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Spot Review Bible

Spot Review No.	SPMR / Branch / FAD	MP	Issue	Summary of response	Spot Review	Response
1	John Armstrong Lepton 1913204		What happens when there is a communications failure between a branch and POL's servers?	The in-branch terminal has a back-up and recovery system that prevents there being discrepancies or errors in the event of a communication or power failure.	 _DOC_26684227(2)_ Spot Review 1.DOCX	 _SCANNEDDOCS_268 46956(1)_Spot Review
5	Michael Rudkin N/A N/A		SPMR claims to have witnessed a Fujitsu employee manipulating live Horizon data.	The Fujitsu employee only had access to a test version of Horizon which had no physical or technological connection to live Horizon data.	 SR005 V2.doc	 Spot Review 5 - Response 2.pdf
6	Tracey Ann Merritt Yetminster and Chetnole 267518	Oliver Letwin	Can transactions be logged against an SPMR's user ID after they are suspended?	On suspension a SPMR's user ID is automatically revoked preventing any further transactions against that ID. The Horizon records show that the user ID of the SPMR submitting this SR was revoked in accordance with this standard practice.	 SR006 V2.doc	 26961484_1.pdf
10	Tracey Ann Merritt Yetminster and Chetnole 267518	Oliver Letwin	Could a power failure cause Horizon to print duplicate postage labels?	The Horizon logs for the particular events raised in this SR do not show any additional labels being printed. Further, those logs show that there was no power failure at this particular branch during the period under review.	 SR010 V2.doc	 26958018_3.pdf
11	Tracey Ann Merritt Yetminster and Chetnole 267518	Oliver Letwin	SPMRs cannot follow an audit trail for Giro transactions.	SPMRs will have a complete audit trail of all Giro transactions if they retain the automatically printed receipts and reports produced by Horizon. Standard operating procedures clearly require SPMRs to retain these documents.	 _DOC_26680419(1)_ Spot Review 11.DOCX	 _SCANNEDDOCS_268 46962(1)_Spot Review



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12	Jo Hamilton South Warnborough 092904	James Arbuthnot	SPMRs are liable for lost cheques even though the root cause of the loss is never explained.	POL absorbs the cost of all lost cheques that cannot be explained. The cost of a lost cheque is only passed to an SPMR where (1) there is clear evidence that the SPMR has failed to follow proper remittance processes and (2) POL has exhausted all other possibilities of recovering the missing cheque. In any event, this SR does not raise any issue with Horizon.	 _DOC_26683201(1)_ Spot Review 12.DOCX	 _SCANNEDDOCS_268 46968(1)_Spot Review
13	Jo Hamilton South Warnborough 092904	James Arbuthnot	SPMR was charged for a TV licence due to the loss of a cheque.	Due to the incident occurring in 2005, POL no longer has records to investigate this matter. However, from the information provided by the SPMR it does not appear that the SPMR has suffered a loss. In any event, this SR does not raise any issue with Horizon.	 _DOC_26684113(1)_ Spot Review 13.DOCX	 _SCANNEDDOCS_268 46970(1)_Spot Review
21	Jenny O'Dell Great Staughton 2882302		Does Horizon make automatic stock adjustments that are hidden from SPMRs?	Horizon does not make automatic stock adjustments. This functionality does not exist in Horizon. The raw Horizon data shows that all the stock adjustments questioned in this SR were logged against the SPMR's user ID.	 SR021 V2.doc	 Spot Review 21 - Response.pdf
22	Alison Hall Hightown 5123232		Are remittances of Lottery Scratch Cards into Horizon incorrectly recorded?	The scratch card discrepancy raised in this SR was caused by the SPMR retaining incomplete paper records. The raw Horizon data shows that all remittance transactions were recorded correctly.	 SR022 V2.docx	 Spot Review 22 - Response.pdf

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23	Nirmala Fatania Rake Stores, Liss 171937		Can spoilt postage transactions be logged against a user's ID even if that user does not conduct those transactions?	All spoilt postage transactions are logged against the ID of the user who is logged into Horizon. The raw Horizon data shows that all the transactions questioned in this SR were logged in branch.	 SR023 V2.doc	 26961563_1.pdf
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Last updated: 2 July 2013.