *TOMY KENNEDY*

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Continuation Page No: *572*

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