



Memo

If you have any questions concerning this memo please telephone the number below

To: Helen Watson

cc:

From: Kiran Sandhu

Ref: KS8\KS8\364065.494

Direct: +

Date: October 2011

Misra Transcripts

I have attached three spreadsheets which detail all of the relevant references in the transcripts which will assist POL in claiming the following:

- Horizon system free from defects
- Training provided is adequate
- Helpline system is adequate

The spreadsheets have been split it into the three headings and I have numbered each of the entries. The most important of these have been listed below for your convenience:

Horizon system free from defects

There are the key finding of Horizon which have been identified throughout the trial

- Reports/ Transaction corrections: Horizon enables the Subpostmaster to take 'snap' shots of the amount of cash which Horizon believes the PO Branch to be holding. The Subpostmaster is able to ensure the PO Branch balances at any given time by checking the cash figure displayed on Horizon against the cash actually held in the PO Branch.
Horizon permits the Subpostmaster to print reports such as transaction correction reports are available for up to six months after the alleged error has occurred.
Although Horizon does not automatically print a series of reports for the Subpostmaster the Subpostmaster does have the opportunity to print these from the system themselves.
- Recalibration of Horizon computer screen: Independent tests have been conducted on the Horizon system which has shown no recalibration errors are present. If such errors were to exist

there would be problems in numerous PO Branches and would cause the majority of transactions to be incorrect – we know this to be incorrect.

- Money Pouches: Each pouch contains a bar code permitting it to be easily identifiable. Once the pouch reaches POL there is photographic evidence of the amount in the pouch and the individual counting the money.
- Horizon design: Horizon has been designed in a simplistic manner to ensure that it can be understood by individuals of various backgrounds.

Training provided is adequate

- No 4: Manuals are provided to the Subpostmasters after the training has been completed. This is to be used as a first point of contact for Subpostmasters.
- No 5: Trainers will spend as long as necessary with the Subpostmaster during training. The Subpostmaster can request additional assistance is necessary.
- No 6: During the training the Subpostmasters complete tasks which will be necessary during the course of their employment at the PO branch. Trainer can assess their competency with the transactions.
- No 7: The trainer has an incentive to ensure the training provided is adequate as this is linked to the success of the trainer's position within POL.
- No 9: Training completed in small groups. Allows the trainer to identify which Subpostmaster requires more assistance.

Helpline system is adequate

- No 2: There are approximately 200 operators to deal with the Subpostmasters calls at any given time.
- No 6: The Subpostmasters only need to call a single number for the Helpline, for their ease the call is then directed by POL to the relevant department.
- No 9: The amount of calls received by POL Helpline indicates the value this adds to the Subpostmasters.

If you have any problems locating a particular section I have referred to please let me know.

Kind regards
Kiran