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Claim No. CR101947

IN THE BLACKPOOL COUNTY COURT

B E T W E E N:

POST OFFICE COUNTERS LIMITED

Claimant

-and-

MRS JULIE WOLSTENHOLME

Defendant

TRIAL BUNDLE
'B'
WITNESS STATEMENT AND
JOINT EXPERT'S REPORT

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Claimant
K Baines
First
Exhibits
Dated :

CLAIM NO CR101947

IN THE BLACKPOOL COUNTY COURT

B E T W E E N

POST OFFICE COUNTERS LIMITED

Claimant

AND

MRS JULIE WOLSTENHOLME

Defendant

WITNESS STATEMENT OF KEITH BAINES

I, KEITH BAINES of Calthorpe House, 15 – 20 Phoenix Place, London, WC1X ODG **STATE AS FOLLOWS:**

1 I am employed by Post Office Limited, formerly Post Office Counters Limited ("the Post Office") as Contract Manager with responsibility for contracts with Fujitsu Services. As the Contract Manager, I am responsible for provision of the Horizon computer system in directly managed branches run by the Post Office and in Sub-Post Offices run by Subpostmasters under contract to the Post Office.

2 The facts and matters deposed to in this statement are within my own knowledge unless I say otherwise. In so far as they are within my own knowledge, they are true. In so far as they are derived from information provided to me by others, they are true to the best of my knowledge and belief.

3 The computer system provided by the Post Office for use in branch offices and Sub-Post Offices is called the Horizon System. Fujitsu Services Limited, formerly ICL Pathway Limited own the actual equipment and the Post Office buys the service from them which includes the infrastructure and requests to extract audit data. Before

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January 2003, the Post Office was allowed 50 audit extraction requests per year within the fixed price of the service and, subject to capacity limits of Fujitsu Services systems and processes, could purchase others at additional cost. The system would have been fully checked before being issued to the Cleveleys Sub-Post Office.

4 Every branch office and Sub-Post Office has the same type of computer equipment and system, subject to variations relating to the number of counter positions in the office.

5 Any faults that occurred in the Horizon computer system were eliminated once they were identified. Whilst it is possible for mistakes to occur, this is usually through incorrect inputting to the computer system in the office affected by the mistake. All sub-postmasters were fully trained in the use of the Horizon equipment. The system was fully tested before it was used by the Post Office and it is fit for its purpose. The system itself does not create losses as is claimed by Mrs Wolstenholme.

STATEMENT OF TRUTH

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

Signed : GRO .....

Dated : 14/10/2003

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Claimant
E M Tagg
First
Exhibits "EMT1"
Dated : 16 October 2003

CLAIM NO CR101947

IN THE BLACKPOOL COUNTY COURT

B E T W E E N

POST OFFICE COUNTERS LIMITED

Claimant

AND

MRS JULIE WOLSTENHOLME

Defendant

WITNESS STATEMENT OF ELAINE MARY TAGG

I, ELAINE MARY TAGG of Area Intervention Office, 27 Hargreaves Street, Burnley, BB11 1DU **STATE AS FOLLOWS:**

1 I am employed by Post Office Limited, formerly Post Office Counters Limited ("the Post Office") as a Retail Line Manager. My title was previously Retail Network Manager and whilst the position did not change, the name of the title changed to Retail Line Manager. I have been employed by the Post Office since June 1980.

2 The facts and matters deposed to in this statement are within my own knowledge unless I say so. In so far as they are within my own knowledge, they are true. In so far as they are derived from information provided to me by others, they are true to the best of my knowledge and belief. There is now produced and shown to me an exhibit marked "EMT1" exhibiting copy documents to which I shall refer in this statement.

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3 My responsibilities include the monitoring of the overall performance of sub postmasters against their contracts and business standards which are laid down by the Post Office. I also monitor their yearly sales and financial performance together with any gains or losses. I am responsible for a total of 112 post offices throughout the North West area of England.

4 I first met the Defendant, Julie Wolstenholme ("Mrs Wolstenholme"), through her father, Mr Jackson as Mr Jackson was formerly the sub postmaster at Cleveleys Modified Sub-Post Office. Mrs Wolstenholme worked for her father for a period whilst he was the sub postmaster at Cleveleys Post Office.

5 In 1999, I became aware that Mr Jackson was GRO and that he had been trying to sell his post office. During my discussions with him regarding the possible sale, we discussed the possibility of a family transfer being made to Mrs Wolstenholme. In or about September 1999, I met with Mrs Wolstenholme, Mr & Mrs Jackson and Mrs Wolstenholme's former partner, Roger Harrison at the flat above the post office premises where we had a general chat about the possible family transfer of the post office to Mrs Wolstenholme.

6 Following the meeting, I received a letter from Mr Jackson dated 21 September 1999 (page 1 of "EMT1") resigning from the post of sub postmaster at Cleveleys Modified Sub-Post Office and requesting that the Office be transferred to Mrs Wolstenholme. A letter was then sent to Mrs Wolstenholme on 12 October 1999 enclosing an official application form for her to complete. Copies of that letter dated 12 October 1999 and the completed Application form are at pages 2-12 of "EMT1". In view of the fact that the transfer was a family transfer, I did not need to have sight of a business plan nor was there a formal interview which was again due to the fact that it was a family transfer and also because Mrs Wolstenholme had worked at the post office. Usually on the sale of a post office, a fee of 25% of the remuneration attached to the office which was known as a licence fee is payable to the Post Office. I made internal enquiries within the Post Office to see whether a family transfer could take place at a modified sub-post office and if so, whether the 25% fee was payable. I received an e-mail from Kim Sharp at the Post Office on 12 October 1999 (page 13 of "EMT1") confirming that the family transfer could take place and that no fee was due.

7. I have read the unsigned statement of Mrs Wolstenholme (pages 14-18 of "EMT1") which formed part of her disclosed documents in which she states in paragraph 3 that

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she purchased the business and premises for £150,000. The business was being transferred as opposed to being sold and as far as the Post Office was concerned, no licence fee was due and it was not aware of any payment being made by Mrs Wolstenholme to her father. I have in any event seen no evidence of the purchase price nor of the loan obtained from Yorkshire Bank and the loan from Mrs Wolstenholme's parents.

8. Whilst there was no formal interview and whilst there was no requirement to do so due to the fact that it was a family transfer, I did complete a Report on Candidates for Sub-postmastership (pages 19-23 of "EMT1"). The Report indicates that Mrs Wolstenholme had provided detailed plans – both financial and operational. As the transfer was a family transfer, as well as not requiring a detailed business plan the Post Office did not require evidence of funding.

9. On 9 November 2003, the Post Office wrote to Mrs Wolstenholme confirming that her application for the Sub Postmastership of Cleveleys Post Office had been successful. A copy of that letter is at page 24-27 of "EMT1. Mrs Wolstenholme entered into a modified Sub Postmasters' Contract with the Post Office and the transfer was completed on 19 November 1999.

10. In the early part of 2000, the Post Office installed the Horizon computer equipment at its post offices and sub-post offices. The installation at Mrs Wolstenholme's post office was completed on or about 9 February 2000. The original installation had been aborted on the day of installation due to problems with the ISDN line. The Horizon Field Support Officers were on site throughout the installation to check that everything was running smoothly and to assist the staff at the post office. It should be noted that Mrs Wolstenholme and her staff had received training as had all other postmasters and sub postmasters and their staff on the Horizon system. Further, the Report on Candidates for Sub Postmastership in relation to Julie Wolstenholme indicates that she had shown a great enthusiasm for the Horizon system

11. Following the installation of the Horizon system, postmasters sub postmasters and their staff had two help lines which they could call in the event of any problems. One was the Horizon System Help Desk which dealt with technical problems encountered with for example the system crashing or in relation to the hardware or software. The other help line was the Network Business Support Centre which was run by the Post Office which dealt with the general use and working of the system.

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12. Mrs Wolstenholme persisted in telephoning the Horizon System Help Desk in relation to any problems which she had with the system and generally, these problems related to the use and general operation of the system and were not technical problems relating to the system. Copies of the call logs for the period 10 January 2000 to 30 November 2000 together with a brief analysis of the calls to the Horizon system Help Desk which I prepared following Mrs Wolstenholme's suspension are at the pages 28-112 of "EMT1". Whilst there were some problems at other branches, they were not insurmountable and were often due to the system crashing or were general teething problems.

13. I understand that in March 2000, Mrs Wolstenholme made a complaint in relation to the problems which she had been encountering with the system to the Network Business Support Centre. A copy of the letter from the Network Business Support Centre dated 31 March 2000 to Mrs Wolstenholme acknowledging that her complaint had been logged is at page 113 of "EMT1". The Post Office subsequently wrote to Mrs Wolstenholme on 28 April 2000 (page 114 of "EMT1") from which it is clear that investigations had been carried out in relation to the problems experienced by Mrs Wolstenholme. Further, an investigation had been carried out which had concluded that there were no problems with the line. Network Support felt that the problem lay with the counter and was therefore transactional. ICL Pathway were aware that the terminals had been swapped on a number of occasions and felt that there must be another underlying reason. Claudia Walker (ICL Liaison) and I visited the office in or around week 8 in May 2000. Whilst some problems with the ISDN line were identified and resolved, both Claudia and I were of the opinion that despite initial problems, misuse of the system was to blame for most of the errors. As at week 7, it was accepted by all parties that the system was operating as it should. Mrs Wolstenholme and her partner, Mr Harrison, made no representations that they were still unhappy with the system.

14. In paragraph 15 of her unsigned statement Mrs Wolstenholme claims that I stated that I had not experienced another office where the computers were so slow and that I sent her a card and a plant to apologise for the problems she was having. I would wish to point out that in stating that there was no other office where the computers were running slow, I was not accepting that Mrs Wolstenholme's computers were running slowly, I was merely responding that I was surprised if this was the case because it was not the case in other offices. The card and plant were sent to Mrs

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Wolstenholme at the request of my Manager, Tony Biolchi, Head of Retail Network at the Post Office in March/April 2000 as it was accepted by the Post Office that the computer system crashing in the early weeks had caused inconvenience.

15. From an early stage, Mrs Wolstenholme was holding losses in that there would be shortages in her office's cash account. In these circumstances, the shortage would be reported to the Post Office and the sub postmaster may then be given authority to hold the loss in the account and then repay the loss by way of a reduction from the remuneration. A form of authority would be issued by the Post Office providing authority to carry a cash account shortage. Alternatively, if the discrepancy was purely a mathematical error, an error notice would be raised by the Post Office and sent to the Sub-postmaster for clearance. In the first six weeks of Mrs Wolstenholme's appointment and prior to the installation of the Horizon equipment, the office had an average balancing record. Following the installation of the Horizon computer system a period of adjustment time was allowed and in any event the shortages at Mrs Wolstenholme's post office were not excessive up to June 2000 for an office of that size. In April 2000 all offices were sent a letter stating that the Post Office must be notified of any losses over £200.

16. An audit was carried out of Cleveleys Sub-Post Office on 1 June 2000 and the results of that audit are at pages 115-117 of "EMT1". It can be seen that the report states that there were good controls in relation to the Horizon system and I should explain as is set out in the pages attached to the report that "good controls" means that all of the users are logged on, each having their own password and user ID and that all regulations regarding the maintenance and protection of the system are followed correctly and the sub postmaster is aware of contact point and procedures in case of system failure or breakdown. The purpose of the audit was not to assess the competent use of the system but instead to check the matters which I have outlined above.

17. On 21 June 2000, I wrote to Mrs Wolstenhome stating that it was now some ten weeks since the Horizon system was deemed to be fully operational and stating that there was currently a loss being held in her account in the sum of £2,497.94 and requesting that arrangements be made to repay the loss. A copy of my letter is at page 118 of "EMT1". Mrs Wolstenholme responded by letter dated 9 July 2000 blaming the shortages on the problems which she claimed to be having with the Horizon system. A copy of that letter is at page 119 of "EMT1". It was usually on

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occasions where I was pressing for the repayment of losses that Mrs Wolstenholme then sought to blame the shortfall on the Horizon system. The Post Office was not experiencing any problems of this nature with the other sub-post offices and as I have stated above, whilst there were some problems at other offices, they were mainly teething problems or involved the system crashing and were not ongoing to the extent of the problems which Mrs Wolstenholme was experiencing. I was very much of the view as is evidenced by the call logs that the problems which she was experiencing were largely due to the misuse and operation of the system and apart from the times when the system crashed, were not usually the fault of the system.

18. During discussions with Mrs Wolstenholme, she claimed that the system could not cope with a Post Office which was as large as hers. This was not the case as there were larger offices in which the Horizon computer system was working well. The situation regarding the losses worsened as whilst losses were being incurred, no error notices were being processed and the authorised cash shortages were not being made good. Copies of various forms of authority to carry a cash account shortage in relation to Mrs Wolstenholme's post office are at pages 120-129 of "EMT1". Furthermore, Mrs Wolstenholme was failing to report the shortages and misbalances.

19. I attended Mrs Wolstenholme's post office regularly and usually on a weekly basis to assist in any way I could and because I was concerned about the losses which were being incurred without reason or justification and the failure on the part of Mrs Wolstenholme to repay such losses. In the circumstances where a problem is suspected, the sub postmaster is encouraged to print off the receipt at the time they consider a problem has arose. This would then enable the Post Office to see what has happened. Notwithstanding suggestions and requests being made to Mrs Wolstenholme to print off receipts, she never provided me with any.

20. I note that in the second paragraph of her subsequent witness statement served on the Post Office in August 2003 that Mrs Wolstenholme claims she has not received the necessary support from the Post Office. This is incorrect. As I have stated above, I regularly visited her office, and this is confirmed later in the statement when she states that I came to her office most Thursday mornings. Support was offered in various letters and she was given procedures to utilise to attempt to deal with and rectify her problems which she continued to use. I made several visits to the office after June 2000 which were particularly to check the accounting position as I was

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becoming increasingly concerned about the number of error notices being received but with no corresponding surpluses being shown in the accounts relating to them. The accounting record of the office was discussed in detail with both Mrs Wolstenholme and Mr Harrison at each visit.

21. A copy of a document entitled "Problem Updates Entered Between Date Error and Date Error" is at pages 130-144 of "EMT1". This document was prepared by Paula Astles of the Post Office and details the various steps and actions undertaken by the Post Office to try and solve the reason for the shortages and losses on Mrs Wolstenholme's account. There is an entry on 4 October 2000 which records that I spent 5 hours that day at the office trying to sort the problem out. It can also be seen from the document as is confirmed by all other enquiries and investigations undertaken by Horizon and the Post Office that the problems experienced by Mrs Wolstenholme were not due to inadequacies of the Horizon system but due to errors on the part of Mrs Wolstenhome and her staff when using the system.

22. On 1 November 2000, I received a call from Mrs Wolstenholme during which she informed me that the Horizon system had crashed and that she was unable to roll two stock units, namely those of herself and Mr Harrison, into the next cash account period. On 2 November 2000, I attended Cleveleys Sub-Post Office and met with Mrs Wolstenholme. My colleague, Carol Hargreaves, another Retail Line Manager, was also in attendance. We found the system to be operational but accepted there had been some problems following the upgrade, none of which would have prevented rollover. Mrs Wolstenholme was reluctant to open the office as she felt that the Horizon system was malfunctioning. Mr Harrison indicated that he may turn off the system as he had no faith in it. I warned him at that time that Mrs Wolstenholme would be in breach of contract to do this and would be suspended. Carol and I checked the cash and stock which was correct and the office opened at 2pm. During my visit, I discussed with Mrs Wolstenholme the position regarding the losses on her account.

23. Following the meeting, I wrote to Mrs Wolstenholme on 3 November 2000 setting out the position in some detail and attaching a detailed breakdown of the current losses on the account. A copy of my letter is at pages 145-149 of "EMT1". Once again repayment of the losses was sought and I also advised that Mrs Wolstenholme implemented immediately the checking procedures which we had discussed during my visits to the post office. These checking procedures included the manual

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recording of data which it was felt had been miscalculated by the Horizon system and the recording of all error notices received. This was intended to assist Mrs Wolstenholme to try and find out where the losses were coming from. Whilst I had suggested these procedures during earlier visits, they had never been implemented by Mrs Wolstenholme.

24. Mrs Wolstenholme responded to my letter by letter dated 10 November 2000 (page 150 of "EMT1") claiming the Horizon system had not been operating correctly and that she believed that she could not be held responsible for the losses. I responded by letter dated 20 November 2000 (pages 150-152 of "EMT1") and I set out in some detail in that letter the history of the matter. I addressed Mrs Wolstenholme's concern that the Horizon system was not working properly but stated that the indications from the Engineers were that the system was operating properly and "no malfunctions, other than those currently being experienced by other offices due to the upgrade and which do not affect the office balance, have so far been found". I further made reference to the full "health check" which had been carried out on the system in week 4, 13 April 2000. I went on to state that between week 4 and week 15, 5 July 2000, Mrs Wolstenholme's balancing was as expected for an office of this size and that as I had received no communication from Mrs Wolstenholme, I assumed that she had accepted the findings. In my letter, I also referred to a visit to Cleveleys post office with Carol Hargreaves on 15 November 2000 to undertake operational checks from which it appeared that there were no checking procedures in place and I pointed out that had even a cursory check been made of the office balance then the majority of the errors would have been discovered prior to the production of the cash account. I stated that unless proof could be provided that the Horizon system was responsible for the losses, then the losses would have to be repaid in accordance with my previous letter of 3 November 2000. Carol Hargreaves and I had visited the office again on 15 November 2000, during the balancing time to observe the office's operational procedures. Following the visit I asked Carol to prepare a report detailing this visit and the previous visit on 2 November 2000, a copy of which is at pages 153-155 of "EMT1".

25. Mrs Wolstenholme responded to my letter by letter dated 20 November 2000 by letter dated 29 November 2000 (page 156 of "EMT1") in which she stated that she had no intention of repaying the losses. I should state at this stage that in or about July 2000, due to the increased losses, the staff at Cleveleys Post Office were balancing using individual stock units to try and determine from where the losses were being incurred

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and it appeared that of the ten stock balances, the problem usually lay with those of Mrs Wolstenholme and Roger Harrison and the stock balances of the other staff usually balanced.

26. On 30 November 2000, I received a call from the Post Office Helpline to say that Cleveleys Sub-post office had not rolled the office and that again only Mrs Wolstenholme's and Mr Harrison's stock had been affected. I was also informed that the Sub-postmaster had reported a "large shortage" and was refusing to roll the office over until the "problems" were sorted out. I telephoned the office and told Mr Harrison to open the office with the 8 stocks which had been rolled correctly. He stated that the office was already open but that they were working manually and would not be using the Horizon system until it had been "sorted out". He indicated that he had been told by the Horizon Helpline that the office had major software problems. I should state that it would not be possible to balance or roll 8 out of 10 stocks if there were major software problems. I repeated my warning that if Mrs Wolstenholme continued to use the manual system and did not use the Horizon system I would have to suspend her. Mr Harrison's reply was "ok then". I attended the office that day with Carol Hargreaves and I asked Mrs Wolstenholme to confirm that she was no longer willing to operate the Horizon system. She indicated that she would not use the system and I therefore delivered a letter of suspension to her at 9.45am (page 157 of "EMT1") as a result of her refusal to use the Horizon system and another letter of same date (page 158 of "EMT1") inviting her to attend an interview on Friday 8 December 2000 as a result of her failure to deal with how she intended to repay the losses held in her account and her suspension resulting from her failure to use the Horizon system.

27. In paragraph 8 of her unsigned statement, Mrs Wolstenholme claims that I demanded the keys to the premises. This is not correct as I was well aware that the Post Office had no right to the keys to the premises. I did however properly demand the keys to the safes. I was however given the back door key for the purposes of access only in the event of no-one being on site. She further states that I did not give her the reason for her suspension but I should point out that contractually I was able to suspend her without giving reasons. Notwithstanding this and in any event, I had informed Mrs Wolstenholme both previously and on 30 November 2000 that if she did not use the Horizon system she would be in breach of her contract and that she would be suspended.

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28. I returned to Cleveleys Post Office later that day with another Retail Network Manager and four auditors to check all of the stock and carry out a final audit. As Mrs Wolstenholme's and Roger Harrison's stock balances had not balanced from the previous day, we had to balance the stock from Wednesday 29 November 2000 for them both and roll the whole office over, then input all of the transactions for that day, Thursday 30 November 2000 and then rebalance. Whilst we were undertaking this exercise we did not encounter any problems with the Horizon system. Of the ten stocks, eight balanced and the two which did not balance were those of Mrs Wolstenholme and Roger Harrison. This exercise and the final audit was completed the following day and I then returned on the following Monday to wait for Securicor who were collecting the cash and stock from the office. In paragraph 8 of her unsigned statement, Mrs Wolstenholme states that she was never informed of the result of the audit. I should state that as she was suspended and her contract was subsequently terminated, the Post Office was under no obligation to inform Mrs Wolstenholme of the result as the cash and stock were no longer under her control.

29. I subsequently wrote to Mrs Wolstenholme on 5 December 2000 (pages 159-160 of "EMT1") setting out the grounds upon which I was considering the termination of her contract. The letter indicates that Mrs Wolstenholme was now being given an opportunity to answer the charges and put forward reasons why the contract should not be terminated either by written representations or requesting an interview. The interview arranged for Friday 8 December 2000 was therefore cancelled.

30. I understand that Mrs Wolstenholme subsequently forwarded some papers relating to her suspension to Dave Miller, Managing Director, Post Office Network as he then wrote to her on 15 December 2000. A copy of that letter is at page 161 of "EMT1". On 20 December 2000, Mrs Wolstenholme wrote to my Manager, Tony Biolchi and also to myself. Copies of her letters are at pages 162-165 of "EMT1". The letter to Tony Biolchi relates primarily to the efforts which were being made on the part of the Post Office to retain Post Office services from Mrs Wolstenholme's premises. The modified Sub Postmasters' Contract provides that on suspension, the Post Office may require the Sub Postmaster "to make his premises available for the continued provision of Post Office Services". I had spoken to Mrs Wolstenholme on 18 December 2000 regarding access to the premises confirming that Mr Asif Patel had been authorised as temporary Sub Postmaster at the office from 28 December 2000. I had also written to Mrs Wolstenholme on 18 December 2000 setting out the position, namely that the Post Office would remain closed until a legal agreement had been

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reached between Mrs Wolstenholme and Mr Patel. Copies of my letters dated 18 December 2000 are at pages 166-167 of "EMT1".

31. In paragraph 9 of her unsigned statement Mrs Wolstenholme states that she was first contacted by Mr Patel on 8 December 2000 when he informed her that he had been appointed as the temporary Sub Postmaster, yet she states in her letter to Tony Biolchi of 20 December 2000 that she was only informed of this on 18 December 2000. Following Mrs Wolstenholme's suspension I had hoped that Cleveleys Post Office may be able to re-open later the following week. I approached Mr Patel on 4 December 2000 as he had a small post office nearby to see if he could assist. He indicated that his staff could run his post office and he would then be able to run Cleveleys Post Office with the existing staff. I informed him that terms would have to be agreed with Mrs Wolstenholme and that a lease would have to be drawn up which would have to be approved by the Post Office. Mr Patel indicated that he was willing to accept the post but that he required financial details, for example how much rent the suspended Sub Postmaster required. I attempted to contact Mrs Wolstenholme and was informed by her mother, Mrs Jackson, that she and Mr Harrison were in London and were not available to discuss the matter. I later discovered that Mrs Wolstenholme and Mr Harrison had gone to France for a few days. I left a message with Mrs Jackson for Mrs Wolstenholme to contact me as soon as possible. She indicated that Mrs Wolstenholme would not be willing to accept a low rent for the office as she had "loans to cover". I attempted each day to contact Mrs Wolstenholme or Mr Harrison and I finally managed to speak to Mr Harrison on the Thursday 7 December 2000. He promised that he would let me know that day what rent Mrs Wolstenholme would be expecting to charge. I telephoned again on Friday 8 December 2000 and Mrs Wolstenholme informed me that she would only discuss the matter of rent with the temporary Sub Postmaster. I therefore arranged for Mr Patel to visit the office on Friday 8 December 2000.

32. Unfortunately, Mrs Wolstenholme was unable to agree terms with Mr Patel. Firstly, there was a problem regarding access in that Mrs Wolstenholme wanted to let Mr Patel into the premises and then lock up after him and was unwilling to allow him to have a key. This was wholly impractical, unworkable and unreasonable. Secondly, Mrs Wolstenholme was seeking to charge an excessive rent to Mr Patel and therefore, financially, it would not have been worth Mr Patel taking the temporary post. Mr Patel informed me that Mrs Wolstenholme had stated that the Post Office could pay "over-scale rent" and that "over-scale rent" had been paid in post offices in

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Manchester and Liverpool which had worked. This was not correct as the Post Office not willing to pay "over-scale" payments. In paragraph 10 of her unsigned statement Mrs Wolstenholme states that after I advised her that the usual rent payable by a temporary Sub Postmaster was 10% of her salary she obtained advice from a firm of surveyors who stated that the proper commercial rent should be £300.00 per week. This was excessive and it would not have been possible for Mr Patel to operate at a profit from the premises in the event that he was paying this level of rent. In paragraph 11 of the unsigned statement, Mrs Wolstenholme makes reference to the Post Office assisting Mr Patel with funding which is incorrect.

33. As regards Mrs Wolstenholme's letter to myself dated 20 December 2000, she purported to deal with my letter dated 5 December 2000. Unfortunately, she failed to answer the charges put to her in that letter and I responded accordingly by letter dated 21 December 2000 (page 168 of "EMT1"). In that letter I requested her detailed written response to both that letter and my letter of 5 December 2000 by 4 January 2001.

34. On 23 December 2000, Tony Biolchi responded to Mrs Wolstenholme's letter of 20 December 2000 (page 169 of "EMT1") and on 3 January 2001, I wrote to Mrs Wolstenholme following a conversation on 2 January 2001 requesting that she kept me informed of the progress which was being made towards finalising a contract between herself and Mr Patel to enable him to take on the temporary appointment. A copy of that letter is at page 170 of "EMT1" and in that letter I state that Mr Patel had been willing to take on the temporary appointment since 4 December 2000 and I asked that every assistance be given to him in resuming Post Office services from the premises.

35. On 4 January 2001, I received a letter from Mrs Wolstenholme (page 171 of "EMT1") in response to my letter dated 21 December 2000 in which she indicated that it was felt that she had already replied to the charges set out in my letter of 5 December 2000. She reiterated that she believed the losses to be attributable to the computer system and that she could not be held responsible for them.

36. Mr Patel provided me with a copy of his letter to Mrs Wolstenholme and Mr Harrison dated 9 January 2001 (page 172 of "EMT1") in which he highlighted the various issues namely the fact that it would not be possible for him to run a business without a front door key as the Post Office would not grant him a licence to run the post office

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in circumstances where he has very restricted access to the premises and further that he could not meet the demand that no visitors were allowed to enter the premises outside business hours. He also raised the fact that the use of electric and gas should be metered separately from the domestic side of the building (where Mrs Wolstenholme's parents were living) particularly due to the high rent demand and makes reference to the fact that this should be renegotiated.

37. On 17 January 2001, I wrote to Mrs Wolstenholme (page 173 of "EMT1") stating that some of the conditions in the draft Licence to operate the post office issued to Mr Patel were unacceptable to the Post Office. I specifically stated that full unrestricted access would be required to both the post office "allocated space" and the public area and that the restriction which Mrs Wolstenholme was attempting to place on who could access the premises through the back door was also unacceptable to the Post Office. I asked her to let me know in writing within five days from the date of the letter if she intended to make the premises available in a full and unrestricted manner and stated that if I did not receive her agreement to these conditions, then I would have to take it that she did not wish to offer the premises to the Post Office and that the Post Office would seek to provide alternative premises from which to operate. Mrs Wolstenholme did not respond within the required time and ultimately, Mr Patel informed me that he was no longer interested in being appointed as temporary sub-postmaster at Cleveleys. I wrote to Mrs Wolstenholme on 25 January 2001 (page 174 at "EMT1") advising her that the Post Office would now be seeking alternative premises from which to operate and would begin advertising for such premises from 29 January 2001. I state in my letter that I did hope that she decided to offer her premises to the Post Office as it was in everyone's interests to maintain Post Office services from her premises.

38. In the meantime on 19 January 2001, I had written to Mrs Wolstenholme in response to her written submissions as to why she considered that her contract should not be terminated and in that letter I gave her 3 months Notice of termination of her contract and set out the reasons why such notice had been given. A copy of that letter is at pages 175-176 of "EMT1".

39. By letter dated 29 January 2001, Mrs Wolstenholme responded to my letter of 25 January 2001 stating that terms and conditions had been submitted to Mr Patel in which she makes reference to the matter of access. She further states that the Post Office was being charged rent from 30 November onwards in respect of its equipment

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which remained at the premises. This equipment later formed the subject matter of the proceedings against Mrs Wolstenholme seeking the delivery and return of such equipment. A copy of that letter is at page 177 of "EMT1". I responded to Mrs Wolstenholme's letter by letter dated 8 February 2001 and a copy of that letter is at page 178 of "EMT1".

40. Following the termination of her contract for services I wrote to Mrs Wolstenholme regarding her remuneration and the losses on her account. The account showed an overall final loss in the sum of £25,034.04. The remuneration due to Mrs Wolstenholme totalled £19,322.85 which when off-set against the losses, leaves a balance of £5,711.19 due from Mrs Wolstenholme. Copies of correspondence and documents detailing the losses at are pages 179-189 of "EMT1"

41. As regards the Post Office's equipment, I am informed that apart from the safes and the computer equipment, the other items and equipment were removed by the Post Office in or about August 2003. In the case of the scales, whilst Mrs Wolstenholme claims that I removed the scales following the termination of her contract for services, this was not the case. A copy of an itinerary of items removed from the premises in February 2001 is at pages 190-191 of "EMT1" from which it can be seen that the scales were not removed.

42. I have read the Amended Defence and Counterclaim served by Mrs Wolstenholme in these proceedings and I note that Mrs Wolstenholme is claiming the loss of the "Ingoing" which she claimed was paid to the Post Office in the sum of £82,500. In this regard, no sum was paid whatsoever by Mrs Wolstenholme to the Post Office as it was a family transfer as opposed to a sale by her father to her and the usual 25% fee was not payable. Mr. Jackson's letter to me dated 21 September 1999 (page 1 of "EMT1") requests a transfer as opposed to a sale and further, the e-mail dated 12 October 1999 from Kim Sharp to Judith Gough (page 13 of "EMT1") confirms that no fee is payable.

43. Mrs Wolstenholme claims in paragraph 16 of her unsigned statement that "no one higher up within the Post Office knew of the severity of the problems" and that she believes I was "out of my depth". I should state that my Line Manager, Tony Biolchi was kept informed of the position throughout and I would update him and report on a weekly basis. He was also given copies of any letters passing between myself and Mrs Wolstenholme. I was also referring to the Personnel Adviser, Rebecca Robinson

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for contractual advice. Approximately 18,000 post offices are using the Horizon system which is fully backed by the Federation of Sub-Postmasters. I am of the view that the problems encountered by Mrs Wolstenholme stemmed from the misuse and operation of the system and save for the early teething problems in February/March 2000 were not technical problems relating to the Horizon system itself. On the occasions when I and other employees of the Post Office used the Horizon system at Cleveleys Post Office we experienced no problems whatsoever. The Post Office had grounds to terminate Mrs Wolstenholme's contract and the contract was properly terminated.

STATEMENT OF TRUTH

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

Signed : GRO

Dated : 16th October 2003

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Claimant
E M Tagg
First
Exhibits "EMT1"
Dated : 16 October 2003

CLAIM NO CR101947

IN THE BLACKPOOL COUNTY COURT

B E T W E E N

POST OFFICE COUNTERS LIMITED

Claimant

AND

MRS JULIE WOLSTENHOLME

Defendant

EXHIBIT "EMT1"

This is Exhibit marked "EMT1" referred to in the witness statement of Elaine Mary Tagg dated the 16th day of October 2003.

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MR. M. A. JACKSO
CLEVELEYS POST O
2. RUNNYMEDE A
THORNTON CLEVEL
LANCS. FY5 1DF

21 SEPT. 199

Dear Elaine,

As you know, I have been advised by GRO to relinquish my post as Subpostma of Cleveleys MSPO GRO

Please take this letter as my offic resignation from the post of Subpostmaster Cleveleys M.S.P.O. I would ask that th Office be transferred to my daughter MRS JULIE WOLSTENHOLME and would ask th the necessary paper work to complete the transfer is done as soon as possible.

Yours Sincerely,

GRO

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Mrs Julie Wolstenholme

12 October 1999

Dear Julie

Please find enclosed the official application form for the position of Subpostmaster (1) at Cleveleys.

The remuneration is determined partly by an annual core payment paid in twelve equal amounts and also a variable volume related payment which reflects the work transacted at the office in an accounting period. By way of illustration £75,563.85 was paid for providing these services in the last twelve months.

The opening hours of the office, which can be liable to variation, are normally:

Monday :	09.00 : 5.30	Thursday :	09.00 : 5.30
Tuesday :	09.00 : 5.30	Friday :	09.00:5.30
Wednesday :	09.00:5.30	Saturday :	09.00 : 12.30

The facility to close the office in the middle of the day and on the weekly half day holiday is subject to certain conditions. The main business at the office includes the sale of postage stamps, filling and clearing of stamp-selling machines, treatment of postal packets including overseas parcels, despatch and receipt of mails, supervision of outdoor delivery services and all work connected with the sale of Government Publications, Postal Orders, Pension and Allowances, Savings Certificates, Savings Bank, Government Stock and Annuities, Television Licences, Television Licence Stamp Savings, Motor Vehicle Licence, Savings Stamps, Telephone Accounts, Telephone Saving Stamps, National Insurance, Premium Savings Bonds, Local Taxation Licences, Girobank, Bureau De Change, Travel and Lottery Products.

Subpostmasters must also undertake any other business or duty not currently at the office, if required to do so. Subpostmasters receive training and instruction to enable them to carry out their business and are supplied with Rule Books for their guidance which they should keep up to date and with which they should make themselves familiar.

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Subpostmasters are obliged to provide and pay for any assistance which is necessary to conduct the work at their office, and must ensure that the conditions of service and their Assistants are no less favourable than those agreed for shop assistants generally in the same district. Subpostmasters are required to provide for the lighting, heating and cleaning of their offices and, additionally, where Post Office staff are employed on their premises, as well as ensuring adequate lighting, heating and ventilation, Subpostmasters should ensure that the Post Office staff have access to a lavatory, sufficient hat and coat pegs and facilities for washing and tea making.

A Subpostmaster is held responsible for the conduct and balances of his office, whether he is in attendance or not, and must make satisfactory provision for the performance of the work of the office at his own expense whilst he is absent.

There are a number of appointments which Subpostmasters are prohibited from holding without prior permission from Post Offices Counters Ltd, and I would refer you to questions 11 and 12 on the application form. I should also point out that Subpostmasters are only allowed to hold an 'on' licence for the sale of alcoholic liquor where the Post Office is not situated in the licensed premises.

Unless a Subpostmaster, or his spouse, is the owner of the proposed sub-office premises, the premises should be held on a lease agreement which would enable him to comply with his obligation to give three months notice of resignation of appointment. He must provide at his own expense any reasonable office accommodation and fittings that we may require for carrying out the work of the office. These fittings comprise among other things, a counter, counter drawers and tills for the official stock of stamps, postal orders, etc., a cupboard or drawers of forms, a safe or other approved container (where not provided) affording good resistance to attack by thieves, a suitable locker to enable registered items to be held in safe custody, a clock and certain small stores.

Certain fittings may be purchased on application to the Regional Network Manager, from whom particulars and approximate prices can be obtained. The provision of a counter screen to ensure privacy is desirable at Savings Bank Offices and a drawing of a suitable and inexpensive screen will be supplied by the Retail Network Manager on request. The Subpostmaster will not be required to provide the letter box, but must, if necessary provide space for it, and also for a stamp-selling machine, if required, at a convenient place outside his premises.

He will be required to supply and fix a notice board showing the name of the office and to provide, or obtain from the owner any necessary consent for telephone leading-in facilities on the premises. If a number has been allocated to the premises by the local authority, it should be clearly displayed over the doorway or in some other suitable position. Suitable space should be made available for the display of

official:/

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official notices inside the office. The agreed accommodation provided for carrying on the work of the office must not be altered without the consent of the Regional Network Manager.

Subpostmasters are obliged to give three months notice should they wish to resign their appointment. If they fail to give three months notice they will be liable for any expense incurred by Post Office Counters Ltd in conducting the business of the office, and any outstanding sums due to them will be withheld and used to offset the expense incurred.

When a Subpostmasters resigns, his successor will be appointed at the outgoing Subpostmasters premises, unless the Retail Network Manager has indicated that he wishes to close or resite the office, or no acceptable candidate can be found to take over the appointment in the existing premises before the outgoing Subpostmaster completes his period of notice. I should also point out that an applicant who purchases the private business of a Subpostmaster or takes over premises in which a sub-office has been situated has no claim to the appointment as a Subpostmaster, as the filling of any appointment as Subpostmaster is entirely a matter for Post Office Counters Ltd.

If you have any queries about your application, please telephone me on GRO GRO

Yours sincerely

Judith Gough
Agent Recruitment

(1) 'Subpostmaster' Includes 'Subpostmistress'

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AR 51 APPENDIX A

PLEASE ENSURE THE FOLLOWING INFORMATION IS INCLUDED WITH YOUR APPLICATION:-

1) Application form (P188) fully completed

2) Personal information in the form of a full C.V.

3) Two recent passport size photographs of yourself.

PRE-APPOINTMENT TRAINING

If successfully appointed you will be required to attend a pre-appointment training session immediately prior to taking up the position. The training will be for approximately two days and will also be offered to your spouse or partner.

CONDITIONS OF APPOINTMENT

Details of any modifications/conditions to the office are shown overleaf.

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1 Uniformity of dress for all staff to be introduced within three months of date of transfer

2 All Post Office Counters Ltd standards to be reached within three months of date of transfer

3 Interior walls and ceilings to be redecorated within one year of date of transfewr, and every six months therafter

4 Carpet to public side of counter to be cleaned within six months , and every six months thereafter

5 Counter screens to be cleared of all notices within one week of date of transfer

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Cleveleys main

P188(Subpostmaster)
(Revd. May 1999)

In Confidence

POST OFFICE COUNTERS LTD

[redacted]

* The expression "Subpostmaster" includes "Subpostmistress" throughout.

For Post Office Use Only
Ref. No:

Name and address of post office vacancy you are applying for:	CLEVELEYS MSPO 2 RUNNYMEDE AVE CLEVELEYS FY5 1DF.

Personal Details

1.	**Name (in block letters)**	
	Surname(or family name):	WOLSTENHOLME
	Title (Mr/Mrs/Miss/Ms or other)	MRS
	Forenames (in full)	JULIE
	Previous names (if applicable) e.g. name at birth, other names you have been known as	JACKSON
2.	**Permanent Address (in full and in block letters)**	GRO
	Telephone number **Home:**	
	Business:	
	If at this address for less than five years, please state previous address:	GRO
3.	**Your National Insurance number:**	
	Date of birth:	
	Place of birth (Town/County):	
	Country:	ENGLAND

4.	Have you any debts or mortgages of any kind? If so, please give particulars on a separate sheet of paper, stating the amounts owed and method of repayment.	YES ☑ NO ☐
	Have you ever been the subject of bankruptcy proceedings (i.e. declared bankrupt, or executed deed of assignment or made a composition with your creditors)? If YES, please give particulars and state whether discharge has been obtained.	YES ☐ NO ☑

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Personal Details (Continued)

5. Please give details of any convictions, including motoring (but not parking) offences. Convictions or findings treated as spent by virtue of the Rehabilitation of Offenders Act 1974 should not be included. If ,therefore, the only conviction or finding against you is treated as spent, your answers to 5a-c should be "NO".

Have you at any time:

(a) been convicted or found guilty of any offence by a Court or Court Martial, including an offence for which you were absolutely or conditionally discharged or placed on probation?	YES	☐	NO	☑
(b) been bound over without conviction for any offence?	YES	☐	NO	☑
(c) had a summons issued against you or any charge brought against you in respect of any offence which has not yet been disposed of?	YES	☐	NO	☑

If the answer is YES for questions 5a -5c please give details:

6. **DISABILITY**

If you are currently disabled, or have been disabled, this will not prevent you being considered for the vacancy you are applying for provided that you are able to fulfil the requirements of the vacancy. If there are any particular requirements which you would need Post Office Counters to provide in order to assist you when attending for interview, please state fully what these are.

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Business Proposals

7.	Do you own or are you acquiring those premises?	YES
	If the premises are, or will be, leased or rented, what period of notice of termination of tenancy will you be subject to?	
	Are there any restrictions which prevent the use of the premises as a sub post office?	NO
	Has any necessary planning permission or bye-law consent been obtained?	NO
	Will you reside at the premises?	NO
8.	If appointed, do you propose to follow any other occupation or engage in any other business on the premises in which the post office is situated? If so, please give details.	NO
	If you propose to engage in some other business who will be the owner (s) of that business?	
9.	Have you acquired, or do you intend to acquire, the private business of the outgoing Subpostmaster?	
	If so, do you understand that the acquisition of the business does not entitle you to preferential consideration for post office business?	YES
10.	Are the premises intended to be used as the post office ("the Post Office premises") situated in or adjacent to "licensed" premises under your control? If so, state the nature of the licence held. If it is an "on" licence, a plan should be attached showing the relationship of the post office premises to the "licensed" premises and should indicate clearly the proposed means of public access to the post office.	NO
11.	Are the premises in which the post office will be situated used for any of the following kinds of activity? If so, give full particulars. a. Business connected with a parcel delivery company or otherwise with the carriage of parcels. b. Activity such as a building, provident or friendly Society or bill payment facility, which involves or could involve the receipt or deposit of money? c. Business connected with a licensed betting office.	NO
12.	Are you related to any person employed by The Post Office or holding an appointment as subpostmaster? If so, state the person's name and position.	MR. M. A. JACKSON SUB-POSTMASTER
	Have you, or any member of your household, ever held an appointment as subpostmaster or been employed in a sub post office or by The Post Office in any capacity? If so, give full particulars and state under what circumstances the appointment or employment ceased.	SEE 14.
13.	Are you applying for the appointment of subpostmaster as a nominee of any organisation, business or other body?	NO
	If you are, does the organisation, business or other body hold, through a nominee or nominees, any other subpostmaster appointment or appointments? If so, give the name and address of the organisation.	

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Employment History

PLEASE GIVE DETAILS OF YOUR EMPLOYMENT (INCLUDING SELF-EMPLOYMENT OR OCCUPATION) DURING THE LAST FIVE YEARS

Present or Most Recent Employment

14. Employer's name & address: MR M.A. JACKSON
CLEVELEYS MSPO
2 RYDALMERE AVE
CLEVELEYS
FY5 5DF

Job Title: COUNTER CLERK

Self-employed YES ☐ NO ☑

Dates of Employment From: JAN '93 To: PRESENT

Industry Sector:
(Please tick the main business activity)

- Wholesale/Retail Trade ☐
- Banking/Finance/Insurance ☐
- Education ☐
- Health & Social Work ☐
- Civil Service:
  - a) Public admin - local and central government ☐
  - b) Armed Services ☐
  - c) Police ☐
  - d) Other community services ☐
- IT industry ☐
- Post Office employee ☑
- Other (please specify)..... ☐

Brief outline of responsibilities and reason for leaving: FULL POST-OFFICE COUNTER & OFFICE BACK WORK

Please say whether reference may be made now to your present employer (if applicable): YES ☑ NO ☐

If "No" please state reason(s)::

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Previous Employment (continue on a separate sheet if necessary)

PLEASE ACCOUNT FOR ANY GAPS IN YOUR EMPLOYMENT HISTORY WITHIN THE LAST FIVE YEARS

15. Employer's name and address: MR. M. A. JACKSON.
CLEVELEYS. MSPO.
GRO

Job Title: COUNTER CLERK.

Dates of Employment From: NOV '90 To: APRIL '92

Brief Outline of responsibilities and reason for leaving: COUNTER CLERK DUTIES
GRO - CURRENT PART TIME

Employer's name and address.....

Job Title:.....

Dates of Employment From:..... To:.....

Brief Outline of responsibilities and reason for leaving:.....

Employer's name and address.....

Job Title:.....

Dates of Employment From:..... To:.....

Brief Outline of responsibilities and reason for leaving:.....

Employer's name and address.....

Job Title:.....

Dates of Employment From:..... To:.....

Brief Outline of responsibilities and reason for leaving:.....

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References

16. Please give details of two responsible people whom we may approach for personal references. Personal referees must be well acquainted with you, have known you for a minimum of 2 years and must not be related to you.

Name: Address: (in full and in block letters)	MRS. E. HARRISON GRO
Name: Address: (in full and in block letters)	MISS. J. MURPHY GRO

Please say whether references may be taken now: YES ☑ NO ☐

If "No" please state reason(s)::

17. If you are invited to interview, please list below any dates during the next 6-8 weeks when you would NOT be available.

.....

.....

.....

.....

18. Please tick one of the following to indicate where you heard about or saw the vacancy.

Heard from someone who works for Post Office Counters - as a subpostmaster ☑

- as an employee ☐

Advertisement in a post office ☐

Post office mailing list ☐

Business (estate) agent ☐

Internet ☐

Other (please specify)..... ☐

19. DECLARATION

I declare that I have answered all the questions truthfully and fully, and that I am not aware of any circumstances which, if known to Post Office Counters Ltd, might cause it to question my honesty and suitability for appointment as subpostmaster. I understand that if this declaration or any of the particulars furnished by me is or was known by me to have been false, Post Office Counters Ltd will be entitled to bring my contract to an end forthwith.

I agree to The Post Office confirming my National Insurance number with the Inland Revenue (National Insurance Office).

Signature of applicant: GRO Date: 16.10.99.

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Electronic *memo*

To Judith Gough/POCL/POSTOFFICE@POSTOFFICE
cc Elaine Tagg/POCL/POSTOFFICE@POSTOFFICE
Hard Copy To
Hard Copy cc
From Kim Sharp/POCL/POSTOFFICE
Date 12/10/99 09:23

Subject Fwd: Family Transfer - MSPO

Judith

Response from John Cole:-

Family transfer OK. No fee as the transfer is due to ill health.

Kim

To John Cole/POCL/POSTOFFICE@ GRO
cc Judith Gough/POCL/POSTOFFICE@ GRO Elaine Tagg/POCL/POSTOFFICE@ GRO
Hard Copy To
Hard Copy cc
From Kim Sharp/POCL/POSTOFFICE
Date 11/10/99 14:36

Subject Family Transfer - MSPO

John

The Spmr at Cleveleys MSPO has resigned on GRO and put forward his daughter, Julie Wolstenholme as the new Spmr. Could you please answer a few of quick questions:-

1. Can 'Family Transfer' take place at an MSPO?

2. We are in receipt of a letter from the Spmrs solicitors which states *"...we are instructed by Mr & Mrs Jackson in the **sale** of Cleveleys Post Office to Roger Harrison and Julie Wolstenholme..."*

If the office can be transferred to his daughter, would she have to pay the 25% fee?

Thanks

Kim
GRO

Elaine

You mention in your note to Judith that an auditor will not be required at this transfer. My understanding is that an auditor **must** be present at any transfer - has something changed?

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STATEMENT OF JULIE WOLSTENHOLME

I Julie Wolstenholme of GRO Cleveleys, Lancashire will say as follows:

1. My earliest recollections of a Post Office were when I was about 8 years old when my mother and father used to run the North Shore Post Office in Blackpool. We then moved to Haslingden and they ran a Post Office there for about ten years until they returned to Cleveleys in about 1990.

2. When I left school at 16 years I tried my hand at several things until I was 18. I then went to work for my father in the Post Office. That was at first in Haslingden and then I moved to Clevevleys and worked in Cleveleys Post Office. My father then bought this business at rented premises at 19 Crescent West Cleveleys. I worked there for about 6 years, then my father decided to purchase a building, adapt it to Post Office specifications and Cleveleys Post Office was moved round the corner to 2 Runnymede Ave Cleveleys. During the time I had my three children I still managed to work part-time, until my father had to resign due to GRO. My ex-partner and myself decided to purchase the premises and business from my parents.

3. The business and premises were put on the market at £186,000. We came to a compromise and purchased it from them at the reduced price of £150,000. We got finance from the Yorkshire Bank. They agreed to lend us £100,000. That left £50,000, borrowed from my parents to be paid back at £5,000 per year for 10 years. We knew at the time that the basic income from the Post Office would produce, for the two of us before tax, a profit of about £75,000. This was enough for us to pay staff, make the payments to the bank and my parents, and have enough left to live on.

4. I knew how the Post Office was run and I knew the methods that had been used in it for many years. However my parents helped considerably over the first couple of months. This helped for a smooth transition. Training was offered by the Post Office but only half a days training took place.

5. About 3 months after taking over the business I received notice from the Post Office that the new computer system – Horizon being installed into every Post Office in the country was being put into my office. This was done at no cost to us, there was no choice about having the system, and we had to have it. Everybody in the office was sent for training so as to use the new system. My ex-partner and myself received one and a half days training and all other staff had one day training. When we actually converted over to the computerised system a Support Officer from Horizon stayed to help for 2 days and then we were left on our own. Almost from the beginning things started to go wrong. We had countless problems with the system. These would included the system crashing up to 5 times a day, the main base unit being swapped out countless times, ghost transactions happening and more importantly, excessive miss-balances. The system would alter, swap or delete figures of its own accord. We were always onto the Horizon help desk team. They sometimes were helpful but often they gave us something to try and when we tried it and it did not

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work we phoned again and would get a different person who would tell us something completely different. Eventually when the Horizon help desk could not help us, Horizon themselves began to admit that there were software and hardware problems with the system. They knew that our system was not operating correctly.

6. I am not saying that all the problems have lasted all the time. Some of the problems were solved but certainly not all of them. From time to time we checked with other Post Offices, particularly the main Post Office in Blackpool. We found that we were operating the system the same way that they were and therefore we were not at fault. We did, however, change our own systems that had been used for many years to try and put in further fail-safe improvements. For instance, we made every person in the office responsible for their own stock. This was to try and identify some of the problems. It did not really help, although it caused an awful lot more work. We also installed CCTV cameras to check up on the staff but that did not bring forward any solutions. There were major problems with the system and there were still no answers. As far as the Post Office is concerned they were always right and it is always somebody else's fault. The problems went on for 10 months, and seemingly, according to the Post Office we were about £13,000 in debt. We knew that we had not had it, nor the staff and we knew the system was at fault but as far as the Post Office was concerned it was down to us.

7. The final straw came on the 29th November 2000 when we were unable to balance our office because of problems with the system. We asked for help from the Horizon help desk and they told us we were still having major software problems, the stock units were beyond redemption and under their instructions we were told it would be impossible to balance. As a last resort we decided we could no longer work with the computers and we would revert back to the old manual way of operating our office until the system was deemed 100% fully operational. On the 30th November we opened the office as usual but did not turn on the computers. This resulted in our Retail Network Manager, Elaine Tagg, phoning us. She asked for an explanation. We told her that until the problems with the computers were sorted out we would refuse to use them. She said right, and explained she would be down before 10.00am with a letter of suspension. She arrived and handed me a letter of suspension (see letter no 1). She also handed me a second letter (see letter no 2) that referred to a letter written to me on the 20th November 2000 (see letter no 3). The basic content of the letter dated 20th November 2000 is not right. She particularly says at paragraph 4 that a full health check was given to our system in week 4. This is the second letter (see letter no 4) I had received from her stating the system was fully operational. In actual fact I have two letters sent to me from the Post Office (see letters 5 & 6) these are fairly self-explanatory and are critical of the problems, even though according to Elaine Tagg during these dates the system was "healthy". I also managed to obtain from Horizon, their computerised records of the number and nature of calls that were to and from Horizon help desk. These go from 9th February 2000 when the computers went on line to the 21st June 2000. These show the many calls that were made. (See no 7 bundle of 71 pages). Also (see no 8) a computer print out showing the sort of error that the computers were capable of. Unfortunately I have been unable

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to obtain the record of calls made between the ends of June 2000 to 30th November 2000.

8. After Elaine Tagg had handed me the letter of suspension she Demanded the keys to the building. Because the building was ours we would not give them to her. She then insisted that we shut the door, get rid of all the customers and she told all the staff to go home. She refused us permission to touch any of the Post Office Equipment in the premises. Closing the office was a major blow to the Township of Cleveleys, especially as it was approaching Christmas. I asked Elaine Tagg on what grounds she was suspending me. I told her that I was prepared to run the Post Office, keep it open using the traditional methods. This would only have produced a greater amount of work but that was nothing compared to the problems encountered with the computers. Her response was to tell me that she did not need to give me any grounds at the present time as to why I had been suspended. Later that day she brought another Retail Network Manager and four auditors in. They stayed for the rest of the day and all day Friday trying to balance the accounts. On Friday they bagged up all the cash and stock at the office ready for Securicor to take away the following Monday. The auditors returned on Monday, which was the 4th December 2000. I have never been told the result of that audit, even though I should have been allowed to check the results.

9. On Friday 8th December 2000 I received a phone call from a Mr. Asif Patel saying that he had been appointed by Elaine Tagg as the relief Post Office Manager, and did I have any objections to him coming to see me. I said no and I met him on the Friday. He asked for certain figures like my salary, overheads, outgoings etc. I supplied him with whatever he wanted to know.

10. On the day I was closed down I asked Elaine Tagg what would to happen the Post Office business. She referred to the fact that the Post Office would want to try and keep the office open. I referred her to the fact that these were my ex-partners premises and mine. She said yes, they would arrange to rent them off us, and the normal amount they paid was equivalent to 10% of my salary which would have worked out at £150.00 per week. I pointed out to her that this was nowhere near sufficient. Over the weekend, after thinking about what Elaine Tagg had said about the rent, I decided to get some professional advice and the following week I instructed two local surveyors. One was Broomheads who did turn up and the other one didn't. It was Broomheads who said the proper commercial rent should be £300.00 per week.

11. On the 18th December 2000 I received a second letter confirming Mr. Asif Patel had been authorised as the temporary Sub Post-Master. I told him of the rent that was required. We were also told to get a lease drawn up (see no 9) Later I heard from another Post Office that they had received a comment from Elaine Tagg that the demand of £300.00 for rent of the premises was extortionate. I received a comment from Mr. Patel that he had spoken to his accountant and thought the rent was quite high and was it negotiable. I said no, not really because of the overheads, and he said that he would go back to the Post Office because they were apparently trying to assist

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him with funding. I next heard through a local Newspaper (see no 10) that the Post Office was advertising for premises and that mine were no longer being considered.

12. After we were first closed down myself and my ex-partner continued to run our small retail business within the premises, but unfortunately with everybody knowing that the Post Office had closed we did not get the custom and it cost us to stay open. So we had to close down this business, leaving us with a lot of stock including perishables, which we were unable to sell.

13. Finally we received a letter dated 19th January 2001 (see no 11). That was in response to my letter to her. This letter highlights a number of specific complaints. In paragraph 1 it states I failed to meet the obligation to manage the office properly and I failed to account for official cash and stock properly. In the time that I was Sub-Postmistress I have only had good reports of the way I ran the Office (see no 12 bundle of 8 reports). In paragraph 3 she says that there have been a number of error notices and subsequent losses made at the office which I failed to contact her about. She also states that I should have notified her of any losses over £200.00. She knew of all our losses (see no 13 bundle of 6 letters, also letter dated3/11/00, no 12). You are not allowed to carry any losses without first seeking consent from you Retail Network Manager. In paragraph 4 she says that she suggested I introduce accounting records on the office action plan. She wanted me to use checking procedures. Her suggestion was that I ran a manual accounting system alongside the computerised system. That was just physically impossible to do because of the extra workload. I agreed to do one or the other.

14. It is true that I did fail to provide details of how the losses had incurred. I still do not know how these have been incurred, although Horizon is well aware of our complaints. I do not accept that there is a loss in excess of £13,000. Any error notices that had not been brought to account were ones that I dispute. I accept that I did make a mistake with some obsolete scratch cards, but given the conditions and pressure I as working under this was only a small error.

15. I cannot understand why, when Elaine Tagg knew of all the Problems I was having with the computer system, she even stated that she had not experienced any other office apart from mine where all the computers ran so slow, also she sent a card and a plant (see no 14) to apologise for all the problems I was having, why was she so quick to close the office down. It would have only taken 1 person, even Elaine Tagg herself to keep the Post Office open and running and keep my 7 staff in employment. I read an article in the Sub-Postmasters Courier (see no 15) of how another office was dealt with when they had system problems.

16. After I had been closed down I found very few doors open within Post Office where I could ask for help. I eventually approached my local councillor (see no 16) and then my local MP- Joan Humble. She wrote to the Post Office on my behalf and the letter received back from them was quite shocking (see no 17 bundle of 2 letters). Even the Reply and Defence to counterclaim

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paragraph 3.3 (see no 18) sent to court claims more misinformation (see no 19). It seems that no one higher up within the Post Office knew of the severity of problems I had experienced. I believe Elaine Tagg was out of her depth with the problems that had occurred and believe she behaved very irrationally in the decisions she made. When she could have acted in the same way as the other Post Office in letter 15.

17. I do not accept that I have received from the Post Office a valid Severance of he Agreement. The letter Elaine Tagg purports to give me 3 months notice dated the 19th January 2001 to expire on the 28th February 2001.

18. Finally 3 of my staff, Mrs A. Kirkby, Mrs E. Ormerod and Miss L. Griffiths, have taken me to the Employment Tribunal for compensation, even though I was not responsible for their loss of employment. Elaine Tagg closed the Post Office therefore there was no job left for them.

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Report on Candidates for Subpostmastership

Name of vacant office: CLEVELEYS MSPO

Region: Northern Territory (NWNW)

Details of Candidates
State whether married, widow/widower or single. If married, particulars respecting the spouse should also be given.

Surname	First Names	Title	Age	Character	Status
WOLSTENHOLME	JULIE	MRS.		-	married.

1 Is the applicant free to take up unrestricted employment in the UK?
YES

2 Will the candidate or spouse (if married) be the lessee/owner of the premises?

3 Nature of private business, if any:
Cards | Stationary

4 What occupation, if any, will be followed?
NONE

5 Does the applicant hold any prohibited agency or appointment?
NO

6 If the applicant is offering alternative premises, what is the distance from the existing premises?
N/A

7 Number of persons available as assistants and their age(s): Number 6 Age(s) Various.

Interview report
The purpose of the interview is to seek evidence of the applicant's suitability for the position of Subpostmaster.

This evidence should be based on the applicant's past experience and should enable you to answer the questions posed in sections 1 to 5 of the form to make an overall assessment of the candidate.

Applicants differ as individuals and in life experience. Therefore, you should go through this form before each interview to work out how you should look for the evidence needed to complete this form. (Use the candidate's application form to prompt ideas when preparing your interview plan, and make notes of the things you will discuss).

Remember - You should try to look for actual evidence from the applicant's past experience.

The points marked with an asterisk (*) should only be completed if the applicant is going to be involved in the day to day running of the office.

For each question always include brief notes of the evidence on which you based your final decision. This evidence and a clear statement of your overall assessment on page 4 (for both successful and unsuccessful candidates) will be essential for:

1 reviewing the success of advertising and other recruitment campaigns

2 dealing with re-applications or enquiries about unsuccessful applicants

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1 Origins of plans to be a Subpostmaster

Why did the applicant first think of becoming a Subpostmaster? Whose idea was it? How well researched is it? Has anyone supported/encouraged him/her?

The applicant currently works part time in her father's office. His GRO is forcing his retirement and Julie and her husband feel the time fits with their wish to run their own business. They are fully supported by their parents, their bank and their accountant.

2 Current plans

2a Is the applicant able to provide sufficient capital for this venture? If money is being borrowed, are the repayment terms reasonable in terms of likely income available?

Sufficient funds are available and have been authorised by the bank. All terms are reasonable. We discussed her financial plans in detail and borrowing terms appear reasonable in line with her commitments.

2b Does the applicant have any family or other support to assist, to 'cover' for absence etc?

Yes - Julie's mother intends to cover for leave/absences.

3 Personal Circumstances

* 3a Is the applicant aware of the attendance requirements? Are there any reasons why he/she cannot meet these requirements? What are the reasons?

Applicant fully aware - office currently on core hours and will remain so.

* 3b Does the applicant have any illness/disability that would prevent him/her carrying out the duties of a Subpostmaster?

No - none -

3c Will the applicant devote sufficient attention to the office (directly or through agents/subordinates) to ensure that commercial and operational standards are maintained?

Yes. Both she and her husband have detailed timetables to ensure sufficient counter coverage to meet both business and customer demands.

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4 Suitability for the job

Consider the applicant's knowledge, experience and achievements, both inside and outside work.

4a Suitability for counter work

* 1 Clerical/Accounting/Record keeping aspects of the work. Give evidence.

Julie's experience as a counter clerk and her substitution when her father is on leave is evidence that she has the skills needed for this work.

* 2 Customer Service. Give evidence.

Again, Julie is used to dealing with customers and enjoys working at the counter.

4b Suitability for managing the sub-post office

1 Forward planning (eg has he/she been effective at monitoring needs, anticipating future requirements, particularly stocks and staffing?)

Julie will need help in determining stock & staff levels. We have already discussed new staffing rotas and Julie showed a flair for anticipating peaks and troughs in both areas. eg. her month end planning around NVL visit.

2 Decision making (eg has the applicant been effective in making important decisions and standing by them?)

This is a major decision for Julie and her husband. We have discussed the possible pitfalls but both are determined that is the right way forward and intend to make a success of this venture. They have discussed it at length with Julie's parents also.

3 Implementation (eg has the applicant been able to put his/her plans and plans from others into practice and make sure that they are being done properly?) Give evidence.

Julie supplied detailed plans - both financial and operational. She drew on her own experiences at the office and sought input from her father. Her staffing plans will ensure the business remains customer focused but also turns a profit.

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4b continued

4 Staffing (eg recruiting, training and supporting staff; supervising staff; supervising and motivating; delegating). Give evidence.

Julie has no experience of recruiting staff She has however supervised the existing staff during her fathers absences. We discussed the staffs attitude to her and she readily admits that some members are antagonistic towards her at present.

* **5** Relationship with the Post Office (eg has he/she followed procedures and guidelines, accepted the advice of managers, submitted returns and reports to deadlines etc?)

Julie uses her father as a role model and has had a deep sense of commitment to POCL already ingrained in her working practices.

5 Motivation/ Personality

Consider the applicant's past references and aversions, both inside and outside work, as well as his/her stated motivation in Sections 1 and 2.

5a Self motivations (eg has the applicant been able to push himself/herself and get things done without others standing over him/her?) Give evidence.

Julie's decision to become self employed with her husband whilst running her home + looking after 3 children. shows her belief in her own ability to succeed.

5b Entrepreneurial qualities (eg does the applicant want to make a real success of this venture? Has he/she made a success of any previous full-time or part-time ventures? Does he/she possess business acumen? Could he/she identify new products for Counters?) Give evidence.

as above.

5c Is the candidate likely to be responsible in the job? Have you any reason to doubt the candidate's honesty? Look at previous jobs to see if responsibility was given/taken) Give evidence.

Julie shows a keen sense of responsibility on my evidence of having seen her at work. I have no reason to doubt her honesty.

5d Could the candidate cope with day to day pressures in the job? What evidence do you have?

Yes - she has covered the office previously during busy month end periods.

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P274 Rev Oct 87 OP/01409 2/88

Overall Assessment

Consider 1 whether or not the applicant is likely to be successful as a subpostmaster.
and 2 whether the applicant is likely to remain a subpostmaster for some time.

I feel Julie will be succesful in this venture. She has had a good grounding having worked in the office and also drawing on her fathers experiences. She sees the need to move forward towards a better retail environment in the office. She is already considering streamlining the staff as she identified excessive hours being used. Long term I feel she will make a good office keeper.

Please include detailed reasons for your acceptance or rejection of the applicant.

Julie is committed to becoming a subpostmaster. She enjoys the work. She has the full support of all her family which will help her through her difficult induction as a subpostmaster. She has shown a great enthusiasm for Horizon and is keen to take the office forward and make a successful business for her and her family.

Final Decision

ACCEPT/~~REJECT~~ (delete as appropriate)

Signed GRO Name ELAINE TAGG

Date 2.11.99 Grade CM1

Signed GRO Name MICHAEL HAWORTH

Date 2.11.99. Grade CM2

Authorising Signature

Signed GRO Name ELAINE TAGG

Date 2.11.99 Grade CM1.

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Mrs J Wolstenholme

GRO

Post Office Counters Ltd

5th November 1999

Dear Mrs Wolstenholme

I am delighted to inform you that your application for the Subpostmastership of Cleveleys Post Office, in the premises situated at 2 Runnymede Avenue, has been successful.

The transfer of the office will take place on a mutually convenient date, normally on the half day closure, when a member of Post Office Counters Ltd staff will attend to transfer the cash and stock to you.

The present Subpostmaster has been notified of your appointment and I would be grateful if you would write to the Agent Recruitment Manager at the address given below when the legal affairs connected with the transfer of the business/property have been completed.

Please find enclosed with this letter two copies of a list of the main conditions attached to your appointment. Would you kindly confirm your acceptance of these conditions by signing one copy and returning it, in the envelope provided, to the Agent Recruitment Manager. Please do not hesitate to ring if you need further information about your appointment.

May I take this opportunity to welcome you to the ranks of our subpostmasters and to wish you every success in this venture.

Post:/

Post Office Counters Ltd
Human Resource Service Centre
Freepost NWW 1675A
Salford M15 9JB
Telephone GRO

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Post office Counters Ltd will endeavour to support you through every stage of your appointment. You can contact our Human Resource Service Centre at Salford Quays, Manchester, on GRO for help and advice on any matter.

Good luck!

Yours sincerely

GRO

Elaine Tagg
Retail Network Manager

Enclosures

Copy to Security Manager
Network Transformation

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North

RETURN COPY

Post Office Counters Ltd
Human Resource Service Centre
Freepost NWW 1675A
SALFORD
M5 9JB

MRS JULIE WOLSTENHOLME
CONDITIONS OF APPOINTMENT FOR CLEVELEYS POST OFFICE

1 Your remuneration will be paid in accordance with the arrangements set out in Section 2(M) of the contract. It is estimated that your first monthly payment will be in the region of £6296.99 made up of £1373.50 core payment and £4923.49 volume related payment.

2 It was explained at your interview the importance which Post Office Counters Ltd places on the provision of an acceptable standard of service of both the client and the customer. Here I would draw your attention to section 11(M) of the contract. I would specifically emphasise the importance of staffing levels being acceptable to myself. POPOS displays must be kept up to date.

3 You agreed that an area would be designated specifically to the provision of Post Office services and that there would, at all times, be free and unimpeded access from the entrance to this area.

It should be understood that no change would be made to the size and location of this area without first referring the proposals to myself.

4 The office opening hours, as agreed at interview, will be:

Monday to Friday	09.00 : 5.30
Saturday	09.00 : 12.30

5 The following conditions will also be attached to your appointment and must be completed within the timescales indicated:

Uniformity of dress for all staff to be introduced within three months of transfer
All business standards to be reached within three months of transfer (as detailed in attached leaflet)
Interior walls and ceilings to be redecorated within one year of transfer and every six months thereafter
Carpet to public side of counter to be cleaned within six months, and every six months thereafter
Counter screens to be cleaned of all notices within one week of transfer

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6 As an incoming Subpostmaster there is an obligation for you to implement any security recommendations made by the Regional Security Section. Any works should be completed no later than three months after your appointment, and may I remind you that no alteration to the Post Office accommodation should be made without first consulting myself.

7 You will be bound by the terms of the standard Subpostmasters' Contract for Services at Modified Payment Offices.

To: The Agent Recruitment Manager

I, Julie Wolstenholme, fully understand and accept these conditions

Signed GRO Date 11.11.99.

CLEVELEYS POST OFFICE

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HOME Pathway NR2 Archive4.0a on pwayweb01 PH4PatNR2 on STE09HSH05 patenqweb 21/06/00

Call E-0002090182

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Status:	Closed	Opened:	Wed 09 February 2000 10:29	Site:	153405
Severity:	4 A	Closed:	Wed 09 February 2000 13:01	Customer:	l039
Priority:	90			CSR/Team:	uk056391 / PATH1

Caller Details

Caller:	Patsy at exel	Phone:	GRO	Site:	153405
Title:		Login:		Department:	
		Caller ID:		Location:	

Call Problem Details

Product Type:		Call Type:	Y	ProbType:	IM07
Problem:					
Problem Text:	153405 Cleveleys E-0002090182. Gateway is now stuck at 3%.				

Call Closure Details

Closed:	09/02/00 13:01	Cause:	C81	Repair:	R09	Resolution:	RS08
Text:	Call Close by David Craggs: Call closed						

Call Asset Details

Asset ID:		Description:		Serial No:	
Product:	unknown product	Description:	Unknown Product	Network ID:	

Call Activity Log

OPEN	Wed 09 February 2000 10:27 by EXL006 / EXEL	*Saved:* Wed 09 February 2000 10:29
	New call taken by Patsy Wing: 153405 Cleveleys E-0002090182. Gateway is now stuck at 3%.	
REASSIGN	Wed 09 February 2000 10:31 by EXL006 / EXEL	*Saved:* Wed 09 February 2000 10:31
	Call # E-0002090182 was Reassigned from Patsy Wing, Group EXEL to Group PATH1 Voiced Leanne at ROHD.	
Information	Wed 09 February 2000 10:27 by uk056681 / PATH1	*Saved:* Wed 09 February 2000 10:27
	have voiced DB @ the Ip2 team & also Geoff Coxon @ the TVC. Geoff will look into this issue 7 will return my call. LG.	
REASSIGN	Wed 09 February 2000 10:28 by uk056681 / PATH1	*Saved:* Wed 09 February 2000 10:28
	Call # E-0002090182 was Reassigned from Group PATH1 to Group TVC Awaiting response from Geoff @ the TVC. LG.	
REASSIGN	Wed 09 February 2000 11:07 by EXL001 / EXEL	*Saved:* Wed 09 February 2000 11:11
	Call # E-0002090182 was Reassigned from Group TVC to Group PATH1 Installer confirms problem now resolved, install proceeding.	
Information	Wed 09 February 2000 11:27 by uk056681 / PATH1	*Saved:* Wed 09 February 2000 11:27
	Have voiced Anne @ Exel :- Please confirm that the install is continuing	
CLOSE	Wed 09 February 2000 13:01 by uk056391 / PATH1	*Saved:* Wed 09 February 2000 13:01
	Call Close by David Craggs: Call closed	

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HOME Pathway NR2 Archive4.0a on pwayweb01 PH4PatNR2 on STE09HSH05 patenqweb 21/06/00 ICL

Call E-0002090089

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Status:	Closed	Opened:	Wed 09 February 2000 09:32	Site:	153405
Severity:	4 A	Closed:	Wed 09 February 2000 16:32	Customer:	l039
Priority:	90			CSR/Team:	uk056391 / path1

Caller Details

Caller:	Patsy at exel	Phone:	GRO	Site:	153405
Title:		Login:		Department:	
		Caller ID:		Location:	

Call Problem Details

Product Type:		Call Type:	Y	ProbType:	IM07	Problem:	

Problem Text: 153405 Cleveleys E-0002090089. ISDN fault. When actioned the tests the installer get the engaged tone which is ok but getting a message which reads "clear cause 88".

Call Closure Details

Closed:	09/02/00 16:32	Cause:	C81	Repair:	R09	Resolution:	RS08

Text: Call Close by David Craggs: Exel confirm HWA. Call closed

Call Asset Details

Asset ID:		Description:		Serial No:	
Product:	unknown product	Description:	Unknown Product	Network ID:	

Call Activity Log

OPEN Wed 09 February 2000 09:30 by EXL006 / EXEL *Saved:* Wed 09 February 2000 09:32
New call taken by Patsy Wing: 153405 Cleveleys E-0002090089. ISDN fault. When actioned the tests the installer get the engaged tone which is ok but getting a message which reads "clear cause 88".

REASSIGN Wed 09 February 2000 09:35 by EXL006 / EXEL *Saved:* Wed 09 February 2000 09:35
Call # E-0002090089 was Reassigned from Patsy Wing, Group EXEL to Group PATH1 Voiced Leanne at ROHD.

Information Wed 09 February 2000 09:31 by uk056681 / PATH1 *Saved:* Wed 09 February 2000 09:31
have voiced DB @ the Ip2 team of this issue & also Satish Mistry. lg.

REASSIGN Wed 09 February 2000 09:34 by uk056681 / PATH1 *Saved:* Wed 09 February 2000 09:34
Call # E-0002090089 was Reassigned from Group PATH1 to Group TVC awaiting response fromSatish. LG

Information Wed 09 February 2000 09:51 by uk056681 / PATH1 *Saved:* Wed 09 February 2000 09:51
have spoken to Geoff @ The TVC - he will look inot this isue& advise further. LG.

Information Wed 09 February 2000 10:24 by EXL006 / EXEL *Saved:* Wed 09 February 2000 10:24
Spoke to the installer he informed me that the ISDN is wired up to a telephone point which is also used for a credit card reader.

Information Wed 09 February 2000 10:43 by uk056681 / PATH1 *Saved:* Wed 09 February 2000 10:43
Have advised Geoff Coxon @ the TVC of exel's last update. He will pass this over to Satish. LG.

REASSIGN Wed 09 February 2000 11:12 by EXL001 / EXEL *Saved:* Wed 09 February 2000 11:13
Call # E-0002090089 was Reassigned from Group TVC to Group PATH1 Installer confirms that problem now resolved, install continuing.

REASSIGN Wed 09 February 2000 11:26 by uk056681 / PATH1 *Saved:* Wed 09 February 2000 11:27
Call # E-0002090089 was Reassigned from Group PATH1 to Group EXEL have voiced this call to Anne @ exel - please confirm the install is continuing.

REASSIGN Wed 09 February 2000 16:38 by EXL006 / EXEL *Saved:* Wed 09 February 2000 16:38
Call # E-0002090089 was Reassigned from Group EXEL to Group path1 Install now complete

CLOSE Wed 09 February 2000 16:32 by uk056391 / path1 *Saved:* Wed 09 February 2000 16:32
Call Close by David Craggs: Exel confirm HWA. Call closed

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HOME Pathway NR2 Archive4.0a on pwayweb01 PH4PatNR2 on STE09HSH05 patenqweb 21/06/00 ICL

Call E-0002090708

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Status:	Closed	Opened:	Wed 09 February 2000 15:09	Site:	153405
Severity:	4 A	Closed:	Wed 09 February 2000 15:26	Customer:	I039
Priority:	88			CSR/Team:	uk056681 / path1

Caller Details

Caller:	anne at exel	Phone:	GRO	Site:	153405
Title:		Login:		Department:	
		Caller ID:		Location:	

Call Problem Details

Product Type:		Call Type:	Y	ProbType:	IM07
Problem:					
Problem Text:	e-0002090708 153405 cleveleys. exel confirm that they have hardware acceptance at this site at 14.45				

Call Closure Details

Closed:	09/02/00 15:26	Cause:	C81	Repair:	R09	Resolution:	RS08
Text:	Call Close by Leanne Gordon: Call closed by LG.						

Call Asset Details

Asset ID:		Description:		Serial No:	
Product:	unknown product	Description:	Unknown Product	Network ID:	

Call Activity Log

OPEN	Wed 09 February 2000 15:02 by EXL009 / EXEL	*Saved:* Wed 09 February 2000 15:09
	New call taken by Jeanette Pritchard: e-0002090708 153405 cleveleys. exel confirm that they have hardware acceptance at this site at 14.45	
REASSIGN	Wed 09 February 2000 15:16 by EXL009 / EXEL	*Saved:* Wed 09 February 2000 15:19
	Call # E-0002090708 was Reassigned from Jeanette Pritchard, Group EXEL to Group path1 voice prompt to leanne	
Information	Wed 09 February 2000 15:25 by uk056681 / PATH1	*Saved:* Wed 09 February 2000 15:25
	RODB has been updated.	
CLOSE	Wed 09 February 2000 15:26 by uk056681 / path1	*Saved:* Wed 09 February 2000 15:26
	Call Close by Leanne Gordon: Call closed by LG.	

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HOME Pathway NR2 Archive4.0a on pwayweb01 PH4PatNR2 on STE09HSH05 patenqweb 21/06/00 ICL

Call E-0002091220

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Status:	Closed	Opened:	Wed 09 February 2000 21:57	Site:	153405
Severity:	4 A	Closed:	Wed 09 February 2000 21:59	Customer:	I039
Priority:	77			CSR/Team:	ukcon001 / PATH1

Caller Details

Caller:	HSFO	Phone:	GRO	Site:	153405
Title:		Login:		Department:	
		Caller ID:		Location:	

Call Problem Details

Product Type:		Call Type:	Y	ProbType:	IM07	Problem:	
Problem Text:	153405 - CLEVELEYS - E0002091220 - HFSO has advised that she can't find the Postal order section, hfso on site is Davelin tel: GRO						

Call Closure Details

Closed:	09/02/00 21:59	Cause:	C81	Repair:	R09	Resolution	RS08
Text:	Call Close by ben ramduny: closure criteria: the te advised issue resolved straight away						

Call Asset Details

Asset ID:		Description:		Serial No:	
Product:	unknown product	Description:	Unknown Product	Network ID:	

Call Activity Log

OPEN Wed 09 February 2000 21:54 by ukcon001 / PATH1 *Saved:* Wed 09 February 2000 21:57
New call taken by ben ramduny: 153405 - CLEVELEYS - E0002091220 - HFSO has advised that she can't find the Postal order section, hfso on site is Davelin tel: GRO

CLOSE Wed 09 February 2000 21:59 by ukcon001 / PATH1 *Saved:* Wed 09 February 2000 21:59
Call Close by ben ramduny: closure criteria: the te advised issue resolved straight away

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HOME Pathway NR2 Archive4.0a on pwayweb01 PH4PatNR2 on STE09HSH05 patenqweb 21/06/00 ICL

Call E-0002100075

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Status:	Closed	Opened:	Thu 10 February 2000 09:01	Site:	153405
Severity:	2 C	Closed:	Thu 10 February 2000 11:20	Customer:	l039
Priority:	77			CSR/Team:	uk056501 / PATH1

Caller Details

Caller:	POCL fax ref:- Ip2/18119AN	Phone:	GRO	Site:	153405
Title:		Login:		Department:	
		Caller ID:		Location:	

Call Problem Details

Product Type:		Call Type:	Y	ProbType:	IM07	Problem:	
Problem Text:	153405 CLEVELEYS. POCL fax ref:- IP2/18119 AN. Migration was completed successfully @ 22.40 on 09/02/00.						

Call Closure Details

Closed:	10/02/00 11:20	Cause:	C81	Repair:	R09	Resolution:	RS08
Text:	Call Close by Jane Underwood: Call closed.						

Call Asset Details

Asset ID:		Description:		Serial No:	
Product:	unknown product	Description:	Unknown Product	Network ID:	

Call Activity Log

OPEN	Thu 10 February 2000 09:00 by uk056681 / PATH1	*Saved:* Thu 10 February 2000 09:01
	New call taken by Leanne Gordon: 153405 CLEVELEYS. POCL fax ref:- IP2/18119 AN. Migration was completed successfully @ 22.40 on 09/02/00.	
Information	Thu 10 February 2000 09:03 by uk056681 / PATH1	*Saved:* Thu 10 February 2000 09:03
	RODB has been updated.	
REASSIGN	Thu 10 February 2000 09:03 by uk056681 / PATH1	*Saved:* Thu 10 February 2000 09:04
	Call # E-0002100075 was Reassigned from Leanne Gordon, Group PATH1 to Group SMC3 Routing call for information. This site is now operational.	
Information	Thu 10 February 2000 10:39 by uk061353 / SMC1	*Saved:* Thu 10 February 2000 10:39
	SMC accept this PO as live, all counters unsuspended.	
REASSIGN	Thu 10 February 2000 10:39 by uk061353 / SMC1	*Saved:* Thu 10 February 2000 10:39
	Call # E-0002100075 was Reassigned from Group SMC3 to Group PATH1	
REASSIGN	Thu 10 February 2000 11:20 by uk056501 / PATH1	*Saved:* Thu 10 February 2000 11:20
	Call # E-0002100075 was Reassigned from Group PATH1 to Jane Underwood, Group PATH1	
CLOSE	Thu 10 February 2000 11:20 by uk056501 / PATH1	*Saved:* Thu 10 February 2000 11:20
	Call Close by Jane Underwood: Call closed.	

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HOME Pathway NR2 Archive4.0a on pwayweb01 PH4PatNR2 on STE09HSH05 patenqweb 21/06/00 ICL

Call E-0002100138

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Status:	Closed	Opened:	Thu 10 February 2000 09:26	Site:	153405
Severity:	2 C	Closed:	Thu 10 February 2000 09:30	Customer:	I039
Priority:	0			CSR/Team:	uk079701 / HSH1

Caller Details

Caller:	Mrs Davlyn	Phone:	GRO	Site:	153405
Title:	HFSO	Login:		Department:	
		Caller ID:		Location:	

Call Problem Details

Product Type:		Call Type:	O	ProbType:	OD02	Problem:	

Problem Text: (PM is called Julie Woolstonhulme) - Only gone live this morning. One of the clerks has tried to sell Orange £5.00 phone card worried because icon says coming soon.

Call Closure Details

Closed:	10/02/00 09:30	Cause:	C41	Repair:	R09	Resolution:	RS08

Text: Call Close by Lyndsey Elliot: HFSO happy with advise - now has a second query to be logged seperately.

Call Asset Details

Asset ID:		Description:		Serial No:	
Product:	eposs	Description:		Network ID:	

Call Activity Log

OPEN Thu 10 February 2000 09:24 by uk079701 / HSH1 *Saved:* Thu 10 February 2000 09:26
New call taken by Lyndsey Elliot: (PM is called Julie Woolstonhulme) - Only gone live this morning. One of the clerks has tried to sell Orange £5.00 phone card worried because icon says coming soon.

Advice Thu 10 February 2000 09:29 by uk079701 / HSH1 *Saved:* Thu 10 February 2000 09:29
Advised her that this is finre that the icon design is coming soon - the actual icon works fine. HFSO completed transaction.

CLOSE Thu 10 February 2000 09:30 by uk079701 / HSH1 *Saved:* Thu 10 February 2000 09:30
Call Close by Lyndsey Elliot: HFSO happy with advise - now has a second query to be logged seperately.

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POL00118219

HOME Pathway NR2 Archive4.0a on pwayweb01 PH4PatNR2 on STE09HSH05 patenqweb 21/06/00 ICL

Call E-0002100143

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Status:	Closed	Opened:	Thu 10 February 2000 09:31	Site:	153405
Severity:	2 C	Closed:	Thu 10 February 2000 09:37	Customer:	l039
Priority:	0			CSR/Team:	uk079701 / HSH1

Caller Details

Caller:	Mrs Devlyn	Phone:	GRO	Site:	153405
Title:	HFSO	Login:		Department:	
		Caller ID:		Location:	

Call Problem Details

Product Type:		Call Type:	A	ProbType:	AD12	Problem:	
Problem Text:	logged at same time as 138 of today. One of the clerks tried to log on this morning - now locked out - user error.						

Call Closure Details

Closed:	10/02/00 09:37	Cause:	C63	Repair:	R43	Resolution:	RS08
Text:	Call Close by Lyndsey Elliot: Once I had navigated PM to the correct icon - she informed me that it would not work then I asked how long ago he was locked out and she said 50mins - Informed her it will have automatically unlocked after about 15 min						

Call Asset Details

Asset ID:		Description:		Serial No:	
Product:	ADMIN	Description:	ADMIN	Network ID:	

Call Activity Log

OPEN Thu 10 February 2000 09:29 by uk079701 / HSH1 *Saved:* Thu 10 February 2000 09:31
New call taken by Lyndsey Elliot: logged at same time as 138 of today. One of the clerks tried to log on this morning - now locked out - user error.

Advice Thu 10 February 2000 09:32 by uk079701 / HSH1 *Saved:* Thu 10 February 2000 09:32
Navigated PM Julie Woolstonhulme through unlocking user. He has been serving on her id while they have been awaitning him being unlocked. Had to wait while he finished serving before I could relay advice. Once I had navigated PM to the correct icon - she informed me that it would not work then I asked how long ago he was locked out and she said 50mins - Informed her it will have automatically unlocked after about 15 mins. PM happy with this. Asked her to make sure he is slow and careful when logging back on.

CLOSE Thu 10 February 2000 09:37 by uk079701 / HSH1 *Saved:* Thu 10 February 2000 09:37
Call Close by Lyndsey Elliot: Once I had navigated PM to the correct icon - she informed me that it would not work then I asked how long ago he was locked out and she said 50mins - Informed her it will have automatically unlocked after about 15 mins. PM happy with this. Asked her to make sure he is slow and careful when logging back on. PMHTC.

MODIFY Thu 10 February 2000 10:30 by uk059697 / HSH1 *Saved:* Thu 10 February 2000 10:30
Call information modified by Sandra Jane Clegg Product ID: from 'eposs' to 'ADMIN' Prod. Descr.: from '' to 'ADMIN'

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POL00118219

HOME Pathway NR2 Archive4.0a on pwayweb01 PH4PatNR2 on STE09HSH05 patenqweb 21/06/00 ICL

Call E-0002100198

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Status:	Closed	Opened:	Thu 10 February 2000 10:09	Site:	153405
Severity:	1 D	Closed:	Thu 10 February 2000 10:12	Customer:	l039
Priority:	0			CSR/Team:	uk056389 / HSH1

Caller Details

Caller:	julie	Phone:	GRO	Site:	153405
Title:	PostMaster	Login:		Department:	
		Caller ID:		Location:	

Call Problem Details

Product Type:		Call Type:	X	ProbType:	XI05	Problem:	

Problem Text:	gateway - blue screen - restart and set recovery optiuons - crash debug - stop 0x0000000a (0x000000086 0x000000ff - the line to caller then went dead

Call Closure Details

Closed:	10/02/00 10:12	Cause:	CA1	Repair:	R08	Resolution:	RS08

Text:	Call Close by Nicola Platt: whilst taking details - line to caller went dead - call ok to close

Call Asset Details

Asset ID:		Description:		Serial No:	
Product:	Unknown Product	Description:	Unknown Product	Network ID:	

Call Activity Log

OPEN	Thu 10 February 2000 10:07 by uk056389 / HSH1 New call taken by Nicola Platt: gateway - blue screen - restart and set recovery optiuons - crash debug - stop 0x0000000a (0x000000086 0x000000ff - the line to caller then went dead	*Saved:* Thu 10 February 2000 10:09
Information	Thu 10 February 2000 10:12 by uk056389 / HSH1 whilst taking details - line to caller went dead	*Saved:* Thu 10 February 2000 10:12
CLOSE	Thu 10 February 2000 10:12 by uk056389 / HSH1 Call Close by Nicola Platt: whilst taking details - line to caller went dead - call ok to close	*Saved:* Thu 10 February 2000 10:12

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POL00118219

HOME Pathway NR2 Archive4.0a on pwayweb01 PH4PatNR2 on STE09HSH05 patenqweb 21/06/00 ICL

Call E-0002100219

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Status:	Closed	Opened:	Thu 10 February 2000 10:16	Site:	153405
Severity:	2 C	Closed:	Thu 10 February 2000 10:25	Customer:	l039
Priority:	0			CSR/Team:	uk064675 / HSH1

Caller Details

Caller:	Julie Walstonholm	Phone:	GRO	Site:	153405
Title:	PostMaster	Login:		Department:	
		Caller ID:		Location:	

Call Problem Details

Product Type:		Call Type:	S	ProbType:	SD02	Problem:	
Problem Text:	On the gateway the screen has gone blue with a message that starts Stop 0x0000000a.						

Call Closure Details

Closed:	10/02/00 10:25	Cause:	C22	Repair:	R09	Resolution:	RS08
Text:	Call Close by Stuart Bygrave: Blue screen and stop error message. Advised to reboot.						

Call Asset Details

Asset ID:		Description:		Serial No:	
Product:	EPOSS	Description:		Network ID:	

Call Activity Log

OPEN Thu 10 February 2000 10:13 by uk064675 / HSH1 *Saved:* Thu 10 February 2000 10:16
New call taken by Stuart Bygrave: On the gateway the screen has gone blue with a message that starts Stop 0x0000000a.

Advice Thu 10 February 2000 10:20 by uk064675 / HSH1 *Saved:* Thu 10 February 2000 10:20
Advised pm how to reboot the system.

CLOSE Thu 10 February 2000 10:25 by uk064675 / HSH1 *Saved:* Thu 10 February 2000 10:25
Call Close by Stuart Bygrave: Blue screen and stop error message. Advised to reboot.

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HOME Pathway NR2 Archive4.0a on pwayweb01 PH4PatNR2 on STE09HSH05 patenqweb 21/06/00 ICL

Call E-0002100289

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Status:	Closed	Opened:	Thu 10 February 2000 10:48	Site:	153405
Severity:	3 B	Closed:	Thu 10 February 2000 10:57	Customer:	I039
Priority:	0			CSR/Team:	uk066936 / HSH1

Caller Details

Caller:	Mrs Davlyn	Phone:	GRO	Site:	153405
Title:	HFSO	Login:		Department:	
		Caller ID:		Location:	

Call Problem Details

Product Type:		Call Type:	S	ProbType:	SD02	Problem:	

Problem Text:	Pm reports that the barcode scanner and the swipe card reader are not operational. Pm reports that a a clerk was entering a barcoded bt bill and she entered the amount and then she accidentally pressed the reciept key and it printed a reciept for a previous customer.

Call Closure Details

Closed:	10/02/00 10:57	Cause:	C21	Repair:	R04	Resolution:	RS08

Text:	Call Close by Matthew Taylor: Advised pm to print a ap report to see it the transaction has gone thru. it had not gone thru. they have the transaction details. advised pm Hard reboot counter 3. navigated pm thru rebooting.

Call Asset Details

Asset ID:		Description:	Serial No:
Product:	PATWAL3400BCR	Description:	Network ID:

Call Activity Log

OPEN Thu 10 February 2000 10:42 by uk066936 / HSH1 *Saved:* Thu 10 February 2000 10:48
New call taken by Matthew Taylor: Pm reports that the barcode scanner and the swipe card reader are not operational. Pm reports that a a clerk was entering a barcoded bt bill and she entered the amount and then she accidentally pressed the reciept key and it printed a reciept for a previous customer.

Advice Thu 10 February 2000 10:54 by uk066936 / HSH1 *Saved:* Thu 10 February 2000 10:54
Advised pm to print a ap report to see it the transaction has gone thru. it had not gone thru. they have the transaction details. advised pm Hard reboot counter 3. navigated pm thru rebooting.

CLOSE Thu 10 February 2000 10:57 by uk066936 / HSH1 *Saved:* Thu 10 February 2000 10:57
Call Close by Matthew Taylor: Advised pm to print a ap report to see it the transaction has gone thru. it had not gone thru. they have the transaction details. advised pm Hard reboot counter 3. navigated pm thru rebooting.

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HOME Pathway NR2 Archive4.0a on pwayweb01 PH4PatNR2 on STE09HSH05 patenqweb 21/06/00 ICL

Call E-0002100508

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Status:	Closed	Opened:	Thu 10 February 2000 13:00	Site:	153405
Severity:	3 B	Closed:	Thu 10 February 2000 13:03	Customer:	l039
Priority:	0			CSR/Team:	uk079782 / HSH1

Caller Details

Caller:	Mr Harrison	Phone:	GRO	Site:	153405
Title:	PostMaster	Login:		Department:	
		Caller ID:		Location:	

Call Problem Details

Product Type:		Call Type:	S	ProbType:	SD02	Problem:	
Problem Text:	PM was ringing to say that the system keeps on crashing and has STOP 0X0000000A message.						

Call Closure Details

Closed:	10/02/00 13:03	Cause:	C01	Repair:	R09	Resolution:	RS08
Text:	Call Close by Anthony Leddra: PM cut off due to bad line.						

Call Asset Details

Asset ID:		Description:		Serial No:	
Product:	WINNT	Description:	Windows NT	Network ID:	

Call Activity Log

OPEN Thu 10 February 2000 12:57 by uk079782 / HSH1 *Saved:* Thu 10 February 2000 13:00
New call taken by Anthony Leddra: PM was ringing to say that the system keeps on crashing and has STOP 0X0000000A message.

CLOSE Thu 10 February 2000 13:03 by uk079782 / HSH1 *Saved:* Thu 10 February 2000 13:03
Call Close by Anthony Leddra: PM cut off due to bad line.

MODIFY Thu 10 February 2000 13:15 by uk059697 / HSH1 *Saved:* Thu 10 February 2000 13:16
Call information modified by Sandra Jane Clegg Call Type: from 'H' to 'S' Product ID: from 'PATICLX365/400C' to 'WINNT' Prod. Descr.: from 'Standard Counter 400 - Live PO Sites' to 'Windows NT' Problem Type: from 'HD01' to 'SD02'

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HOME Pathway NR2 Archive4.0a on pwayweb01 PH4PatNR2 on STE09HSH05 patenqweb 21/06/00 ICL

Call E-0002100514

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Status:	Closed	Opened:	Thu 10 February 2000 13:04	Site:	153405
Severity:	2 C	Closed:	Thu 10 February 2000 13:11	Customer:	I039
Priority:	0			CSR/Team:	uk079964 / HSH1

Caller Details

Caller:	Mr Harrison	Phone:	GRO	Site:	153405
Title:	PostMaster	Login:		Department:	
		Caller ID:		Location:	

Call Problem Details

Product Type:		Call Type:	X	ProbType:	XI05	Problem:	
Problem Text:	PM called regarding the gateway crashing, he started telling me what was on the screen but the line cut off.						

Call Closure Details

Closed:	10/02/00 13:11	Cause:	C91	Repair:	R10	Resolution:	RS08
Text:	Call Close by Sangita Patel: PM got cut off.						

Call Asset Details

Asset ID:		Description:	Serial No:
Product:	Unknown Product	Description:	Network ID:

Call Activity Log

OPEN Thu 10 February 2000 12:57 by uk079964 / HSH1 *Saved:* Thu 10 February 2000 13:04
New call taken by Sangita Patel: PM called regarding the gateway crashing, he started telling me what was on the screen but the line cut off.

Advice Thu 10 February 2000 13:11 by uk079964 / HSH1 *Saved:* Thu 10 February 2000 13:11
Line cut off.

CLOSE Thu 10 February 2000 13:11 by uk079964 / HSH1 *Saved:* Thu 10 February 2000 13:11
Call Close by Sangita Patel: PM got cut off.

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HOME Pathway NR2 Archive4.0a on pwayweb01 PH4PatNR2 on STE09HSH05 patenqweb 21/06/00 ICL

Call E-0002100523

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Status:	Closed	Opened:	Thu 10 February 2000 13:09	Site:	153405
Severity:	3 B	Closed:	Thu 10 February 2000 15:07	Customer:	l039
Priority:	0			CSR/Team:	uk061356 / SMC1

Caller Details

Caller:	Mr Harrison	Phone:	GRO	Site:	153405
Title:	PostMaster	Login:		Department:	
		Caller ID:		Location:	

Call Problem Details

Product Type:		Call Type:	S	ProbType:	FE05	Problem:	

Problem Text: reporting gateway counter has blue screen message "stop..0x0000000a) 0x0000029b,0x000000ff,0x00000000,0x80846dc6" has already happened twice this morning and have rebooted system - happy to reboot again but would like the cause explaining/investigating.

Call Closure Details

Closed:	10/02/00 15:07	Cause:	C21	Repair:	R04	Resolution:	RS08

Text: Call Close by Anthony Obi: NT blue screen - counter re-booted problem resolved closure agreed.

Call Asset Details

Asset ID:		Description:		Serial No:	
Product:	EPOSS	Description:	EPOSS	Network ID:	

Call Activity Log

OPEN	Thu 10 February 2000 13:04 by uk066744 / HSH1	*Saved:* Thu 10 February 2000 13:09
	New call taken by Matthew Titcombe: reporting gateway counter has blue screen message "stop..0x0000000a) 0x0000029b,0x000000ff,0x00000000,0x80846dc6" has already happened twice this morning and have rebooted system - happy to reboot again but would like the cause explaining/investigating.	
OPEN_CALL_TS	Thu 10 February 2000 13:10 by uk066744 / HSH1	*Saved:* Thu 10 February 2000 13:10
	Open Calls Troubleshoot (Affected Site:153405)	
REASSIGN	Thu 10 February 2000 13:15 by uk066744 / HSH1	*Saved:* Thu 10 February 2000 13:15
	Call # E-0002100523 was Reassigned from Matthew Titcombe, Group HSH1 to Group SMC1 reassigning call for progression	
REASSIGN	Thu 10 February 2000 15:00 by UK061356 / SMC1	*Saved:* Thu 10 February 2000 15:00
	Call # E-0002100523 was Reassigned from Group SMC1 to Anthony Obi, Group SMC1	
Information	Thu 10 February 2000 15:01 by UK061356 / SMC1	*Saved:* Thu 10 February 2000 15:01
	Counter has been re-booted twice - it is now working fine. PM stated it has gone down 3 times since but as it is working now he agreed closure of call.	
CLOSE	Thu 10 February 2000 15:07 by uk061356 / SMC1	*Saved:* Thu 10 February 2000 15:07
	Call Close by Anthony Obi: NT blue screen - counter re-booted problem resolved closure agreed.	

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HOME Pathway NR2 Archive4.0a on pwayweb01 PH4PatNR2 on STE09HSH05 patenqweb 21/06/00 ICL

Call E-0002090461

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Status:	Closed	Opened:	Wed 09 February 2000 13:26	Site:	153405
Severity:	4 A	Closed:	Fri 11 February 2000 16:01	Customer:	I039
Priority:	90			CSR/Team:	uk056500 / path1

Caller Details

Caller:	Patsy at exel	Phone:	GRO	Site:	153405
Title:		Login:		Department:	
		Caller ID:		Location:	

Call Problem Details

Product Type:		Call Type:	Y	ProbType:	IM07	Problem:	
Problem Text:	153405 Cleveleys E-0002090461. Counter 3 stuck at 20%, 1113 error.						

Call Closure Details

Closed:	11/02/00 16:01	Cause:	C81	Repair:	R09	Resolution:	RS08
Text:	Call Close by Stuart Woodhouse: Call closed by SW						

Call Asset Details

Asset ID:		Description:		Serial No:	
Product:	unknown product	Description:	Unknown Product	Network ID:	

Call Activity Log

OPEN	Wed 09 February 2000 13:24 by EXL006 / EXEL	*Saved:* Wed 09 February 2000 13:26
	New call taken by Patsy Wing: 153405 Cleveleys E-0002090461. Counter 3 stuck at 20%, 1113 error.	
REASSIGN	Wed 09 February 2000 13:31 by EXL006 / EXEL	*Saved:* Wed 09 February 2000 13:32
	Call # E-0002090461 was Reassigned from Patsy Wing, Group EXEL to Group PATH1 Voiced Andrew at ROHD.	
REASSIGN	Wed 09 February 2000 13:38 by uk056140 / PATH1	*Saved:* Wed 09 February 2000 13:38
	Call # E-0002090461 was Reassigned from Group PATH1 to Group TVC routing for investigation	
Information	Wed 09 February 2000 13:39 by uk056140 / PATH1	*Saved:* Wed 09 February 2000 13:39
	have voiced GC@TVC to this call.	
REASSIGN	Wed 09 February 2000 13:43 by uk506480 / TVC	*Saved:* Wed 09 February 2000 13:44
	Call # E-0002090461 was Reassigned from Group TVC to Group PATH1 Please swop out counter 3.	
Information	Wed 09 February 2000 13:45 by uk056682 / PATH1	*Saved:* Wed 09 February 2000 13:45
	Passing over to Excel Swap authorised, Please pass call back for progression. Ian	
REASSIGN	Wed 09 February 2000 13:46 by uk056682 / PATH1	*Saved:* Wed 09 February 2000 13:46
	Call # E-0002090461 was Reassigned from Group PATH1 to Group EXEL	
Information	Wed 09 February 2000 13:53 by EXL001 / EXEL	*Saved:* Wed 09 February 2000 13:53
	Installer informed of swap out counter 3 - will send DOA no. when I get it.	
REASSIGN	Wed 09 February 2000 14:08 by EXL001 / EXEL	*Saved:* Wed 09 February 2000 14:09
	Call # E-0002090461 was Reassigned from Group EXEL to Group PATH1 DOA serial no: 000206404.	
REASSIGN	Wed 09 February 2000 14:44 by EXL006 / EXEL	*Saved:* Wed 09 February 2000 14:45
	Call # E-0002090461 was Reassigned from Group PATH1 to Group PATH1 Sorry wrong serial number of DOA was given. The correct one is 000206754.	
REASSIGN	Wed 09 February 2000 16:34 by uk056391 / PATH1	*Saved:* Wed 09 February 2000 16:34
	Call # E-0002090461 was Reassigned from Group PATH1 to Group TVC Routing to TVC for diagnosis and closure.	
information	Fri 11 February 2000 15:06 by uk079510 / TVC	*Saved:* Fri 11 February 2000 15:06
	Download error. To be recycled, Please close call.	
REASSIGN	Fri 11 February 2000 15:07 by uk079510 / TVC	*Saved:* Fri 11 February 2000 15:07
	Call # E-0002090461 was Reassigned from Group TVC to Group path1 Download error. To be recycled, Please close call.	
CLOSE	Fri 11 February 2000 16:01 by uk056500 / path1	*Saved:* Fri 11 February 2000 16:01
	Call Close by Stuart Woodhouse: Call closed by SW	

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POL00118219

HOME Pathway NR2 Archive4.0a on pwayweb01 PH4PatNR2 on STE09HSH05 patenqweb 21/06/00 ICL

Call E-0002190086

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Status:	Closed	Opened:	Sat 19 February 2000 09:57	Site:	153405
Severity:	2 C	Closed:	Sat 19 February 2000 10:00	Customer:	l039
Priority:	0			CSR/Team:	uk079783 / HSH1

Caller Details

Caller:	Mr Harrison	Phone:	GRO	Site:	153405
Title:	PostMaster	Login:		Department:	
		Caller ID:		Location:	

Call Problem Details

Product Type:	PT01	Call Type:	A	ProbType:	AD12	Problem:	
Problem Text:	A clerk has locked himself out of the system.						

Call Closure Details

Closed:	19/02/00 10:00	Cause:	C62	Repair:	R09	Resolution:	RS08
Text:	Call Close by Andrew Titman: PM happy with the advice and HTCC.						

Call Asset Details

Asset ID:		Description:		Serial No:	
Product:	ADMIN	Description:	ADMIN	Network ID:	

Call Activity Log

OPEN	Sat 19 February 2000 09:56 by uk079783 / HSH1	*Saved:* Sat 19 February 2000 09:57
	New call taken by Andrew Titman: A clerk has locked himself out of the system.	
Advice	Sat 19 February 2000 09:59 by uk079783 / HSH1	*Saved:* Sat 19 February 2000 09:59
	Advised the PM to go into admin, user, modify user and to unlock the account.	
CLOSE	Sat 19 February 2000 10:00 by uk079783 / HSH1	*Saved:* Sat 19 February 2000 10:00
	Call Close by Andrew Titman: PM happy with the advice and HTCC.	

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HOME Pathway NR2 Archive4.0a on pwayweb01 PH4PatNR2 on STE09HSH05 patenqweb 21/06/00 ICL

Call E-0002220353

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Status:	Closed	Opened:	Tue 22 February 2000 11:52	Site:	153405
Severity:	1 D	Closed:	Tue 22 February 2000 11:56	Customer:	l039
Priority:	0			CSR/Team:	uk079702 / HSH1

Caller Details

Caller:	Margaret	Phone:	GRO	Site:	153405
Title:	PostMaster	Login:		Department:	
		Caller ID:		Location:	

Call Problem Details

Product Type:	PT01	Call Type:	X	ProbType:	XI05	Problem:	
Problem Text:	PM is calling rprt that she has entered an incorrect amt onto the quantum machine						

Call Closure Details

Closed:	22/02/00 11:56	Cause:	CA1	Repair:	R09	Resolution:	RS08
Text:	Call Close by Jamie Lee: pmhtc.						

Call Asset Details

Asset ID:		Description:		Serial No:	
Product:	EPOSS	Description:	EPOSS	Network ID:	

Call Activity Log

OPEN Tue 22 February 2000 11:47 by uk079702 / HSH1 *Saved:* Tue 22 February 2000 11:52
New call taken by Jamie Lee: PM is calling rprt that she has entered an incorrect amt onto the quantum machine
CLOSE Tue 22 February 2000 11:56 by uk079702 / HSH1 *Saved:* Tue 22 February 2000 11:56
Call Close by Jamie Lee: pmhtc.

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POL00118219

HOME Pathway NR2 Archive4.0a on pwayweb01 PH4PatNR2 on STE09HSH05 patenqweb 21/06/00 ICL

Call E-0002241008

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Status:	Closed	Opened:	Thu 24 February 2000 15:59	Site:	153405
Severity:	2 C	Closed:	Thu 24 February 2000 16:01	Customer:	I039
Priority:	0			CSR/Team:	uk079868 / HSH1

Caller Details

Caller:	mr harrison	Phone:	GRO	Site:	153405
Title:	PostMaster	Login:		Department:	
		Caller ID:		Location:	

Call Problem Details

Product Type:		Call Type:	A	ProbType:	AD14	Problem:	
Problem Text:	pm has a problem						

Call Closure Details

Closed:	24/02/00 16:01	Cause:	C41	Repair:	R09	Resolution:	RS08
Text:	Call Close by Nicola Harrison: pm happy to close the call,						

Call Asset Details

Asset ID:		Description:		Serial No:
Product:	PATICLX365/400B	Description:	Multi Counter Gateway 400 - Live PO Sites	Network ID:

Call Activity Log

OPEN	Thu 24 February 2000 15:57 by uk079868 / HSH1 New call taken by Nicola Harrison: pm has a problem	*Saved:* Thu 24 February 2000 15:59
OPEN_CALL_TS	Thu 24 February 2000 15:59 by uk079868 / HSH1 Open Calls Troubleshoot (Affected Site:153405)	*Saved:* Thu 24 February 2000 15:59
Advice	Thu 24 February 2000 16:00 by uk079868 / HSH1 pm is advising us that he has re...booted the system and that it is working ok now.	*Saved:* Thu 24 February 2000 16:00
CLOSE	Thu 24 February 2000 16:01 by uk079868 / HSH1 Call Close by Nicola Harrison: pm happy to close the call,	*Saved:* Thu 24 February 2000 16:01
MODIFY	Thu 24 February 2000 18:55 by uk059697 / HSH1 Call information modified by Sandra Jane Clegg Call Type: from 'O' to 'A' Product ID: from 'EPOSS' to 'PATICLX365/400B' Prod. Descr.: from 'EPOSS' to 'PATICLX365/400B' Problem Type: from 'FE09' to 'AD14' Product Type: from 'PT01' to ''	*Saved:* Thu 24 February 2000 18:55

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HOME Pathway NR2 Archive4.0a on pwayweb01 PH4PatNR2 on STE09HSH05 patenqweb 21/06/00 ICL

Call E-0002290031

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Status:	Closed	Opened:	Tue 29 February 2000 08:49	Site:	153405
Severity:	2 C	Closed:	Tue 29 February 2000 08:53	Customer:	l039
Priority:	0			CSR/Team:	uk079939 / HSH1

Caller Details

Caller:	Mr Harrison	Phone:	GRO	Site:	153405
Title:	PostMaster	Login:		Department:	
		Caller ID:		Location:	

Call Problem Details

Product Type:		Call Type:	S	ProbType:	SD02	Problem:	
Problem Text:	Gateway has on screen 00000000A						

Call Closure Details

Closed:	29/02/00 08:53	Cause:	C22	Repair:	R04	Resolution:	RS08
Text:	Call Close by Paul Fitzpatrick: PMHTCC						

Call Asset Details

Asset ID:		Description:		Serial No:	
Product:	EPOSS	Description:	EPOSS	Network ID:	

Call Activity Log

OPEN	Tue 29 February 2000 08:45 by uk079939 / HSH1	*Saved:* Tue 29 February 2000 08:49
	New call taken by Paul Fitzpatrick: Gateway has on screen 00000000A	
Advice	Tue 29 February 2000 08:52 by uk079939 / HSH1	*Saved:* Tue 29 February 2000 08:52
	Advised a re-boot of the gateway	
CLOSE	Tue 29 February 2000 08:53 by uk079939 / HSH1	*Saved:* Tue 29 February 2000 08:53
	Call Close by Paul Fitzpatrick: PMHTCC	
MODIFY	Tue 29 February 2000 09:32 by uk059697 / HSH1	*Saved:* Tue 29 February 2000 09:33
	Call information modified by Sandra Jane Clegg Call Type: from 'A' to 'S' Cause: from 'C62' to 'C22' Product ID: from 'Eposs' to 'EPOSS' Severity: from '1' to '2' Prod. Descr.: from '' to 'EPOSS' ...etc.	

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HOME Pathway NR2 Archive4.0a on pwayweb01 PH4PatNR2 on STE09HSH05 patenqweb 21/06/00 ICL

Call E-0002240009

Remarks

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Status:	Closed	Opened:	Thu 24 February 2000 08:05	Site:	153405
Severity:	3 B	Closed:	Wed 01 March 2000 18:17	Customer:	I039
Priority:	0			CSR/Team:	uk059303 / SMC1

Caller Details

Caller:	Mrs Tagg	Phone:	GRO	Site:	153405
Title:	RNM	Login:		Department:	
		Caller ID:		Location:	

Call Problem Details

Product Type:		Call Type:	S	ProbType:	SD02	Problem:	

Problem Text: Couldn't print due to a session being suspended last night, has rolled su & the office into the next week. Rebooted to clear the problem.

Call Closure Details

Closed:	01/03/00 18:17	Cause:	C22	Repair:	R08	Resolution:	RS08

Text: Call Close by Dave Smith: Engineer is going to site to swap out the counter anyway and PM has agreed closure of this call.

Call Asset Details

Asset ID:		Description:		Serial No:	
Product:	EPOSS	Description:		Network ID:	

Call Activity Log

OPEN	Thu 24 February 2000 08:02 by uk066862 / HSH1	*Saved:* Thu 24 February 2000 08:05
	New call taken by Andrew Abernethy: Couldn't print due to a session being suspended last night, has rolled su & the office into the next week. Rebooted to clear the problem.	
OPEN_CALL_TS	Thu 24 February 2000 08:06 by uk066862 / HSH1	*Saved:* Thu 24 February 2000 08:06
	Open Calls Troubleshoot (Affected Site:153405)	
Advice	Thu 24 February 2000 08:08 by uk066862 / HSH1	*Saved:* Thu 24 February 2000 08:08
	She would like this investigated as the gateway needs rebooting about 3 or 4 times a week as it keeps freezing....can't touch anything on the screen (no hour glass spinning).	
REASSIGN	Thu 24 February 2000 08:10 by uk066862 / HSH1	*Saved:* Thu 24 February 2000 08:11
	Call # E-0002240009 was Reassigned from Andrew Abernethy, Group HSH1 to Group SMC1 Reassigned for investigation.	
Information	Thu 24 February 2000 16:12 by UK061824 / SMC1	*Saved:* Thu 24 February 2000 16:12
	forwarding for investiagtion - Event Logs obtained (26801), counter has current prod list.	
REASSIGN	Thu 24 February 2000 16:15 by UK061824 / SMC1	*Saved:* Thu 24 February 2000 16:16
	Call # E-0002240009 was Reassigned from Group SMC1 to Group EDSC1 for investigation	
Repeat Call	Fri 25 February 2000 17:11 by uk080011 / HSH1	*Saved:* Fri 25 February 2000 17:11
	PM is still having problems with the gateway. PM called to advise that the magnetic card reader and the barcode stopped working today. Pm solved the problem by logging out then logging back into the system. Pm cannot remember what the magnetic card was but the barcoded bill was a BT bill. PM also informed me that the gateway was rebooted yesterday, and twice on wednesday (screen froze - no egg timer movement - during a balancing)	
Advice	Fri 25 February 2000 17:16 by uk080011 / HSH1	*Saved:* Fri 25 February 2000 17:16
	Advised PM this matter was with third line support now and someone will get back in touch with him	
UPDATE	Fri 25 February 2000 17:16 by PINICL /	*Saved:* Fri 25 February 2000 17:16
	By Catherine Obeng at 25-feb-2000 17:17:00 Category 40 - Incident Under Investigation The PM confirmed to me that the system turns to hang they the are trying to print a Giro Report. Further analysis will be carried out next week.	
UPDATE	Wed 01 March 2000 14:08 by PINICL /	*Saved:* Wed 01 March 2000 14:08
	By Catherine Obeng at 01-mar-2000 14:06:00 Category 40 - Incident Under Investigation I spoke to Julie and told her that I will be ringing her back at 5:30 when they are doing their CA so that I can collect PSTAT info from counter 1 for analysis.	
OTI_CLOSE	Wed 01 March 2000 17:53 by PINICL /	*Saved:* Wed 01 March 2000 17:53
	NO TRANSACTION DATE AND TIME WAS PROVIDED FOR THIS ACTION USING CURRENT DATE AND TIME By Catherine Obeng at 01-mar-2000 17:53:00 Category 96 - Insufficient evidence I called the office to advise that I was about to run a PSTAT at counter 1 to collect more evidence about the slowness of counter 1. But the PM told me that she has had an Engineer on site to swap counter 1 base unit, that swap did not work and so the Engineer is gone away to get a second box. To that effect, I advised her that I would close this call to which she agreed.	
REASSIGN	Wed 01 March 2000 17:53 by PINICL /	*Saved:* Wed 01 March 2000 17:53
	OTI monitor reassigned this call from PINICL to UK061824 (SMC1)	
OPEN_CALL_TS	Wed 01 March 2000 18:16 by uk059303 / SMC1	*Saved:* Wed 01 March 2000 18:16
	Open Calls Troubleshoot (Affected Site:153405)	

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REASSIGN	Wed 01 March 2000 18:16 by uk059303 / SMC1	*Saved:* Wed 01 March 2000 18:17
	Call # E-0002240009 was Reassigned from Mark Foster, Group SMC1 to Dave Smith, Group SMC1 Re-Assigning for closure.	
CLOSE	Wed 01 March 2000 18:17 by uk059303 / SMC1	*Saved:* Wed 01 March 2000 18:17
	Call Close by Dave Smith: Engineer is going to site to swap out the counter anyway and PM has agreed closure of this call.	

This call has remarks

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HOME Pathway NR2 Archive4.0a on pwayweb01 PH4PatNR2 on STE09HSH05 patenqweb 21/06/00 ICL

Call E-0003010031

Remarks

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Status:	Closed	Opened:	Wed 01 March 2000 08:37	Site:	153405
Severity:	3 B	Closed:	Thu 02 March 2000 16:17	Customer:	l039
Priority:	0			CSR/Team:	uk061815 / SMC1

Caller Details

Caller:	Mr Harrison	Phone:	GRO	Site:	153405
Title:	PostMaster	Login:		Department:	
		Caller ID:		Location:	

Call Problem Details

Product Type:		Call Type:	H	ProbType:	HD01	Problem:	

Problem Text: PM is having problems with gateway - PM has come in this morning, and it has bluescreen with a Stop code ending with 0x00..0A. PM has now reboot.

Call Closure Details

Closed:	02/03/00 16:17	Cause:	failure	Repair:	821	Resolution:	RS10

Text: Call Close by Daniel Sales: ** [No Remark entered.] Call closure code of failure and repair code 821

Call Asset Details

Asset ID:	1534051	Description:	Multi Counter Gateway 400 - Live PO Sites	Serial No:	79503CY
Product:	PATICLX365/400B	Description:	Multi Counter Gateway 400 - Live PO Sites	Network ID:	

Call Activity Log

OPEN Wed 01 March 2000 08:35 by uk080012 / HSH1 *Saved:* Wed 01 March 2000 08:37
New call taken by Simon Gavin: PM is having problems with gateway - PM has come in this morning, and it has bluescreen with a Stop code ending with 0x00..0A. PM has now reboot.

Information Wed 01 March 2000 08:40 by uk080012 / HSH1 *Saved:* Wed 01 March 2000 08:40
This is not the find time it has happened, the last time being yesterday.

REASSIGN Wed 01 March 2000 08:41 by uk080012 / HSH1 *Saved:* Wed 01 March 2000 08:41
Call # E-0003010031 was Reassigned from Simon Gavin, Group HSH1 to Group SMC1 re-assigning to SMC as this is a re-occuring problem for this counter.

MODIFY Wed 01 March 2000 09:02 by uk059697 / HSH1 *Saved:* Wed 01 March 2000 09:02
Call information modified by Sandra Jane Clegg Problem Type: from 'SC05' to 'SD01'

Advice Wed 01 March 2000 10:55 by uk080007 / HSH1 *Saved:* Wed 01 March 2000 10:55
pm reporting that the gateway has crashed again whilst taking a pension. message ***stop 0x00000000a. as pm has already rebooted advised pm that I would contact smc. before advising a reboot. pm has already turned gateway off. tried twice to get through to smc but no answer therefore advised pm off reference no. and that I would re assign the call.

REASSIGN Wed 01 March 2000 11:00 by uk080007 / HSH1 *Saved:* Wed 01 March 2000 11:01
Call # E-0003010031 was Reassigned from Group SMC1 to Group SMC1 re assigning for further investigation

Repeat Call Wed 01 March 2000 13:36 by uk080012 / HSH1 *Saved:* Wed 01 March 2000 13:36
PM is ringing back re: the same the problem. Hasn't happened again, but PM is still waiting for some kind of answer. Voiced SMC for make them aware of the problem.

REASSIGN Wed 01 March 2000 13:42 by uk059133 / SMC1 *Saved:* Wed 01 March 2000 13:42
Call # E-0003010031 was Reassigned from Group SMC1 to Seema Shah, Group SMC1

Information Wed 01 March 2000 13:42 by uk059133 / SMC1 *Saved:* Wed 01 March 2000 13:42
Searched the KEL under RColeman2040M.htm- software last sent was 15th Feb. Contacted Richard and he advised a Base unit swap as this has happened a few times today

Information Wed 01 March 2000 13:43 by uk059133 / SMC1 *Saved:* Wed 01 March 2000 13:43
Tried to contact PM but the line is engaged.

Information Wed 01 March 2000 13:52 by uk059133 / SMC1 *Saved:* Wed 01 March 2000 13:52
Wednesday 9-5.30pm. Thursday 9-5.30pm. Clerk advised that they would like an engineer this afternoon if possible.

MODIFY Wed 01 March 2000 13:44 by uk059133 / SMC1 *Saved:* Wed 01 March 2000 13:54
Call information modified by Seema Shah Call Type: from 'S' to 'H' Product ID: from 'EPOSS' to 'PATICLX365/400B' Revision: Serial #: to '79503CY' Tag: to '1534051' Item Descr.: Prod. Descr.: from 'EPOSS' ...etc.

Information Wed 01 March 2000 13:55 by uk059133 / SMC1 *Saved:* Wed 01 March 2000 13:55
Recommend engineer to swap base unit.

REASSIGN Wed 01 March 2000 13:55 by uk059133 / SMC1 *Saved:* Wed 01 March 2000 13:55
Call # E-0003010031 was Reassigned from Seema Shah, Group SMC1 to Group UKSS1

REASSIGN Wed 01 March 2000 14:00 by Dispatch 1 / *Saved:* Wed 01 March 2000 13:59
The projected arrival date for engineer 051286 is 01-03-2000 15:00:00 Engineer 051286 allocated

UPDATE Wed 01 March 2000 14:06 by Dispatch 1 / *Saved:* Wed 01 March 2000 14:05
Engineer 051286 despatched to site at 01-03-2000 14:04:00 ** [No Remark entered.]

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UPDATE	Wed 01 March 2000 15:32 by Dispatch 1 /	*Saved:* Wed 01 March 2000 15:32
	Engineer 051286 arrived on site at 01-03-2000 15:27:00 ** [Engineer 051286 Logged On.]	
UPDATE	Wed 01 March 2000 16:38 by Dispatch 1 /	*Saved:* Wed 01 March 2000 16:38
	Engineer 053315 allocated	
SUSPEND	Wed 01 March 2000 17:50 by UK052525 / UKSS2	*Saved:* Wed 01 March 2000 17:50
	Call suspended by Jayne Drew SUSPENDING PENDING UPDATE ENG STILL ON SITE	
REASSIGN	Thu 02 March 2000 08:30 by Dispatch 1 /	*Saved:* Thu 02 March 2000 08:29
	The projected arrival date for engineer 051286 is 02-03-2000 11:30:00 Engineer 051286 allocated	
UPDATE	Thu 02 March 2000 08:40 by Dispatch 1 /	*Saved:* Thu 02 March 2000 08:38
	Engineer 064008 allocated	
RELEASE	Thu 02 March 2000 08:35 by uk053128 / UKSS2	*Saved:* Thu 02 March 2000 08:36
	Call released by S. Bothick: releasing for engineer visit. engineer attended 01/03 and had a fof base. PM has requested we go back in 11.30am today.	
REASSIGN	Thu 02 March 2000 10:01 by Dispatch 1 /	*Saved:* Thu 02 March 2000 10:01
	The projected arrival date for engineer 051286 is 02-03-2000 11:25:00 Engineer 051286 allocated	
UPDATE	Thu 02 March 2000 10:15 by Dispatch 1 /	*Saved:* Thu 02 March 2000 10:13
	Engineer 051286 despatched to site at 02-03-2000 10:05:00 ** [No Remark entered.]	
UPDATE	Thu 02 March 2000 11:40 by Dispatch 1 /	*Saved:* Thu 02 March 2000 11:40
	Engineer 051286 arrived on site at 02-03-2000 11:35:00 ** [Engineer 051286 Logged On.]	
ENG VISIT	Thu 02 March 2000 11:30 by 051286 / ENGINEERS	*Saved:* Thu 02 March 2000 12:30
	** [No Remark entered.] Call closure code of failure and repair code 821	
REASSIGN	Thu 02 March 2000 13:39 by Dispatch 1 /	*Saved:* Thu 02 March 2000 13:39
	OTI monitor reassigned this call from Dispatch 1 to uk059133 (SMC1)	
CLOSE	Thu 02 March 2000 16:17 by uk061815 / SMC1	*Saved:* Thu 02 March 2000 16:17
	Call Close by Daniel Sales: ** [No Remark entered.] Call closure code of failure and repair code 821	

This call has remarks

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HOME Pathway NR2 Archive4.0a on pwayweb01 PH4PatNR2 on STE09HSH05 patenqweb 21/06/00 ICL

Call E-0003030294

Remarks

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Status:	Closed	Opened:	Fri 03 March 2000 10:58	Site:	153405
Severity:	2 C	Closed:	Fri 03 March 2000 12:17	Customer:	I039
Priority:	0			CSR/Team:	uk079674 / HSH1

Caller Details

Caller:	Shelley Hatch	Phone:	GRO	Site:	153405
Title:	TSA	Login:		Department:	
		Caller ID:		Location:	

Call Problem Details

Product Type:		Call Type:	H	ProbType:	HD01	Problem:	
Problem Text:	Call being raised off E-0001310595, as requested, gateway workstation needs to be swapped out.						

Call Closure Details

Closed:	03/03/00 12:17	Cause:	C04	Repair:	R04	Resolution:	RS10
Text:	Call Close by Shelley Hatch: pm rebooted following engineer visit.call can be closed-gateway is now operational.						

Call Asset Details

Asset ID:	1534054	Description:	Standard Counter 400 - Live PO Sites	Serial No:	79499YJ
Product:	PATICLX365/400C	Description:	Standard Counter 400 - Live PO Sites	Network ID:	

Call Activity Log

OPEN	Fri 03 March 2000 10:56 by uk079674 / HSH1	*Saved:* Fri 03 March 2000 10:58
	New call taken by Shelley Hatch: Call being raised off E-0001310595, as requested, gateway workstation needs to be swapped out.	
Advice	Fri 03 March 2000 11:02 by uk079674 / HSH1	*Saved:* Fri 03 March 2000 11:02
	gateway has been swapped out previously and has crashed again since.	
Recommend	Fri 03 March 2000 11:03 by uk079674 / HSH1	*Saved:* Fri 03 March 2000 11:03
	Please swap base unit out-	
REASSIGN	Fri 03 March 2000 11:04 by uk079674 / HSH1	*Saved:* Fri 03 March 2000 11:04
	Call # E-0003030294 was Reassigned from Shelley Hatch, Group HSH1 to Group UKSS1 reassigning for engineer visit.	
REASSIGN	Fri 03 March 2000 11:13 by Dispatch 1 /	*Saved:* Fri 03 March 2000 11:10
	The projected arrival date for engineer 064008 is 03-03-2000 11:15:00 Engineer 064008 allocated	
UPDATE	Fri 03 March 2000 11:22 by Dispatch 1 /	*Saved:* Fri 03 March 2000 11:19
	Engineer 064008 despatched to site at 03-03-2000 11:19:00 ** [No Remark entered.]	
UPDATE	Fri 03 March 2000 11:35 by Dispatch 1 /	*Saved:* Fri 03 March 2000 11:32
	Engineer 064008 arrived on site at 03-03-2000 11:32:00 ** [Engineer 064008 Logged On.]	
OPEN_CALL_TS	Fri 03 March 2000 11:48 by UK061824 / SMC1	*Saved:* Fri 03 March 2000 11:52
	Open Calls Troubleshoot (Affected Site:153405)	
UPDATE	Fri 03 March 2000 12:08 by Dispatch 1 /	*Saved:* Fri 03 March 2000 12:07
	counter working fine after reboot spoke to mark at smc , health check completed.	
UPDATE	Fri 03 March 2000 12:09 by Dispatch 1 /	*Saved:* Fri 03 March 2000 12:07
	Work completed	
ENG VISIT	Fri 03 March 2000 11:32 by 064008 / ENGINEERS	*Saved:* Fri 03 March 2000 12:02
	counter working fine after reboot spoke to mark at smc , health check completed. Call closure code of completed and repair code 827	
REASSIGN	Fri 03 March 2000 12:07 by Dispatch 1 /	*Saved:* Fri 03 March 2000 12:07
	OTI monitor reassigned this call from Dispatch 1 to uk079674 (HSH1)	
CLOSE	Fri 03 March 2000 12:17 by uk079674 / HSH1	*Saved:* Fri 03 March 2000 12:17
	Call Close by Shelley Hatch: pm rebooted following engineer visit.call can be closed-gateway is now operational.	

This call has remarks

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HOME Pathway NR2 Archive4.0a on pwayweb01 PH4PatNR2 on STE09HSH05 patenqweb 21/06/00 ICL

Call E-0003030407

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Status:	Closed	Opened:	Fri 03 March 2000 11:35	Site:	153405
Severity:	3 B	Closed:	Fri 03 March 2000 11:40	Customer:	l039
Priority:	0			CSR/Team:	uk035390 / HSH1

Caller Details

Caller:	Roger Harrison	Phone:	GRO	Site:	153405
Title:	PostMaster	Login:		Department:	
		Caller ID:		Location:	

Call Problem Details

Product Type:		Call Type:	S	ProbType:	SD02	Problem:	

Problem Text:	Through the transaction and the screen has frozen . and the screen went dead he was entering the OBS foils received in when this screen . The right hand bank had now frozen and the PM is not able to clear the screen.

Call Closure Details

Closed:	03/03/00 11:40	Cause:	C22	Repair:	R09	Resolution:	RS08

Text:	Call Close by Pamela Coe: PM will reboot as advised and call back if the problem persists call can now be closed

Call Asset Details

Asset ID:		Description:		Serial No.	
Product:	EPOSS	Description:		Network ID:	

Call Activity Log

OPEN Fri 03 March 2000 11:31 by uk035390 / HSH1 *Saved:* Fri 03 March 2000 11:35
New call taken by Pamela Coe: Through the transaction and the screen has frozen . and the screen went dead he was entering the OBS foils received in when this screen . The right hand bank had now frozen and the PM is not able to clear the screen.

Advice Fri 03 March 2000 11:39 by uk035390 / HSH1 *Saved:* Fri 03 March 2000 11:39
I advised the PM that he would need to reboot as this has been like this for at least 1/2 hour , He was happy top do this on his own, Will call back if nessasary

CLOSE Fri 03 March 2000 11:40 by uk035390 / HSH1 *Saved:* Fri 03 March 2000 11:40
Call Close by Pamela Coe: PM will reboot as advised and call back if the problem persists call can now be closed

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HOME Pathway NR2 Archive4.0a on pwayweb01 PH4PatNR2 on STE09HSH05 patenqweb 21/06/00 ICL

Call E-0003040085

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Status:	Closed	Opened:	Sat 04 March 2000 09:43	Site:	153405
Severity:	2 C	Closed:	Sat 04 March 2000 09:45	Customer:	I039
Priority:	0			CSR/Team:	uk059368 / HSH1

Caller Details

Caller:	Mr M A Jackson	Phone:	GRO	Site:	153405
Title:		Login:		Department:	
		Caller ID:		Location:	

Call Problem Details

Product Type:	PT01	Call Type:	A	ProbType:	AD12	Problem:	
Problem Text:	PM cannot see anything on the screen.						

Call Closure Details

Closed:	04/03/00 09:45	Cause:	C62	Repair:	R09	Resolution:	RS08
Text:	Call Close by David John Flood: This call can now be closed as the problem has been resolved.						

Call Asset Details

Asset ID:		Description:		Serial No:	
Product:	EPOSS	Description:	EPOSS	Network ID:	

Call Activity Log

OPEN Sat 04 March 2000 09:41 by uk059368 / HSH1 *Saved:* Sat 04 March 2000 09:43
New call taken by David John Flood: PM cannot see anything on the screen.

Advice Sat 04 March 2000 09:44 by uk059368 / HSH1 *Saved:* Sat 04 March 2000 09:44
Advised the PM to press the spacebar in case of system in powersave mode. This didnt work. Asked the colour of all lights on kit. Monitor=orange, keyboard=no light, Base=no light.

Advice Sat 04 March 2000 09:45 by uk059368 / HSH1 *Saved:* Sat 04 March 2000 09:45
Advised the PM to switch the base on, and get her PMM card and PIN. System now booting up, and all seems OK.

CLOSE Sat 04 March 2000 09:45 by uk059368 / HSH1 *Saved:* Sat 04 March 2000 09:45
Call Close by David John Flood: This call can now be closed as the problem has been resolved.

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HOME Pathway NR2 Archive4.0a on pwayweb01 PH4PatNR2 on STE09HSH05 patenqweb 21/06/00 ICL

Call E-0003070610

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Status:	Closed	Opened:	Tue 07 March 2000 13:00	Site:	153405
Severity:	3 B	Closed:	Tue 07 March 2000 13:05	Customer:	l039
Priority:	0			CSR/Team:	uk080011 / HSH1

Caller Details

Caller:	Julie Wolstenholme	Phone:	GRO	Site:	153405
Title:	PostMaster	Login:		Department:	
		Caller ID:		Location:	

Call Problem Details

Product Type:	PT01	Call Type:	S	ProbType:	SD02	Problem:	
Problem Text:	Screen has frozen twice (prior to that Clerk was just serving a customer) - Clerk had items in the stack but nothing happened. Keyboard was unresponsive too. Clerk logged back in and was instantly in the engineer screen.						

Call Closure Details

Closed:	07/03/00 13:05	Cause:	C22	Repair:	R09	Resolution	RS08
Text:	Call Close by Sayeed Master: PMHTC						

Call Asset Details

Asset ID:		Description:		Serial No:	
Product:	EPOSS	Description:	EPOSS	Network ID:	

Call Activity Log

OPEN	Tue 07 March 2000 12:56 by uk080011 / HSH1	*Saved:* Tue 07 March 2000 13:00
	New call taken by Sayeed Master: Screen has frozen twice (prior to that Clerk was just serving a customer) - Clerk had items in the stack but nothing happened. Keyboard was unresponsive too. Clerk logged back in and was instantly in the engineer screen.	
Information	Tue 07 March 2000 13:04 by uk080011 / HSH1	*Saved:* Tue 07 March 2000 13:04
	previous to this the screen has been ok. sytem is working fine now. Hasn't crashed at all.	
CLOSE	Tue 07 March 2000 13:05 by uk080011 / HSH1	*Saved:* Tue 07 March 2000 13:05
	Call Close by Sayeed Master: PMHTC	

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HOME Pathway NR2 Archive4.0a on pwayweb01 PH4PatNR2 on STE09HSH05 patenqweb 21/06/00 ICL

Call E-0003080446

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Status:	Closed	Opened:	Wed 08 March 2000 11:54	Site:	153405
Severity:	2 C	Closed:	Wed 08 March 2000 11:56	Customer:	I039
Priority:	0			CSR/Team:	UK061916 / HSH1

Caller Details

Caller:	Mr M A Jackson	Phone:	GRO	Site:	153405
Title:		Login:		Department:	
		Caller ID:		Location:	

Call Problem Details

Product Type:		Call Type:	X	ProbType:	XI05	Problem:	
Problem Text:	Avril Kirkby Clerk rang to say customer applying for british passport because she's Polish but born on USSR. Wants to know about procedural issue with this.						

Call Closure Details

Closed:	08/03/00 11:56	Cause:	CA1	Repair:	R58	Resolution:	RS08
Text:	Call Close by Russell King: Caller ADVISED to contact NBSC - call closed						

Call Asset Details

Asset ID:		Description:	Serial No:
Product:	Unknown Product	Description:	Network ID:

Call Activity Log

OPEN	Wed 08 March 2000 11:52 by UK061916 / HSH1	*Saved:* Wed 08 March 2000 11:54
	New call taken by Russell King: Avril Kirkby Clerk rang to say customer applying for british passport because she's Polish but born on USSR. Wants to know about procedural issue with this.	
OPEN_CALL_TS	Wed 08 March 2000 11:54 by UK061916 / HSH1	*Saved:* Wed 08 March 2000 11:54
	Open Calls Troubleshoot (Affected Site:153405)	
Information	Wed 08 March 2000 11:55 by UK061916 / HSH1	*Saved:* Wed 08 March 2000 11:55
	Referred her to NBSC as is purely PO procedural issue.	
CLOSE	Wed 08 March 2000 11:56 by UK061916 / HSH1	*Saved:* Wed 08 March 2000 11:56
	Call Close by Russell King: Caller ADVISED to contact NBSC - call closed	

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HOME Pathway NR2 Archive4.0a on pwayweb01 PH4PatNR2 on STE09HSH05 patenqweb 21/06/00 ICL

Call E-0003080691

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Status:	Closed	Opened:	Wed 08 March 2000 13:40	Site:	153405
Severity:	2 C	Closed:	Wed 08 March 2000 13:47	Customer:	I039
Priority:	0			CSR/Team:	uk080098 / HSH1

Caller Details

Caller:	mrs wolstenholme	Phone:	GRO	Site:	153405
Title:	manager	Login:		Department:	
		Caller ID:		Location:	

Call Problem Details

Product Type:		Call Type:	X	ProbType:	XI05	Problem:	
Problem Text:	home care £3.00 blackpool home help stamps,ni icon to put them into system						

Call Closure Details

Closed:	08/03/00 13:47	Cause:	CA1	Repair:	R09	Resolution:	RS08
Text:	Call Close by Gaynor Smith: pmhtcc						

Call Asset Details

Asset ID:		Description:		Serial No:	
Product:	Unknown Product	Description:	Unknown Product	Network ID:	

Call Activity Log

OPEN	Wed 08 March 2000 13:36 by uk080098 / HSH1	*Saved:* Wed 08 March 2000 13:40
	New call taken by Gaynor Smith: home care £3.00 blackpool home help stamps,ni icon to put them into system	
OPEN_CALL_TS	Wed 08 March 2000 13:45 by uk080098 / HSH1	*Saved:* Wed 08 March 2000 13:45
	Open Calls Troubleshoot (Affected Site:153405)	
Advice	Wed 08 March 2000 13:46 by uk080098 / HSH1	*Saved:* Wed 08 March 2000 13:46
	advsd to ring nbsc as icon never there before and new items cannot be remmed in	
MODIFY	Wed 08 March 2000 13:46 by uk080098 / HSH1	*Saved:* Wed 08 March 2000 13:47
	Call information modified by Gaynor Smith Call Type: from 'A' to 'X' Product ID: from 'EPOSS' to 'Unknown Product' Prod. Descr.: from 'EPOSS' to 'Unknown Product' Problem Type: from 'AD03' to 'XI05' ...etc.	
CLOSE	Wed 08 March 2000 13:47 by uk080098 / HSH1	*Saved:* Wed 08 March 2000 13:47
	Call Close by Gaynor Smith: pmhtcc	

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HOME Pathway NR2 Archive4.0a on pwayweb01 PH4PatNR2 on STE09HSH05 patenqweb 21/06/00 ICL

Call E-0003082022

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Status:	Closed	Opened:	Wed 08 March 2000 21:02	Site:	153405
Severity:	2 C	Closed:	Wed 08 March 2000 21:49	Customer:	l039
Priority:	0			CSR/Team:	uk058804 / SMC1

Caller Details

Caller:	Mr Harrison	Phone:	GRO	Site:	153405
Title:	PostMaster	Login:		Department:	
		Caller ID:		Location:	

Call Problem Details

Product Type:		Call Type:	S	ProbType:	FE05	Problem:	

Problem Text:	Pm has had the system busy icon on for approx 10minutes. Pm was trying to preview the balance report, so pm can rollover. Pm complains that on every screen he has tried working on has had the system busy icon on, for approx 15 minutes at a time.

Call Closure Details

Closed:	08/03/00 21:49	Cause:	C21	Repair:	R21	Resolution:	RS08
Text:	Call Close by Santokh Chahal: PM is happy for incident closure.						

Call Asset Details

Asset ID:		Description:	Serial No:
Product:	PATICLX365/400B	Description:	Network ID:

Call Activity Log

OPEN	Wed 08 March 2000 20:58 by uk080013 / HSH1	*Saved:* Wed 08 March 2000 21:02
	New call taken by Jiten Jagatia: Pm has had the system busy icon on for approx 10minutes. Pm was trying to preview the balance report, so pm can rollover. Pm complains that on every screen he has tried working on has had the system busy icon on, for approx 15 minutes at a time.	
OPEN_CALL_TS	Wed 08 March 2000 21:02 by uk080013 / HSH1	*Saved:* Wed 08 March 2000 21:02
	Open Calls Troubleshoot (Affected Site:153405)	
Information	Wed 08 March 2000 21:05 by uk080013 / HSH1	*Saved:* Wed 08 March 2000 21:05
	Pm has had the system busy icon on for approx 10minutes. Pm was trying to preview the balance report, so pm can rollover. Pm complains that on every screen he has tried working on has had the system busy icon on, for approx 15 minutes at a time.	
REASSIGN	Wed 08 March 2000 21:06 by uk080013 / HSH1	*Saved:* Wed 08 March 2000 21:06
	Call # E-0003082022 was Reassigned from Jiten Jagatia, Group HSH1 to Group SMC1 Pm has had the system busy icon on for approx 10minutes. Pm was trying to preview the balance report, so pm can rollover. Pm complains that on every screen he has tried working on has had the system busy icon on, for approx 15 minutes at a time. Please investigate this further.	
REASSIGN	Wed 08 March 2000 21:46 by uk058804 / SMC1	*Saved:* Wed 08 March 2000 21:46
	Call # E-0003082022 was Reassigned from Group SMC1 to Santokh Chahal, Group SMC1	
MODIFY	Wed 08 March 2000 21:46 by uk058804 / SMC1	*Saved:* Wed 08 March 2000 21:47
	Call information modified by Santokh Chahal Call Type: from 'A' to 'S' Product ID: from 'EPOSS' to 'PATICLX365/400B' Counter Aff.: to '1' Problem Type: from 'AD03' to 'FE05'	
Information	Wed 08 March 2000 21:48 by uk058804 / SMC1	*Saved:* Wed 08 March 2000 21:48
	Deleted the NTlog.cache file on the gateway counter.	
CLOSE	Wed 08 March 2000 21:49 by uk058804 / SMC1	*Saved:* Wed 08 March 2000 21:49
	Call Close by Santokh Chahal: PM is happy for incident closure.	

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HOME **Pathway NR2 Archive4.0a** on pwayweb01 PH4PatNR2 on STE09HSH05 patenqweb 21/06/00 ICL

Call E-0003090170

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Status:	Closed	Opened:	Thu 09 March 2000 09:13	Site:	153405
Severity:	2 C	Closed:	Thu 09 March 2000 09:14	Customer:	l039
Priority:	0			CSR/Team:	uk079680 / HSH1

Caller Details

Caller:	Mr Harrison	Phone:	GRO	Site:	153405
Title:	PostMaster	Login:		Department:	
		Caller ID:		Location:	

Call Problem Details

Product Type:		Call Type:	S	ProbType:	SD02	Problem:	
Problem Text:	Caller has turned on the gateway and the scren is frozen on the riposte screen the arrow is frozen as well . he was just trying to log on						

Call Closure Details

Closed:	09/03/00 09:14	Cause:	C22	Repair:	R04	Resolution:	RS08
Text:	Call Close by Tina Brown: pm ahppy to reboot						

Call Asset Details

Asset ID:		Description:		Serial No:	
Product:	eposs	Description:		Network ID:	

Call Activity Log

OPEN Thu 09 March 2000 09:11 by uk079680 / HSH1 *Saved:* Thu 09 March 2000 09:13
New call taken by Tina Brown: Caller has turned on the gateway and the scren is frozen on the riposte screen the arrow is frozen as well . he was just trying to log on

Advice Thu 09 March 2000 09:14 by uk079680 / HSH1 *Saved:* Thu 09 March 2000 09:14
Advised the caller to reboot to clear the problem

CLOSE Thu 09 March 2000 09:14 by uk079680 / HSH1 *Saved:* Thu 09 March 2000 09:14
Call Close by Tina Brown: pm ahppy to reboot

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HOME Pathway NR2 Archive4.0a on pwayweb01 PH4PatNR2 on STE09HSH05 patenqweb 21/06/00 ICL

Call E-0003130143

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Status:	Closed	Opened:	Mon 13 March 2000 09:07	Site:	153405
Severity:	3 B	Closed:	Mon 13 March 2000 09:10	Customer:	l039
Priority:	0			CSR/Team:	uk080066 / HSH1

Caller Details

Caller:	Roger harrison	Phone:	GRO	Site:	153405
Title:	PostMaster	Login:		Department:	
		Caller ID:		Location:	

Call Problem Details

Product Type:		Call Type:	S	ProbType:	SD02	Problem:	

Problem Text:	Pm rang to say that the main gateway has crashed this morning. He has rebooted and this solved the problem. He ws told to ring in to report this.

Call Closure Details

Closed:	13/03/00 09:10	Cause:	C22	Repair:	R56	Resolution:	RS08

Text:	Call Close by Matthew Saunders: PMHTCC...

Call Asset Details

Asset ID:		Description:		Serial No:	
Product:	EPOSS	Description:		Network ID:	

Call Activity Log

OPEN	Mon 13 March 2000 09:04 by uk080066 / HSH1	*Saved:* Mon 13 March 2000 09:07
	New call taken by Matthew Saunders: Pm rang to say that the main gateway has crashed this morning. He has rebooted and this solved the problem. He ws told to ring in to report this.	
Information	Mon 13 March 2000 09:09 by uk080066 / HSH1	*Saved:* Mon 13 March 2000 09:09
	Pm has contacted us just to report in that he rebooted a counter and that it is fine	
CLOSE	Mon 13 March 2000 09:10 by uk080066 / HSH1	*Saved:* Mon 13 March 2000 09:10
	Call Close by Matthew Saunders: PMHTCC...	

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HOME Pathway NR2 Archive4.0a on pwayweb01 PH4PatNR2 on STE09HSH05 patenqweb 21/06/00 ICL

Call E-0003200387

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Status:	Closed	Opened:	Mon 20 March 2000 10:48	Site:	153405
Severity:	3 B	Closed:	Mon 20 March 2000 10:51	Customer:	l039
Priority:	0			CSR/Team:	uk079674 / HSH1

Caller Details

Caller:	Mr Harrison	Phone:	GRO	Site:	153405
Title:	PostMaster	Login:		Department:	
		Caller ID:		Location:	

Call Problem Details

Product Type:		Call Type:	S	ProbType:	SD02	Problem:	
Problem Text:	The gateway has crashed, it has Stop0x0000000a on the screen with a blue background.						

Call Closure Details

Closed:	20/03/00 10:51	Cause:	C22	Repair:	R04	Resolution:	RS02
Text:	Call Close by Shelley Hatch: pm happy to reboot unassisted						

Call Asset Details

Asset ID:		Description:		Serial No:	
Product:	WINNT	Description:		Network ID:	

Call Activity Log

OPEN	Mon 20 March 2000 10:46 by uk079674 / HSH1 New call taken by Shelley Hatch: The gateway has crashed, it has Stop0x0000000a on the screen with a blue background.	*Saved:* Mon 20 March 2000 10:48
OPEN_CALL_TS	Mon 20 March 2000 10:48 by uk079674 / HSH1 Open Calls Troubleshoot (Affected Site:153405)	*Saved:* Mon 20 March 2000 10:48
Advice	Mon 20 March 2000 10:50 by uk079674 / HSH1 advised the pm to reboot following advice form the Kel Ref: SParker346J.htm pm is happy to reboot unassisted	*Saved:* Mon 20 March 2000 10:50
OPEN_CALL_TS	Mon 20 March 2000 10:50 by uk079674 / HSH1 Open Calls Troubleshoot (Affected Site:153405)	*Saved:* Mon 20 March 2000 10:51
CLOSE	Mon 20 March 2000 10:51 by uk079674 / HSH1 Call Close by Shelley Hatch: pm happy to reboot unassisted	*Saved:* Mon 20 March 2000 10:51

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HOME Pathway NR2 Archive4.0a on pwayweb01 PH4PatNR2 on STE09HSH05 patenqweb 21/06/00 ICL

Call E-0003210083

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Status:	Closed	Opened:	Tue 21 March 2000 08:54	Site:	153405
Severity:	3 B	Closed:	Wed 22 March 2000 15:18	Customer:	l039
Priority:	0			CSR/Team:	uk059133 / SMC1

Caller Details

Caller:	roger harrison	Phone:	GRO	Site:	153405
Title:	PostMaster	Login:		Department:	
		Caller ID:		Location:	

Call Problem Details

Product Type:		Call Type:	S	ProbType:	SD02	Problem:	

Problem Text: gateway has blue nt screen with stop message, this has happened very regularly and pm is re-booting almost daily,ref:0002240009,0003010031,0003070610,0003080691,01132372993,01132372903,01132373714. he had already begun re-boot this morning on his own

Call Closure Details

Closed:	22/03/00 15:18	Cause:	C22	Repair:	R08	Resolution:	RS08

Text: Call Close by Seema Shah: PM happy to close call as system is working ok.

Call Asset Details

Asset ID:		Description:	Serial No:
Product:	EPOSS	Description:	Network ID:

Call Activity Log

OPEN	Tue 21 March 2000 08:49 by uk080053 / HSH1	*Saved:* Tue 21 March 2000 08:54
	New call taken by Suzanne Armstrong: gateway has blue nt screen with stop message, this has happened very regularly and pm is re-booting almost daily,ref:0002240009,0003010031,0003070610,0003080691,01132372993,01132372903,01132373714. he had already begun re-boot this morning on his own	
OPEN_CALL_TS	Tue 21 March 2000 08:54 by uk080053 / HSH1	*Saved:* Tue 21 March 2000 08:54
	Open Calls Troubleshoot (Affected Site:153405)	
Escalate	Tue 21 March 2000 08:59 by uk080053 / HSH1	*Saved:* Tue 21 March 2000 08:59
	re-assigning to smc1 for information and possible investigation. this mornings problem resolved but pm concerned that this is a recurring problem	
REASSIGN	Tue 21 March 2000 09:01 by uk080053 / HSH1	*Saved:* Tue 21 March 2000 09:01
	Call # E-0003210083 was Reassigned from Suzanne Armstrong, Group HSH1 to Group SMC1 re-assigning for information and investigation	
OPEN_CALL_TS	Tue 21 March 2000 09:19 by UK065182 / SMC1	*Saved:* Tue 21 March 2000 09:20
	Open Calls Troubleshoot (Affected Site:153405)	
REASSIGN	Wed 22 March 2000 15:17 by uk059133 / SMC1	*Saved:* Wed 22 March 2000 15:17
	Call # E-0003210083 was Reassigned from Group SMC1 to Seema Shah, Group SMC1	
OPEN_CALL_TS	Wed 22 March 2000 15:17 by uk059133 / SMC1	*Saved:* Wed 22 March 2000 15:17
	Open Calls Troubleshoot (Affected Site:153405)	
Information	Wed 22 March 2000 15:17 by uk059133 / SMC1	*Saved:* Wed 22 March 2000 15:17
	Contacted PM and he advised that the system is working normal today and is happy for this call to be closed.	
CLOSE	Wed 22 March 2000 15:18 by uk059133 / SMC1	*Saved:* Wed 22 March 2000 15:18
	Call Close by Seema Shah: PM happy to close call as system is working ok.	

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HOME Pathway NR2 Archive4.0a on pwayweb01 PH4PatNR2 on STE09HSH05 patenqweb 21/06/00 ICL

Call E-0003280779

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Status:	Closed	Opened:	Tue 28 March 2000 12:53	Site:	153405
Severity:	3 B	Closed:	Tue 28 March 2000 12:57	Customer:	I039
Priority:	0			CSR/Team:	uk079786 / HSH1

Caller Details

Caller:	Julie Walstonhow	Phone:	GRO	Site:	153405
Title:	PostMaster	Login:		Department:	
		Caller ID:		Location:	

Call Problem Details

Product Type:		Call Type:	S	ProbType:	SD02	Problem:	
Problem Text:	Pm says the gateway counter has crashed again.						

Call Closure Details

Closed:	28/03/00 12:57	Cause:	C22	Repair:	R04	Resolution:	RS07
Text:	Call Close by Nick Winger: Close this call as there is another one on the stack for the same problem. PMHTCC.						

Call Asset Details

Asset ID:		Description:	Serial No:
Product:	Unknown Product	Description:	Network ID:

Call Activity Log

OPEN	Tue 28 March 2000 12:50 by uk079786 / HSH1	*Saved:* Tue 28 March 2000 12:53
	New call taken by Nick Winger: Pm says the gateway counter has crashed again.	
OPEN_CALL_TS	Tue 28 March 2000 12:54 by uk079786 / HSH1	*Saved:* Tue 28 March 2000 12:55
	Open Calls Troubleshoot (Affected Site:153405)	
Information	Tue 28 March 2000 12:56 by uk079786 / HSH1	*Saved:* Tue 28 March 2000 12:56
	The pm has another call on the open stack about the same issue that SMC1 are looking at already. Will close this one down.	
OPEN_CALL_TS	Tue 28 March 2000 12:57 by uk079786 / HSH1	*Saved:* Tue 28 March 2000 12:57
	Open Calls Troubleshoot (Affected Site:153405)	
CLOSE	Tue 28 March 2000 12:57 by uk079786 / HSH1	*Saved:* Tue 28 March 2000 12:57
	Call Close by Nick Winger: Close this call as there is another one on the stack for the same problem. PMHTCC.	

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HOME Pathway NR2 Archive4.0a on pwayweb01 PH4PatNR2 on STE09HSH05 patenqweb 21/06/00 ICL

Call E-0003281454

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Status:	Closed	Opened:	Tue 28 March 2000 17:58	Site:	153405
Severity:	3 B	Closed:	Wed 29 March 2000 09:18	Customer:	l039
Priority:	0			CSR/Team:	uk061825 / SMC1

Caller Details

Caller:	Mr Harrison	Phone:	GRO	Site:	153405
Title:	PostMaster	Login:		Department:	
		Caller ID:		Location:	

Call Problem Details

Product Type:	PT04	Call Type:	S	ProbType:	SD02	Problem:	
Problem Text:	Counter printer not working - green ready light on steady - trying to print giro report at first but then tried cheques listing that did not work either - not run out of paper - problem first noticed approx 16.45 printing giro report - PM went live 07.02.00 he thinks - very unhappy with horizon has had loads of problems - major problems this week alone.						

Call Closure Details

Closed:	29/03/00 09:18	Cause:	C22	Repair:	R09	Resolution:	RS08
Text:	Call Close by Kyrstin Stuart: Has crash debug error on counter.						

Call Asset Details

Asset ID:		Description:		Serial No:	
Product:	PATITH94PTR	Description:	Ithica 94 Printer	Network ID:	

Call Activity Log

OPEN	Tue 28 March 2000 17:55 by uk079701 / HSH1	*Saved:* Tue 28 March 2000 17:58
	New call taken by Lyndsey Elliot: Counter printer not working - green ready light on steady - trying to print giro report at first but then tried cheques listing that did not work either - not run out of paper - problem first noticed approx 16.45 printing giro report - PM went live 07.02.00 he thinks - very unhappy with horizon has had loads of problems - major problems this week alone.	
Information	Tue 28 March 2000 18:02 by uk079701 / HSH1	*Saved:* Tue 28 March 2000 18:02
	Userid RHA001 - SU AA shared - BP 01 - CAP01.	
REASSIGN	Tue 28 March 2000 18:02 by uk079701 / HSH1	*Saved:* Tue 28 March 2000 18:04
	Call # E-0003281454 was Reassigned from Lyndsey Elliot, Group HSH1 to Group SMC1 PM worried about the fact that he has "crashed" so many times. Reassigned for investigation.	
REASSIGN	Wed 29 March 2000 09:16 by UK061825 / SMC1	*Saved:* Wed 29 March 2000 09:16
	Call # E-0003281454 was Reassigned from Group SMC1 to Kyrstin Stuart, Group SMC1	
Contacted	Wed 29 March 2000 09:17 by UK061825 / SMC1	*Saved:* Wed 29 March 2000 09:17
	Called PM and he is having his base unit swopped out today due to the crash debug error, call E-0003280186. This should also resolve this call so can now be closed.	
CLOSE	Wed 29 March 2000 09:18 by uk061825 / SMC1	*Saved:* Wed 29 March 2000 09:18
	Call Close by Kyrstin Stuart: Has crash debug error on counter.	

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HOME Pathway NR2 Archive4.0a on pwayweb01 PH4PatNR2 on STE09HSH05 patenqweb 21/06/00 ICL

Call E-0003100662

Remarks

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Status:	Closed	Opened:	Fri 10 March 2000 13:20	Site:	153405
Severity:	3 B	Closed:	Thu 30 March 2000 08:54	Customer:	I039
Priority:	0			CSR/Team:	uk059129 / SMC1

Caller Details

Caller:	Elaine Cragg GRO	Phone:	GRO	Site:	153405
Title:	RNM	Login:		Department:	
		Caller ID:		Location:	

Call Problem Details

Product Type:		Call Type:	H	ProbType:	HD01	Problem:	

Problem Text: RNM states that the gateway crashes at least 3 or 4 times a week now, but in the beginning it was at least 2 times a day - An Engineer has been out to swap the base unit in the past and advised that they should have a Pentium 3 not a Pentium 2 processor

Call Closure Details

Closed:	30/03/00 08:54	Cause:	C14	Repair:	R08	Resolution:	RS08

Text: Call Close by Shaun Jowett: Duplicate Call E-0003280186 open for an engineer visit. Closing this call.

Call Asset Details

Asset ID:	1534051	Description:		Serial No:	792852T
Product:	PATICLX365/400B	Description:		Network ID:	

Call Activity Log

OPEN	Fri 10 March 2000 13:12 by uk066701 / HSH1	*Saved:* Fri 10 March 2000 13:20
	New call taken by Joanne Fitzpatrick: RNM states that the gateway crashes at least 3 or 4 times a week now, but in the beginning it was at least 2 times a day - An Engineer has been out to swap the base unit in the past and advised that they should have a Pentium 3 not a Pentium 2 processor	
Information	Fri 10 March 2000 13:28 by uk066701 / HSH1	*Saved:* Fri 10 March 2000 13:28
	<<<- PO has spoken to BT about this (advised by someone to do so) BT have advised that the ISDN is ok but maybe is getting overloaded.	
Information	Fri 10 March 2000 13:29 by uk066701 / HSH1	*Saved:* Fri 10 March 2000 13:29
	<<< RNM states that the office is having an extra counter installed 07.04.00 and the office will be closed at that time - could we look at the gateway at the same time to try to resolve the problem -	
Information	Fri 10 March 2000 13:29 by uk066701 / HSH1	*Saved:* Fri 10 March 2000 13:29
	<<<she also states that all the counters are very very slow. On Wednesday 08.03.00 office balance is much slower than any other office she has supported - not just a bit, a lot slower - eg. office was waiting approx 20 mins for adjust stock to load	
REASSIGN	Fri 10 March 2000 13:31 by uk066701 / HSH1	*Saved:* Fri 10 March 2000 13:31
	Call # E-0003100662 was Reassigned from Joanne Fitzpatrick, Group HSH1 to Group SMC1 passing for inestigation? progression ?	
OPEN_CALL_TS	Wed 15 March 2000 18:08 by UK052512 / SMC1	*Saved:* Wed 15 March 2000 18:08
	Open Calls Troubleshoot (Affected Site:153405)	
OPEN_CALL_TS	Wed 15 March 2000 18:08 by UK052512 / SMC1	*Saved:* Wed 15 March 2000 18:08
	Open Calls Troubleshoot (Affected Site:153405)	
Information	Wed 15 March 2000 18:11 by UK052512 / SMC1	*Saved:* Wed 15 March 2000 18:11
	Have spoken to PM. states that the system still is slow. He is doing his balancing at the moment and it is slow. Just done stock adjusting and taken 10 minutes - he thinks this is a long time. Also Giro deposits/cutoff slow. Have explained that the Giro has a number of issues and may be slow. He opens Mon-Fri 9 til 5.30 - does not close for lunch.	
Information	Wed 15 March 2000 18:12 by UK052512 / SMC1	*Saved:* Wed 15 March 2000 18:12
	Reassigning call for check on the gateway system. PM still insisting that the Gateway is slow	
Information	Wed 15 March 2000 18:13 by UK052512 / SMC1	*Saved:* Wed 15 March 2000 18:13
	Open 9 til 5.30pm Mon to Fri	
REASSIGN	Wed 15 March 2000 18:13 by UK052512 / SMC1	*Saved:* Wed 15 March 2000 18:14
	Call # E-0003100662 was Reassigned from Group SMC1 to Group EDSC1	
UPDATE	Fri 17 March 2000 14:43 by PINICL /	*Saved:* Fri 17 March 2000 14:43
	By Steve Squires at 17-mar-2000 14:43:00 Category 40 - Incident Under Investigation The gateway Event log shows that it has crashed once in the last seven days and twice in the preceeding seven days. There is nothing in the message store to indicate a common cause.	
Information	Mon 20 March 2000 10:53 by uk079674 / HSH1	*Saved:* Mon 20 March 2000 10:53
	Call E-0003200387 (closed), shows another NT crash at the office. pm states it happens when all the counters are running.	

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MODIFY	Mon 20 March 2000 10:54 by uk079674 / HSH1	*Saved:* Mon 20 March 2000 10:54
	Call information modified by Shelley Hatch Call Type: from 'O' to 'S' Product ID: from 'EPOSS' to 'WINNT' Severity: from '2' to '3' Problem Type: from 'OD02' to 'SD02'	
OPEN_CALL_TS	Mon 20 March 2000 10:54 by uk079674 / HSH1	*Saved:* Mon 20 March 2000 10:54
	Open Calls Troubleshoot (Affected Site:153405)	
REASSIGN	Mon 27 March 2000 10:21 by uk080110 / HSH1	*Saved:* Mon 27 March 2000 10:23
	Call # E-0003100662 was Reassigned from Group EDSC1 to Group HSH1 base unit on gateway has been replaced but it has crashed 3 more times in the last week	
REASSIGN	Mon 27 March 2000 11:39 by uk079701 / HSH1	*Saved:* Mon 27 March 2000 11:40
	Call # E-0003100662 was Reassigned from Group HSH1 to Group EDSC1 Reassigning back to EDSC as reassigned to HSH1 in error.	
Repeat Call	Mon 27 March 2000 11:39 by uk080108 / HSH1	*Saved:* Mon 27 March 2000 11:39
	Gateway creashed tried rebbot - got message 'service control manager at least one service or driver failed during system start up. Use event viewer to examine event log for details' System busy. - got Pm to ok message - got normal ripost screen.	
UPDATE	Thu 30 March 2000 08:28 by PINICL /	*Saved:* Thu 30 March 2000 08:28
	By Pat Carroll at 30-mar-2000 08:27:00 Category 40 - Incident Under Investigation 44 CMD processes each killed on counters 2-4	
OTI_CLOSE	Thu 30 March 2000 08:28 by PINICL /	*Saved:* Thu 30 March 2000 08:28
	NO TRANSACTION DATE AND TIME WAS PROVIDED FOR THIS ACTION USING CURRENT DATE AND TIME By Pat Carroll at 30-mar-2000 08:30:00 Category 92 - Suspected hardware fault please arrange for swap of Gateway,	
REASSIGN	Thu 30 March 2000 08:28 by PINICL /	*Saved:* Thu 30 March 2000 08:28
	OTI monitor reassigned this call from PINICL to uk066701 (HSH1)	
Contacted	Fri 31 March 2000 08:36 by uk066701 / HSH1	*Saved:* Fri 31 March 2000 08:36
	contacted Po to try to obtain access times for PO but no answer	
MODIFY	Fri 31 March 2000 08:36 by uk066701 / HSH1	*Saved:* Fri 31 March 2000 08:38
	Call information modified by Joanne Fitzpatrick Call Type: from 'S' to 'H' Product ID: from 'WINNT' to 'PATICLX365/400B' Serial #: to '792852T' Tag: to '1534051' Problem Type: from 'SD02' to 'HD01'	
REASSIGN	Fri 31 March 2000 08:38 by uk066701 / HSH1	*Saved:* Fri 31 March 2000 08:38
	Call # E-0003100662 was Reassigned from Joanne Fitzpatrick, Group HSH1 to Group SMC1 voiced smc that this call is going back to their stack - smc will look at the call	
REASSIGN	Thu 30 March 2000 08:47 by uk059129 / SMC1	*Saved:* Thu 30 March 2000 08:47
	Call # E-0003100662 was Reassigned from Group SMC1 to Shaun Jowett, Group SMC1	
OPEN_CALL_TS	Thu 30 March 2000 08:48 by uk059129 / SMC1	*Saved:* Thu 30 March 2000 08:49
	Open Calls Troubleshoot (Affected Site:153405)	
OPEN_CALL_TS	Thu 30 March 2000 08:50 by uk059129 / SMC1	*Saved:* Thu 30 March 2000 08:52
	Open Calls Troubleshoot (Affected Site:153405)	
Information	Thu 30 March 2000 08:53 by uk059129 / SMC1	*Saved:* Thu 30 March 2000 08:53
	I have spoken to UKSS regarding this call and call E-0003280186 is open with them for an engineer visit to swap the base unit. For this reason I am now closing this call.	
CLOSE	Thu 30 March 2000 08:54 by uk059129 / SMC1	*Saved:* Thu 30 March 2000 08:54
	Call Close by Shaun Jowett: Duplicate Call E-0003280186 open for an engineer visit. Closing this call.	

This call has remarks

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HOME Pathway NR2 Archive4.0a on pwayweb01 PH4PatNR2 on STE09HSH05 patenqweb 21/06/00 ICL

Call E-0003310117

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Status:	Closed	Opened:	Fri 31 March 2000 08:55	Site:	153405
Severity:	3 B	Closed:	Fri 31 March 2000 08:57	Customer:	l039
Priority:	0			CSR/Team:	uk066934 / HSH1

Caller Details

Caller:	Mr Harrison	Phone:	GRO	Site:	153405
Title:	PostMaster	Login:		Department:	
		Caller ID:		Location:	

Call Problem Details

Product Type:	PT01	Call Type:	S	ProbType:	SD01	Problem:	
Problem Text:	gate way turned on and has blue screen with STOPX0000000XA.						

Call Closure Details

Closed:	31/03/00 08:57	Cause:	C22	Repair:	R04	Resolution:	RS08
Text:	Call Close by Simon Davies: gate way turned on and has blue screen with STOPX0000000XA., advised pm to reboot counter. pmhtc						

Call Asset Details

Asset ID:		Description:		Serial No:	
Product:	EPOSS	Description:	EPOSS	Network ID:	

Call Activity Log

OPEN Fri 31 March 2000 08:53 by uk066934 / HSH1 *Saved:* Fri 31 March 2000 08:55
New call taken by Simon Davies: gate way turned on and has blue screen with STOPX0000000XA.

Advice Fri 31 March 2000 08:57 by uk066934 / HSH1 *Saved:* Fri 31 March 2000 08:57
gate way turned on and has blue screen with STOPX0000000XA., advised pm to reboot counter.

CLOSE Fri 31 March 2000 08:57 by uk066934 / HSH1 *Saved:* Fri 31 March 2000 08:57
Call Close by Simon Davies: gate way turned on and has blue screen with STOPX0000000XA., advised pm to reboot counter. pmhtc

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HOME Pathway NR2 Archive4.0a on pwayweb01 PH4PatNR2 on STE09HSH05 patenqweb 21/06/00 ICL

Call E-0003311246

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Status:	Closed	Opened:	Fri 31 March 2000 17:35	Site:	153405
Severity:	2 C	Closed:	Sat 01 April 2000 09:20	Customer:	l039
Priority:	0			CSR/Team:	uk061354 / SMC1

Caller Details

Caller:	Elaine Tagg	Phone:	GRO	Site:	153405
Title:	RNM	Login:		Department:	
		Caller ID:		Location:	

Call Problem Details

Product Type:	PT17	Call Type:	S	ProbType:	SD02	Problem:	
Problem Text:	The system keeps crashing and IS DOING 3 or 4 times a day and is getting worse. They have had several base units installed but the problem persists						

Call Closure Details

Closed:	01/04/00 09:20	Cause:	C22	Repair:	R42	Resolution:	RS08
Text:	Call Close by Stephen Corney: Duplicate call.						

Call Asset Details

Asset ID:		Description:		Serial No:	
Product:	CENFUJERGOPRO	Description:	Fujitsu ErgoPro	Network ID:	

Call Activity Log

OPEN	Fri 31 March 2000 17:30 by uk080111 / HSH1	*Saved:* Fri 31 March 2000 17:35
	New call taken by Bev Brown: The system keeps crashing and IS DOING 3 or 4 times a day and is getting worse. They have had several base units installed but the problem persists	
Advice	Fri 31 March 2000 17:39 by uk080111 / HSH1	*Saved:* Fri 31 March 2000 17:39
	Reassigning to SMC for further investigation. The system crashed 3 or 4 times a day. New base units have been installed but the problem persists	
REASSIGN	Fri 31 March 2000 17:40 by uk080111 / HSH1	*Saved:* Fri 31 March 2000 17:41
	Call # E-0003311246 was Reassigned from Bev Brown, Group HSH1 to Group SMC1 Reassigning to SMC for further investigation. The system crashed 3 or 4 times a day. New base units have been installed but the problem persists	
REASSIGN	Sat 01 April 2000 09:14 by UK061354 / SMC1	*Saved:* Sat 01 April 2000 09:14
	Call # E-0003311246 was Reassigned from Group SMC1 to Stephen Corney, Group SMC1	
Information	Sat 01 April 2000 09:18 by UK061354 / SMC1	*Saved:* Sat 01 April 2000 09:18
	Call being dealt with on call E-0003280186, closing as duplicate.	
CLOSE	Sat 01 April 2000 09:20 by uk061354 / SMC1	*Saved:* Sat 01 April 2000 09:20
	Call Close by Stephen Corney: Duplicate call.	

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HOME Pathway NR2 Archive4.0a on pwayweb01 PH4PatNR2 on STE09HSH05 patenqweb 21/06/00 ICL

Call E-0004060966

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Status:	Closed	Opened:	Thu 06 April 2000 12:56	Site:	153405
Severity:	3 B	Closed:	Thu 06 April 2000 13:01	Customer:	I039
Priority:	0			CSR/Team:	uk079746 / HSH1

Caller Details

Caller:	Mr M A Jackson	Phone:	GRO	Site:	153405
Title:	PostMaster	Login:		Department:	
		Caller ID:		Location:	

Call Problem Details

Product Type:	PT01	Call Type:	S	ProbType:	SD02	Problem:	
Problem Text:	Roger Harrison - this morning 06/03/00 scre						

Call Closure Details

Closed:	06/04/00 13:01	Cause:	C22	Repair:	R04	Resolution:	RS08
Text:	Call Close by Ashley Molyneaux: Pm htcc						

Call Asset Details

Asset ID:		Description:		Serial No:	
Product:	EPOSS	Description:	EPOSS	Network ID:	

Call Activity Log

OPEN	Thu 06 April 2000 12:53 by uk079746 / HSH1	*Saved:* Thu 06 April 2000 12:56
	New call taken by Ashley Molyneaux: Roger Harrison - this morning 06/03/00 scre	
OPEN_CALL_TS	Thu 06 April 2000 12:56 by uk079746 / HSH1	*Saved:* Thu 06 April 2000 12:57
	Open Calls Troubleshoot (Affected Site:153405)	
OPEN_CALL_TS	Thu 06 April 2000 12:57 by uk079746 / HSH1	*Saved:* Thu 06 April 2000 12:58
	Open Calls Troubleshoot (Affected Site:153405)	
OPEN_CALL_TS	Thu 06 April 2000 12:58 by uk079746 / HSH1	*Saved:* Thu 06 April 2000 12:58
	Open Calls Troubleshoot (Affected Site:153405)	
Advice	Thu 06 April 2000 12:59 by uk079746 / HSH1	*Saved:* Thu 06 April 2000 12:59
	Screen freeze this morning now gone. Pm advises me that it me has virtual memory. Advised pm hard reboot to clear.	
CLOSE	Thu 06 April 2000 13:01 by uk079746 / HSH1	*Saved:* Thu 06 April 2000 13:01
	Call Close by Ashley Molyneaux: Pm htcc	

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HOME Pathway NR2 Archive4.0a on pwayweb01 PH4PatNR2 on STE09HSH05 patenqweb 21/06/00 ICL

Call E-0004060258

Remarks

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Status:	Closed	Opened:	Thu 06 April 2000 09:19	Site:	153405
Severity:	3 B	Closed:	Thu 06 April 2000 13:37	Customer:	l039
Priority:	0			CSR/Team:	uk066237 / HSH1

Caller Details

Caller:	roger harrison	Phone:	GRO	Site:	153405
Title:	PostMaster	Login:		Department:	
		Caller ID:		Location:	

Call Problem Details

Product Type:	PT04	Call Type:	H	ProbType:	HD08	Problem:	
Problem Text:	pm reports that BOP OKI laser printer not working						

Call Closure Details

Closed:	06/04/00 13:37	Cause:	completed	Repair:	821	Resolution:	RS10
Text:	Call Close by Joseph Fitzgerald: pmhtc						

Call Asset Details

Asset ID:	1534051	Description:	OKI Printer	Serial No:	02WS3033101K
Product:	PATOKI8P-PTR	Description:	OKI Printer	Network ID:	

Call Activity Log

OPEN	Thu 06 April 2000 09:15 by uk080014 / HSH1	*Saved:* Thu 06 April 2000 09:19
	New call taken by Mahesh Patel: pm reports that BOP OKI laser printer not working	
OPEN_CALL_TS	Thu 06 April 2000 09:22 by uk080014 / HSH1	*Saved:* Thu 06 April 2000 09:23
	Open Calls Troubleshoot (Affected Site:153405)	
Advice	Thu 06 April 2000 09:24 by uk080014 / HSH1	*Saved:* Thu 06 April 2000 09:24
	advise pm to swich off/ on cancel messages on screen this wass unsuccessful advised pm to print test page not printing nothing red light makes a whirring noise unhealthy noise	
Access Times	Thu 06 April 2000 09:28 by uk080014 / HSH1	*Saved:* Thu 06 April 2000 09:28
	mon - fri 09.00 - 17.30 sat 09.00 - 12.30	
REASSIGN	Thu 06 April 2000 09:29 by uk080014 / HSH1	*Saved:* Thu 06 April 2000 09:29
	Call # E-0004060258 was Reassigned from Mahesh Patel, Group HSH1 to Group SMC1 reassigning for progression	
Recommend	Thu 06 April 2000 09:58 by UK061148 / SMC1	*Saved:* Thu 06 April 2000 09:58
	Recommend OKI printer is replaced, assigning to UKSS for on site engineer.	
REASSIGN	Thu 06 April 2000 09:59 by UK061148 / SMC1	*Saved:* Thu 06 April 2000 09:59
	Call # E-0004060258 was Reassigned from Group SMC1 to Group UKSS for on site engineer.	
MODIFY	Thu 06 April 2000 09:55 by UK061148 / SMC1	*Saved:* Thu 06 April 2000 09:59
	Call information modified by Martin Cherry Action Group: from 'SMC1' to 'UKSS' CSR ID: Serial #: to '02WS3033101K' Tag: to '1534051'	
REASSIGN	Thu 06 April 2000 11:19 by UK035161 / UKSS	*Saved:* Thu 06 April 2000 11:19
	Call # E-0004060258 was Reassigned from Group UKSS to Shirley Hunton, Group UKSS	
REASSIGN	Thu 06 April 2000 11:20 by UK035161 / UKSS	*Saved:* Thu 06 April 2000 11:20
	Call # E-0004060258 was Reassigned from Shirley Hunton, Group UKSS to Group UKSS1	
REASSIGN	Thu 06 April 2000 11:41 by Dispatch 1 /	*Saved:* Thu 06 April 2000 11:39
	The projected arrival date for engineer 064008 is 06-04-2000 14:30:00 Engineer 064008 allocated	
REASSIGN	Thu 06 April 2000 12:25 by Dispatch 1 /	*Saved:* Thu 06 April 2000 12:23
	The projected arrival date for engineer 064008 is 06-04-2000 14:26:00 Engineer 064008 allocated	
UPDATE	Thu 06 April 2000 12:55 by Dispatch 1 /	*Saved:* Thu 06 April 2000 12:54
	Engineer 064008 despatched to site at 06-04-2000 12:48:00 ** [No Remark entered.]	
UPDATE	Thu 06 April 2000 13:05 by Dispatch 1 /	*Saved:* Thu 06 April 2000 13:03
	Engineer 064008 arrived on site at 06-04-2000 12:59:00 ** [Engineer 064008 Logged On.]	
UPDATE	Thu 06 April 2000 13:25 by Dispatch 1 /	*Saved:* Thu 06 April 2000 13:23
	swaped printer due to not printing.	
UPDATE	Thu 06 April 2000 13:25 by Dispatch 1 /	*Saved:* Thu 06 April 2000 13:23
	Work completed	
ENG VISIT	Thu 06 April 2000 12:59 by 064008 / ENGINEERS	*Saved:* Thu 06 April 2000 13:17
	swaped printer due to not printing. Call closure code of completed and repair code 821	
REASSIGN	Thu 06 April 2000 13:23 by Dispatch 1 /	*Saved:* Thu 06 April 2000 13:23
	OTI monitor reassigned this call from Dispatch 1 to UK035161 (UKSS)	

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REASSIGN	Thu 06 April 2000 13:29 by UK035161 / UKSS	*Saved:* Thu 06 April 2000 13:29
	Call # E-0004060258 was Reassigned from Shirley Hunton, Group UKSS to Group SMC1 Re-assigning back to SMC after engineer visit.	
MODIFY	Thu 06 April 2000 13:36 by uk066237 / HSH1	*Saved:* Thu 06 April 2000 13:37
	Call information modified by Joseph Fitzgerald Severity: from '2' to '3'	
REASSIGN	Thu 06 April 2000 13:37 by uk066237 / HSH1	*Saved:* Thu 06 April 2000 13:37
	Call # E-0004060258 was Reassigned from Group SMC1 to Joseph Fitzgerald, Group HSH1 for closure	
CLOSE	Thu 06 April 2000 13:37 by uk066237 / HSH1	*Saved:* Thu 06 April 2000 13:37
	Call Close by Joseph Fitzgerald: pmhtc	

This call has remarks

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HOME Pathway NR2 Archive4.0a on pwayweb01 PH4PatNR2 on STE09HSH05 patenqweb 21/06/00 ICL

Call E-0004061124

Remarks

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Status:	Closed	Opened:	Thu 06 April 2000 14:02	Site:	153405
Severity:	3 B	Closed:	Sat 08 April 2000 13:58	Customer:	l039
Priority:	0			CSR/Team:	uk079832 / HSH1

Caller Details

Caller:	Mike crowshaw SSC	Phone:	GRO	Site:	153405
Title:	GRO	Login:		Department:	
		Caller ID:		Location:	

Call Problem Details

Product Type:	PT03	Call Type:	X	ProbType:	CC24	Problem:	
Problem Text:	please swap Gateway tomorrow in addition to adding an extra counter.						

Call Closure Details

Closed:	08/04/00 13:58	Cause:	failure	Repair:	821	Resolution:	RS03
Text:	Call Close by Anthony Marsh: as per log gateway replaced call closed						

Call Asset Details

Asset ID:	1534051	Description:	Multi Counter Gateway 400 - Live PO Sites	Serial No:	792852T
Product:	paticlx365/400c	Description:	Standard Counter 400 - Live PO Sites	Network ID:	

Call Activity Log

OPEN Thu 06 April 2000 14:00 by uk079674 / HSH1 *Saved:* Thu 06 April 2000 14:02
New call taken by Shelley Hatch: please swap Gateway tomorrow in addition to adding an extra counter.

MODIFY Thu 06 April 2000 14:04 by uk079674 / HSH1 *Saved:* Thu 06 April 2000 14:04
Call information modified by Shelley Hatch Counter Aff.: to '1'

REASSIGN Thu 06 April 2000 14:04 by uk079674 / HSH1 *Saved:* Thu 06 April 2000 14:04
Call # E-0004061124 was Reassigned from Shelley Hatch, Group HSH1 to Group SMC1 for attention of UKSS

REASSIGN Thu 06 April 2000 16:03 by uk079674 / HSH1 *Saved:* Thu 06 April 2000 16:04
Call # E-0004061124 was Reassigned from Group SMC1 to Group UKSS for action

REASSIGN Thu 06 April 2000 16:28 by G.Simpson / UKSS *Saved:* Thu 06 April 2000 16:29
Call # E-0004061124 was Reassigned from Group UKSS to Glynis Simpson, Group UKSS Reassigned for progression

REASSIGN Thu 06 April 2000 16:34 by G.Simpson / UKSS *Saved:* Thu 06 April 2000 16:34
Call # E-0004061124 was Reassigned from Glynis Simpson, Group UKSS to Group UKSS1 Reassigned for engineers visit

Information Thu 06 April 2000 16:34 by G.Simpson / UKSS *Saved:* Thu 06 April 2000 16:34
This call is for the attention of Imraan Rawat

MODIFY Thu 06 April 2000 16:33 by G.Simpson / UKSS *Saved:* Thu 06 April 2000 16:35
Call information modified by Glynis Simpson Action Group: from 'UKSS' to 'UKSS1' CSR ID: from 'G.Simpson' Prod. Descr.: from '' Product Type: from '' to 'PT03'

REASSIGN Thu 06 April 2000 16:50 by Dispatch 1 / *Saved:* Thu 06 April 2000 16:47
The projected arrival date for engineer 051286 is 07-04-2000 11:30:00 Engineer 051286 allocated

REASSIGN Fri 07 April 2000 09:50 by Dispatch 1 / *Saved:* Fri 07 April 2000 09:48
The projected arrival date for engineer 064008 is 07-04-2000 13:04:00 Engineer 064008 allocated

REASSIGN Fri 07 April 2000 14:31 by Dispatch 1 / *Saved:* Fri 07 April 2000 14:30
The projected arrival date for engineer 051286 is 07-04-2000 15:06:00 Engineer 051286 allocated

REASSIGN Fri 07 April 2000 14:40 by Dispatch 1 / *Saved:* Fri 07 April 2000 14:37
The projected arrival date for engineer 051286 is 07-04-2000 15:26:00 Engineer 051286 allocated

UPDATE Sat 08 April 2000 09:00 by Dispatch 1 / *Saved:* Sat 08 April 2000 08:59
Engineer 051286 arrived on site at 08-04-2000 08:57:00 ** [No Remark entered.]

UPDATE Sat 08 April 2000 09:00 by Dispatch 1 / *Saved:* Sat 08 April 2000 08:59
** [Engineer 051286 Logged On.]

ENG VISIT Sat 08 April 2000 15:00 by 051286 / ENGINEERS *Saved:* Sat 08 April 2000 16:30
** [No Remark entered.] Call closure code of failure and repair code 821

REASSIGN Sat 08 April 2000 09:27 by Dispatch 1 / *Saved:* Sat 08 April 2000 09:27
OTI monitor reassigned this call from Dispatch 1 to G.Simpson (UKSS)

REASSIGN Sat 08 April 2000 09:31 by GB506518 / UKSS2 *Saved:* Sat 08 April 2000 09:32
Call # E-0004061124 was Reassigned from Glynis Simpson, Group UKSS to Shelley Hatch, Group HSH1 passing back to close - calltype amended to OBC to add additional counter

MODIFY Sat 08 April 2000 09:31 by GB506518 / UKSS2 *Saved:* Sat 08 April 2000 09:34
Call information modified by Bill Burrows Action Group: from 'UKSS' to 'HSH1' Call Type: from 'H' to 'X' CSR ID: from 'G.Simpson' to 'uk079674' Product ID: from 'PATICLX365/400B' to 'paticlx365/400c' ...etc.

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REASSIGN	Sat 08 April 2000 13:58 by uk079832 / HSH1	*Saved:* Sat 08 April 2000 13:58
	Call # E-0004061124 was Reassigned from Shelley Hatch, Group HSH1 to Anthony Marsh, Group HSH1	
CLOSE	Sat 08 April 2000 13:58 by uk079832 / HSH1	*Saved:* Sat 08 April 2000 13:58
	Call Close by Anthony Marsh: as per log gateway replaced call closed	

This call has remarks

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HOME Pathway NR2 Archive4.0a on pwayweb01 PH4PatNR2 on STE09HSH05 patenqweb 21/06/00 ICL

Call E-0004080446

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Status:	Closed	Opened:	Sat 08 April 2000 12:46	Site:	153405
Severity:	2 C	Closed:	Sat 08 April 2000 13:02	Customer:	I039
Priority:	0			CSR/Team:	uk079832 / HSH1

Caller Details

Caller:	Julie Wolstenholne	Phone:	GRO	Site:	153405
Title:	PostMaster	Login:		Department:	
		Caller ID:		Location:	

Call Problem Details

Product Type:	PT01	Call Type:	A	ProbType:	AD03	Problem:	
Problem Text:	PM reports that she is						

Call Closure Details

Closed:	08/04/00 13:02	Cause:	C62	Repair:	R04	Resolution:	RS08
Text:	Call Close by Anthony Marsh: Awaiting reboot...she is ok now the system is back up.						

Call Asset Details

Asset ID:		Description:		Serial No:	
Product:	ADMIN	Description:	ADMIN	Network ID:	

Call Activity Log

OPEN	Sat 08 April 2000 12:44 by uk079832 / HSH1	*Saved:* Sat 08 April 2000 12:46
	New call taken by Anthony Marsh: PM reports that she is	
OPEN_CALL_TS	Sat 08 April 2000 12:47 by uk079832 / HSH1	*Saved:* Sat 08 April 2000 12:47
	Open Calls Troubleshoot (Affected Site:153405)	
OPEN_CALL_TS	Sat 08 April 2000 12:47 by uk079832 / HSH1	*Saved:* Sat 08 April 2000 12:49
	Open Calls Troubleshoot (Affected Site:153405)	
Advice	Sat 08 April 2000 12:49 by uk079832 / HSH1	*Saved:* Sat 08 April 2000 12:49
	PM reports that on NODE id 5 which was only installed yesterday she gets message that node 2,3 and 4 and then 1,2 3, 4 are disconnected from the network she ok this message and now she has a message that this counter isn't connected to the network...	
Advice	Sat 08 April 2000 12:50 by uk079832 / HSH1	*Saved:* Sat 08 April 2000 12:50
	Advising to ok the message, and the sytem is now as normal...passing to SMC for investigation since all the other counters have problems too, and this is ongoing problem at this site.	
OPEN_CALL_TS	Sat 08 April 2000 12:51 by uk079832 / HSH1	*Saved:* Sat 08 April 2000 12:52
	Open Calls Troubleshoot (Affected Site:153405)	
MODIFY	Sat 08 April 2000 12:52 by uk079832 / HSH1	*Saved:* Sat 08 April 2000 12:53
	Call information modified by Anthony Marsh Call Type: from 'A' to 'H' Product ID: from 'EPOSS' to 'Unknown Product' Severity: from '2' to '3' Prod. Descr.: from 'EPOSS' to 'Unknown Product' Problem Type: from 'AD03' to 'HD01' ...etc.	
Advice	Sat 08 April 2000 12:53 by uk079832 / HSH1	*Saved:* Sat 08 April 2000 12:53
	There are no entry signs on everything so advising to log out and reboot the counter position...	
OPEN_CALL_TS	Sat 08 April 2000 12:53 by uk079832 / HSH1	*Saved:* Sat 08 April 2000 12:54
	Open Calls Troubleshoot (Affected Site:153405)	
Advice	Sat 08 April 2000 12:55 by uk079832 / HSH1	*Saved:* Sat 08 April 2000 12:55
	Awaiting reboot...she is ok now the system is back up.	
MODIFY	Sat 08 April 2000 13:01 by uk079832 / HSH1	*Saved:* Sat 08 April 2000 13:02
	Call information modified by Anthony Marsh Call Type: from 'H' to 'A' Product ID: from 'Unknown Product' to 'ADMIN' Severity: from '3' to '2' Prod. Descr.: from 'Unknown Product' to 'ADMIN' Problem Type: from 'HD01' to 'AD03' ...etc.	
CLOSE	Sat 08 April 2000 13:02 by uk079832 / HSH1	*Saved:* Sat 08 April 2000 13:02
	Call Close by Anthony Marsh: Awaiting reboot...she is ok now the system is back up.	

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HOME Pathway NR2 Archive4.0a on pwayweb01 PH4PatNR2 on STE09HSH05 patenqweb 21/06/00 ICL

Call E-0003280186

Remarks

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Status:	Closed	Opened:	Tue 28 March 2000 09:08	Site:	153405
Severity:	4 A	Closed:	Mon 10 April 2000 14:31	Customer:	l039
Priority:	99			CSR/Team:	uk059129 / SMC1

Caller Details

Caller:	Roger Harrison	Phone:	GRO	Site:	153405
Title:	PostMaster	Login:		Department:	
		Caller ID:		Location:	

Call Problem Details

Product Type:	PT03	Call Type:	S	ProbType:	SD01	Problem:	
Problem Text:	PM states that system has already crashed this moring. System was rebooted and has crashed again. This has occured within 10mins of each other. ***STOP 0x0000000A.						

Call Closure Details

Closed:	10/04/00 14:31	Cause:	C22	Repair:	R09	Resolution:	RS08
Text:	Call Close by Shaun Jowett: I have spoken to the PM and everything now seems to be functioning correctly.						

Call Asset Details

Asset ID:	1534051	Description:	Multi Counter Gateway 400 - Live PO Sites	Serial No:	792852T
Product:	PATICLX365/400B	Description:	Multi Counter Gateway 400 - Live PO Sites	Network ID:	

Call Activity Log

OPEN	Tue 28 March 2000 09:04 by uk080012 / HSH1	*Saved:* Tue 28 March 2000 09:08
	New call taken by Simon Gavin: PM states that system has already crashed this moring. System was rebooted and has crashed again. This has occured within 10mins of each other. ***STOP 0x0000000A.	
OPEN_CALL_TS	Tue 28 March 2000 09:08 by uk080012 / HSH1	*Saved:* Tue 28 March 2000 09:08
	Open Calls Troubleshoot (Affected Site:153405)	
Advice	Tue 28 March 2000 09:11 by uk080012 / HSH1	*Saved:* Tue 28 March 2000 09:11
	advised PM to reboot counter as an 0x0..A stop code.	
REASSIGN	Tue 28 March 2000 09:11 by uk080012 / HSH1	*Saved:* Tue 28 March 2000 09:12
	Call # E-0003280186 was Reassigned from Simon Gavin, Group HSH1 to Group SMC1 re-assigning for information and investigation	
Information	Tue 28 March 2000 09:12 by uk080012 / HSH1	*Saved:* Tue 28 March 2000 09:12
	conuter affected is the gateway	
Information	Tue 28 March 2000 13:04 by uk079786 / HSH1	*Saved:* Tue 28 March 2000 13:04
	Pm called again to say she rebooted the counter and it has crashed again. She is still waiting for a call back from second line.	
Information	Tue 28 March 2000 17:24 by uk080007 / HSH1	*Saved:* Tue 28 March 2000 17:24
	pm reporting that system gateway counter has crashed. blue debug screen. tried to voice throught to smc for advise as to whether to re boot.	
Information	Tue 28 March 2000 17:26 by uk080007 / HSH1	*Saved:* Tue 28 March 2000 17:26
	spoke to smc advised that probably memeory problem.	
Information	Tue 28 March 2000 17:27 by uk080007 / HSH1	*Saved:* Tue 28 March 2000 17:27
	pm advised that he has rebooted four times today. advised pm that smc will contact him.	
OPEN_CALL_TS	Wed 29 March 2000 07:10 by UK061801 / SMC1	*Saved:* Wed 29 March 2000 07:10
	Open Calls Troubleshoot (Affected Site:153405)	
REASSIGN	Wed 29 March 2000 09:04 by UK061825 / SMC1	*Saved:* Wed 29 March 2000 09:04
	Call # E-0003280186 was Reassigned from Group SMC1 to Kyrstin Stuart, Group SMC1	
OPEN_CALL_TS	Wed 29 March 2000 09:10 by UK061825 / SMC1	*Saved:* Wed 29 March 2000 09:11
	Open Calls Troubleshoot (Affected Site:153405)	
Contacted	Wed 29 March 2000 09:13 by UK061825 / SMC1	*Saved:* Wed 29 March 2000 09:13
	Called PM per kel ref. rcoleman2040m.htm and advised that we need to change the base unit as reboots haven't cured the problem.	
Recommend	Wed 29 March 2000 09:14 by UK061825 / SMC1	*Saved:* Wed 29 March 2000 09:14
	Engineer required to swop out the base unit, build 2_2. Access times today are till 2pm, tomorrow 9 - 5.30pm.	
OPEN_CALL_TS	Wed 29 March 2000 09:15 by UK061825 / SMC1	*Saved:* Wed 29 March 2000 09:15
	Open Calls Troubleshoot (Affected Site:153405)	
REASSIGN	Wed 29 March 2000 09:16 by UK061825 / SMC1	*Saved:* Wed 29 March 2000 09:16
	Call # E-0003280186 was Reassigned from Kyrstin Stuart, Group SMC1 to Group UKSS passing for engineer visit	
MODIFY	Wed 29 March 2000 09:09 by UK061825 / SMC1	*Saved:* Wed 29 March 2000 09:16
	Call information modified by Kyrstin Stuart Action Group: from 'SMC1' to 'UKSS' CSR ID: from 'uk061825' Product ID: from 'EPOSS' to 'PATICLX365/400B' Prod. Descr.: from 'EPOSS' Counter Aff.: to '1' ...etc.	

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REASSIGN	Wed 29 March 2000 09:13 by G.Simpson / UKSS	*Saved:* Wed 29 March 2000 09:14
	Call # E-0003280186 was Reassigned from Group UKSS to Glynis Simpson, Group UKSS Reassigned for progression	
MODIFY	Wed 29 March 2000 09:17 by G.Simpson / UKSS	*Saved:* Wed 29 March 2000 09:17
	Call information modified by Glynis Simpson Serial #: to '792852T' Tag: to '1534051'	
REASSIGN	Wed 29 March 2000 09:18 by G.Simpson / UKSS	*Saved:* Wed 29 March 2000 09:18
	Call # E-0003280186 was Reassigned from Glynis Simpson, Group UKSS to Group UKSS1 Reassigned for engineers visit	
REASSIGN	Wed 29 March 2000 09:40 by Dispatch 1 /	*Saved:* Wed 29 March 2000 09:38
	The projected arrival date for engineer 064008 is 29-03-2000 10:25:00 Engineer 064008 allocated	
UPDATE	Wed 29 March 2000 14:10 by Dispatch 1 /	*Saved:* Wed 29 March 2000 14:08
	Engineer 064008 despatched to site at 29-03-2000 14:00:00 ** [No Remark entered.]	
UPDATE	Wed 29 March 2000 15:10 by Dispatch 1 /	*Saved:* Wed 29 March 2000 15:09
	Engineer 064008 arrived on site at 29-03-2000 15:01:00 ** [Engineer 064008 Logged On.]	
UPDATE	Wed 29 March 2000 16:10 by Dispatch 1 /	*Saved:* Wed 29 March 2000 16:07
	Base unit failed on fit	
UPDATE	Wed 29 March 2000 16:10 by Dispatch 1 /	*Saved:* Wed 29 March 2000 16:07
	base unit 400B failed on fit. serial number of bas e unit given to Becky	
UPDATE	Wed 29 March 2000 17:30 by Dispatch 1 /	*Saved:* Wed 29 March 2000 17:28
	Engineer 064008 allocated	
SUSPEND	Wed 29 March 2000 18:03 by UK052525 / UKSS2	*Saved:* Wed 29 March 2000 18:03
	Call suspended by Jayne Drew SUSPENDING PENDING RETURN VISIT BY ENG TOMORROW	
RELEASE	Thu 30 March 2000 07:56 by UK052525 / UKSS2	*Saved:* Thu 30 March 2000 07:56
	Call released by Jayne Drew: releasing for eng visit	
ENG VISIT	Thu 30 March 2000 09:00 by 064008 / ENGINEERS	*Saved:* Thu 30 March 2000 12:00
	ENG REPLACED BASE UNIT STILL NO CHANGE IN THE SPEED OF THE SYSTEM REINSTALLED OLD BASE UNIT ENG ADVISED PM TO RELOG IF PROBLEM GETS ANY SLOWER. Call closure code of unnecessar and repair code 819	
REASSIGN	Thu 30 March 2000 13:14 by Dispatch 1 /	*Saved:* Thu 30 March 2000 13:14
	OTI monitor reassigned this call from Dispatch 1 to G.Simpson (UKSS)	
REASSIGN	Thu 30 March 2000 13:20 by G.Simpson / UKSS	*Saved:* Thu 30 March 2000 13:21
	Call # E-0003280186 was Reassigned from Glynis Simpson, Group UKSS to Group SMC1 Engineer visit complete, call returned for action	
Repeat Call	Thu 30 March 2000 16:07 by uk080108 / HSH1	*Saved:* Thu 30 March 2000 16:07
	Base unit was installed at 10.30 and crashed immmeadiatly. Engineer rebooted but has just crashed again. - Pm is sure that problem could not with base unit as this has been changed many times and problem is still occuring.	
Advice	Fri 31 March 2000 13:47 by uk079782 / HSH1	*Saved:* Fri 31 March 2000 13:47
	caller wants this escalated.	
Advice	Fri 31 March 2000 16:49 by uk080011 / HSH1	*Saved:* Fri 31 March 2000 16:49
	Call e-0003311246 was raised on the back of this and is related to the same problem - voiced SMC who advised to merge the calls.	
OPEN_CALL_TS	Fri 31 March 2000 16:51 by uk080011 / HSH1	*Saved:* Fri 31 March 2000 16:52
	Open Calls Troubleshoot (Affected Site:153405)	
Information	Fri 31 March 2000 16:52 by uk080011 / HSH1	*Saved:* Fri 31 March 2000 16:52
	New call taken by Bev Brown: The system keeps crashing and IS DOING 3 or 4 times a day and is getting worse. They have had several base units installed but the problem persists	
OPEN_CALL_TS	Fri 31 March 2000 16:52 by uk080011 / HSH1	*Saved:* Fri 31 March 2000 16:52
	Open Calls Troubleshoot (Affected Site:153405)	
Advice	Fri 31 March 2000 16:52 by uk080011 / HSH1	*Saved:* Fri 31 March 2000 16:52
	Reassigning to SMC for further investigation. The system crashed 3 or 4 times a day. New base units have been installed but the problem persists	
OPEN_CALL_TS	Fri 31 March 2000 16:53 by uk080011 / HSH1	*Saved:* Fri 31 March 2000 16:53
	Open Calls Troubleshoot (Affected Site:153405)	
Advice	Fri 31 March 2000 16:53 by uk080011 / HSH1	*Saved:* Fri 31 March 2000 16:53
	Advised PM to reboot the counter - PM happy to carry this out as long as this is investigated.	
OPEN_CALL_TS	Fri 31 March 2000 16:54 by uk080011 / HSH1	*Saved:* Fri 31 March 2000 16:54
	Open Calls Troubleshoot (Affected Site:153405)	
Repeat Call	Sat 01 April 2000 08:49 by uk080054 / HSH1	*Saved:* Sat 01 April 2000 08:49
	PM reports that the gateway has crashed yet again(blue stop screen 0x0000000A.) Pm not happy as no amount of reboots or swapping of base units seems to work. There is no pattern to the system crashing. PM states they have had about 5 base units only went live 7/2/2000. System is crashing at least once a day up to 4 times a day.	
OPEN_CALL_TS	Sat 01 April 2000 08:51 by UK061354 / SMC1	*Saved:* Sat 01 April 2000 08:52
	Open Calls Troubleshoot (Affected Site:153405)	
Information	Sat 01 April 2000 08:54 by uk080054 / HSH1	*Saved:* Sat 01 April 2000 08:54
	PM states that they had a call yesterday after the system crashed. E-0003311246. VOiced SMC who said they will have a look into it.	

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REASSIGN	Sat 01 April 2000 08:58 by uk080054 / HSH1	*Saved:* Sat 01 April 2000 08:58
	Call # E-0003280186 was Reassigned from Group SMC1 to Group SMC1 Reasign for invetigation	
OPEN_CALL_TS	Sat 01 April 2000 09:00 by UK061354 / SMC1	*Saved:* Sat 01 April 2000 09:00
	Open Calls Troubleshoot (Affected Site:153405)	
REASSIGN	Sat 01 April 2000 10:45 by UK061354 / SMC1	*Saved:* Sat 01 April 2000 10:45
	Call # E-0003280186 was Reassigned from Group SMC1 to Stephen Corney, Group SMC1	
Information	Sat 01 April 2000 12:38 by UK061354 / SMC1	*Saved:* Sat 01 April 2000 12:38
	Gateway counter has been swapped out before and still there is continual problems with the gateway counter blue screens, can this site be investigated to see if there is any reasons for this.	
Information	Sat 01 April 2000 14:42 by UK061354 / SMC1	*Saved:* Sat 01 April 2000 14:42
	Event logs down loaded ref:32019	
Information	Sat 01 April 2000 14:43 by UK061354 / SMC1	*Saved:* Sat 01 April 2000 14:43
	For investigation	
ReOpen OTI	Sat 01 April 2000 14:43 by UK061354 / SMC1	*Saved:* Sat 01 April 2000 14:43
	For investigation	
REASSIGN	Sat 01 April 2000 14:43 by UK061354 / SMC1	*Saved:* Sat 01 April 2000 14:43
	Call # E-0003280186 was Reassigned from Stephen Corney, Group SMC1 to Group EDSC1	
UPDATE	Mon 03 April 2000 09:42 by PINICL /	*Saved:* Mon 03 April 2000 09:42
	By Paul Steed at 03-apr-2000 09:40:00 Category 40 - Incident Under Investigation PRESCAN:Routing to Mike in the absence of Pat	
OTI_CLOSE	Tue 04 April 2000 10:22 by PINICL /	*Saved:* Tue 04 April 2000 10:22
	NO TRANSACTION DATE AND TIME WAS PROVIDED FOR THIS ACTION USING CURRENT DATE AND TIME By Mike Croshaw at 04-apr-2000 10:23:00 Category 92 - Suspected hardware fault SSC cannot ping gateway - please pass to CFM ASAP to check comms to this site.	
REASSIGN	Tue 04 April 2000 10:22 by PINICL /	*Saved:* Tue 04 April 2000 10:22
	OTI monitor reassigned this call from PINICL to UK061354 (SMC1)	
Information	Tue 04 April 2000 10:57 by UK061356 / SMC1	*Saved:* Tue 04 April 2000 10:57
	Raising call to an 'A' priority - on aithorisation of Alison Peacock.	
Information	Tue 04 April 2000 10:58 by UK061356 / SMC1	*Saved:* Tue 04 April 2000 10:58
	Passing call to CFM3 - please check comms.	
REASSIGN	Tue 04 April 2000 10:58 by UK061356 / SMC1	*Saved:* Tue 04 April 2000 10:58
	Call # E-0003280186 was Reassigned from Stephen Corney, Group SMC1 to Group CFM3	
MODIFY	Tue 04 April 2000 10:58 by UK061356 / SMC1	*Saved:* Tue 04 April 2000 10:59
	Call information modified by Anthony Obi CSR ID: Priority: from '0' to '99' Severity: from '3' to '4'	
Information	Tue 04 April 2000 11:15 by uk058547 / CFM3	*Saved:* Tue 04 April 2000 11:15
	We are establshing Normal call clearing to this counter but are not passing packets, this suggests problems with counter, KEL points towards the eicon driver. There is not a fault on this ISDN line. PH	
REASSIGN	Tue 04 April 2000 11:17 by uk058547 / CFM3	*Saved:* Tue 04 April 2000 11:17
	Call # E-0003280186 was Reassigned from Group CFM3 to Group SMC1	
Information	Tue 04 April 2000 23:39 by UK061825 / SMC1	*Saved:* Tue 04 April 2000 23:39
	Passing back to EDSC per update from CFM, counter has already been swopped out previously and still experiencing the same problem.	
ReOpen OTI	Tue 04 April 2000 23:40 by UK061825 / SMC1	*Saved:* Tue 04 April 2000 23:40
	Passing back to EDSC per update from CFM, counter has already been swopped out previously and still experiencing the same problem.	
REASSIGN	Tue 04 April 2000 23:41 by UK061825 / SMC1	*Saved:* Tue 04 April 2000 23:41
	Call # E-0003280186 was Reassigned from Group SMC1 to Group EDSC1 Passing for investigation	
Information	Wed 05 April 2000 04:24 by UK061826 / SMC1	*Saved:* Wed 05 April 2000 04:24
	Noted on shift handover for am shift to voice prompt.	
Repeat Call	Wed 05 April 2000 09:04 by uk079785 / HSH1	*Saved:* Wed 05 April 2000 09:04
	pm reporting yet another crash, advised that 3rd line software support are investigating and he will be updated asap	
Advice	Wed 05 April 2000 14:52 by uk079746 / HSH1	*Saved:* Wed 05 April 2000 14:52
	Pm called in to advise us that again it has windows crash, spoke to Mike Croshaw he advised reboot to clear.	
UPDATE	Wed 05 April 2000 16:47 by PINICL /	*Saved:* Wed 05 April 2000 16:47
	By Mike Croshaw at 05-apr-2000 16:49:00 Category 40 - Incident Under Investigation This looks like a problem with the Eicon driver (together with some very intermittent comms). Continuing to gather further evidence.	
UPDATE	Wed 05 April 2000 17:22 by PINICL /	*Saved:* Wed 05 April 2000 17:22
	By Mike Croshaw at 05-apr-2000 17:23:00 Category 40 - Incident Under Investigation POStatus messages indicate a history of comms failures (at least 3 major comms failures within the last month).	
Repeat Call	Thu 06 April 2000 11:35 by uk079674 / HSH1	*Saved:* Thu 06 April 2000 11:35
	pm states that his gateway counter has crashed again.... i advised him that as it was a re-occuring problem i would send it to smc for investigation-he then advised me that the call was with EDSC and was under investigation and gave the ref number of this call-the pm will reboot the counter, and continue.	
UPDATE	Thu 06 April 2000 11:38 by PINICL /	*Saved:* Thu 06 April 2000 11:38
	By Barbara Longley at 06-apr-2000 11:38:00 Category 40 - Incident Under Investigation Shelley from HSH rang for an urgent update on this call saying it was an 'A' priority. It is a 'B' and has always been a 'B'.	

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UPDATE	Thu 06 April 2000 14:00 by PINICL /	*Saved:* Thu 06 April 2000 14:00
	By Mike Croshaw at 06-apr-2000 13:59:00 Category 40 - Incident Under Investigation Requested gateway to be swapped as engineer is visiting site to add an extra counter anyway. Call ref for new call is E-0004061124.	
OPEN_CALL_TS	Thu 06 April 2000 18:16 by UK061809 / SMC1	*Saved:* Thu 06 April 2000 18:17
	Open Calls Troubleshoot (Affected Site:153405)	
OPEN_CALL_TS	Thu 06 April 2000 18:17 by UK061809 / SMC1	*Saved:* Thu 06 April 2000 18:23
	Open Calls Troubleshoot (Affected Site:153405)	
Information	Thu 06 April 2000 18:24 by uk080066 / HSH1	*Saved:* Thu 06 April 2000 18:24
	Pm called to say that gateway crashed again but this time the stop error is 1E instead of A. On Kel, this states that they the counter may need an increase of RAM SMC advised to reboot the counter and to stop use of it if possible.	
Information	Fri 07 April 2000 08:56 by uk066871 / HSH1	*Saved:* Fri 07 April 2000 08:56
	System has crashed again. STOP 0x0000000a(0x00004000,0x000000ff,0x00000001,0x808511d6) PM to reboot again	
Advice	Sat 08 April 2000 12:54 by uk079832 / HSH1	*Saved:* Sat 08 April 2000 12:54
	PM calling to advise that the gateway counter has crashed. The system has gone to the blue setup screen, stop message 0x0000000a, advising hard reboot.	
REASSIGN	Mon 10 April 2000 11:41 by uk079782 / HSH1	*Saved:* Mon 10 April 2000 11:41
	Call # E-0003280186 was Reassigned from Group EDSC1 to Group CFM3 re assigned for action	
OTI_CLOSE	Mon 10 April 2000 11:38 by PINICL /	*Saved:* Mon 10 April 2000 11:38
	NO TRANSACTION DATE AND TIME WAS PROVIDED FOR THIS ACTION USING CURRENT DATE AND TIME By Mike Croshaw at 10-apr-2000 11:34:00 Category 100 - Route call to CFM SSC unable to ping this site. Please pass to CFM3 again to check comms - counter has been swapped 3 times and crashes are still occurring, this suggests consistent ISDN failure. Please perform an end to end check of the line. HARDWARE FAULT	
REASSIGN	Mon 10 April 2000 11:38 by PINICL /	*Saved:* Mon 10 April 2000 11:38
	OTI monitor reassigned this call from PINICL to uk080012 (HSH1)	
REASSIGN	Mon 10 April 2000 11:44 by uk059368 / HSH1	*Saved:* Mon 10 April 2000 11:44
	Call # E-0003280186 was Reassigned from Simon Gavin, Group HSH1 to David John Flood, Group HSH1 Reassigning for action.	
REASSIGN	Mon 10 April 2000 11:45 by uk059368 / HSH1	*Saved:* Mon 10 April 2000 11:45
	Call # E-0003280186 was Reassigned from David John Flood, Group HSH1 to Group SMC1 Reassigning for further progression. Please route to CFM as requested.	
Information	Mon 10 April 2000 11:45 by uk059368 / HSH1	*Saved:* Mon 10 April 2000 11:45
	Printed off and handed call to SMC.	
Information	Mon 10 April 2000 11:39 by uk061353 / SMC1	*Saved:* Mon 10 April 2000 11:39
	passing this call to CFM3 as per SSC update.	
REASSIGN	Mon 10 April 2000 11:40 by uk061353 / SMC1	*Saved:* Mon 10 April 2000 11:40
	Call # E-0003280186 was Reassigned from Group SMC1 to Group CFM3	
REASSIGN	Mon 10 April 2000 11:46 by contin3 / CFM3	*Saved:* Mon 10 April 2000 11:46
	Call # E-0003280186 was Reassigned from Group CFM3 to Group CFM3 WIGAN	
Information	Mon 10 April 2000 11:52 by contin3 / CFM3	*Saved:* Mon 10 April 2000 11:52
	Re-tested comms to site, we are seeing normal call clearing on the ISDN line and counter is also accepting small and large packets, comms to site working okay.	
REASSIGN	Mon 10 April 2000 12:04 by contin3 / CFM3	*Saved:* Mon 10 April 2000 12:04
	Call # E-0003280186 was Reassigned from Group CFM3 WIGAN to Group SMC1	
REASSIGN	Mon 10 April 2000 14:29 by uk059129 / SMC1	*Saved:* Mon 10 April 2000 14:29
	Call # E-0003280186 was Reassigned from Group SMC1 to Shaun Jowett, Group SMC1	
CLOSE	Mon 10 April 2000 14:31 by uk059129 / SMC1	*Saved:* Mon 10 April 2000 14:31
	Call Close by Shaun Jowett: I have spoken to the PM and everything now seems to be functioning correctly.	

This call has remarks

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HOME Pathway NR2 Archive4.0a on pwayweb01 PH4PatNR2 on STE09HSH05 patenqweb 21/06/00 ICL

Call E-0004100575

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Status:	Closed	Opened:	Mon 10 April 2000 11:41	Site:	153405
Severity:	3 B	Closed:	Mon 10 April 2000 15:39	Customer:	I039
Priority:	0			CSR/Team:	uk061825 / SMC1

Caller Details

Caller:	Mr M A Jackson	Phone:	GRO	Site:	153405
Title:	Mrs Wolstem Homes - PM	Login:		Department:	
		Caller ID:		Location:	

Call Problem Details

Product Type:		Call Type:	N	ProbType:	ND02	Problem:	

Problem Text:	On Node 5 - 2,3 & 4 are disconnected - this was also happening on Saturday and they had a message on Saturday saying disconnected from the network - the base units are all switched on seem to functioning fine. Please investigate...

Call Closure Details

Closed:	10/04/00 15:39	Cause:	C31	Repair:	R04	Resolution:	RS08
Text:	Call Close by Kyrstin Stuart: to reboot all counters.						

Call Asset Details

Asset ID:		Description:	Serial No:
Product:	Post Office ISDN Line	Description:	Network ID:

Call Activity Log

OPEN	Mon 10 April 2000 11:36 by uk063495 / HSH1	*Saved:* Mon 10 April 2000 11:41
	New call taken by Stefanie Collins: On Node 5 - 2,3 & 4 are disconnected - this was also happening on Saturday and they had a message on Saturday saying disconnected from the network - the base units are all switched on seem to functioning fine. Please investigate...	
OPEN_CALL_TS	Mon 10 April 2000 11:41 by uk063495 / HSH1	*Saved:* Mon 10 April 2000 11:41
	Open Calls Troubleshoot (Affected Site:153405)	
OPEN_CALL_TS	Mon 10 April 2000 11:41 by uk063495 / HSH1	*Saved:* Mon 10 April 2000 11:41
	Open Calls Troubleshoot (Affected Site:153405)	
Advice	Mon 10 April 2000 11:45 by uk063495 / HSH1	*Saved:* Mon 10 April 2000 11:45
	Advised the PM to go through all the APS and make sure that they are showing on the report - they have done quite a few this morning so that is going to take some time - she states that the OBCS seem to going through ok without any error messages - all the base units are logged in - Node 5 was only installed last week and is in the back office.	
REASSIGN	Mon 10 April 2000 11:47 by uk063495 / HSH1	*Saved:* Mon 10 April 2000 11:47
	Call # E-0004100575 was Reassigned from Stefanie Collins, Group HSH1 to Group SMC1 Re-assigning for investigation.	
Advice	Mon 10 April 2000 13:24 by uk079964 / HSH1	*Saved:* Mon 10 April 2000 13:24
	PM is experiencing problems with reports. Giro d/s, the report is showing saturdays giros with todays, although they have been cut off. n/s d/s, 3 of them are not showing on todays report. Some cheques from sat, are included with today, although they have been cut off. Every time a report is carried out, mesge comes up, the following nodes are disconnected, 2,3 and 4. Carried out on counter 5, JWO001, CAP-3, SU-AA(Shared)	
Repeat Call	Mon 10 April 2000 15:00 by uk080067 / HSH1	*Saved:* Mon 10 April 2000 15:00
	The PM has called in they are doing checks for all the transactions they have done & decided to do a translog, they have put in the user, and they then did a trans log for this only & no dates. Spoke to Step, she advised not to reboot at this stage, the call is being escalated to SMC and advised the PM that someone will call. They have had system busy for over 1 hour, advised this is searching all the dates.	
Information	Mon 10 April 2000 15:03 by uk080067 / HSH1	*Saved:* Mon 10 April 2000 15:03
	Call escalated by S.Collins to Mick on SMC - passed to Kirsty.	
REASSIGN	Mon 10 April 2000 15:17 by UK061825 / SMC1	*Saved:* Mon 10 April 2000 15:17
	Call # E-0004100575 was Reassigned from Group SMC1 to Kyrstin Stuart, Group SMC1	
Contacted	Mon 10 April 2000 15:37 by UK061825 / SMC1	*Saved:* Mon 10 April 2000 15:37
	Health checked all counters and all were fine except counter 3's od was down, restarted it and that then health checked ok too. Called the PM and advised to reboot all counters tonight, then if still getting disconnected messages in the morning to log a new call for us as will need an engineer.	
CLOSE	Mon 10 April 2000 15:39 by uk061825 / SMC1	*Saved:* Mon 10 April 2000 15:39
	Call Close by Kyrstin Stuart: to reboot all counters.	

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HOME Pathway NR2 Archive4.0a on pwayweb01 PH4PatNR2 on STE09HSH05 patenqweb 21/06/00 ICL

Call E-0004130533

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Status:	Closed	Opened:	Thu 13 April 2000 10:36	Site:	153405
Severity:	3 B	Closed:	Thu 13 April 2000 10:40	Customer:	I039
Priority:	0			CSR/Team:	uk066936 / HSH1

Caller Details

Caller:	Julie Wolfdenholme	Phone:	GRO	Site:	153405
Title:	PostMaster	Login:		Department:	
		Caller ID:		Location:	

Call Problem Details

Product Type:		Call Type:	S	ProbType:	SD02	Problem:	
Problem Text:	Pm reports that node 5 is getting an error message when trying to log on "cannot perform sesion transfer while processing report".						

Call Closure Details

Closed:	13/04/00 10:40	Cause:	C22	Repair:	R21	Resolution:	RS08
Text:	Call Close by Matthew Taylor: Asked pm to log on to the gateway. he could log in and he had the ap recovery screen navigated pm thru that. then advised pm to log off and then log in on node 5. he could log in ok.						

Call Asset Details

Asset ID:		Description:		Serial No:	
Product:	EPOSS	Description:		Network ID:	

Call Activity Log

OPEN	Thu 13 April 2000 10:33 by uk066936 / HSH1	*Saved:* Thu 13 April 2000 10:36
	New call taken by Matthew Taylor: Pm reports that node 5 is getting an error message when trying to log on "cannot perform sesion transfer while processing report".	
OPEN_CALL_TS	Thu 13 April 2000 10:37 by uk066936 / HSH1	*Saved:* Thu 13 April 2000 10:37
	Open Calls Troubleshoot (Affected Site:153405)	
Advice	Thu 13 April 2000 10:38 by uk066936 / HSH1	*Saved:* Thu 13 April 2000 10:38
	Asked pm to log on to the gateway. he could log in and he had the ap recovery screen navigated pm thru that. then advised pm to log off and then log in on node 5. he could log in ok.	
MODIFY	Thu 13 April 2000 10:40 by uk066936 / HSH1	*Saved:* Thu 13 April 2000 10:40
	Call information modified by Matthew Taylor Severity: from '2' to '3'	
CLOSE	Thu 13 April 2000 10:40 by uk066936 / HSH1	*Saved:* Thu 13 April 2000 10:40
	Call Close by Matthew Taylor: Asked pm to log on to the gateway. he could log in and he had the ap recovery screen navigated pm thru that. then advised pm to log off and then log in on node 5. he could log in ok.	

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HOME Pathway NR2 Archive4.0a on pwayweb01 PH4PatNR2 on STE09HSH05 patenqweb 21/06/00 ICL

Call E-0004052195

Remarks

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Status:	Closed	Opened:	Wed 05 April 2000 17:53	Site:	153405
Severity:	1 D	Closed:	Thu 13 April 2000 17:21	Customer:	l039
Priority:	0			CSR/Team:	uk052436 / UKSS2

Caller Details

Caller:	Mr M A Jackson	Phone:	GRO	Site:	153405
Title:		Login:		Department:	
		Caller ID:		Location:	

Call Problem Details

Product Type:	PT01	Call Type:	X	ProbType:	CC24	Problem:	
Problem Text:	OBC work schedule. Engineer to site 7/4/00 at 13:00 to increase the number of counters from 4 to 5. Additional counter equipment shipped to PRE02 FAO Imraan Rawat 5/4/00.						

Call Closure Details

Closed:	13/04/00 17:21	Cause:	completed	Repair:	827	Resolution:	RS03
Text:	Call Close by L. Betts: OBC work complete						

Call Asset Details

Asset ID:		Description:	OBCS	Serial No:	
Product:	OBCS	Description:	OBCS	Network ID:	

Call Activity Log

OPEN	Wed 05 April 2000 17:49 by uk052436 / UKSS2 New call taken by L. Betts: OBC work schedule. Engineer to site 7/4/00 at 13:00 to increase the number of counters from 4 to 5. Additional counter equipment shipped to PRE02 FAO Imraan Rawat 5/4/00.	*Saved:* Wed 05 April 2000 17:53
REASSIGN	Wed 05 April 2000 17:58 by uk052436 / UKSS2 Call # E-0004052195 was Reassigned from L. Betts, Group UKSS2 to Group UKSS2 Reassigned for engineer allocation.	*Saved:* Wed 05 April 2000 17:58
REASSIGN	Fri 07 April 2000 08:59 by uk052436 / UKSS2 Call # E-0004052195 was Reassigned from Group UKSS2 to Group UKSS1 Reassigning for allocation to engineer (Imraan Rawat).	*Saved:* Fri 07 April 2000 08:59
REASSIGN	Fri 07 April 2000 09:50 by Dispatch 1 / The projected arrival date for engineer 064008 is 07-04-2000 12:30:00 Engineer 064008 allocated	*Saved:* Fri 07 April 2000 09:48
REASSIGN	Fri 07 April 2000 14:31 by Dispatch 1 / The projected arrival date for engineer 051286 is 07-04-2000 15:46:00 Engineer 051286 allocated	*Saved:* Fri 07 April 2000 14:30
REASSIGN	Fri 07 April 2000 14:40 by Dispatch 1 / The projected arrival date for engineer 051286 is 07-04-2000 16:02:00 Engineer 051286 allocated	*Saved:* Fri 07 April 2000 14:37
UPDATE	Fri 07 April 2000 15:20 by Dispatch 1 / Engineer 051286 arrived on site at 07-04-2000 15:14:00 ** [No Remark entered.]	*Saved:* Fri 07 April 2000 15:19
UPDATE	Fri 07 April 2000 15:20 by Dispatch 1 / ** [Engineer 051286 Logged On.]	*Saved:* Fri 07 April 2000 15:19
UPDATE	Fri 07 April 2000 17:40 by Dispatch 1 / obc counter increase completed	*Saved:* Fri 07 April 2000 17:38
UPDATE	Fri 07 April 2000 17:40 by Dispatch 1 / counter config change completed	*Saved:* Fri 07 April 2000 17:38
UPDATE	Fri 07 April 2000 17:40 by Dispatch 1 / Work completed	*Saved:* Fri 07 April 2000 17:38
ENG VISIT	Fri 07 April 2000 15:14 by 051286 / ENGINEERS counter config change completed Call closure code of completed and repair code 827	*Saved:* Fri 07 April 2000 17:29
REASSIGN	Fri 07 April 2000 17:38 by Dispatch 1 / OTI monitor reassigned this call from Dispatch 1 to uk052436 (UKSS2)	*Saved:* Fri 07 April 2000 17:38
CLOSE	Thu 13 April 2000 17:21 by uk052436 / UKSS2 Call Close by L. Betts: OBC work complete	*Saved:* Thu 13 April 2000 17:21

This call has remarks

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HOME Pathway NR2 Archive4.0a on pwayweb01 PH4PatNR2 on STE09HSH05 patenqweb 21/06/00 ICL

Call E-0004110915

Remarks

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Status:	Closed	Opened:	Tue 11 April 2000 13:26	Site:	153405
Severity:	3 B	Closed:	Mon 17 April 2000 12:25	Customer:	I039
Priority:	0			CSR/Team:	UK061916 / SMC1

Caller Details

Caller:	Mr M A Jackson	Phone:	GRO	Site:	153405
Title:	PostMaster	Login:		Department:	
		Caller ID:		Location:	

Call Problem Details

Product Type:		Call Type:	N	ProbType:	ND03	Problem:	
Problem Text:	please allocate engineer to site to check cables and land connections to counters						

Call Closure Details

Closed:	17/04/00 12:25	Cause:	C32	Repair:	R09	Resolution:	RS08
Text:	Call Close by Russell King: Call can be closed.						

Call Asset Details

Asset ID:		Description:	Multi Counter Gateway 400 - Live PO Sites	Serial No:	7933797
Product:	PATICLX365/400B	Description:	Multi Counter Gateway 400 - Live PO Sites	Network ID:	

Call Activity Log

OPEN	Tue 11 April 2000 13:23 by uk080014 / HSH1	*Saved:* Tue 11 April 2000 13:26
	New call taken by Mahesh Patel: please allocate engineer to site to check cables and land connections to counters	
Information	Tue 11 April 2000 13:28 by uk080014 / HSH1	*Saved:* Tue 11 April 2000 13:28
	aston from smc requested this to be passed to UKSS1	
REASSIGN	Tue 11 April 2000 13:28 by uk080014 / HSH1	*Saved:* Tue 11 April 2000 13:29
	Call # E-0004110915 was Reassigned from Mahesh Patel, Group HSH1 to Group UKSS1 reassigning per instruction	
Information	Tue 11 April 2000 14:57 by uk053128 / UKSS2	*Saved:* Tue 11 April 2000 14:57
	wa04111053	
REASSIGN	Tue 11 April 2000 14:57 by uk053128 / UKSS2	*Saved:* Tue 11 April 2000 14:58
	Call # E-0004110915 was Reassigned from Group UKSS1 to Imran Rawat, Group UKSS1	
REASSIGN	Wed 12 April 2000 08:30 by Dispatch 1 /	*Saved:* Wed 12 April 2000 08:35
	The projected arrival date for engineer 064008 is 12-04-2000 10:02:00 Engineer 064008 allocated	
Information	Wed 12 April 2000 11:10 by uk058728 / SMC1	*Saved:* Wed 12 April 2000 11:10
	This site has had an increase in counters(from 4 to 5) on the 07.04.00 and problem has occured since then. I have spoken to engineer onsite, who has checked hub ports and cable connections to counters. In addition, counters have also been rebooted. When performing reports on gateway this works ok, but when attempting on any other counter an error message is displayed ' The following nodes are disconnected on counter2 and 4' when using counter 5. Health check performed and appear to ping ok on counters.	
ENG VISIT	Wed 12 April 2000 09:00 by 064008 / ENGINEERS	*Saved:* Wed 12 April 2000 10:00
	pls pass to SMc att Aston. engineer has confirmed this is a software fault. Call closure code of configurat and repair code 919	
REASSIGN	Wed 12 April 2000 16:42 by Dispatch 1 /	*Saved:* Wed 12 April 2000 16:42
	OTI monitor reassigned this call from Dispatch 1 to uk080014 (HSH1)	
REASSIGN	Wed 12 April 2000 21:58 by 062457 / HSH1	*Saved:* Wed 12 April 2000 21:59
	Call # E-0004110915 was Reassigned from Mahesh Patel, Group HSH1 to Group SMC1 Reasigning for attention of Aston as requested by engineer.	
Information	Mon 17 April 2000 04:05 by UK061916 / SMC1	*Saved:* Mon 17 April 2000 04:05
	Problem is that Gateway not recognising the existence of Counter 5. Will send to SSC for them to investigate registry to see if it is correct, i.e. this was originally a 4 counter site so Gateway was configured to recognise itself and the 3 other counters, registry should've been updated so Gateway recognises a fifth counter. SSC: if this is not the case, could the registry be updated, please.	
ReOpen OTI	Mon 17 April 2000 04:08 by UK061916 / SMC1	*Saved:* Mon 17 April 2000 04:08
	Problem is that Gateway not recognising the existence of Counter 5. Will send to SSC for them to investigate registry to see if it is correct, i.e. this was originally a 4 counter site so Gateway was configured to recognise itself and the 3 other counters, registry should've been updated so Gateway recognises a fifth counter. SSC: if this is not the case, could the registry be updated, please.	
REASSIGN	Mon 17 April 2000 04:09 by UK061916 / SMC1	*Saved:* Mon 17 April 2000 04:09
	Call # E-0004110915 was Reassigned from Group SMC1 to Group EDSC1 reassigning for investigation and action	
Information	Mon 17 April 2000 04:09 by UK061916 / SMC1	*Saved:* Mon 17 April 2000 04:09
	PLease check registry to see if gateway configured to recognise 5 counters not 4 as number of counters has been increased by one.	

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OTI_CLOSE	Mon 17 April 2000 11:36 by PINICL /	*Saved:* Mon 17 April 2000 11:36
	NO TRANSACTION DATE AND TIME WAS PROVIDED FOR THIS ACTION USING CURRENT DATE AND TIME By Pat Carroll at 17-apr-2000 11:24:00 Category 92 - Suspected hardware fault Gateway swapped all is ok PM Happy Please Close.	
REASSIGN	Mon 17 April 2000 11:36 by PINICL /	*Saved:* Mon 17 April 2000 11:36
	OTI monitor reassigned this call from PINICL to UK061916 (SMC1)	
CLOSE	Mon 17 April 2000 12:25 by UK061916 / SMC1	*Saved:* Mon 17 April 2000 12:25
	Call Close by Russell King: Call can be closed.	

This call has remarks

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HOME Pathway NR2 Archive4.0a on pwayweb01 PH4PatNR2 on STE09HSH05 patenqweb 21/06/00 ICL

Call E-0004141583

Remarks

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Status:	Closed	Opened:	Fri 14 April 2000 17:01	Site:	153405
Severity:	4 A	Closed:	Mon 17 April 2000 10:20	Customer:	l039
Priority:	99			CSR/Team:	uk079832 / HSH1

Caller Details

Caller:	Pat Carl	Phone:	GRO	Site:	153405
Title:	SSC	Login:		Department:	
		Caller ID:		Location:	

Call Problem Details

Product Type:		Call Type:	S	ProbType:	SD02	Problem:	
Problem Text:	Repeated blue screen on Gateway. PLease replace gateway UNit.						

Call Closure Details

Closed:	17/04/00 10:20	Cause:	failure	Repair:	821	Resolution:	RS03
Text:	Call Close by Anthony Marsh: Calling PM who advised that the call can be closed off.						

Call Asset Details

Asset ID:	1534051	Description:	Multi Counter Gateway 400 - Live PO Sites	Serial No:	7933797
Product:	PATICLX365/400B	Description:	Multi Counter Gateway 400 - Live PO Sites	Network ID:	

Call Activity Log

OPEN	Fri 14 April 2000 16:59 by uk080069 / HSH1	*Saved:* Fri 14 April 2000 17:01
	New call taken by Alex Common: Repeated blue screen on Gateway. PLease replace gateway UNit.	
REASSIGN	Fri 14 April 2000 17:03 by uk080069 / HSH1	*Saved:* Fri 14 April 2000 17:04
	Call # E-0004141583 was Reassigned from Alex Common, Group HSH1 to Group SMC1 Reassigning to UKSS via SMC. This call is a A priority call at request of caller from SSC. The caller reports this needs to be done tomorrow.	
REASSIGN	Fri 14 April 2000 17:20 by UK061815 / SMC1	*Saved:* Fri 14 April 2000 17:20
	Call # E-0004141583 was Reassigned from Group SMC1 to Daniel Sales, Group SMC1	
Contacted	Fri 14 April 2000 17:21 by UK061815 / SMC1	*Saved:* Fri 14 April 2000 17:21
	contacted po - hours tomorow are 9-12:30. monday 's are - 9-5:30pm with no lunches.	
Recommend	Fri 14 April 2000 17:26 by UK061815 / SMC1	*Saved:* Fri 14 April 2000 17:26
	build is 2.2, recommend engineer to site to swap out gateway counter at this site as recommended by 3rd lin pat carroll.	
Information	Fri 14 April 2000 17:28 by UK061815 / SMC1	*Saved:* Fri 14 April 2000 17:28
	voiced Shirley @ ukss of this call.	
REASSIGN	Fri 14 April 2000 17:31 by UK061815 / SMC1	*Saved:* Fri 14 April 2000 17:31
	Call # E-0004141583 was Reassigned from Daniel Sales, Group SMC1 to Group UKSS	
MODIFY	Fri 14 April 2000 17:24 by UK061815 / SMC1	*Saved:* Fri 14 April 2000 17:31
	Call information modified by Daniel Sales Action Group: from 'SMC1' to 'UKSS' CSR ID: from 'uk061815' Product ID: from 'PATICLX365/400C' to 'PATICLX365/400B' Prod. Descr.: from 'Standard Counter 400 - Live PO Sites' to ''	
Information	Fri 14 April 2000 17:38 by UK035161 / UKSS	*Saved:* Fri 14 April 2000 17:38
	Have spoken to Pat Carroll as to why this call is an A priority and he has said that the gateway is crashing several times a day and he would like a working base unit in before Energis go in on Monday.	
MODIFY	Fri 14 April 2000 17:40 by UK035161 / UKSS	*Saved:* Fri 14 April 2000 17:41
	Call information modified by Shirley Hunton Call Type: from 'H' to 'S' Serial #: to '7933797' Tag: to '1534051' Problem Type: from 'HD01' to 'SD02' Product Type: from 'PT03' to ''	
REASSIGN	Fri 14 April 2000 17:41 by UK035161 / UKSS	*Saved:* Fri 14 April 2000 17:41
	Call # E-0004141583 was Reassigned from Group UKSS to Group UKSS1	
REASSIGN	Fri 14 April 2000 18:02 by Dispatch 1 /	*Saved:* Fri 14 April 2000 18:04
	The projected arrival date for engineer 051286 is 15-04-2000 09:00:00 Engineer 051286 allocated	
UPDATE	Sat 15 April 2000 09:27 by Dispatch 1 /	*Saved:* Sat 15 April 2000 09:31
	Engineer 051286 despatched to site at 15-04-2000 09:25:00 ** [No Remark entered.]	
UPDATE	Sat 15 April 2000 10:30 by Dispatch 1 /	*Saved:* Sat 15 April 2000 10:33
	Engineer 051286 arrived on site at 15-04-2000 10:28:00 ** [Engineer 051286 Logged On.]	
ENG VISIT	Sat 15 April 2000 10:30 by 051286 / ENGINEERS	*Saved:* Sat 15 April 2000 11:40
	** [No Remark entered.] Call closure code of failure and repair code 821	
REASSIGN	Sat 15 April 2000 11:53 by Dispatch 1 /	*Saved:* Sat 15 April 2000 11:53
	OTI monitor reassigned this call from Dispatch 1 to UK035161 (UKSS)	
REASSIGN	Sat 15 April 2000 12:07 by GB506518 / UKSS2	*Saved:* Sat 15 April 2000 12:07
	Call # E-0004141583 was Reassigned from Shirley Hunton, Group UKSS to Alex Common, Group HSH1 passing back to close - please check engineer times	
SUSPEND	Sat 15 April 2000 18:59 by uk080010 / HSH1	*Saved:* Sat 15 April 2000 18:59
	Call suspended by Saeed Musa suspending untill further pm contact	

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RELEASE	Mon 17 April 2000 10:18 by uk079832 / HSH1	*Saved:* Mon 17 April 2000 10:18
	Call released by Anthony Marsh: for pm contact	
REASSIGN	Mon 17 April 2000 10:18 by uk079832 / HSH1	*Saved:* Mon 17 April 2000 10:19
	Call # E-0004141583 was Reassigned from Alex Common, Group HSH1 to Anthony Marsh, Group HSH1 for PM callback	
Advice	Mon 17 April 2000 10:19 by uk079832 / HSH1	*Saved:* Mon 17 April 2000 10:19
	Calling PM who advised that the call can be closed off.	
CLOSE	Mon 17 April 2000 10:20 by uk079832 / HSH1	*Saved:* Mon 17 April 2000 10:20
	Call Close by Anthony Marsh: Calling PM who advised that the call can be closed off.	

This call has remarks

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HOME Pathway NR2 Archive4.0a on pwayweb01 PH4PatNR2 on STE09HSH05 patenqweb 21/06/00 ICL

Call E-0004101494

Remarks

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Status:	Closed	Opened:	Mon 10 April 2000 16:46	Site:	153405
Severity:	4 A	Closed:	Wed 19 April 2000 12:48	Customer:	l039
Priority:	99			CSR/Team:	uk079701 / HSH1

Caller Details

Caller:	Mr M A Jackson	Phone:	GRO	Site:	153405
Title:		Login:		Department:	
		Caller ID:		Location:	

Call Problem Details

Product Type:		Call Type:	N	ProbType:	ND02
Problem:					
Problem Text:	Mike Croshaw at SSC rang on behalf of this FAD to say wants this call routed to CFM3 so that they can liaise with Energis re the quality of teh ISDN line as the line seems to be losing Packets on standard Ping tests.				

Call Closure Details

Closed:	19/04/00 12:48	Cause:	No Code	Repair:	No Code	Resolution:	RS11
Text:	Call Close by Lyndsey Elliot: Call closed as per instruction in call log.						

Call Asset Details

Asset ID:		Description:	Serial No:
Product:	Post Office ISDN Line	Description:	Network ID:

Call Activity Log

OPEN	Mon 10 April 2000 16:43 by UK061916 / HSH1	*Saved:* Mon 10 April 2000 16:46
	New call taken by Russell King: Mike Croshaw at SSC rang on behalf of this FAD to say wants this call routed to CFM3 so that they can liaise with Energis re the quality of teh ISDN line as the line seems to be losing Packets on standard Ping tests.	
Information	Mon 10 April 2000 16:49 by UK061916 / HSH1	*Saved:* Mon 10 April 2000 16:49
	Wants call routed to CFM3 for urgent investigation and escalation to Energis.	
REASSIGN	Mon 10 April 2000 16:50 by UK061916 / HSH1	*Saved:* Mon 10 April 2000 16:51
	Call # E-0004101494 was Reassigned from Russell King, Group HSH1 to Group SMC1	
REASSIGN	Mon 10 April 2000 16:51 by UK061916 / HSH1	*Saved:* Mon 10 April 2000 16:52
	Call # E-0004101494 was Reassigned from Group SMC1 to Group CFM3 reassigning for urgent investigation	
Information	Mon 10 April 2000 16:53 by contin3 / CFM3	*Saved:* Mon 10 April 2000 16:53
	Can BT please perform testing on this ISDN line as we suspect that there seems to be a line quality problem, due to packets being lost during ping tests. The line is up and we are seeing normal call clearing, but there are regular losses when we send large packet transmissions to the counter. BF	
Information	Mon 10 April 2000 16:56 by UK061916 / HSH1	*Saved:* Mon 10 April 2000 16:56
	Voiced CFM3 to 'A' priority. Also paged Duty Manager. Informed Jovan of 'A' priority.	
Information	Mon 10 April 2000 16:53 by uk038350 / CFM3	*Saved:* Mon 10 April 2000 16:53
	We are unable to ping this site can Energis please investigate. ISDN no :-01253852484 ,FAD code:-153405, Call clearing code:- Ox8495 -'Call Rejected' Can BT check CLI is enabled & in CUG. Thanks, cl@cfm3.	
Information	Mon 10 April 2000 16:57 by contin3 / CFM3	*Saved:* Mon 10 April 2000 16:57
	ISDN number for this counter is 01253 852 484. BF	
REASSIGN	Mon 10 April 2000 16:55 by uk038350 / CFM3	*Saved:* Mon 10 April 2000 16:55
	Call # E-0004101494 was Reassigned from Group CFM3 to Group CFM4 See previous text for details. Thanks :-).cfm3.	
REASSIGN	Mon 10 April 2000 16:58 by contin3 / CFM3	*Saved:* Mon 10 April 2000 16:58
	Call # E-0004101494 was Reassigned from Group CFM3 to Group CFM4 Reassigning for progression. BF	
Information	Mon 10 April 2000 17:10 by uk079868 / HSH1	*Saved:* Mon 10 April 2000 17:10
	please page duty manger again at 09.00 11/4/00 if not resolved.	
Information	Mon 10 April 2000 17:27 by eng004 / CFM4	*Saved:* Mon 10 April 2000 17:27
	Energis Update: Energis Ref REQ82116, BT Ref PL95334, BT are testing line and checking CLIP etc.	
Information	Tue 11 April 2000 10:53 by eng004 / CFM4	*Saved:* Tue 11 April 2000 10:53
	Energis Update, BT have run tests on line this morning and confirm there is no problem with the quality of this line. The CLIP has always been enabled.	
REASSIGN	Tue 11 April 2000 10:55 by eng004 / CFM4	*Saved:* Tue 11 April 2000 10:56
	Call # E-0004101494 was Reassigned from Group CFM4 to Group CFM3 Call reassigned to CFM3 as per below update from BT.	
REASSIGN	Tue 11 April 2000 10:41 by contin3 / CFM3	*Saved:* Tue 11 April 2000 10:41
	Call # E-0004101494 was Reassigned from Group CFM3 to Group CFM3 WIGAN	
Information	Tue 11 April 2000 11:24 by contin3 / CFM3	*Saved:* Tue 11 April 2000 11:24
	Mike Crowshaw currently having counter re-booted. BF	

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Information	Tue 11 April 2000 11:29 by contin3 / CFM3	*Saved:* Tue 11 April 2000 11:29
	Counter rebooted, Now comms appears to be okay, Voiced Mike Croshaw at SSC. Can this call be passed onto Mike at SSC for further action	
REASSIGN	Tue 11 April 2000 11:31 by contin3 / CFM3	*Saved:* Tue 11 April 2000 11:32
	Call # E-0004101494 was Reassigned from Group CFM3 WIGAN to Group SMC1	
Information	Wed 12 April 2000 03:20 by UK061148 / SMC1	*Saved:* Wed 12 April 2000 03:20
	Preformed health check returned large and small packets sucessfully, Object dispatcher is alive. Comms now ok after counter reboot. Call needs to be assigned to EDSC1.	
Information	Wed 12 April 2000 16:37 by contin3 / CFM3	*Saved:* Wed 12 April 2000 16:37
	Energis have called regarding this fault. Although the current comms problem now appears to have been resolved, energis would like to send out a nortel engineer to this site to investigate further. The reason being this site is suspected to have intermittent comms problems, please state access times in call and reassign back to cfm3 so that we can arrange site access with energis. I believe Martin Southern (energis) and Mike Crowshaw are currently arranging access.	
Information	Thu 13 April 2000 03:01 by uk061918 / SMC1	*Saved:* Thu 13 April 2000 03:01
	Shift handover updated to ask dayshift to deal	
OPEN_CALL_TS	Thu 13 April 2000 07:34 by UK061809 / SMC1	*Saved:* Thu 13 April 2000 07:35
	Open Calls Troubleshoot (Affected Site:153405)	
REASSIGN	Thu 13 April 2000 07:35 by UK061809 / SMC1	*Saved:* Thu 13 April 2000 07:35
	Call # E-0004101494 was Reassigned from Group SMC1 to Jeanette Cozzi, Group SMC1	
Information	Thu 13 April 2000 08:24 by UK061809 / SMC1	*Saved:* Thu 13 April 2000 08:24
	Tried to contact the PO, but there is no reply., will try again later.	
OPEN_CALL_TS	Thu 13 April 2000 08:45 by UK061809 / SMC1	*Saved:* Thu 13 April 2000 08:47
	Open Calls Troubleshoot (Affected Site:153405)	
Contacted	Thu 13 April 2000 08:47 by UK061809 / SMC1	*Saved:* Thu 13 April 2000 08:47
	Contacted the PO to gain access times, The PM is no longer mr jackson, the new PM is MR HARRISON. Mrs harrison still works at the PO, but they no longer own the business.	
Access Times	Thu 13 April 2000 08:48 by UK061809 / SMC1	*Saved:* Thu 13 April 2000 08:48
	The PO is open from 9am - 5:30pm. mon-fri.	
REASSIGN	Thu 13 April 2000 08:49 by UK061809 / SMC1	*Saved:* Thu 13 April 2000 08:49
	Call # E-0004101494 was Reassigned from Jeanette Cozzi, Group SMC1 to Group CFM3	
Information	Thu 13 April 2000 09:03 by contin3 / CFM3	*Saved:* Thu 13 April 2000 09:03
	Please refer to previous updtae regarding site access.	
REASSIGN	Thu 13 April 2000 09:03 by contin3 / CFM3	*Saved:* Thu 13 April 2000 09:03
	Call # E-0004101494 was Reassigned from Group CFM3 to Group CFM4	
Information	Thu 13 April 2000 09:03 by uk059960 / CFM3	*Saved:* Thu 13 April 2000 09:03
	As per previous update regarding access times.	
REASSIGN	Thu 13 April 2000 09:06 by uk059960 / CFM3	*Saved:* Thu 13 April 2000 09:06
	Call # E-0004101494 was Reassigned from Group CFM4 to Group CFM4	
Information	Thu 13 April 2000 09:34 by eng004 / CFM4	*Saved:* Thu 13 April 2000 09:34
	Energis Update: Energis NMC have been advised of site access times.	
Information	Thu 13 April 2000 14:25 by eng004 / CFM4	*Saved:* Thu 13 April 2000 14:25
	Energis Update: Nortel engineer is booked to go to site on 14/4/00 between 09:00-12:00.	
Information	Fri 14 April 2000 16:01 by eng004 / CFM4	*Saved:* Fri 14 April 2000 16:01
	Energis Update: Nortel engineer has been to site, but did not have the right kind of tester, this has now been couriered to Nortel. They will go back to site on Monday and run tests with Energis engineer. There will be no need to take cct down for three days as originally believed. Engineer dealing with this is Bob Tattersall will advise of ETA when known.	
Information	Fri 14 April 2000 17:01 by eng004 / CFM4	*Saved:* Fri 14 April 2000 17:01
	Energis Update: Energis NMC have confirmed Nortel engineer Bob Tattersall will be attending site on 17/4/00 @ 09:00.	
Information	Mon 17 April 2000 11:15 by eng004 / CFM4	*Saved:* Mon 17 April 2000 11:15
	Energis Update: ETA for engineer to go to site is 12:30 today. It is also possible that a BT engineer will also attend site.	
Information	Mon 17 April 2000 14:34 by eng004 / CFM4	*Saved:* Mon 17 April 2000 14:34
	Energis Update: Nortel engineer and BT engineer have been to site. Fault has been seen on line between site and exchange. The line however tests as clear between exchange and site. BT have raised a task for the wiring pairs between exchange and site to be replaced and for the line into site to be recrimped.	
Information	Mon 17 April 2000 16:36 by eng004 / CFM4	*Saved:* Mon 17 April 2000 16:36
	Energis Update: BT have advised this is still in hand with their line engineers.	
Information	Tue 18 April 2000 13:46 by eng004 / CFM4	*Saved:* Tue 18 April 2000 13:46
	Energis Update: BT have confirmed wiring work was completed yesterday, Engineer went to site today to retest and has confirmed line is now working properly.	
REASSIGN	Tue 18 April 2000 13:47 by eng004 / CFM4	*Saved:* Tue 18 April 2000 13:47
	Call # E-0004101494 was Reassigned from Group CFM4 to Group CFM3 Call reassigned to CFM3 for retesting as per BT's clearance.	
Information	Tue 18 April 2000 13:30 by uk058987 / CFM1	*Saved:* Tue 18 April 2000 13:30
	Confirmed, Comms to counter successful with '0x8090 Normal call clearing' obtained. Thanks. JR.	

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REASSIGN	Tue 18 April 2000 13:31 by uk058987 / CFM1	*Saved:* Tue 18 April 2000 13:31
	Call # E-0004101494 was Reassigned from Group CFM3 to Group SMC1	
Information	Tue 18 April 2000 15:29 by UK061356 / SMC1	*Saved:* Tue 18 April 2000 15:29
	Performed health check - ping + wping successful.	
Information	Tue 18 April 2000 15:39 by UK061356 / SMC1	*Saved:* Tue 18 April 2000 15:39
	Passing call to EDSC fao M. Croshaw	
REASSIGN	Tue 18 April 2000 15:45 by UK061356 / SMC1	*Saved:* Tue 18 April 2000 15:46
	Call # E-0004101494 was Reassigned from Group SMC1 to Group EDSC1	
OTI_CLOSE	Wed 19 April 2000 09:41 by PINICL /	*Saved:* Wed 19 April 2000 09:41
	NO TRANSACTION DATE AND TIME WAS PROVIDED FOR THIS ACTION USING CURRENT DATE AND TIME By Mike Croshaw at 19-apr-2000 09:37:00 Category 70 - Avoidance Action Supplied This has now been resolved, customer is happy. Call can be closed. HARDWARE FAULT - AVOIDANCE ACTION SUPPLIED	
REASSIGN	Wed 19 April 2000 09:41 by PINICL /	*Saved:* Wed 19 April 2000 09:41
	OTI monitor reassigned this call from PINICL to UK061916 (HSH1)	
CLEAR	Wed 19 April 2000 12:48 by uk079701 / HSH1	*Saved:* Wed 19 April 2000 12:48
	Call closed as per instruction in call log.	
CLOSE	Wed 19 April 2000 12:48 by uk079701 / HSH1	*Saved:* Wed 19 April 2000 12:48
	Call Close by Lyndsey Elliot: Call closed as per instruction in call log.	

This call has remarks

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HOME Pathway NR2 Archive4.0a on pwayweb01 PH4PatNR2 on STE09HSH05 patenqweb 21/06/00 ICL

Call E-0004122249

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Status:	Closed	Opened:	Wed 12 April 2000 19:54	Site:	153405
Severity:	3 B	Closed:	Sat 22 April 2000 22:09	Customer:	l039
Priority:	0			CSR/Team:	uk061916 / SMC1

Caller Details

Caller:	maria@ GRO	Phone:	GRO	Site:	153405
Title:		Login:		Department:	
		Caller ID:		Location:	

Call Problem Details

Product Type:	PT01	Call Type:	N	ProbType:	ND02	Problem:	
Problem Text:	Arrange to put the ISDN out of service for 2 to 3 days to test the circuit on this post office - have been many problems with comms.						

Call Closure Details

Closed:	22/04/00 22:09	Cause:	C31	Repair:	R24	Resolution:	RS10
Text:	Call Close by Russell King: ISDN repaired, commsa re now fine - call closed						

Call Asset Details

Asset ID:		Description:		Serial No:	
Product:	ADMIN	Description:	ADMIN	Network ID:	

Call Activity Log

OPEN	Wed 12 April 2000 19:50 by UK061826 / SMC1	*Saved:* Wed 12 April 2000 19:54
	New call taken by Gary Sales: Arrange to put the ISDN out of service for 2 to 3 days to test the circuit on this post office - have been many problems with comms.	
Information	Wed 12 April 2000 19:57 by UK061826 / SMC1	*Saved:* Wed 12 April 2000 19:57
	req82309 energis reference number	
Information	Wed 12 April 2000 19:58 by UK061826 / SMC1	*Saved:* Wed 12 April 2000 19:58
	PM needs to be contacted to ask for time he would prefer this to happen and call then needs to be sent back to energis.	
REASSIGN	Wed 12 April 2000 19:59 by UK061826 / SMC1	*Saved:* Wed 12 April 2000 19:59
	Call # E-0004122249 was Reassigned from Gary Sales, Group SMC1 to Group HSH1 Please contact the po and request the times he would like the line to be takn down	
REASSIGN	Thu 13 April 2000 19:01 by uk079832 / HSH1	*Saved:* Thu 13 April 2000 19:01
	Call # E-0004122249 was Reassigned from Group HSH1 to Anthony Marsh, Group HSH1 for PM contact	
Information	Thu 13 April 2000 19:02 by uk079832 / HSH1	*Saved:* Thu 13 April 2000 19:02
	tryingn to contact PO for details of times...no answer, suspending call...	
Advice	Thu 13 April 2000 19:03 by uk079832 / HSH1	*Saved:* Thu 13 April 2000 19:03
	unable to suspend the call please contact the PM ASAP	
Information	Fri 14 April 2000 10:51 by UK0631336 / SMC1	*Saved:* Fri 14 April 2000 10:51
	BT engineer contacted to verify the ISDN number contacted CFM and thay gave the correct number to me	
OPEN_CALL_TS	Fri 14 April 2000 12:43 by 535002 / SMC1	*Saved:* Fri 14 April 2000 12:44
	Open Calls Troubleshoot (Affected Site:153405)	
Information	Fri 14 April 2000 12:44 by 535002 / SMC1	*Saved:* Fri 14 April 2000 12:44
	Contacted PO. Opening times Mon- Friday 9-5:30 and 9-12:30 on Saturday. It seems that Nortel has already been to site but need to confirm the setup of the PO ISDN line etc. Passing to CFM3 for progression.	
REASSIGN	Fri 14 April 2000 12:47 by 535002 / SMC1	*Saved:* Fri 14 April 2000 12:47
	Call # E-0004122249 was Reassigned from Anthony Marsh, Group HSH1 to Group SMC1	
REASSIGN	Fri 14 April 2000 12:47 by 535002 / SMC1	*Saved:* Fri 14 April 2000 12:47
	Call # E-0004122249 was Reassigned from Group SMC1 to Group CFM3	
Information	Fri 14 April 2000 12:49 by contin3 / CFM3	*Saved:* Fri 14 April 2000 12:49
	Please refer to previous update re access times.	
REASSIGN	Fri 14 April 2000 12:49 by contin3 / CFM3	*Saved:* Fri 14 April 2000 12:49
	Call # E-0004122249 was Reassigned from Group CFM3 to Group CFM4	
Information	Fri 14 April 2000 16:07 by eng004 / CFM4	*Saved:* Fri 14 April 2000 16:07
	Energis Update: See update in E-0004101494.	
Access Times	Mon 17 April 2000 20:47 by eng004 / CFM4	*Saved:* Mon 17 April 2000 20:47
	BT have requested that CFM provide site access details and a contact number for a visit tomorrow, this will be at the convenience of the PO.	
REASSIGN	Mon 17 April 2000 20:50 by eng004 / CFM4	*Saved:* Mon 17 April 2000 20:50
	Call # E-0004122249 was Reassigned from Group CFM4 to Group CFM3	

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Information	Mon 17 April 2000 20:40 by uk058835 / CFM3	*Saved:* Mon 17 April 2000 20:40
	Can SMC please provide access times and a contact name and number for a BT visit tomorrow, there is access times stated earlier but these are three days old and the PO may need to be informed of visit. BF	
REASSIGN	Mon 17 April 2000 20:42 by uk058835 / CFM3	*Saved:* Mon 17 April 2000 20:42
	Call # E-0004122249 was Reassigned from Group CFM3 to Group SMC1	
REASSIGN	Tue 18 April 2000 11:25 by UK0631336 / SMC1	*Saved:* Tue 18 April 2000 11:25
	Call # E-0004122249 was Reassigned from Group SMC1 to Group CFM3 as requested	
Information	Tue 18 April 2000 11:27 by UK0631336 / SMC1	*Saved:* Tue 18 April 2000 11:27
	contacted the PM she is happy for the engineer to come this afternoon	
Information	Tue 18 April 2000 11:23 by uk058353 / CFM3	*Saved:* Tue 18 April 2000 11:23
	Please see previous update re access times.	
REASSIGN	Tue 18 April 2000 11:23 by uk058353 / CFM3	*Saved:* Tue 18 April 2000 11:24
	Call # E-0004122249 was Reassigned from Group CFM3 to Group CFM4	
Information	Tue 18 April 2000 11:59 by eng004 / CFM4	*Saved:* Tue 18 April 2000 11:59
	Energis Update; BT have been advised of site access details.	
Information	Tue 18 April 2000 13:48 by eng004 / CFM4	*Saved:* Tue 18 April 2000 13:48
	Energis Update: BT confirmed wiring work was completed yesterday, and engineer has been to site today to retest and has confirmed line is now working ok.	
REASSIGN	Tue 18 April 2000 13:49 by eng004 / CFM4	*Saved:* Tue 18 April 2000 13:49
	Call # E-0004122249 was Reassigned from Group CFM4 to Group CFM3 Call reassigned to CFM3 as per below update	
Information	Tue 18 April 2000 13:35 by uk058547 / CFM3	*Saved:* Tue 18 April 2000 13:35
	NCC obtained to counter. Comms know working. PH.	
REASSIGN	Tue 18 April 2000 13:36 by uk058547 / CFM3	*Saved:* Tue 18 April 2000 13:36
	Call # E-0004122249 was Reassigned from Group CFM3 to Group SMC1	
Information	Sat 22 April 2000 21:27 by UK061916 / SMC1	*Saved:* Sat 22 April 2000 21:27
	Pinged all 4 counters. OD alive and large packets returned successfully. Comms all OK.	
OPEN_CALL_TS	Sat 22 April 2000 22:07 by UK061916 / SMC1	*Saved:* Sat 22 April 2000 22:08
	Open Calls Troubleshoot (Affected Site:153405)	
REASSIGN	Sat 22 April 2000 22:08 by UK061916 / SMC1	*Saved:* Sat 22 April 2000 22:09
	Call # E-0004122249 was Reassigned from Group SMC1 to Russell King, Group SMC1 reassigning for closure	
CLOSE	Sat 22 April 2000 22:09 by uk061916 / SMC1	*Saved:* Sat 22 April 2000 22:09
	Call Close by Russell King: ISDN repaired, commsa re now fine - call closed	

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HOME Pathway NR2 Archive4.0a on pwayweb01 PH4PatNR2 on STE09HSH05 patenqweb 21/06/00 ICL

Call E-0004051993

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Status:	Closed	Opened:	Wed 05 April 2000 17:04	Site:	153405
Severity:	2 C	Closed:	Mon 01 May 2000 14:06	Customer:	I039
Priority:	0			CSR/Team:	uk0631336 / SMC1

Caller Details

Caller:	Mrs Woistem homes	Phone:	GRO	Site:	153405
Title:	PostMaster	Login:		Department:	
		Caller ID:		Location:	

Call Problem Details

Product Type:		Call Type:	S	ProbType:	SD02	Problem:	
Problem Text:	Caller Caller has put in some travellers cq s and it came off the screen and she had to log in again						

Call Closure Details

Closed:	01/05/00 14:06	Cause:	C22	Repair:	R08	Resolution:	RS08
Text:	Call Close by Ross Wilmott - 7281-5500: Caller happy with the advice given call can be closed						

Call Asset Details

Asset ID:		Description:		Serial No:	
Product:	eposs	Description:		Network ID:	

Call Activity Log

OPEN	Wed 05 April 2000 17:02 by uk079680 / HSH1	*Saved:* Wed 05 April 2000 17:04
	New call taken by Tina Brown: Caller Caller has put in some travellers cq s and it came off the screen and she had to log in again	
Advice	Wed 05 April 2000 17:06 by uk079680 / HSH1	*Saved:* Wed 05 April 2000 17:06
	the transactions have jumped to the other screen but not in her user name... also she has had a load of transactions come up on the screen when she has not touched anything also she was doing a report and it finished on its own and then sold a tv stamp user name jwo001 and it jumped to the clerk which is mja001 all counters...the gateway problem is being investigated which may have something to do with it as it keeps crashing	
REASSIGN	Wed 05 April 2000 17:09 by uk079680 / HSH1	*Saved:* Wed 05 April 2000 17:10
	Call # E-0004051993 was Reassigned from Tina Brown, Group HSH1 to Group SMC1 reassign for progression	
OPEN_CALL_TS	Sun 09 April 2000 16:26 by UK061801 / SMC1	*Saved:* Sun 09 April 2000 16:27
	Open Calls Troubleshoot (Affected Site:153405)	
OPEN_CALL_TS	Sat 22 April 2000 19:51 by UK061916 / SMC1	*Saved:* Sat 22 April 2000 19:54
	Open Calls Troubleshoot (Affected Site:153405)	
OPEN_CALL_TS	Tue 25 April 2000 03:25 by uk080068 / SMC1	*Saved:* Tue 25 April 2000 03:25
	Open Calls Troubleshoot (Affected Site:153405)	
OPEN_CALL_TS	Wed 26 April 2000 02:50 by uk080068 / SMC1	*Saved:* Wed 26 April 2000 02:51
	Open Calls Troubleshoot (Affected Site:153405)	
REASSIGN	Thu 27 April 2000 16:32 by uk059129 / SMC1	*Saved:* Thu 27 April 2000 16:32
	Call # E-0004051993 was Reassigned from Group SMC1 to Shaun Jowett, Group SMC1	
Information	Thu 27 April 2000 18:02 by uk059129 / SMC1	*Saved:* Thu 27 April 2000 18:02
	I did try several times to contact this office however the line merely rung without answer or was engaged.	
REASSIGN	Thu 27 April 2000 18:02 by uk059129 / SMC1	*Saved:* Thu 27 April 2000 18:02
	Call # E-0004051993 was Reassigned from Shaun Jowett, Group SMC1 to Group SMC1	
SUSPEND	Thu 27 April 2000 18:02 by uk059129 / SMC1	*Saved:* Thu 27 April 2000 18:03
	Call suspended by Shaun Jowett Suspending for further callback.	
RELEASE	Mon 01 May 2000 14:05 by UK0631336 / SMC1	*Saved:* Mon 01 May 2000 14:05
	Call released by Ross Wilmott - 7281-5500: for closure	
OPEN_CALL_TS	Mon 01 May 2000 14:05 by UK0631336 / SMC1	*Saved:* Mon 01 May 2000 14:05
	Open Calls Troubleshoot (Affected Site:153405)	
CLOSE	Mon 01 May 2000 14:06 by uk0631336 / SMC1	*Saved:* Mon 01 May 2000 14:06
	Call Close by Ross Wilmott - 7281-5500: Caller happy with the advice given call can be closed	

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HOME Pathway Helpdesk4.0a on pwayweb01 PH3PatLive on bdfel01pat01 patenqweb 21/06/00 ICL

Call E-0005090677

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Status:	Closed	Opened:	Tue 09 May 2000 11:36	Site:	153405
Severity:	3 B	Closed:	Wed 10 May 2000 00:23	Customer:	I039
Priority:	0			CSR/Team:	uk061801 / SMC1

Caller Details

Caller:	Roger Harrison	Phone:	GRO	Site:	153405
Title:	PostMaster	Login:		Department:	
		Caller ID:		Location:	

Call Problem Details

Product Type:	PT03	Call Type:	S	ProbType:	SD01	Problem:	
Problem Text:	"Stop: 0x0000000A (0xA2A2A2,0x000000FF,0x00000001,0x00000000837DC4) RQL not less or equal." message on blue screen on gateway station. No-one was logged on at the time.						

Call Closure Details

Closed:	10/05/00 00:23	Cause:	C22	Repair:	R04	Resolution:	RS02
Text:	Call Close by Wayne Bragg: NT blue screen stop0x000000a, rebooted.						

Call Asset Details

Asset ID:		Description:		Serial No:
Product:	PATICLX365/400B	Description:	Multi Counter Gateway 400 - Live PO Sites	Network ID:

Call SLA Details

SLA:	8 Hour / Clear call within 8 hours	Contract SLA?:	N	Coverage Plan:	0800-2000
SLA Met?:	N	SLA Time (mins):	503	Non-SLA Time (mins):	0

1:	CLOSE (Clear call)	Met:	N	Target:	09/05/00 19:37	Done:	10/05/00 00:23	Completed	Mandatory

Call Activity Log

OPEN	Tue 09 May 2000 11:28 by uktemp21 / HSH1	*Saved:* Tue 09 May 2000 11:36
	New call taken by uktemp21: "Stop: 0x0000000A (0xA2A2A2,0x000000FF,0x00000001,0x00000000837DC4) RQL not less or equal." message on blue screen on gateway station. No-one was logged on at the time.	
Information	Tue 09 May 2000 11:45 by uktemp21 / HSH1	*Saved:* Tue 09 May 2000 11:45
	Yesterday morning when office was opened, gateway counter was at screen for insertion on PMMC card. Site has been live since early Feb.	
OPEN_CALL_TS	Tue 09 May 2000 11:47 by uktemp21 / HSH1	*Saved:* Tue 09 May 2000 11:48
	Open Calls Troubleshoot (Affected Site:153405)	
Access Times	Tue 09 May 2000 11:48 by uktemp21 / HSH1	*Saved:* Tue 09 May 2000 11:48
	Open 9am-5.30pm Mon-Fri and 9am-12.30pm Sat. Not closed at lunchtimes	
Information	Tue 09 May 2000 11:50 by uktemp21 / HSH1	*Saved:* Tue 09 May 2000 11:50
	Site has had about 9 replacement gateway stations since going live.	
Advice	Tue 09 May 2000 11:56 by uktemp21 / HSH1	*Saved:* Tue 09 May 2000 11:56
	Advised reboot of gateway counter. Reboot OK.	
REASSIGN	Tue 09 May 2000 11:57 by uktemp21 / HSH1	*Saved:* Tue 09 May 2000 11:58
	Call # E-0005090677 was Reassigned from uktemp21, Group HSH1 to Group SMC1 Reassigning for investigation	
MODIFY	Tue 09 May 2000 11:58 by uktemp21 / HSH1	*Saved:* Tue 09 May 2000 11:59
	Call information modified by uktemp21 CSR ID: Counter Aff.: to '1'	
REASSIGN	Wed 10 May 2000 00:19 by UK061801 / SMC1	*Saved:* Wed 10 May 2000 00:19
	Call # E-0005090677 was Reassigned from Group SMC1 to Wayne Bragg, Group SMC1	
OPEN_CALL_TS	Wed 10 May 2000 00:19 by UK061801 / SMC1	*Saved:* Wed 10 May 2000 00:22
	Open Calls Troubleshoot (Affected Site:153405)	
Information	Wed 10 May 2000 00:22 by UK061801 / SMC1	*Saved:* Wed 10 May 2000 00:22
	counter issues under investigation with e-0004110130	
MODIFY	Wed 10 May 2000 00:23 by UK061801 / SMC1	*Saved:* Wed 10 May 2000 00:23
	Call information modified by Wayne Bragg Call Type: from 'H' to 'S' Problem Type: from 'HD01' to 'SD01'	
CLOSE	Wed 10 May 2000 00:23 by uk061801 / SMC1	*Saved:* Wed 10 May 2000 00:23
	Call Close by Wayne Bragg: NT blue screen stop0x000000a, rebooted.	

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HOME Pathway NR2 Archive4.0a on pwayweb01 PH4PatNR2 on STE09HSH05 patenqweb 21/06/00 ICL

Call E-0004110310

Remarks

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Status:	Closed	Opened:	Tue 11 April 2000 09:32	Site:	153405
Severity:	4 A	Closed:	Thu 25 May 2000 15:24	Customer:	I039
Priority:	0			CSR/Team:	uktemp27 / EDSC1

Caller Details

Caller:	Julie	Phone:	GRO	Site:	153405
Title:	PostMaster	Login:		Department:	
		Caller ID:		Location:	

Call Problem Details

Product Type:		Call Type:	S	ProbType:	SD02	Problem:	

Problem Text:	PM is calling due to existing problem call E-0004100575(Which is closed now. Just for info). PM was getting problems with the gateway where it was crashing a lot in the mornings. (0x0000000A). PM has got that again. Also som of the counters are running very slow.

Call Closure Details

Closed:	25/05/00 15:24	Cause:	No Code	Repair:	No Code	Resolution:	RS03

Text:	Call Close by uktemp27: 17/04/2000 15:35:07 - By Pat Carroll CALL PC0042858 closed: Category 92, Type L 17/04/2000 15:35:07 - By Pat Carroll The response was delivered to: PowerHelp 17/04/2000 15:40:19 - By Customer Call Date and time complete

Call Asset Details

Asset ID:		Description:		Serial No:	
Product:	unknown product	Description:	Unknown Product	Network ID:	

Call Activity Log

OPEN	Tue 11 April 2000 09:29 by uk079782 / HSH1	*Saved:* Tue 11 April 2000 09:32
	New call taken by Anthony Leddra: PM is calling due to existing problem call E-0004100575(Which is closed now. Just for info). PM was getting problems with the gateway where it was crashing a lot in the mornings. (0x0000000A). PM has got that again. Also som of the counters are running very slow.	
Advice	Tue 11 April 2000 09:35 by uk079782 / HSH1	*Saved:* Tue 11 April 2000 09:35
	adviced pM that SMC will look in to it again.	
REASSIGN	Tue 11 April 2000 09:35 by uk079782 / HSH1	*Saved:* Tue 11 April 2000 09:35
	Call # E-0004110310 was Reassigned from Anthony Leddra, Group HSH1 to Group SMC1 re assigned for action	
REASSIGN	Wed 12 April 2000 12:28 by uk080012 / HSH1	*Saved:* Wed 12 April 2000 12:29
	Call # E-0004110310 was Reassigned from Group SMC1 to Simon Gavin, Group HSH1 re-assigning as PM called again	
Repeat Call	Wed 12 April 2000 12:29 by uk080012 / HSH1	*Saved:* Wed 12 April 2000 12:29
	The PM has rung back for the second time today. PM has a blues screen with the stop message 0x0..0A.	
Advice	Wed 12 April 2000 12:30 by uk080012 / HSH1	*Saved:* Wed 12 April 2000 12:30
	Advised PM to reboot counter for now and information will be passed on	
OPEN_CALL_TS	Wed 12 April 2000 12:32 by uk080012 / HSH1	*Saved:* Wed 12 April 2000 12:35
	Open Calls Troubleshoot (Affected Site:153405)	
OPEN_CALL_TS	Wed 12 April 2000 12:36 by uk080012 / HSH1	*Saved:* Wed 12 April 2000 12:36
	Open Calls Troubleshoot (Affected Site:153405)	
REASSIGN	Wed 12 April 2000 12:36 by uk080012 / HSH1	*Saved:* Wed 12 April 2000 12:37
	Call # E-0004110310 was Reassigned from Simon Gavin, Group HSH1 to Group SMC1 re-assigning for investigation - call e-0004101494 maybe in relation to this.	
OPEN_CALL_TS	Wed 12 April 2000 12:38 by uk080012 / HSH1	*Saved:* Wed 12 April 2000 12:41
	Open Calls Troubleshoot (Affected Site:153405)	
Repeat Call	Thu 13 April 2000 08:54 by UK061809 / SMC1	*Saved:* Thu 13 April 2000 08:54
	The caller rang to advise he has got the stop message again this morning. this time the code reads:- STOP: 0x00000012 (0x00000000,0x00000000,0x00000000) TRAP_CAUSE_UNKNOWN, at the bottom of the screen the message reads: Begining dump of physical memory.	
Advice	Thu 13 April 2000 08:57 by UK061809 / SMC1	*Saved:* Thu 13 April 2000 08:57
	I advised the PM to reboot the counter and we will investigate further.	
REASSIGN	Thu 13 April 2000 08:59 by uk080110 / HSH1	*Saved:* Thu 13 April 2000 09:01
	Call # E-0004110310 was Reassigned from Group SMC1 to Group SMC1 pm called to say his system has crashed while putting the pin in when rebooting. please cantact pm	
Information	Thu 13 April 2000 09:01 by UK061809 / SMC1	*Saved:* Thu 13 April 2000 09:01
	Looked at kel: SParker346J.htm, cannot find a particular KEL relating to this stop message. Downloading evemts for counter 1, which is the counter affected. Also checking web page for any errors.	

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Information	Thu 13 April 2000 09:23 by UK061809 / SMC1	*Saved:* Thu 13 April 2000 09:23
	Looked on tivoli Web for events, The counter appears to have tried to roll out again, I have unloaded the event log for the counter the file ID is: 33919	
MODIFY	Thu 13 April 2000 09:25 by UK061809 / SMC1	*Saved:* Thu 13 April 2000 09:25
	Call information modified by Jeanette Cozzi Problem Description: Counter Aff.: to '1'	
REASSIGN	Thu 13 April 2000 09:29 by UK061809 / SMC1	*Saved:* Thu 13 April 2000 09:29
	Call # E-0004110310 was Reassigned from Group SMC1 to Jeanette Cozzi, Group SMC1	
Information	Thu 13 April 2000 09:29 by UK061809 / SMC1	*Saved:* Thu 13 April 2000 09:29
	The tivoli WEB events were from the 7.4.00. Passing to SSC for investigation, the NT blue appears to be happening very often at this site, this could be relating to the comms issues at this site.	
REASSIGN	Thu 13 April 2000 09:31 by UK061809 / SMC1	*Saved:* Thu 13 April 2000 09:31
	Call # E-0004110310 was Reassigned from Jeanette Cozzi, Group SMC1 to Group EDSC1	
OPEN_CALL_TS	Thu 13 April 2000 10:27 by UK061809 / SMC1	*Saved:* Thu 13 April 2000 10:27
	Open Calls Troubleshoot (Affected Site:153405)	
Contacted	Thu 13 April 2000 10:30 by UK061809 / SMC1	*Saved:* Thu 13 April 2000 10:30
	Contacted the PM to check the reboot went OK, he confirmed to me that while he was rebooting the counter the system crashed 3 more times. He advised me that he has had quite a few gateway swaps because of the NT blue screen errors he is having.	
Repeat Call	Fri 14 April 2000 15:38 by uk080108 / HSH1	*Saved:* Fri 14 April 2000 15:38
	Pm rang back to say that back office computer is showing node 1 as disconnected	
Repeat Call	Fri 14 April 2000 15:39 by uk080108 / HSH1	*Saved:* Fri 14 April 2000 15:39
	Advised reboot	
Repeat Call	Fri 14 April 2000 16:23 by uk066871 / HSH1	*Saved:* Fri 14 April 2000 16:23
	trying to reboot crashed twice (first time had crash debug ,rebboted agian inserted card and pin no and went into mode again) Now the counter said dumping physical memory with a counter counting up ,physical memory complete please contact system administrator message.	
OPEN_CALL_TS	Fri 14 April 2000 16:26 by uk066871 / HSH1	*Saved:* Fri 14 April 2000 16:26
	Open Calls Troubleshoot (Affected Site:153405)	
Escalate	Fri 14 April 2000 16:28 by uk066871 / HSH1	*Saved:* Fri 14 April 2000 16:28
	voiced ssc	
UPDATE	Mon 17 April 2000 12:15 by PINICL /	*Saved:* Mon 17 April 2000 12:15
	By Pat Carroll at 17-apr-2000 12:10:00 Category 40 - Incident Under Investigation Energis (Jeremy Flashman) contacted us (Wed 12/4) and agreed to have an Engineer Place monitoring eqpt on site. Energis (Martin Southern) said Nortel engineer was to go to site Fri 14/4 Nortel Engineer turned up on site with wrong equipment (14/4) Pat Carroll arranged for Gateway Swap on Sat 15/4 due to Multiple Blue Screens Energis (Martin Southern) said Nortel engineer was to go Back to site Mon 17/4 11:00 17/4 no sign of engineer, new Gateway behaving perfectly but Comms still suspect with around 5% of 2000 byte pings failing. Martin Southern has voice mail to supply progress report but has not returned call as of 12:10 today PM Is being kept infomed of progress on a daily basis.	
Information	Mon 17 April 2000 15:39 by UK061148 / SMC1	*Saved:* Mon 17 April 2000 15:39
	As per request by Pat Carroll. Assigning call to CFM3.	
OTI_CLOSE	Mon 17 April 2000 15:40 by PINICL /	*Saved:* Mon 17 April 2000 15:40
	NO TRANSACTION DATE AND TIME WAS PROVIDED FOR THIS ACTION USING CURRENT DATE AND TIME By Pat Carroll at 17-apr-2000 15:35:00 Category 92 - Suspected hardware fault BT Outgoing line Fault Identified! Please can we get CFM3 to progress with Energis as "A" Priority.	
REASSIGN	Mon 17 April 2000 15:40 by PINICL /	*Saved:* Mon 17 April 2000 15:40
	OTI monitor reassigned this call from PINICL to UK061809 (SMC1)	
REASSIGN	Mon 17 April 2000 15:40 by UK061148 / SMC1	*Saved:* Mon 17 April 2000 15:40
	Call # E-0004110310 was Reassigned from Group EDSC1 to Group CFM3	
REASSIGN	Mon 17 April 2000 15:45 by uk058353 / CFM3	*Saved:* Mon 17 April 2000 15:45
	Call # E-0004110310 was Reassigned from Group CFM3 to Group CFM3 WIGAN	
Information	Mon 17 April 2000 15:50 by uk058353 / CFM3	*Saved:* Mon 17 April 2000 15:50
	Please refer to previous call information. This appears to be an intermittent fault as comms to this outlet on ISDN 01253852484 are failing sometimes and passing on other occassions either with 0x8090 or 0x8290 - Normal Call Clearing. Sometimes pings pass with large packets but not small packets and visa versa. Please can Energis investigate this circuit for CLI presentation in the CUG.	
REASSIGN	Mon 17 April 2000 15:57 by uk058353 / CFM3	*Saved:* Mon 17 April 2000 15:57
	Call # E-0004110310 was Reassigned from Group CFM3 WIGAN to Group CFM4	
MODIFY	Mon 17 April 2000 15:50 by uk058353 / CFM3	*Saved:* Mon 17 April 2000 15:57
	Call information modified by Mark Hall Action Group: from 'CFM3 WIGAN' to 'CFM4' CSR ID: Problem Description: Severity: from '3' to '4'	
Information	Mon 17 April 2000 16:23 by eng004 / CFM4	*Saved:* Mon 17 April 2000 16:23
	Energis Update: This is a duplicate of calls E-0004122249 and E-0004101494, this issue is currently in hand with BT.	
REASSIGN	Mon 17 April 2000 16:24 by eng004 / CFM4	*Saved:* Mon 17 April 2000 16:24
	Call # E-0004110310 was Reassigned from Group CFM4 to Group CFM3 Call reassigned to CFM3 as per previous update.	
Information	Mon 17 April 2000 16:08 by uk058353 / CFM3	*Saved:* Mon 17 April 2000 16:08
	As per the previous update from Energis, this seems to be a duplicate call.	

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REASSIGN	Mon 17 April 2000 16:09 by uk058353 / CFM3	*Saved:* Mon 17 April 2000 16:09
	Call # E-0004110310 was Reassigned from Group CFM3 to Group EDSC1	
Information	Mon 15 May 2000 11:13 by uktemp6 / HSH1	*Saved:* Mon 15 May 2000 11:13
	pin no raised for chase by b. longley	
Information	Tue 23 May 2000 14:25 by uk079785 / HSH1	*Saved:* Tue 23 May 2000 14:25
	chased barbara longley for update	
CLOSE	Thu 25 May 2000 15:24 by uktemp27 / EDSC1	*Saved:* Thu 25 May 2000 15:24
	Call Close by uktemp27: 17/04/2000 15:35:07 - By Pat Carroll CALL PC0042858 closed: Category 92, Type L 17/04/2000 15:35:07 - By Pat Carroll The response was delivered to: PowerHelp 17/04/2000 15:40:19 - By Customer Call Date and time complete: 17/04/2000 15:40:53 Service Complete (Confirmation) Received	

This call has remarks

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HOME Pathway Helpdesk4.0a on pwayweb01 PH3PatLive on bdfel01pat01 patenqweb 21/06/00 ICL

Call E-0006011093

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Status:	Closed	Opened:	Thu 01 June 2000 12:32	Site:	153405
Severity:	2 C	Closed:	Thu 01 June 2000 12:51	Customer:	l039
Priority:	0			CSR/Team:	uk081125 / HSH1

Caller Details

Caller:	Mr Harrison	Phone:	GRO	Site:	153405
Title:	PostMaster	Login:		Department:	
		Caller ID:		Location:	

Call Problem Details

Product Type:	PT01	Call Type:	A	ProbType:	AD03	Problem:	
Problem Text:	PM reports that last night he produced ONCH declaration last night and it showed some things which the Pm is nt aware of.						

Call Closure Details

Closed:	01/06/00 12:51	Cause:	C62	Repair:	R09	Resolution:	RS06
Text:	Call Close by Carl hunt: PMHTCC						

Call Asset Details

Asset ID:		Description:		Serial No:	
Product:	EPOSS	Description:	EPOSS	Network ID:	

Call SLA Details

SLA:	NO SLA / No SLA defined for this call.	Contract SLA?:	N	Coverage Plan:	
SLA Met?:	Y	SLA Time (mins):	18	Non-SLA Time (mins):	0

Call Activity Log

OPEN Thu 01 June 2000 12:28 by uk081125 / HSH1 *Saved:* Thu 01 June 2000 12:32
New call taken by Carl hunt: PM reports that last night he produced ONCH declaration last night and it showed some things which the Pm is nt aware of.

Advice Thu 01 June 2000 12:35 by uk081125 / HSH1 *Saved:* Thu 01 June 2000 12:35
PM printed report last night and it shows cash declaration for Sunday which has duplicated Saturday, and Monday(bank holiday)it Zeroed total but it shows somebody declared @ 8:50 on monday. on Tues it showed correct figure but duplicated figure on Wednesday.

CLEAR Thu 06 January 2000 12:50 by uk081125 / HSH1 *Saved:* Thu 06 January 2000 12:50
Advised PM that there is an error with ONCH declarations @ the moment and problem should be sorted by Friday, the PM will contact back if problems persist.

CLOSE Thu 01 June 2000 12:51 by uk081125 / HSH1 *Saved:* Thu 01 June 2000 12:51
Call Close by Carl hunt: PMHTCC

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HOME Pathway Helpdesk4.0a on pwayweb01 PH3PatLive on bdfel01pat01 patenqweb 21/06/00 ICL

Call E-0006211199

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Status:	Open	Opened:	Wed 21 June 2000 12:49	Site:	153405
Severity:	2 C	Closed:		Customer:	l039
Priority:	0			CSR/Team:	uk064729 / HSH4

Caller Details

Caller:	Juile	Phone:	GRO	Site:	153405
Title:	PostMaster	Login:		Department:	
		Caller ID:		Location:	

Call Problem Details

Product Type:		Call Type:	A	ProbType:	AD03	Problem:	
Problem Text:	PM has called to say that they need us to send a print out of the calls that they have made to us from 7th February. They are being liable for alot of money and need to proof that they have called us. They mainly need the reference numbers.						

Call Asset Details

Asset ID:		Description:		Serial No:	
Product:	Eposs	Description:		Network ID:	

Call SLA Details

SLA:	NO SLA / No SLA defined for this call.	Contract SLA?:	N	Coverage Plan:	
Next Target:	19/07/00 23:59	Next Escalation:	19/07/00 23:59	SLA State:	Open

Call Activity Log

OPEN	Wed 21 June 2000 12:42 by uk081232 / HSH1	*Saved:* Wed 21 June 2000 12:49
	New call taken by Sheron Palmer: PM has called to say that they need us to send a print out of the calls that they have made to us from 7th February. They are being liable for alot of money and need to proof that they have called us. They mainly need the reference numbers.	
Advice	Wed 21 June 2000 12:56 by uk081232 / HSH1	*Saved:* Wed 21 June 2000 12:56
	Spoke to HSH who advises me they will be able to collate that iformation for them and send it out.	
REASSIGN	Wed 21 June 2000 12:59 by uk064729 / HSH4	*Saved:* Wed 21 June 2000 13:00
	Call # E-0006211199 was Reassigned from Sheron Palmer, Group HSH1 to Aidan Heritage, Group HSH4 re-assign for action as specified	

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HOME Pathway NR2 Archive4.0a on pwayweb01 PH4PatNR2 on STE09HSH05 patenqweb 21/06/00 ICL

Call List

63 calls

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Status: **All calls**
Site: **153405**
Order by: **Call asc**

Call	Status	Pr	Severity	Opened	Closed	Site	Call_Type	Problem_Type	Problem_Code	Team
E-0001100451	Closed	32	3 B	10/01/00 16:25	12/01/00 13:11	153405	Y	IM07		PATH1
E-0001200323	Closed	0	1 D	20/01/00 14:08	20/01/00 14:16	153405	X	XI05		HSH1
E-0001310195	Closed	90	4 A	31/01/00 10:18	31/01/00 20:01	153405	Y	IM07		ENERGI
E-0001310301	Closed	90	4 A	31/01/00 11:42	31/01/00 20:02	153405	Y	IM07		IPM2
E-0001310382	Closed	90	4 A	31/01/00 12:48	31/01/00 20:03	153405	Y	IM07		IPM2
E-0001310722	Closed	90	4 A	31/01/00 16:45	31/01/00 20:05	153405	Y	IM07		IPM2
E-0001310826	Closed	90	4 A	31/01/00 18:05	31/01/00 20:07	153405	Y	IM07		POCLIP
E-0001310858	Closed	0	1 D	31/01/00 19:40	31/01/00 19:43	153405	Y	IM07		PATH1
E-0001310867	Closed	0	1 D	31/01/00 19:55	31/01/00 19:57	153405	Y	IM07		PATH1
E-0002090089	Closed	90	4 A	09/02/00 09:32	09/02/00 16:32	153405	Y	IM07		path1
E-0002090182	Closed	90	4 A	09/02/00 10:29	09/02/00 13:01	153405	Y	IM07		PATH1
E-0002090461	Closed	90	4 A	09/02/00 13:26	11/02/00 16:01	153405	Y	IM07		path1
E-0002090708	Closed	88	4 A	09/02/00 15:09	09/02/00 15:26	153405	Y	IM07		path1
E-0002091220	Closed	77	4 A	09/02/00 21:57	09/02/00 21:59	153405	Y	IM07		PATH1
E-0002100075	Closed	77	2 C	10/02/00 09:01	10/02/00 11:20	153405	Y	IM07		PATH1
E-0002100138	Closed	0	2 C	10/02/00 09:26	10/02/00 09:30	153405	O	OD02		HSH1
E-0002100143	Closed	0	2 C	10/02/00 09:31	10/02/00 09:37	153405	A	AD12		HSH1
E-0002100198	Closed	0	1 D	10/02/00 10:09	10/02/00 10:12	153405	X	XI05		HSH1
E-0002100219	Closed	0	2 C	10/02/00 10:16	10/02/00 10:25	153405	S	SD02		HSH1
E-0002100289	Closed	0	3 B	10/02/00 10:48	10/02/00 10:57	153405	S	SD02		HSH1
E-0002100508	Closed	0	3 B	10/02/00 13:00	10/02/00 13:03	153405	S	SD02		HSH1
E-0002100514	Closed	0	2 C	10/02/00 13:04	10/02/00 13:11	153405	X	XI05		HSH1
E-0002100523	Closed	0	3 B	10/02/00 13:09	10/02/00 15:07	153405	S	FE05		SMC1
E-0002190086	Closed	0	2 C	19/02/00 09:57	19/02/00 10:00	153405	A	AD12		HSH1
E-0002220353	Closed	0	1 D	22/02/00 11:52	22/02/00 11:56	153405	X	XI05		HSH1
E-0002240009	Closed	0	3 B	24/02/00 08:05	01/03/00 18:17	153405	S	SD02		SMC1
E-0002241008	Closed	0	2 C	24/02/00 15:59	24/02/00 16:01	153405	A	AD14		HSH1
E-0002290031	Closed	0	2 C	29/02/00 08:49	29/02/00 08:53	153405	S	SD02		HSH1
E-0003010031	Closed	0	3 B	01/03/00 08:37	02/03/00 16:17	153405	H	HD01		SMC1
E-0003030294	Closed	0	2 C	03/03/00 10:58	03/03/00 12:17	153405	H	HD01		HSH1
E-0003030407	Closed	0	3 B	03/03/00 11:35	03/03/00 11:40	153405	S	SD02		HSH1
E-0003040085	Closed	0	2 C	04/03/00 09:43	04/03/00 09:45	153405	A	AD12		HSH1
E-0003070610	Closed	0	3 B	07/03/00 13:00	07/03/00 13:05	153405	S	SD02		HSH1
E-0003080446	Closed	0	2 C	08/03/00 11:54	08/03/00 11:56	153405	X	XI05		HSH1
E-0003080691	Closed	0	2 C	08/03/00 13:40	08/03/00 13:47	153405	X	XI05		HSH1
E-0003082022	Closed	0	2 C	08/03/00 21:02	08/03/00 21:49	153405	S	FE05		SMC1
E-0003090170	Closed	0	2 C	09/03/00 09:13	09/03/00 09:14	153405	S	SD02		HSH1
E-0003100662	Closed	0	3 B	10/03/00 13:20	30/03/00 08:54	153405	H	HD01		SMC1
E-0003130143	Closed	0	3 B	13/03/00 09:07	13/03/00 09:10	153405	S	SD02		HSH1
E-0003200387	Closed	0	3 B	20/03/00 10:48	20/03/00 10:51	153405	S	SD02		HSH1
E-0003210083	Closed	0	3 B	21/03/00 08:54	22/03/00 15:18	153405	S	SD02		SMC1
E-0003280186	Closed	99	4 A	28/03/00 09:08	10/04/00 14:31	153405	S	SD01		SMC1
E-0003280779	Closed	0	3 B	28/03/00 12:53	28/03/00 12:57	153405	S	SD02		HSH1
E-0003281454	Closed	0	3 B	28/03/00 17:58	29/03/00 09:18	153405	S	SD02		SMC1
E-0003310117	Closed	0	3 B	31/03/00 08:55	31/03/00 08:57	153405	S	SD01		HSH1
E-0003311246	Closed	0	2 C	31/03/00 17:35	01/04/00 09:20	153405	S	SD02		SMC1
E-0004051993	Closed	0	2 C	05/04/00 17:04	01/05/00 14:06	153405	S	SD02		SMC1
E-0004052195	Closed	0	1 D	05/04/00 17:53	13/04/00 17:21	153405	X	CC24		UKSS2
E-0004060258	Closed	0	3 B	06/04/00 09:19	06/04/00 13:37	153405	H	HD08		HSH1
E-0004060966	Closed	0	3 B	06/04/00 12:56	06/04/00 13:01	153405	S	SD02		HSH1
E-0004061124	Closed	0	3 B	06/04/00 14:02	08/04/00 13:58	153405	X	CC24		HSH1
E-0004080446	Closed	0	2 C	08/04/00 12:46	08/04/00 13:02	153405	A	AD03		HSH1
E-0004100575	Closed	0	3 B	10/04/00 11:41	10/04/00 15:39	153405	N	ND02		SMC1

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E-0004101494	Closed	99	4 A	10/04/00 16:46	19/04/00 12:48	153405	N	ND02	HSH1
E-0004110310	Closed	0	4 A	11/04/00 09:32	25/05/00 15:24	153405	S	SD02	EDSC1
E-0004110915	Closed	0	3 B	11/04/00 13:26	17/04/00 12:25	153405	N	ND03	SMC1
E-0004122249	Closed	0	3 B	12/04/00 19:54	22/04/00 22:09	153405	N	ND02	SMC1
E-0004130533	Closed	0	3 B	13/04/00 10:36	13/04/00 10:40	153405	S	SD02	HSH1
E-0004141583	Closed	99	4 A	14/04/00 17:01	17/04/00 10:20	153405	S	SD02	HSH1
E-9909230259	Closed	0	1 D	23/09/99 11:04	01/10/99 16:06	153405	I	IM07	IPM2
E-9910040229	Closed	0	1 D	04/10/99 11:08	04/10/99 15:29	153405	I	IM07	POCLIP:
E-9910060134	Closed	0	4 A	06/10/99 09:46	06/10/99 10:58	153405	I	IM07	POCLIP:
E-9910270398	Closed	0	1 D	27/10/99 14:04	30/11/99 14:40	153405	I	IM07	IPM2

(63 calls) 21/06/00 12:57:10

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Call	Status	Pr	Severity	Opened	Closed	Site	Call_Type	Problem_Typ	Problem_Co	Team	Problem Text	Closure Text
E-0001100	Closed	32	3 B	10/01/00 16:25	12/01/00 13:11	153405	Y	IM07		PATH1	153405 CLEVELEYS. Martin dale tester call :- The POM has advised that they have not reived a tester. This site is due to be installed on 31/01/2000.	Call Close by David Craggs: Call closed. PPQA has verified this site to be live
E-0001200	Closed	0	1 D	20/01/00 14:08	20/01/00 14:16	153405	X	XI05		HSH1	Training has started for going live 31.01.00. PM wants to know that they will be getting paid for training and how many hours training they will be paid for.	Call Close by Lyndsey Elliot: PMHTC.
E-0001310	Closed	90	4:00 AM	31/01/00 10:18	31/01/00 20:01	153405	Y	IM07		ENERGIS	E-0001310195 Cleveleys 153405 ISDN coming up FPGA fail, possible phone problem?	Call Close by Leanne Gordon: Call closed by LG.
E-0001310	Closed	90	4:00 AM	31/01/00 11:42	31/01/00 20:02	153405	Y	IM07		IPM2	E-0001310301 Cleveleys 153405 A4 printer laser shown as being on a shelf under the bureau de change there is a metal cash cabinet between the printer and the base unit for counter 1 and the installer can't feed the cable round	Call Close by Leanne Gordon: Call closed by LG
E-0001310	Closed	90	4:00 AM	31/01/00 12:48	31/01/00 20:03	153405	Y	IM07		IPM2	153405 cleveleys, with the problems with the plans e-0001310301 there will be a delay on their 2nd site marton moss 187405	Call Close by Leanne Gordon: Call closed by LG.
E-0001310	Closed	1	1 D	31/01/00 14:10	04/07/00 14:07	153405	Y	IM07		PATH1	153405 cleveleys. error 1090 gateway	Call Close by Christine Bourne: Call closed - see mail to Steve Melvin from Nigel Mobley 030700
E-0001310	Closed	1	1 D	31/01/00 15:35	04/07/00 14:12	153405	Y	IM07		PATH1	E-0001310595 Cleveleys 153405 After swapping out gateway it is stuck at 20% error 1090	Call Close by Christine Bourne: Call closed - see mail to Steve Melvin from Nigel Mobley 030700

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E-0001310	Closed	90	4:00 AM	31/01/00 16:45	31/01/00 20:05	153405	Y	IM07		IPM2	153405 cleveleys on site 10am...could you please cofirm overtime will be paid from 17.30 as this site is delayed e-0001310195, e-0001310477 fad 153405 cleveleys	Call Close by Leanne Gordon: call closed by LG.
E-0001310	Closed	90	4:00 AM	31/01/00 18:05	31/01/00 20:07	153405	Y	IM07		POCLIP7	153405 CLEVELEYS. call raised by Amanda @ GRO GRO :- Mick Ledger @ GRO GRO team has requested the install for this site to be aborted.	Call Close by Leanne Gordon: call closed by LG.
E-0001310	Closed	0	1 D	31/01/00 19:40	31/01/00 19:43	153405	Y	IM07		PATH1	153405 CLEVELYS. Call raised by the IP2 team ;- this site is to be suspended at the isntall stage due to technical issues.	Call Close by Leanne Gordon: This issue is now resolved & call closed. LG
E-0001310	Closed	0	1 D	31/01/00 19:55	31/01/00 19:57	153405	Y	IM07		PATH1	153405 CLEVELEYS. Call raised by the Ip2 team ;- This site is to be released back into the programme at the install stage.	Call Close by Leanne Gordon: This issue is now rslved & call closed. LG
E-0002090	Closed	90	4:00 AM	09/02/00 09:32	09/02/00 16:32	153405	Y	IM07		path1	153405 Cleveleys E-0002090089. ISDN fault. When actioned the tests the installer get the engaged tone which is ok but getting a message which reads "clear cause 88".	Call Close by David Craggs: Exel confirm HWA. Call closed
E-0002090	Closed	90	4:00 AM	09/02/00 10:29	09/02/00 13:01	153405	Y	IM07		PATH1	153405 Cleveleys E-0002090182. Gateway is now stuck at 3%.	Call Close by David Craggs: Call closed
E-0002090	Closed	90	4:00 AM	09/02/00 13:26	11/02/00 16:01	153405	Y	IM07		path1	153405 Cleveleys E-0002090461. Counter 3 stuck at 20%, 1113 error.	Call Close by Stuart Woodhouse: Call closed by SW
E-0002090	Closed	88	4:00 AM	09/02/00 15:09	09/02/00 15:26	153405	Y	IM07		path1	e-0002090708 153405 cleveleys. exel confirm that they have hardware acceptance at this site at 14.45	Call Close by Leanne Gordon: Call closed by LG.

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E-0002091	Closed	77	4:00 AM	09/02/00 21:57	09/02/00 21:59	153405	Y	IM07		PATH1	153405 - CLEVELEYS - E0002091220 - HFSO has advised that she can't find the Postal order section, hfso on site is Davelin tel: GRO	Call Close by ben ramduny: closure criteria: the te advised issue resolved straight away
E-0002100	Closed	77	2 C	10/02/00 09:01	10/02/00 11:20	153405	Y	IM07		PATH1	153405 CLEVELEYS. POCL fax ref:- IP2/18119 AN. Migration was completed successfully @ 22.40 on 09/02/00.	Call Close by Jane Underwood: Call closed.
E-0002100	Closed	0	2 C	10/02/00 09:26	10/02/00 09:30	153405	O	OD02		HSH1	(PM is called Julie Woolstonhulme) - Only gone live this morning. One of the clerks has tried to sell Orange £5.00 phone card worried because icon says coming soon.	Call Close by Lyndsey Elliot: HFSO happy with advise - now has a second query to be logged seperately.
E-0002100	Closed	0	2 C	10/02/00 09:31	10/02/00 09:37	153405	A	AD12		HSH1	logged at same time as 138 of today. One of the clerks tried to log on this morning - now locked out - user error.	Call Close by Lyndsey Elliot: Once I had navigated PM to the correct icon - she informed me that it would not work then I asked how long ago he was locked out and she said 50mins - Informed her it will have automatically unlocked after about 15 min
E-0002100	Closed	0	1 D	10/02/00 10:09	10/02/00 10:12	153405	X	XI05		HSH1	gateway - blue screen - restart and set recovery optiuons - crash debug - stop 0x0000000a (0x000000086 0x000000ff - the line to caller then went dead	Call Close by Nicola Platt: whilst taking details - line to caller went dead - call ok to close
E-0002100	Closed	0	2 C	10/02/00 10:16	10/02/00 10:25	153405	S	SD02		HSH1	On the gateway the screen has gone blue with a message that starts Stop 0x0000000a.	Call Close by Stuart Bygrave: Blue screen and stop error message. Advised to reboot.

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E-0002100	Closed	0	3 B	10/02/00 10:48	10/02/00 10:57	153405	S	SD02		HSH1	Pm reports that the barcode scanner and the swipe card reader are not operational. Pm reports that a a clerk was entering a barcoded bt bill and she entered the amount and then she accidentally pressed the reciept key and it printed a reciept for a pre	Call Close by Matthew Taylor: Advised pm to print a ap report to see it the transaction has gone thru. it had not gone thru. they have the transaction details. advised pm Hard reboot counter 3. navigated pm thru rebooting.
E-0002100	Closed	0	3 B	10/02/00 13:00	10/02/00 13:03	153405	S	SD02		HSH1	PM was ringing to say that the system keeps on crashing and has STOP 0X0000000A message.	Call Close by Anthony Leddra: PM cut off due to bad line.
E-0002100	Closed	0	2 C	10/02/00 13:04	10/02/00 13:11	153405	X	XI05		HSH1	PM called regarding the gateway crashing, he started telling me what was on the screen but the line cut off.	Call Close by Sangita Patel: PM got cut off.
E-0002100	Closed	0	3 B	10/02/00 13:09	10/02/00 15:07	153405	S	FE05		SMC1	reporting gateway counter has blue screen message "stop..0x0000000a)0x0000029b ,0x000000ff,0x00000000,0x808 46dc6" has already happened twice this morning and have rebooted system - happy to reboot again but would like the cause explaining/investigating.	Call Close by Anthony Obi: NT blue screen - counter re-booted problem resolved closure agreed.
E-0002190	Closed	0	2 C	19/02/00 09:57	19/02/00 10:00	153405	A	AD12		HSH1	A clerk has locked himself out of the system.	Call Close by Andrew Titman: PM happy with the advice and HTCC.
E-0002220	Closed	0	1 D	22/02/00 11:52	22/02/00 11:56	153405	X	XI05		HSH1	PM is calling rprt that she has entered an incorrect amt onto the quantum machine	Call Close by Jamie Lee: pmhtc.
E-0002240	Closed	0	3 B	24/02/00 08:05	01/03/00 18:17	153405	S	SD02		SMC1	Couldn't print due to a session being suspended last night, has rolled su & the office into the next week. Rebooted to clear the problem.	Call Close by Dave Smith: Engineer is going to site to swap out the counter anyway and PM has agreed closure of this call.
E-0002241	Closed	0	2 C	24/02/00 15:59	24/02/00 16:01	153405	A	AD14		HSH1	pm has a problem	Call Close by Nicola Harrison: pm happy to close the call,
E-0002290	Closed	0	2 C	29/02/00 08:49	29/02/00 08:53	153405	S	SD02		HSH1	Gateway has on screen 00000000A	Call Close by Paul Fitzpatrick: PMHTCC

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:-0003010	Closed	0	3 B	01/03/00 08:37	02/03/00 16:17	153405	H	HD01		SMC1	PM is having problems with gateway - PM has come in this morning, and it has bluescreen with a Stop code ending with 0x00..0A. PM has now reboot.	Call Close by Daniel Sales: ** [No Remark entered.] Call closure code of failure and repair code 821
:-0003030	Closed	0	2 C	03/03/00 10:58	03/03/00 12:17	153405	H	HD01		HSH1	Call being raised off E-0001310595, as requested, gateway workstation needs to be swapped out.	Call Close by Shelley Hatch: pm rebooted following engineer visit.call can be closed-gateway is now operational.
:-0003030	Closed	0	3 B	03/03/00 11:35	03/03/00 11:40	153405	S	SD02		HSH1	Through the transaction and the screen has frozen . and the screen went dead he was entering the OBS foils received in when this screen . The right hand bank had now frozen and the PM is not able to clear the screen.	Call Close by Pamela Coe: PM will reboot as advised and call back if the problem persists call can now be closed
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:-0003040	Closed	0	2 C	04/03/00 09:43	04/03/00 09:45	153405	A	AD12		HSH1	PM cannot see anything on the screen.	Call Close by David John Flood: This call can now be closed as the problem has been resolved.
-0003070	Closed	0	3 B	07/03/00 13:00	07/03/00 13:05	153405	S	SD02		HSH1	Screen has frozen twice (prior to that Clerk was just serving a customer) - Clerk had items in the stack but nothing happened. Keyboard was unresponsive too. Clerk logged back in and was instantly in the engineer screen.	Call Close by Sayeed Master: PMHTC
-0003080	Closed	0	2 C	08/03/00 11:54	08/03/00 11:56	153405	X	XI05		HSH1	Avril Kirkby Clerk rang to say customer applying for british passport because she's Polish but born on USSR. Wants to know about procedural issue with this.	Call Close by Russell King: Caller ADVISED to contact NBSC - call closed
-0003080	Closed	0	2 C	08/03/00 13:40	08/03/00 13:47	153405	X	XI05		HSH1	home care £3.00 blackpool home help stamps,ni icon to put them into system	Call Close by Gaynor Smith: pmhtcc

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:-0003082	Closed	0	2 C	08/03/00 21:02	08/03/00 21:49	153405	S	FE05			SMC1	Pm has had the system busy icon on for approx 10minutes. Pm was trying to preview the balance report, so pm can rollover. Pm complains that on every screen he has tried working on has had the system busy icon on, for approx 15 minutes at a time.	Call Close by Santokh Chahal: PM is happy for incident closure.
:-0003090	Closed	0	2 C	09/03/00 09:13	09/03/00 09:14	153405	S	SD02			HSH1	Caller has turned on the gateway and the scren is frozen on the riposte screen the arrow is frozen as well . he was just trying to log on	Call Close by Tina Brown: pm ahppy to reboot
:-0003100	Closed	0	3 B	10/03/00 13:20	30/03/00 08:54	153405	H	HD01			SMC1	RNM states that the gateway crashes at least 3 or 4 times a week now, but in the beginning it was at least 2 times a day - An Engineer has been out to swap the base unit in the past and advised that they should have a Pentium 3 not a Pentium 2 processor	Call Close by Shaun Jowett: Duplicate Call E-0003280186 open for an engineer visit. Closing this call.
-0003130	Closed	0	3 B	13/03/00 09:07	13/03/00 09:10	153405	S	SD02			HSH1	Pm rang to say that the main gateway has crashed this morning. He has rebooted and this solved the problem. He ws told to ring in to report this.	Call Close by Matthew Saunders: PMHTCC...
-0003200	Closed	0	3 B	20/03/00 10:48	20/03/00 10:51	153405	S	SD02			HSH1	The gateway has crashed, it has Stop0x0000000a on the screen with a blue background.	Call Close by Shelley Hatch: pm happy to reboot unassisted
0003210	Closed	0	3 B	21/03/00 08:54	22/03/00 15:18	153405	S	SD02			SMC1	gateway has blue nt screen with stop message, this has happened very regularly and pm is re-booting almost daily,ref:0002240009,0003010031,0003070610,0003080691,01132372993,01132372903,01132373714. he had already begun re-boot this morning on his own	Call Close by Seema Shah: PM happy to close call as system is working ok.

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0003280	Closed	99	4:00 AM	28/03/00 09:08	10/04/00 14:31	153405	S	SD01		SMC1	PM states that system has already crashed this moring. System was rebooted and has crashed again. This has occured within 10mins of each other. ***STOP 0x0000000A.	Call Close by Shaun Jowett: I have spoken to the PM and everything now seems to be functioning correctly.
-0003280	Closed	0	3 B	28/03/00 12:53	28/03/00 12:57	153405	S	SD02		HSH1	Pm says the gateway counter has crashed again.	Call Close by Nick Winger: Close this call as there is another one on the stack for the same problem. PMHTCC.
-0003281	Closed	0	3 B	28/03/00 17:58	29/03/00 09:18	153405	S	SD02		SMC1	Counter printer not working - green ready light on steady - trying to print giro report at first but then tried cheques listing that did not work either - not run out of paper - problem first noticed approx 16.45 printing giro report - PM went live 07.0	Call Close by Kyrstin Stuart: Has crash debug error on counter.
-0003310	Closed	0	3 B	31/03/00 08:55	31/03/00 08:57	153405	S	SD01		HSH1	gate way turned on and has blue screen with STOPX0000000XA.	Call Close by Simon Davies: gate way turned on and has blue screen with STOPX0000000XA., advised pm to reboot counter. pmhtc
-0003311	Closed	0	2 C	31/03/00 17:35	01/04/00 09:20	153405	S	SD02		SMC1	The system keeps crashing and IS DOING 3 or 4 times a day and is getting worse. They have had several base units installed but the problem persists	Call Close by Stephen Corney: Duplicate call.
-0004051	Closed	0	2 C	05/04/00 17:04	01/05/00 14:06	153405	S	SD02		SMC1	Caller Caller has put in some travellers cq s and it came off the screen and she had to log in again	Call Close by Ross Wilmott - 7281-5500: Caller happy with the advice given call can be closed
-0004052	Closed	0	1 D	05/04/00 17:53	13/04/00 17:21	153405	X	CC24		UKSS2	OBC work schedule. Engineer to site 7/4/00 at 13:00 to increase the number of counters from 4 to 5. Additional counter equipment shipped to PRE02 FAO Imraan Rawat 5/4/00.	Call Close by L. Betts: OBC work complete
-0004060	Closed	0	3 B	06/04/00 09:19	06/04/00 13:37	153405	H	HD08		HSH1	pm reports that BOP OKI laser printer not working	Call Close by Joseph Fitzgerald: pmhtc
-0004060	Closed	0	3 B	06/04/00 12:56	06/04/00 13:01	153405	S	SD02		HSH1	Roger Harrison - this morning 06/03/00 scre	Call Close by Ashley Molyneaux: Pm htcc

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-0004061	Closed	0	3 B	06/04/00 14:02	08/04/00 13:58	153405	X	CC24		HSH1	please swap Gateway tomorrow in addition to adding an extra counter.	Call Close by Anthony Marsh: as per log gateway replaced call closed
-0004080	Closed	0	2 C	08/04/00 12:46	08/04/00 13:02	153405	A	AD03		HSH1	PM reports that she is	Call Close by Anthony Marsh: Awaiting reboot...she is ok now the system is back up.
-0004100	Closed	0	3 B	10/04/00 11:41	10/04/00 15:39	153405	N	ND02		SMC1	On Node 5 - 2,3 & 4 are disconnected - this was also happening on Saturday and they had a message on Saturday saying disconnected from the network - the base units are all switched on seem to functioning fine. Please investigate...	Call Close by Kyrstin Stuart: to reboot all counters.
E-0004101	Closed	99	4:00 AM	10/04/00 16:46	19/04/00 12:48	153405	N	ND02		HSH1	Mike Croshaw at SSC rang on behalf of this FAD to say wants this call routed to CFM3 so that they can liaise with Energis re the quality of teh ISDN line as the line seems to be losing Packets on standard Ping tests.	Call Close by Lyndsey Elliot: Call closed as per instruction in call log.
E-0004110	Closed	0	4:00 AM	11/04/00 09:32	25/05/00 15:24	153405	S	SD02		EDSC1	PM is calling due to existing problem call E-0004100575(Which is closed now. Just for info). PM was getting problems with the gateway where it was crashing a lot in the mornings. (0x0000000A). PM has got that again. Also som of the counters are running	Call Close by uktemp27: 17/04/2000 15:35:07 - By Pat Carroll CALL PC0042858 closed: Category 92, Type L 17/04/2000 15:35:07 - By Pat Carroll The response was delivered to: PowerHelp 17/04/2000 15:40:19 - By Customer Call Date and time complete
E-0004110	Closed	0	3 B	11/04/00 13:26	17/04/00 12:25	153405	N	ND03		SMC1	please allocate engineer to site to check cables and land connections to counters	Call Close by Russell King: Call can be closed.
E-0004122	Closed	0	3 B	12/04/00 19:54	22/04/00 22:09	153405	N	ND02		SMC1	Arrange to put the ISDN out of service for 2 to 3 days to test the circuit on this post office - have been many problems with comms.	Call Close by Russell King: ISDN repaired, commsa re now fine - call closed

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-0004130	Closed	0	3 B	13/04/00 10:36	13/04/00 10:40	153405	S	SD02			HSH1	Pm reports that node 5 is getting an error message when trying to log on "cannot perform sesion transfer while processing report".	Call Close by Matthew Taylor: Asked pm to log on to the gateway. he could log in and he had the ap recovery screen navigated pm thru that. then advised pm to log off and then log in on node 5. he could log in ok.
-0004141	Closed	99	4:00 AM	14/04/00 17:01	17/04/00 10:20	153405	S	SD02			HSH1	Repeated blue screen on Gateway. PLease replace gateway UNit.	Call Close by Anthony Marsh: Calling PM who advised that the call can be closed off.
-0005090	Closed	0	3 B	09/05/00 11:36	10/05/00 00:23	153405	S	SD01			SMC1	"Stop: 0x0000000A (0xA2A2A2,0x000000FF,0x000 00001,0x00000000837DC4) RQL not less or equal." message on blue screen on gateway station. No-one was logged on at the time.	Call Close by Wayne Bragg: NT blue screen stop0x000000a, rebooted.
-0006011	Closed	0	2 C	01/06/00 12:32	01/06/00 12:51	153405	A	AD03			HSH1	PM reports that last night he produced ONCH declaration last night and it showed some things which the Pm is nt aware of.	Call Close by Carl hunt: PMHTCC
-0006211	Closed	0	2 C	21/06/00 12:49	21/06/00 13:16	153405	A	AD03			HSH4	PM has called to say that they need us to send a print out of the calls that they have made to us from 7th February. They are being liable for alot of money and need to proof that they have called us. They mainly need the reference numbers.	Call Close by Aidan Heritage: as above
-0006260	Closed	0	2 C	26/06/00 10:53	26/06/00 11:02	153405	A	AD14			HSH1	PM has a cash shortage that is held in susp acc. Susp acc now shows double the original figure.	Call Close by Hardev Raikmo: Transferred PM to NBSC. PMHTCC
-0007053	Closed	0	2 C	05/07/00 19:29	05/07/00 19:32	153405	A	AD03			HSH1	PM wanted to reboot that his system was running slow when completing his roll over	Call Close by Roger Parsons: PM advised that the system is running slow due to the amount of network traffic today. PMHTCC.

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-0007080	Closed	0	3 B	08/07/00 00:12	10/07/00 14:40	153405	S	SD02			SMC Evts	Critical event received for counter 3 - "The device \device\siscport0, did not respond within the timeout period"	Call Close by Nick Beatty: Call suspended by Gordon Sandeman Call suspended pending result of Re-boot - Counter 3, re-boot confirmed by PM - Carried out OK.
-0007181	Closed	0	2 C	18/07/00 15:27	18/07/00 16:17	153405	K	KA02			HSH1	PM had a discrepancy last week in there individual su AF of £419 they transfered this amount out of AF and into AA but when they balanced AF this week it still showed a gain of £419.	Call Close by Tina Wigens: PM HTCC
-0007193	Closed	0	3 B	19/07/00 19:09	20/07/00 11:01	153405	H	HD07			SMC1	counter printer has flashing orange light and will not print. Paper has been changed and put in properly. printer has been turned off and back on. test print tried, but did not print-- printer only clicks.	Call Close by Louise Barnacle: swaped ithica due to priinter not functioning at a ll, red light flashing along with a ticking noise.
-0007201	Closed	0	2 C	20/07/00 12:51	20/07/00 13:25	153405	K	KA04			HSH1	has discrepancy of 2219.80pounds and last night first adjusted stock then declared it now would like to get rid of disc. Also relates to previous closed call e-0007181540	Call Close by Stephen Cairns: pm to call nbsc ref peritas. pmhtcc
-0007201	Closed	0	2 C	20/07/00 15:03	20/07/00 15:11	153405	X	XI05			HSH1	pm reports a descrepancy of 2219.80 and has rolled over, pm has spoken to nbsc and was advised to call us back	Call Close by Rebecca Thompson: transfered the pm to kevin @ nbsc
-0007210	Closed	99	4:00 AM	21/07/00 11:15	25/07/00 09:08	153405	N	ND03			SMC1	FAD 153405 has not polled for 2 days since the 19/07/00. Please ping and why has it not polled	Call Close by Adeboyega Abudu: Line fault cleared by BT
-0008021	Closed	0	2 C	02/08/00 12:51	02/08/00 12:59	153405	X	XI05			HSH1	pm had an error notice for a giro in payment, attached to it was a receipt which the pm had never seen before	Call Close by Sarah Harman: PMHTCC

all	Status	Pr	Severity	Opened	Closed	Site	Call_Type	Problem_Typ	Problem_Co	Team	Problem Text	Closure Text
-0008172	Closed	0	2 C	17/08/00 14:56	17/08/00 15:03	153405	F	FD02		HSH1	pm wants a to preform a buy back on the system but dosen't have the buy back icon	Call Close by Anthony Dobell: pmhtcc

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-0008181	Closed	0	2 C	18/08/00 13:56	18/08/00 14:03	153405	A	AG06		HSH1	Pm wants to know whether its correct to transfer cash into different su.	Call Close by uktemp3: pm transfering cash into a different su.htcc.
-0008233	Closed	0	3 B	23/08/00 19:22	23/08/00 19:24	153405	S	SD06		HSH1	Counter 3 has been frozen on 'printing report' for 3/4 an hour	Call Close by Rachel Murray: screen frozen for nearly 50 mins - advised reboot PMHTC
-0008233	Closed	0	2 C	23/08/00 19:40	23/08/00 19:44	153405	A	AG06		HSH1	PM has re-booted and got a blue screen	Call Close by Amir Nazir: PMHTCC
-0008300	Closed	0	3 B	30/08/00 11:04	31/08/00 12:38	153405	S	SD02		SMC1	Cleardesk not run as active user detected - Host h15340500102 KEL Title: A corrupt index page was detected KEL Reference: MWright5052P.htm	Call Close by Nick beatty: Rang PM, she will reboot counter 2. Monitor for closure.
-0008302	Closed	0	2 C	30/08/00 15:48	30/08/00 21:58	153405	K	KA03		HSH1	on counter 1 trying to balance and said still showing mandatory report	Call Close by Sarah Watling: pm has now cut off the giro report and is able to proceed.pm htc
-0008303	Closed	0	3 B	30/08/00 17:59	04/09/00 16:14	153405	T	TR14		SMC1	one of the clerks is doing a balance- a withdrawal that was done is appearing on the report and they have not done one.	Call Close by Mark Foster: Pm happy with advice given - call can be closed.
-0008312	Closed	0	2 C	31/08/00 15:57	31/08/00 15:59	153405	A	AG06		HSH1	pm wanted to know when SMC would call her back	Call Close by Nick Raniga: pm htcc
-0009052	Closed	0	3 B	05/09/00 17:52	05/09/00 17:55	153405	S	SD02		HSH1	Trying to preview a balance and the screen is not moving.	Call Close by Jonathan Waight: Advised a rebootpmhtcc
-0009204	Closed	0	2 C	20/09/00 19:07	20/09/00 19:10	153405	K	KA03		HSH CI4	individual A2Ux no entry sign on office bal	Call Close by Mahesh Patel: advise given was successful . pm htcc
-0010043	Closed	0	2 C	04/10/00 17:52		153405	X	XI06		HSH1	pm wants to reverse an ap from another day	Call Close by Thomas Guy: referred to nbsc . pmhtcc
-0010091	Closed	0	3 B	09/10/00 13:20	09/10/00 13:25	153405	S	SD02		HSH1	Caller can not get the giro print outs and he can get 1 page but not the second	Call Close by Tina Brown: pmhtcc
-0010161	Closed	0	3 B	16/10/00 13:05	16/10/00 17:09	153405	H	HD07		SMC1	PM is having trouble with the counter printer on counter 5. It won't print his giro dep report.	Call Close by uktemp29: ** [No Remark entered.] Call closure code of FAILURE and repair code 821

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-0010253	Closed	0	3 B	25/10/00 16:04	01/11/00 16:55	153405	S	SD02		HSH1	pm stock unit aa has a big discrepancies and stock unit rj has loads of stock in stock balancing which should not be there.	Call Close by Hugh Evans: pm stock unit aa has a big discrepancies and stock unit rj has loads of stock in stock balancing which should not be there. PM has called back to say that the problem rectified itself. PM has another problem being invg on e-00
-0010311	Closed	0	2 C	31/10/00 11:57	31/10/00 12:05	153405	K	KA04		HSH1	pm has a discrepency in her trial balance. There are all sorts of transactions showing minus figures. Stock Unit AA	Call Close by Nick Raniga: pm htcc
-0011012	Closed	0	3 B	01/11/00 13:42	07/11/00 16:27	153405	S	SD02		SMC1	PM has noticed that the adjust stock figures from shared SU AA are showing in shared SU RJ and vice versa. PM viewed the adjust stock figures in SU RJ and it showed 20 x £20 smartcreds that were remmed into SU AA on 25.10 at 11.24 with session ID 5-6	Call Close by Sarah Astell: Spoke to the PM and explained KEL Reference: LKiang351M.htm and she is now happy for the call to be closed.
-0011014	Closed	0	2 C	01/11/00 17:46	01/11/00 17:49	153405	X	XI07		HSH1	Duplicate call e-0011012223	Call Close by Rizwan Namaji: Duplicate call e-0011012223
-0011015	Closed	0	2 C	01/11/00 19:06	01/11/00 19:07	153405	A	AG06		HSH1	call cancelled	Call Close by Martin Cawthorne: cancelled call - pmhtc
-0011020	Closed	0	2 C	02/11/00 08:13	02/11/00 08:33	153405	X	XI07		HSH1	follow up to open call e-0011012223	Call Close by Karen Holmes: PMHTCC
0011020	Closed	0	2 C	02/11/00 09:14	02/11/00 09:41	153405	X	XI07		HSH1	repeat call ref e-0011012223	Call Close by Dale handley: repeat call ref e-0011012223
0011021	Closed	99	4:00 AM	02/11/00 11:18	21/11/00 14:41	153405	M	MC01		HSH4	RNM is not happy that no one has rang back with regards to call e-0011012223, she has been promised many callbacks but no one has carried them through. RNM now reports that all the stock units have been rolled over into the next CAP after adjusting stoc	Call Close by Shelley Lewis: Contacted PO to advise of last update. Closing as resolved

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-0011021	Closed	0	3 B	02/11/00 11:40	02/11/00 11:42	153405	S	SD01		HSH1	Elaine reports that one of the counters has a blue screen with the msg STOPoxooooooa	Call Close by Tracy Mitchell: pmhtcc
-0011081	Closed	0	3 B	08/11/00 12:17	08/11/00 18:24	153405	S	SD02		HSH1	call regarding 0011021303. pm advises that the ssame problem is occuring ie they have two shared su. The aa su and rj su. They say stock from rj su appears on aa su, and stock from aa su apears on rj su.	Call Close by Ambrose Henderson: PM reports that she has been able to balance this week - still not happy - advised PM will log on existing open call - PM happy for this call now to be closed pmhtc
-0011084	Closed	0	2 C	08/11/00 16:46	08/11/00 16:50	153405	A	AG06		HSH1	PM says that her gateway keeps freezing, and wants to know if we know why.	Call Close by Wayne Bateman: PM happy with the advice given. PMHTCC.
-0011140	Closed	0	1 D	14/11/00 09:48	14/11/00 09:52	153405	A	AG06		HSH1	pm wanted to find a trans on the 17th of feb	Call Close by Luke Stevenson: advised pm that you can only go back 3 mounths and refered to nbsc, pmhtcc.
-0011180	Closed	0	3 B	18/11/00 09:42	18/11/00 09:46	153405	S	SD01		HSH1	PM REPORTED THAT MESSAGE ON SCREEN SAYING THE COUNTER HAS NOW RECONNECTED PFOCEED	Call Close by Dee O'Beirne: pm htcc
0011202	Closed	0	2 C	20/11/00 14:56	20/11/00 15:04	153405	T	TR05		HSH1	Pm reports been onto the other number trying to transfer all foreign currency from one stock unit to another	Call Close by Charlotte Knight: PMHTCC
0011203	Closed	0	2 C	20/11/00 17:26	20/11/00 17:41	153405	S	SD01		HSH1	pm had error message desktop exe application error oxc0000800xx77f88e01.close or ok.	Call Close by Gillian Cox: pmhtcc
0011212	Closed	0	3 B	21/11/00 14:42	27/02/01 10:47	153405	S	SD02		HSH4	Outbound call - I contacted this office to resolve a complaint, and the PM mentioned that she has been having difficulties with Foreign Currency, in that she had remmed it in through other MOP, Foreign currency sterling equivalent, checked her adjust st	Call Close by Shelley Lewis: Closed by call originator.

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-0011224	Closed	0	2 C	22/11/00 18:20	22/11/00 18:25	153405	S	SD02		HSH1	PM rang to say that he was trying to produce a report for the redeemed saving stamp and got a error message on the screen saying 'EOD Runtime Error 450 - wrong number of arguments - invalid property assignments'.	Call Close by Anish Chudasama: PM HTC
-0011225	Closed	0	2 C	22/11/00 20:00	22/11/00 20:05	153405	A	AG06		HSH1	CI4: want to know how to modify ttwo share SU into two indivual SU.	Call Close by Dwight Clarke: PMHTCC
-0011260	Closed	0	3 B	26/11/00 23:07	27/11/00 13:31	153405	S	SD02		SMC Evts	Event received on H15340500103: Device \device\scsiport0 did not respond within the timeout period. KEL RColeman1253J.htm advises of reboot.	Call Close by Gordon Forbes: Reboot successful,NO further events,closing call.
-0011291	Closed	0	3 B	29/11/00 13:23	05/03/01 19:06	153405	S	SD02		HSH5	pm said that all her stock seems to be mixed up again after the upgrade.	Call Close by Ross Willmott: Call can be closed
-0011292	Closed	0	3 B	29/11/00 14:02	29/11/00 14:18	153405	S	SD02		HSH1	pm reports the bar code reader isnt scanning any bar codes. light works and the noise comes on.	Call Close by John Leech: pmhtcc
-0011292	Closed	0	2 C	29/11/00 14:59	29/11/00 15:03	153405	T	TR14		HSH1	pm wants to know why the foreign currency sterling figure is not on the foreign currency su.	Call Close by Tony Mansfield: pmhtcc
-0011294	Closed	0	2 C	29/11/00 18:47	29/11/00 18:51	153405	A	AG06		HSH1	ci4. pm wished to speak to Ross Willmott regarding call reference e-0011291662.	Call Close by Samantha Cairns: Caller transferred to Ross Willmott.
-0011300	Closed	0	2 C	30/11/00 09:32	30/11/00 09:35	153405	A	AG06		HSH1	PM called last night and had forgotten the reference number.	Call Close by Malcolm Goodall: PM wanted reference number from call last night. Adviced PM of number. PMHTC

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ANALYSIS OF CALLS TO HORIZON HELPLINE Call Sheets (Appendix G)

Initial problem during installation was the ISDN Line. Call was reassigned several times Text of calls says counter is now working and call closed - this on 4th March 2000. Call totally closed down 4th July 2000. No other calls logged to Horizon Helpline until June.

Had a "known problem" with reporting ONCH on 1st June but this would not have affected balancing.

Further call 21st June made following my request to subpostmaster for details of the calls made to the Helpline (I had asked them to monitor the system themselves, report any problems and record call numbers so we could trace any faults in the future)

26th June - subpostmaster was attempting to transfer amount into suspense - call transferred to NBSC

5th July - reported system running slowly

8th July - (Saturday) reboot needed Confirmed by call to subpostmaster on Monday 10th as OK

18th July - Transaction problem - shows subpostmaster had no understanding of effect of transfers on individual stock units.

19th July - Ithaca printer malfunction

20th July - transaction problem advised to call NBSC (It would appear office had a discrepancy of £2219.80 and wanted to "get rid of it"

21st July - office has not been polled. Fault on BT line discovered and cleared 25th July

2nd August - mistake in bringing error notice to account - call transferred to NBSC

2nd November - RNM called - counter needed re booting

29th November - "known problem" following upgrade re running balance snapshot and trying to adjust stock on different kit. (This call the day before subpostmaster was suspended

NBSC CALL REPORT ANALYSIS - Call Sheets (Appendix H)

Several calls point to subpostmaster attempting to change figures on system, getting into a mix up with it and calling the Helpline for advice

Some calls specific to taking amounts out of and putting into Suspense Account

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5/

POST OFFICE

2 Runnymede Avenue
Thornton Cleveleys
Lancashire
FY5 1DF

Dear Sir/ Madam

31 March 2000

Complaint

Thank you for bringing your system problems to our attention. I am writing to acknowledge that your complaint has been logged at the Network Business Support Centre. For information the incident number is: H10034620, please quote this if you wish to discuss further this compliant.

Your complaint is receiving our attention and I have raised the complaint with the Horizon System Helpdesk. I am now awaiting for comments from them, as soon as I have any further information, I will contact you.

Yours sincerely

GRO

Bethany Newton
Network Business Support Centre

Tel: GRO

Business Service Management
Post Office Network
Dearne House
Cortonwood Drive
Cortonwood Business Park
Brampton
Barnsley S73 0TB
Telephone GRO
GRO
Facsimile GRO

Registered in England
No 2154540 Registered Office Cornwall House
144 Bristol Road Gloucester GL1 5HQ

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6/

Cleveleys Post Office
2 Runnymede Avenue
Thornton Cleveleys
Lancashire
FY5 1DF

Dear Colleague

28th April 2000

System Problems

Further to our telephone conversation of today I am writing to re-iterate the responses that I have received from ICL Pathway relating to the problems that you have been experiencing with the Horizon System.

ICL Pathway have advised me that the problems you have been experiencing are not as straightforward as the engineer, who visited the site originally thought. Although the symptoms looked to the engineer to be an ISDN problem, the line has been checked by Network Support. The line is open and working with no problems. Network Support feel the problem lies with the counter. ICL Pathway are aware the counter has been swapped on multiple occasion's and feel there must be another underlying reason. The call is currently with the Horizon System Helpdesk third line technical support for investigation and has been raised to an 'A' priority (which normally only applies to situations when the Post Office cannot operate at all).

With regards to the fact that your calls were not returned by the Horizon System Helpdesk, unfortunately due to volumes of calls currently being experienced it is causing some outlets to experience delays before responses are made. This issue is currently being addressed at the helpdesk through a plan of recruitment.

Horizon System Helpdesk have advised me they are in constant contact with yourself and your Retail Network Manager but I understand from our telephone conversation of today that you are still not happy with this. I have therefore enclosed an addressed envelope to enable you to make a response to this letter at which point I will continue my investigations with ICL Pathway.

In the meantime, if you wish to contact me please quote incident number H10034620 when telephoning.

Yours sincerely

GRO

Claire Wray
Service Quality Officer
Tel: GRO

Business Service Management
Post Office Network
Dearne House
Cortonwood Drive
Cortonwood Business Park
Brampton
Barnsley S73 0TB
Telephone: GRO GRO
Facsimile: GRO

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IN CONFIDENCE

To: J Wolstenholme
Subpostmistress
Cleveleys MSPO

copy: Retail Network Manager
E Tagg

From: J M Wilkinson
Network Audit Team

Date: 01 June 2000

AUDIT OF CLEVELEYS MSPO

Detailed below is a brief summary of the areas examined and the findings revealed at our recent audit.

System	Good Controls	Satisfactory Controls	Minor Weakness	Major Weakness	Not Tested
Security	☒	☐	☐	☐	☐
Stock Management	☐	☐	☐	☐	☒
Cash Account	☐	☐	☐	☐	☒
Cash Management	☐	☐	☐	☐	☒
A&L Girobank	☐	☐	☐	☐	☒
Transport Schemes	☐	☐	☐	☐	☒
Utilities schemes	☐	☐	☐	☐	☒
Benefits Agency	☒	☐	☐	☐	☐
MVLs'	☐	☐	☐	☐	☒
MSPOs/ FPOs only	☐	☐	☐	☐	☒
Bureau de Change	☐	☐	☐	☐	☒
PO Foreign Exchange	☐	☐	☐	☐	☒
National Lottery	☐	☐	☐	☐	☒
National Lottery Instants	☐	☐	☐	☐	☒
Littlewoods Scratchcards	☐	☐	☐	☐	☒
Rod Licences	☐	☐	☐	☐	☒
Travel Insurance	☐	☐	☐	☐	☒
MoneyGram	☐	☐	☐	☐	☒
Personal Banking	☐	☐	☐	☐	☒
National Savings	☐	☐	☐	☐	☒
Royal Mail	☐	☐	☐	☐	☒
Horizon	☒	☐	☐	☐	☐

The attached pages detail a more comprehensive report for your information. 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.

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Should you wish to make any comments, please feel free to write on the reverse of this report or contact J M Wilkinson on GRO

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Audit of Cleveleys MSPO

An audit of the above office was undertaken on 1/6/00 led by J M Wilkinson .

Detailed below are our findings and recommendations for your information and attention.
The recommendations in bold were made in a previous audit and had not been implemented at the time of our most recent visit.

Audit Result

£16.32 Surplus. All cash, stock, vouchers and value items on hand have been examined at the audit and found to have been correctly accepted and proper to the current weeks account.

Security

Good security awareness for both physical and personal security. All necessary precautions are taken to safeguard both PO Network assets and Personnel at all times. Alarms were tested at the visit and found to be operational, the Spmr confirms that the alarm system is tested at the required frequency. All office staff are fully aware of all PO Network security policies and the Counter Attack, Hostage , Money Laundering and Crimestoppers packs are available for staff at the office.

Other Client Services

All Pension and Allowance books have been examined at the visit and found to be in date and proper to the office. Books are given the required security at all times. All encashment procedures are known and followed correctly by the Spmr and all vouchers on hand have been accepted and accounted for correctly.

Horizon

Security for the use of the Horizon system is controlled correctly with each user having their own Password and user ID. Access levels are used correctly.
All regulations regarding the maintenance and protection of the system are followed correctly, and the Spmr is aware of contact point and procedures in case of system failure or breakdown.

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Finally, I would like to thank you and your staff for the assistance and hospitality throughout the audit.
Please sign and return one copy of this report to confirm that you understand the points raised.

GRO

Network Audits

It would help us if you could complete the following two questions:-

1. Were the findings in this report discussed on the day of the audit?

   Yes ☐ No ☐

2. Were you given a questionnaire at the end of the audit to complete?

   Yes ☐ No ☐

Signature ..... Date .....

POL00118219

4,

Mrs J Wolstenholme
Subpostmaster
Cleveleys MSPO
2 Runnymede Avenue
Cleveleys
BLACKPOOL
FY5 1DF

21st June 2000

Dear Julie

It is now ten weeks since the Horizon system within your office was deemed to be fully operational. In the seven weeks prior to this you were given permission to hold losses attributed to the system in Table 2a of your account. I am assured by Transaction Processing that all accounting checks for weeks 49 to 04 have been completed and the majority of error notices for these weeks have been issued.

You may remember we posted several error notices through your account during week 12 . A detailed breakdown of the error notices and resulting balances is attached for your information. The processing of these error notices reduced the original amounts being held in your account to £2497.94.

I must now ask that you make the necessary arrangements to repay this loss.

If bringing this loss to account would cause severe financial hardship, you may be allowed to repay the amount by instalments by deduction from your remuneration. This is not an automatic right and you must be aware that, if granted, no further authorities to hold shortages in your account can be issued. i.e. all further losses must be made good immediately.

If you have any mitigating circumstances or reasons why you should not repay this loss then you must state them, in writing, to reach me by Monday 10th July 2000. If I do not hear from you by this date I shall assume the amount of £2497.94 has been made good.

Yours sincerely

GRO

Elaine M Tagg
Retail Network Manager

GRO

Post Office Network
Post Office Counters Ltd
[illegible]
[illegible]
[illegible]

GRO

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POL00118219

9.07.00.

[redacted]
[redacted]
[redacted]
[redacted]
[redacted]

Dear Elaine,

As you are fully aware of all the problems we have incurred with the Horizon System since going live on 9.3.00 we would have thought that this alone would have been a good enough reason as to why we should not have to repay any losses for the period when the system was not fully operational. We know that one of the reasons the system continually crashed was because of an ISDN line problem, because of this it could not send or receive data accurately. Consequently a massive loss continued to occur due to continuous crashing and dumping of data. This problem continued for 10 weeks in which time the base unit was swapped 9 times, to no avail. We cannot say how dismayed we were to find out this problem could and should of been rectified within 24 hours. Unfortunately we are a private business governed by yourselves and therefore did not have the option to replace the system by going to an alternative supplier, because we should not have been expected to work, let alone balance under the conditions imposed upon us.

From 7.2.00 to 17.04.00 all balances within these dates surely cannot be taken into consideration. It is now July and we are still receiving errors notices for this period, so how can the figure of £20,097.96 be derived.

We are deeply upset that we are being compensated rather than being penalised for faulty installation equipment when both Post Office Counters and I.C.L Pathway were fully aware of all the problems we were having with wrong data input/output, eg. command software.

We hope this problem will be resolved in our favour,

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Post Office Counters Ltd.
Your Receipt

Cleveleys
2 Runnymede Avenue

Thornton Cleveleys
Lancashire
FY5 1DF

VAT REG No. 243 1700 02
Wed 16 Aug 2000 19:14
SESSION : 1-142067

Loss a 2a in		
1-	@ 500.00	500.00-
TOTAL DUE TO CUSTOMER		500.00
Cash	TO CUSTOMER	500.00
B CE		0.00

Thank You

E COMPLETED BY THE RNM

Manager

eys FAD: 153405

) CARRY A CASH ACCOUNT SHORTAGE

00.00 reported in cash account week 19

an error notice advised to the office on

n Table 2(a) of the cash account for a maximum period of 8
carried out.

ely should an error notice relating to the discrepancy be
.09.00. If you are unable to make good this shortage at
ıtact your RNM and Error Resolution immediately.

ınd return the whole form to Error Resolution
ared from your cash account.

Part B: **TO BE COMPLETED BY THE SUBPOSTMASTER**

TO: **Error Resolution, Operations, 3, Infirmary St., Leeds. LS1 1AJ**

FROM: **Cleveleys** **FAD:** **153405**

The shortage of £500.00 reported in the cash account dated 02.08.00 has been cleared in the cash account dated .....

Please delete as applicable

1.An error relating to the discrepancy has been received on .....

2. No error notice relating to the discrepancy has been received and the shortage has been made good by cash/cheque on .....

Signed ..... **Dated** .....

Part C: **TO BE COMPLETED BY ERROR RESOLUTION**

TO: Elaine Tagg Retail Network Manager

Confirmation has been received that the shortage of £500.00, being carried by Cleveleys has been cleared in the cash account dated .....

Signed .....**Error Resolution**

250

POL00118219

NORTHERN TERRITORY
POST OFFICE COUNTERS LTD.

PART A: **TO BE COMPLETED BY THE RNM**

FROM: **Elaine Tagg Retail Network Manager**

TO: **The Subpostmaster Cleveleys** **FAD: 153405**

AUTHORITY TO CARRY A CASH ACCOUNT SHORTAGE

Authority is given to carry the shortage of £1906.61 reported in cash account week 21

1. *The shortage is unexplained.*
2. *The shortage is in respect of an error notice advised to the office on*

The shortage may exceptionally be carried in Table 2(a) of the cash account for a maximum period of 8 weeks, whilst accounting checks are being carried out.

The shortage must be cleared immediately should an error notice relating to the discrepancy be received, or made good no later than 11/10/2000. If you are unable to make good this shortage at the end of this period then you must contact your RNM and Error Resolution immediately.

NB: Please complete Part B of this form and return the whole form to Error Resolution at Leeds once the shortage has been cleared from your cash account.

Elaine Tagg Retail Network Manager

Part B: **TO BE COMPLETED BY THE SUBPOSTMASTER**

TO: **Error Resolution, Operations, 3, Infirmary St., Leeds. LS1 1AJ**

FROM: **Cleveleys** **FAD:** **153405**

The shortage of £1906.61 reported in the cash account dated 16/08/2000 has been cleared in the cash account dated .....

Please delete as applicable

1.An error relating to the discrepancy has been received on .....
2. No error notice relating to the discrepancy has been received and the shortage has been made good by cash/cheque on .....

Signed ..... **Dated** .....

Part C: **TO BE COMPLETED BY ERROR RESOLUTION**

TO: Elaine Tagg Retail Network Manager

Confirmation has been received that the shortage of £1906.61, being carried by Cleveleys has been cleared in the cash account dated .....

Signed .....**Error Resolution**

251

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POST OFFICE

This authority replaces the previous authority for £2,419-22.

with compliments

Post Office Network
Post Office Counters Ltd
Birley Street
Preston
PR1 1AZ
Telephone GRO

252

Post Office Counters Ltd Registered in England
No 2154540 Registered Office Gavrelle House

POL00118219

NORTHERN TERRITORY
POST OFFICE COUNTERS LTD.

PART A: **TO BE COMPLETED BY THE RNM**

FROM: **Elaine Tagg Retail Network Manager**

TO: **The Subpostmaster Cleveleys** **FAD: 153405**

AUTHORITY TO CARRY A CASH ACCOUNT SHORTAGE

Authority is given to carry the shortage of £6527.94 reported in cash account week 22

1. *The shortage is unexplained.*
2. *The shortage is in respect of an error notice advised to the office on*

The shortage may exceptionally be carried in Table 2(a) of the cash account for a maximum period of weeks, whilst accounting checks are being carried out.

The shortage must be cleared immediately should an error notice relating to the discrepancy be received, or made good no later than 00/01/1900. If you are unable to make good this shortage at the end of this period then you must contact your RNM and Error Resolution immediately.

NB: Please complete Part B of this form and return the whole form to Error Resolution at Leeds once the shortage has been cleared from your cash account.

Elaine Tagg Retail Network Manager

Part B: **TO BE COMPLETED BY THE SUBPOSTMASTER**

TO: **Error Resolution, Operations, 3, Infirmary St., Leeds. LS1 1AJ**

FROM: **Cleveleys** **FAD:** **153405**

The shortage of £6527.94 reported in the cash account dated 23/08/2000 has been cleared in the cash account dated .....

Please delete as applicable

1.An error relating to the discrepancy has been received on .....
2. No error notice relating to the discrepancy has been received and the shortage has been made good by cash/cheque on .....

Signed ..... **Dated .....**

Part C: **TO BE COMPLETED BY ERROR RESOLUTION**

TO: Elaine Tagg Retail Network Manager

Confirmation has been received that the shortage of £6527.94, being carried by Cleveleys has been cleared in the cash account dated .....

Signed .....Error Resolution

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NORTHERN TERRITORY
POST OFFICE COUNTERS LTD.

PART A: TO BE COMPLETED BY THE RNM

FROM: Elaine Tagg Retail Network Manager

TO: The Subpostmaster Cleveleys FAD: 153 405

AUTHORITY TO CARRY A CASH ACCOUNT SHORTAGE

Authority is given to carry the shortage of £1478.78 reported in cash account week 23

1. *The shortage is unexplained.*
2. *The shortage is in respect of an error notice advised to the office on*

The shortage may exceptionally be carried in Table 2(a) of the cash account for a maximum period of 8 weeks, whilst accounting checks are being carried out.

The shortage must be cleared immediately should an error notice relating to the discrepancy be received, or made good no later than 25/10/2000. If you are unable to make good this shortage at the end of this period then you must contact your RNM and Error Resolution immediately.

NB: Please complete Part B of this form and return the whole form to Error Resolution at Leeds once the shortage has been cleared from your cash account.

Elaine Tagg Retail Network Manager

Part B: TO BE COMPLETED BY THE SUBPOSTMASTER

TO: Error Resolution, Operations, 3, Infirmary St., Leeds. LS1 1AJ

FROM: Cleveleys FAD: 153 405

The shortage of £1478.78 reported in the cash account dated 31/08/2000 has been cleared in the cash account dated .....

Please delete as applicable

1.An error relating to the discrepancy has been received on .....
2. No error notice relating to the discrepancy has been received and the shortage has been made good by cash/cheque on .....

Signed ..... Dated .....

Part C: TO BE COMPLETED BY ERROR RESOLUTION

TO: Elaine Tagg Retail Network Manager

Confirmation has been received that the shortage of £1478.78, being carried by Cleveleys has been cleared in the cash account dated .....

Signed .....Error Resolution

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POL00118219

Retail Network Managers Office
Post Office Network North
Birley Street
PRESTON
PR1 1AZ

The Subpostmaster/Officer in Charge
CLEVELEYS SPSO

AUTHORITY TO HOLD ACCOUNT SHORTAGE

The authority to hold an account shortage of £500.00 issued by Elaine Tagg expired on 27 September 2000. The original authority refers to week 19 dated 2 August 2000.

The conditions attached to the authority to hold an account shortage are that the shortage should be made good on expiry of the authority and the Retail Network Managers Office informed on the proforma supplied. To date I have not received notification that the shortage has been made good.

The shortage of £500.00 must be made good immediately. If it would cause you severe financial hardship to make good this shortage then you must contact your RNM immediately so that proposals can be submitted to the Head of Retail Network or The Regional General Manager.

Please complete the tear-off slip reply below and return it to me at the above address

GRO

Mary Billington
Retail Network Managers Assistant
Telephone: GRO

AUTHORITY TO HOLD ACCOUNT SHORTAGE

TO: Mary Billington, Retail Network Managers Assistant

FROM: The Subpostmaster Cleveleys SPSO - FAD 153 405

*I confirm that the account shortage of £500.00 issued by Elaine Tagg which expired on 27 September 2000 was made good on .....

*To make good this shortage would cause me severe financial hardship and I contacted my RNM accordingly on .....

*Delete as applicable

The original authority refers to week 19

....
Subpostmaster Date

Datestamp

255

POL00118219

Retail Network Managers Office
Post Office Network North
Birley Street
PRESTON
PR1 1AZ

The Subpostmaster/Officer in Charge
CLEVELEYS SPSO

AUTHORITY TO HOLD ACCOUNT SHORTAGE

The authority to hold an account shortage of £281.27 issued by Elaine Tagg expired on 11 October 2000. The original authority refers to week 21 dated 16 August 2000.

The conditions attached to the authority to hold an account shortage are that the shortage should be made good on expiry of the authority and the Retail Network Managers Office informed on the proforma supplied. To date I have not received notification that the shortage has been made good.

The shortage of £281.27 must be made good immediately. If it would cause you severe financial hardship to make good this shortage then you must contact your RNM immediately so that proposals can be submitted to the Head of Retail Network or The Regional General Manager.

Please complete the tear-off slip reply below and return it to me at the above address

GRO
Mary Billington
Retail Network Managers Assistant
Telephone: GRO

AUTHORITY TO HOLD ACCOUNT SHORTAGE

TO: Mary Billington, Retail Network Managers Assistant

FROM: The Subpostmaster Cleveleys SPSO - FAD 153 405

*I confirm that the account shortage of £281.27 issued by Elaine Tagg which expired on 11 October 2000 was made good on .....

*To make good this shortage would cause me severe financial hardship and I contacted my RNM accordingly on .....

*Delete as applicable

The original authority refers to week 21

....
Subpostmaster Date

Datestamp

256

POL00118219

Retail Network Managers Office
Post Office Network North
Birley Street
PRESTON
PR1 1AZ

The Subpostmaster/Officer in Charge
Cleveleys SPSO

AUTHORITY TO HOLD ACCOUNT SHORTAGE

The authority to hold an account shortage of £6527.94 issued by Elaine Tagg expired on 18 October 2000. The original authority refers to week 22 dated 23 August 2000.

The conditions attached to the authority to hold an account shortage are that the shortage should be made good on expiry of the authority and the Retail Network Managers Office informed on the proforma supplied. To date I have not received notification that the shortage has been made good.

The shortage of £6527.94 must be made good immediately. If it would cause you severe financial hardship to make good this shortage then you must contact your RNM immediately so that proposals can be submitted to the Head of Retail Network or The Regional General Manager.

Please complete the tear-off slip reply below and return it to me at the above address

Mary Billington
Retail Network Managers Assistant
Telephone: GRO

AUTHORITY TO HOLD ACCOUNT SHORTAGE

TO: Mary Billington, Retail Network Managers Assistant

FROM: The Subpostmaster Cleveleys SPSO - FAD 153 405

*I confirm that the account shortage of £6527.94 issued by Elaine Tagg which expired on 18 October 2000 was made good on .....

*To make good this shortage would cause me severe financial hardship and I contacted my RNM accordingly on .....

*Delete as applicable

The original authority refers to week 22

....
Subpostmaster Date

Datestamp

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POL00118219

Retail Network Managers Office
Post Office Network North
Birley Street
PRESTON
PR1 1AZ

The Subpostmaster/Officer in Charge
Cleveleys SPSO

AUTHORITY TO HOLD ACCOUNT SHORTAGE

The authority to hold an account shortage of £1478.78 issued by Elaine Tagg expired on 25 October 2000. The original authority refers to week 23 dated 30 August 2000.

The conditions attached to the authority to hold an account shortage are that the shortage should be made good on expiry of the authority and the Retail Network Managers Office informed on the proforma supplied. To date I have not received notification that the shortage has been made good.

The shortage of £1478.78 must be made good immediately. If it would cause you severe financial hardship to make good this shortage then you must contact your RNM immediately so that proposals can be submitted to the Head of Retail Network or The Regional General Manager.

Please complete the tear-off slip reply below and return it to me at the above address

Mary Billington
Retail Network Managers Assistant
Telephone: GRO

AUTHORITY TO HOLD ACCOUNT SHORTAGE

TO: Mary Billington, Retail Network Managers Assistant

FROM: The Subpostmaster Cleveleys SPSO - FAD 153 405

*I confirm that the account shortage of £1478.78 issued by Elaine Tagg which expired on 25 October 2000 was made good on .....

*To make good this shortage would cause me severe financial hardship and I contacted my RNM accordingly on .....

*Delete as applicable

The original authority refers to week 23

....
Subpostmaster Date

Datestamp

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POL00118219

NORTHERN TERRITORY
POST OFFICE COUNTERS LTD.

PART A: **TO BE COMPLETED BY THE RNM**

FROM: **Elaine Tagg Retail Network Manager**

TO: **The Subpostmaster Cleveleys** **FAD: 153405**

AUTHORITY TO CARRY A CASH ACCOUNT SHORTAGE

Authority is given to carry the shortage of £3261.94 reported in cash account week 32

The shortage may exceptionally be carried in Table 2(a) of the cash account for a maximum period of 8 weeks, whilst accounting checks are being carried out.

The shortage must be cleared immediately should an error notice relating to the discrepancy be received, or made good no later than 27.12.00. If you are unable to make good this shortage at the end of this period then you must contact your RNM and Error Resolution immediately.

NB: Please complete Part B of this form and return the whole form to Error Resolution at Leeds once the shortage has been cleared from your cash account.

Elaine Tagg Retail Network Manager

Part B: **TO BE COMPLETED BY THE SUBPOSTMASTER**

TO: **RNM Office, Birley Street, PRESTON, PR1 1AZ**

FROM: **Cleveleys** **FAD:** **153405**

The shortage of £3261.94 reported in the cash account dated 1.11.00 has been cleared in the cash account dated .....

Please delete as applicable

1.An error relating to the discrepancy has been received on .....

2. No error notice relating to the discrepancy has been received and the shortage has been made good by cash/cheque on .....

Signed ..... **Dated .....**

Part C: **TO BE COMPLETED BY RNM ASSISTANT**

TO: Elaine Tagg Retail Network Manager

Confirmation has been received that the shortage of £3261.94, being carried by Cleveleys has been cleared in the cash account dated .....

Signed .....Error Resolution

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Problem Updates Entered Between Date Error and Date Error

Problem Number :

P10000268

Problem Title : Cleveleys - system problems

Originating BU: Territories - Northern
Analysis Description: The system has crashed and the office has endured some large losses in their weekly Cash Accounts. Various ICL Pathway teams have attended the office and the initial thoughts, indicated a problem on the ISDN line. This has proved unfounded. ICLP have also changed virtually all the equipment at the counter and the problems have continued to persist.
Date Raised: 06/09/2000
Target Date: 29/04/2001
Current Owner: astlesp
Problem Manager: astlesp
Escalation Level: 0
Modified Date: 30/04/2001
Related Problem:
Audit Trail:

Services Affected: POCL Infrastructure
Severity Level: 3
Received By: potters
Status: Closed
Controller:
Proposer: potters
Escalation Date:
Closure Reason: Not a valid problem
Related ATP Id.:

Solution: Issues could not be proven to be system related. Postmaster has been given notice and has now finished. All issues being dealt with by the legal department.

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LOG LIST

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Date Due:	Entered By:	Entered On:	Action:	Action Resolution:
8/9/2000	potters	08/09/2000	I have spoken to the Subpostmaster who has given me a history of the problem.	In March / April, the office experienced numerous problems with regards to screen freezes, ghost reports and lock outs. Since then, equipment has been swapped out and ICLP have attended the office on a number of occasions.The office has also experienced losses virtually every week since the Horizon system was installed. These losses have increased significantly during the last 6 weeks. The staff are now balancing using individual stock units and the SPMR has been undertaking a number of security checks to eliminate other possibilities for the losses.

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14/9/2000	potters	14/09/2000	Chec[illegible]h Transaction Processing for errors occuring at [illegible] office.	Spoke to Susan Kirk within TP.Week 19 - potential error notices totalled approxiamately #1100 in favour of the office. #799 was due to debit cards being incorrectly claimed.Week 20 - a number of errors totalling #215 in favour of the office.I advised the Manager of these potential error notices and he informed that the offices was recieving assistance on Wed 20th Sept 2000 with regards to their Cash Account Balance. This was to establish that all procedures are being undertaken correctly and that the recent cash account errors are not down to human error.

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21/9/2000	potters	15/09/2000	The c[illegible]s approximately #12,000 short since "going-live".C/A balance 13/9/00 the office was #2,400 over.The Manager thinks that the problems may lie with the Forde Money Changer. Lynn (Blackpool BO) who works on the Bureau de Change is attending the office on Wednesday 20th September to ensure that procedures are being correctly undertaken.	[illegible]e visit from the Bureau de Change officer from Blackpool BO did not uncover any problems.

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27/9/2000	potters	27/09/2000	Balan[illegible]date	Unfortunately, Lynn from Blackpool BO was unable to attend the office balance on 20/9/00 due to illness. The office balanced approximately #155 up.Lynn will be attanding todays balance and checking that processes including the inputing of the Forde Money Changer data is performed correctly.

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25/10/2000	potters	04/10/2000	Spoke ... the RNM (Elaine Tagg) regarding the situation. I explained to her that I believe that a number of the misbalances are due to mistakes being made at the office, as numerous errors have recently occured at the office.Elaine told me that the office did not have a good balancing record prior to "going live" on the Horizon system. She has also seen members of staff making mistakes, while performing transactions.I have forwarded the "error" info to Elaine who will be discussing this matter with the Subpostmaster.	The RNM spent 5 hours at the office trying to sort the problem out. She is under the impression that the majority of the problems at the office are definately caused by the office and not the system. However, the Manager has stated that figures inputted into line 2052 - Foreign currency - sterling equivalent have changed!!! Therefore, Mike Baxter (Regional co-ordinator) has made a request for an FSM to visit the office.

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21/11/2000	potters	07/11/2000	Dann[illegible]y has received a request from Mike Baxter for further assistance with the office.	A request has been made to ICL Pathway for a Field Support Manager to visit the office.Claudia Walker has visited the office and has resolved the issues surrounding the Communications.The Subpostmaster attempted to raise the problems regarding the losses with Claudia, but Elaine Tagg (RNM) catagorically stated that the losses were a PON issue and were not the concern of Claudia.The system is also running slower since the upgrade to CSR+, Claudia has raised this as a problem and is happy to re-visit the office if the problem persists.

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29/11/2000	potters	22/11/2000	The S[illegible]postmaster has requested the call logs from both the HSH and NBSC from June 2000. This is due to the #15,000 losses since June. Adele Kilcoyne is checking the Data Protection Act to determine whether the information can be provided.	Harvey Skipsey has OK'd this to happen. I have forwarded the call logs to the RNM 05/12/00.

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5/12/2000	potters	01/12/2000	Elain[illegible]agg has suspended the Subpostmaster, because she i. unwilling to use the Horizon system. Auditors and Elaine completed the Cash Account this week.	rorwarding the call logs (HSH & NBSC) to Elaine for the disciplinary hearing.

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19/12/2000	astlesp	19/12/2000	SNA[illegible]	The postmaster has been suspended. I have asked Elaine Tagg the RNM for an update on the current situation.

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8/1/2001	astlesp	08/01/2001	Upd. ..01/01	I spoke to Elaine Tagg. She has lots of evidence to suggest the majority of the losses are caused by the office. She has also been in contact with the contracts team etc to discuss options. It does look like they may be given 3 months notice but there are also issues around the losses and payment for the three months.Eliane has said there is nothing we can do at the moment but I will speak to her once a month to get updates.

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12/1/2001	astlesp	08/01/2001	Upda.. ..01/01The postmistress has called in requesting the call logs from Powerhelp and NBSC.	Adele Kilcoyne is looking at the data protection act side of this.

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2/2/2001	astlesp	30/01/2001	E-ma[illegible]o Eliane Tagg requesting latest position and if t[illegible] problem should remain open.	[illegible]ulaThe subpostmistress has been given 3 months notice - last day of service 28th February 2001Her defence that the system was malfunctioning was not backed by any documentary evidence and whilst it was her sole defence there were several other areas of "mal practice" at the office on which we were able to justify her being given 3 months notice i.e. failure to repay losses, failure to run the office, properlyThe call logs proved she had not logged any re-curring problems and I was advised to concentrate more on her poor performance than the credibility of the system.We are expecting her to take the case further (she has no right of appeal but has seen a solicitor to pursue her claims that the system was malfunctioning) so although the case may seem closed now, you may need to keep an eye on the situation for the future.Elaine

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2/2/2001	astlesp	02/02/2001	Chec. ...RNM Elaine Tagg if the office is closing and wi... will be dealing with the contractual side of this.	...e office is to be relocated (where to we dont yet know!)Rebecca U Robinson is taking over the contractual bit from me now - she's based at Leeds. You can contact her via e mail or one GRO

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16/2/2001	astlesp	08/02/2001	E-ma... Received from ICLPaula,Roger Harrison the SMPRs partner phoned me today to ask me if I could ask ICL to send experts to look at his system as he is still convinced that there is a problem with our system.He told me that the office was closed on 30/11/00, and the contract has been terminated. He has a meeting with his solicitor on Tuesday and now feels in a position to start court proceedings.Roger has obtained names of Fujitsu's management and intends to log a complaint with them.He says he has evidence given to him by our help desk, presumably in telephone conversations.I have told my manager Dave Law and we decided to document the event and asked you if you want to log it as a cross domain problem.I know that once a SMPR tells PON/POCL of their intention to take legal action that you hand over to your legal department. I need PON to make it very clear to Roger that I can't and won't engage in conversations about this.RegardsClaudia	E-mail forwarded to RNM and Contractual team for a response.Rebecca Robinson is dealing with this and will advise of the next course of action.

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POL00118219

POST OFFICE

Mrs J Wolstenholme
Subpostmaster
Cleveleys MSPO
2 Runnymede Avenue
CLEVELEYS
Blackpool
FY5 1DF

3rd November 2000

Dear Julie

Further to my visit of today, I will send written authorisation to hold the shortage of £3261.94 from the balance of Wednesday 1st November 2000, week 32, in table 2a of your cash account.

This now puts the total amount being held in your account at £13,620.57. I appreciate £500 of this a remittance shortage awaiting clearance from Chesterfield and a further £2497.94 , which is part of the total of Cash Shortage B £5679.36, is still under investigation as a disputed system failure.

However of the remaining losses of £10,622.63, the sum of £7,360.69 has now exceeded the normal 8 week period in which losses are allowed to be held. This situation can no longer be allowed to continue and I must ask that you regularise your account and clear the sum of £7360.69 from Table 2a during week 33, week ending Wednesday 8th November 2000. I have enclosed a detailed breakdown of the losses which was drawn from the office balances.

If making good these losses would cause you severe financial hardship, and on proof of such hardship, arrangements may be made to allow repayment by deductions from your remuneration over a maximum period of 12 months. You should be aware, however, that all losses including that from week 32 of £3261.94, would become payable under this system and authority to hold any further losses cannot be given during the period of repayment.

As the office cash and stock was verified as correct by myself and Carol Hargreaves, Retail Network Manager, on Thursday 2nd November 2000 please be aware that any future discrepancies in your office accounts must be rectified immediately. All error notices must be brought to account in the week they are received and the resulting surplus or gain made good during the same balance period.

I must strongly advise you to immediately implement the checking procedures we discussed during my recent visits i.e. the manual recording of data you feel has been miscalculated by your Horizon system and the recording of all error notices received (using the proforma I left with you recently). Can I also take this opportunity to advise you that accurate accounting within the office is your responsibility and whilst I can advise you on best practice the introduction of such practices lies with you. ✓

Post Office Network
with you
Post Office Counters L
Earley Street
Preston
PR1 1AZ

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/If I

If I have not had a written request from you regarding repayment by deductions by Friday 10th November, 2000, or written details of how you intend to repay these losses, I shall assume the amount of £7360.69 has been dropped from you account and that the only shortages then being held will be the remittance shortage of £500, the disputed loss of £2497.94 and the loss from week 32 of £3261.94 which will be due for repayment within 8 weeks .

I do appreciate that this is a difficult situation to resolve but feel that I can no longer allow the losses to be held indefinitely and that ultimately the resolution of this problem will benefit us all.

Yours sincerely,

GRO

Elaine Tagg GRO
Retail Network Manager

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5th July 2000

CLEVELEYS MSPO - At week 15 office transferred to individual stock units week 15 balance should 0.00 result. An assumption is made that at this point all stock and cash was accurately recorded. Office was last audited 1st June 2000 when result was £16.32 surplus.

Week Number	Result of Balance	Comments
16	£15.03 surplus	No error notices processed
17	£1613.38 shortage	No error notices processed
18	£1168.93 surplus	No error notices processed
19	£2156.56 shortage	£40 claim e/notice bta
20	£2065.80 shortage	£9 charge e/notice bta and previous shortage not made good
21	£1906.61 shortage	No error notices processed and previous shortage not made good
	posted to suspense as cash shortage C, later reduced as below	
22	£1625.34 surplus	£2419.22 charge e/notice bta plus £50.00 charge e/notice bta
	used to reduce previous weeks shortage to £281.27 - cash shortage C	
23	£1478.78 shortage	£85.25 charge e/notice bta
	Shortage added to **Cash Shortage C** which now equals **£1760.05**	
24	£2.06 surplus	
	£4030 Giro e/notice posted to suspense and shown as part of **Cash Shortage B** (2497.94 +4 030.00) £6527.940 reduced by claim error notices by £848.35 in week 33 to **£5679.36**	
25	£2411.30 surplus	assumed withdrawn from account
26	£309.27 surplus	£50 claim e /notice bta and assumed surplus withdrawn
27	£259.44 shortage	No e/notices processed
28	219.50 shortage	No e/notices processed and assumed previous weeks shortage not made good

tte

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29	£83.67 shortage	No error notices processed and assumed previous weeks shortage not made good
30	£332.08 shortage	£242.85 charge e/notice bta like previous weeks shortage and assumed not made good
31	£193.59 surplus	No error notices processed - subpostmaster said surplus was not withdrawn - we know foreign was overstated by almost £2k so would have expected account to be this amount over
32	£3261.94 shortage	No error notices processed

posted to suspense and added to £500 rem shortage part of **Cash Shortage A £3761.94**

AUTHORISED CASH SHORTAGES

rem shortage from week 21 £500
shortage from week 32 £3261.94
Cash Shortage A total **£3761.94**

Horizon system - possible malfunction from weeks 1 - 7 £2497.94
Giro Error Notice bta week 24 £4030.00
Less error notice of £799.65 from week 18/19
Less error notice of £48.93 from week 18.19
Cash Shortage B total **£5679.36**

Week 21 shortage reduced by week 22 surplus £281.27
Week 23 shortage £1478.78

Cash Shortage C total **£1760.05**

Error notices (for foreign currency) bta week 23 £2419.22

Cash Shortage D total **£2419.22**

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TOTAL IN SUSPENSE AT WEEK 33 **£13,620.57** (disputed amount=£2497.94
rem shortage awaiting clearance £500
week 32 loss £3261.94)

TOTAL DIRECTLY ATTRIBUTED TO ERROR NOTICES /MISBALANCES = £10,622.63

Losses to be made good immediately £7360.69 If payment by deduction authorised total amount of £10,622.63 would need to be accounted for

Assumptions have been made that may or may not be correct but for accounting purposes have needed to be made.

POL00118219

CLEVELEYS MSPO

10.11.00

2 RUNNYMEDE AVE,

THORNTON CLEVELEYS.

Dear Elaine,

Re. letter dated 3.11.00 asking for payment of £7360-69. As we are still in major dispute that our Horizon System has, for the past 9 months not been operating correctly. We strongly believe we cannot be held responsible for these losses, and we cannot understand such a large organisation as Post Office Counters Ltd, can just sit back for so long and let a business suffer as we have. It is totally beyond us.

We have now been in touch with the Federation in the hope that this whole matter will be resolved.

yours sincerely

GRO

J. WOLSTENHOLME

SUB-POSTMASTER.

POL00118219

Mrs J Wolstenholme
Subpostmaster
Cleveleys MSPO
2 Runnymede Avenue
CLEVELEYS
Blackpool
FY5 1DF

20th November 2000

Dear Julie

Thank you for your undated letter which I received on Saturday 10th November 2000.

I am disappointed that you have not made good the losses nor provided details of how you intend to repay the losses currently held in your account, as asked for in my letter of 3rd November 2000.

I appreciate that you main concern is that the Horizon system in your office may be malfunctioning but can assure you that ICL Pathway are currently undertaking, on behalf of Post Office Network, extensive checks on your system. Early indications from the engineers are that the system is operating correctly and no malfunctions, other than those currently being experienced by other offices due to the upgrade and which do not affect the office balance, have so far been found .

A full "health check" was given to your system in week 4, 13th April, 2000 and you were advised at that time, verbally by me, that your system had no malfunctions. Indeed between then and week number 15, 5th July, 2000 your balancing was as expected for an office of this size and as I received no communication from you I can only assume that you had accepted the findings.

However we cannot ignore the conclusion that accounting errors are responsible for the losses and following my visit of Wednesday 15th November, 2000 when I was accompanied by Carol Hargreaves to undertaken operational checks, it would appear there are no robust checking procedures in place at your office. To date 38 error notices have been issued to your office which substantiates that checking procedures in your office are minimal. Had even a cursory check been made of the office balance then the majority of these errors would have been discovered prior to the cash account having been produced. I was concerned to find that, during my visit of 15th November, no attempts were made to verify the losses or gains in individual stocks nor was any check of documents on hand undertaken.

Post Office Network
Post Office Counters Ltd
Bailey Street
[illegible]
FY1 1AZ
[illegible]

Q81

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If you cannot provide any proof that the Horizon system is responsible for your losses then the losses currently held in your account will need to be made good in line with my letter of 3rd November, 2000.

I do urge you , once again, to seek the support of the National Federation of Subpostmasters in the hope that they may be able to assist you in putting forward your case.

You are reminded that under Section 9.12 of your contract for service with Post Office Network a subpostmaster is responsible for all losses incurred at his office. You are also remind that under Section 1.5 of the same contract retention of your appointment as Subpostmaster depends on the office being well managed and the work performed properly to the satisfaction of Post Office Network.

I ask, once again, that you submit to me, in writing, by Monday 27th November 2000, how you intend to repay the losses held in your account. Failure to make good the losses or provide details on how you intend to do so will bring into doubt your suitability to remain as the subpostmaster at Cleveleys MSPO.

Please be assured that you will be given every opportunity to put your case forward but this situation must be resolved as soon as possible to ensure that further losses are minimised.

Yours sincerely

GRO

Elaine Tagg
Retail Network Manager

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CLEVELEYS MSPO

I visited Cleveleys MSPO with Elaine Tagg Retail Network Manager on 2 November 2000 and again on 15 November 2000.

The first visit on 2 November 2000 was to assist Elaine to discover what faults had occurred, with the Horizon system at the office during their balance the evening before. We found that two stock units had not been balanced due to incorrect stock figures appearing on the adjust stock screen. I had experienced this problem at one of my offices and it was solved by running a balance snapshot which showed the correct figures, and then going back to the adjust stock screen to confirm they were now correct. I had been told by the Helpline that the problem was caused by running reports for the stock unit on different terminals in the office. We advised the Subpostmaster to use one terminal to run off all reports.

We checked the cash and stock held in all stock units was correct before we ran off the office snapshot to check all the daily work had been recorded correctly. The office balance showed a discrepancy in excess of £2K and the Subpostmaster could give no reason for this loss.

The Subpostmaster was adamant that Horizon is the cause of the losses both on the day and previous weeks. We found no evidence to support this allegation. Indeed during the course of the day we observed the checking procedures at the office and found that no real checks are completed. We advised the Subpostmaster that she must check all transactions against the relevant reports and record them on 'daily sheets ', which Elaine supplied. The Subpostmaster was very reluctant to add extra work to her workload and Elaine explained that if she did suspect that the Horizon system was the cause of the office losses than she would have to prove this as a fact and this checking system would assist her to do this. Elaine told her that she would arrange for diagnostic checks to be made on the Horizon system. There were several error notices at the office which did prove that necessary checks are not carried out on the work conducted at the office.

On the second visit which was made to check on operational procedures and if these had been implemented since our first visit. It was immediately obvious that our advice had been ignored and no checking procedures had been put in place. During the evening we checked the Bureau de Change balance and found this had been incorrectly completed with three currencies found to have been wrongly accounted for. The number of travellers cheques on hand were some £4K more than declared on the reports.
The Subpostmaster was aware that one of the currencies was showing a negative figure on the declaration but had ignored this, not sought advise on how to correct this and carried on to balance. She said she didn't know about balancing travellers cheques and as these were non value stock until sold this hadn't effected the balance.
The Bureau had been balanced at lunchtime, with transactions conducted after the balance being carried over to the next day. This procedure could amount to false accounting as all the transactions were not being correctly recorded in the accounting

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week they were transacted. Not being an expert on how the bureau should be balanced we did not mention this at the time to give Elaine the opportunity to check the correct procedure.

The stock units were balanced by the individual clerks and two of the clerks showed large shortages. These stock units were checked, one by myself, and no discrepancies were found. The shared stock units AA & RJ were balanced by the Subpostmaster and her husband and it was observed that when the AA stock was taken to trial report stage the loss was noted and this amount was transferred from RJ stock unit to AA without any attempted to discover why the misbalance had occurred. When RJ was balanced it showed a surplus of £70. This misbalance was just accepted without any checks being carried out. As so few transactions are conducted through this stock unit it was surprising that the misbalance was so readily accepted without trying to find what had occurred to make this stock unit misbalance.

The cash and stock in all the stock units are not recorded on any official forms but bits of paper are used and then these are thrown away. There is therefore no way to check back to see if correct figures have been input into the Horizon system.

At one point the Subpostmaster's husband asked her where the cash declaration was for RJ stock unit, which had been completed earlier, she said that she had thrown it away. This was a surprise as she seems to keep all declarations from the Horizon system. With the benefit of hindsight we should have checked the cash and stock in both RJ & AA stock units as there could have been discrepancies that we were not aware of. Elaine is going to try to arrange a special audit as soon as possible. We also discovered a family tax credit payment for over £200 which had been put through RJ stock which was signed by the Subpostmaster - we both expressed surprise that given the remuneration that the Subpostmaster receives for the office that she would be eligible for this sort of benefit.

Once all stock units had been rolled over into the next cash account week, the cash account was produced without any checks being made that the entries were correct by the Subpostmaster. Elaine explained to the Subpostmaster's husband, that the cash account entries should be checked for accuracy before the final report was produced but this advise was ignored.

Elaine explained to the Subpostmaster's husband that if he and his wife expected the Business to take their belief that the Horizon system is causing their losses seriously then they would have to prove where the errors are being made, and the only way to do this is to record information to allow adequate checks to be made.

Three more error notices were at the office which points to the problems with losses at this office not being due to Horizon but to operational issues.

CONCLUSION

No evidence was found to support the Subpostmaster's belief that the Horizon system has been the cause of the losses at the office. There have been some technical problems with the system but not ones, in my opinion, which could be the cause of the

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losses. There is substantial evidence that operational issues are the probable cause of the losses. Unless the Subpostmaster can provide proof that the Horizon system is somehow at fault , which I don't believe she will be able to do, then I would have to maintain my opinion that the losses at her office are due to her own incompetence.

Carol Hargreaves
Retail Network Manager

POL00118219

29.11.00

CLEVELEYS MSPO
2 RUNNYMEDE AVE,
THORNTON,
CLEVELEYS.
FY5 1DF

Dear Elaine,

Re. your letter dated 20.11.00 we have been in contact with the Sub-Postmasters Federation and we are in the process of compiling our case, as we have no intention of repaying these losses. Surely you know as well as us that an office cannot lose this amount of money in 10 months. This is why we believe it is down to the Horizon System in our office, which has been designated an 'A' priority office, (which normally only applies to situations when the Post-Office cannot operate at all) to which there has been no satisfactory explanation or resolution to problems we have had and are having, and we believe the system is still having intermittent problems.

yours sincerely

GRO

MRS. J. WOLSTENHOLME

SUB-POSTMISTRESS.

POL00118219

Mrs J Wolstenholme
Subpostmaster
Cleveleys MSPO
2 Runnymede Avenue
CLEVELEYS
Blackpool
FY5 1DF

Post Office Counters Ltd

30th November 2000

Dear Julie

I have not yet received a reply to my letter of 20th November, 2000 despite my request for details on how you intend to repay the losses currently being held in your account.

Because of your failure to reply, and you subsequent suspension on an other matter, you are invited to attend for interview with me on Friday 8th December 2000 at the Retail Network Managers Office, Birley Street, Preston at 10.30 am.

You may be accompanied at the interview by a friend or a member of the National Federation of Subpostmasters.

If you are unable to attend on this date at this time please let me know via the Helpline as soon as possible.

Yours sincerely,

GRO

Elaine M Tagg
Retail Network Manager

GRO

Post Office Counters Ltd
North Wales and North West
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Facsimile

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POST OFFICE

Mrs J Wolstenholme
Subpostmaster
Cleveleys MSPO
2 Runnymede Avenue
CLEVELEYS
Blackpool
FY5 1DF

30th November 2000

Dear Mrs Wolstenholme

This letter is to confirm that I have suspended you from your contract for services as Subpostmaster at Cleveleys MSPO with effect from today, 30th November, 2000 and arrangements have been made for your remuneration to be ceased from this date.

I will contact you again about this matter as soon as possible.

Yours sincerely,

GRO

Elaine M Tagg
Retail Network Manager

GRO

Post Office Network
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www.postoffice-counters.co.uk

Post Office Counters Ltd Registered in England No 2154540 Registered Office Gerrdle House 2-14 Sunhill Row London EC1Y 8HQ

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Mrs J Wolstenholme
GRO
GRO
GRO

5th December 2000

Dear Mrs Wolstenholme

I wrote to you on Thursday 30th November 2000 confirming the suspension of your contract for services as subpostmaster of Cleveleys MSPO.

I have now received papers relating to this case and after reviewing them I am now considering the termination of your contract for services on the following grounds :-

Your failure to meet your obligation to manage the office properly which constitutes a breach of Section 1(M) para 5 of your contract. This states that retention of the appointment as a subpostmaster depends upon the office being well managed and the work performed properly to the satisfaction of Post Office Counters. The excessive number of error notices, 38 to date between weeks 1 and 32, is unacceptable and as detailed in my letter of 20th November 2000 , indicates a lack of checking procedures in your office. During the final audit of your office a further 4 error notices, issued to your office by Chesterfield were found on hand. These should have been brought to account during week 36. One of these error notices for £533.00 had been issued to you on 15th November and the other 3 on 22nd November Section 11(M) para 3 of your contract states that "the subpostmaster will be responsible for ensuring that transactions are carried out accurately" and that "all documentation is properly completed and despatched at the due time.

Your failure to account for official cash and stock properly .i.e. your refusal to operate the Horizon system installed in your office is a clear breach of Section 12 para 4 of your contract. This states that the subpostmaster must ensure that accounts of all stock and cash entrusted to him by Post Office Counters are kept in the form prescribed by Post Office Counters. The operation of the Horizon system in post offices is fundamental to both the success of our business and the reconciliation processes we have with our clients and your refusal to operate it is a breach of your contract. . A check of the Littlewoods scratchcards also revealed £60 worth accounted for as stock on hand which should have been withdrawn previously.

You are now given an opportunity to answer the charges and put forward any reasons why your contract for services should not be terminated. You can do this by submitting written representations or requesting an interview.

Our prearranged interview for Friday 8th December 2000 will now be deemed cancelled and you should communicate with me within ten working days (Monday to Friday) from the date following the date of this notification. Shouls you choose an interview, you may be accompnaied at the interview by a friend who must be a Post Office employee, a Subpostmaster or registered Sub Office Assistant, and may also be a local representative of the National Federation of Subpostmasters.

Your sincerely

POL00118219

Elaine Tagg
Retail Network Manager

POL00118219

Mrs J Wolstenholme
Subpostmaster
Cleveleys MSPO
2 Runnymede Avenue
Thornton Cleveleys
Lancashire
FY5 1DF

Post Office Counters Ltd

Managing Director
Post Office Network

15th December 2000

Dear Mrs Wolstenholme

Thank you for contacting my office and forwarding the papers relating to your precautionary suspension from your contract for services at Cleveleys Post Office on Thursday 30 November 2000.

It would not be appropriate for me to comment on the situation at your office until a decision on your future as a Subpostmaster has been made.

As you may know, there exists a well established process for dealing with contractual issues such as this and I expect the process to be adhered to in this case. This includes a clearly defined appeals procedure, should that prove necessary, whereby a senior manager from Post Office Network, would undertake a complete review of the case and would have the final authority to confirm or overturn the earlier decision. In such circumstances, I would forward all relevant papers you have sent to me to that individual to fully inform the final decision.

I realise that you may find my reply disappointing but I feel confident that the procedure I have described will ensure that your case is heard in a fair and appropriate manner.

Yours sincerely

GRO

Dave Miller
Managing Director, Post Office Network

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20.12.00

A.O MR. T. BIGGHI.

GRO

CLEVELEYS.

GRO

Dear Sir,

I hope you are aware of the situation that we are in at this moment, and we strongly believe that the actions that have been taken and are still being taken by our P.N.M - Elaine Tagg to be closded & decisions made due to the fact that she seems to have made it a personal matter rather than a business matter.

We believe she is trying to bully us into decisions and trying to resolve matters behind our back: which we think is very unprofessional of her. She also informed one of our Giro Customers on the 18.12.00 that she could of had the office re-opened the day after she closed it down. If this is so why wasit it done? On this same day Ms Tagg came with a letter informing us that Mr. Asif Patel had been appointed temporary Sub-Postmaster to Cleveleys MSPO on 28.12.00, and that we should get the contracts drawn up and signed as soon as possible. Given Christmas is within this period we have been left with only 5 working days notice to sort everything out. Surely we could of been informed earlier. Do you think this gives us adequate time? We unfortunately don't. The following day 19.12.00 we recieved another letter from ms Tagg quoting Section 15 paragraph 4 of the M.S.P.O Contract stating the Subpostmaster may require to make his premises available for the continued provisions of Post-office services. Please let it be known that we have never denied ms Tagg or anyone else reasonable access to our building and that we would not jeopardize the re-opening of Cleveleys Post-Office.

We feel that the sooner ms Tagg is taken off

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opinions, the sooner this terrible mess may be
=eared up.

Enclosed is all correspondence relating to
r case.

yours sincerely

GRO

(MRS. J. WOLSTENHOLME)

POL00118219

20.12.00

GRO

CLEVELEYS.

GRO

Dear Elaine,

Re. letter dated 5.12.00. I feel I have been left with no option but to write to you given the terms you have set out as to whom can accompany me to the interview.

Firstly we are very shocked to find that part of our suspension is based on the grounds of us mismanaging our office. Why has this never been brought to our attention earlier? We have had our office for 12 months now and we have always had good reports from our office i.e. auditors, mystery shoppers, visitors etc. Please could you state in what way our office is mismanaged. Also you include excessive error notices received as a reason, why were we only told for the first time in your previous letter dated 20.11.00. that our office was receiving too many. These error notices have been coming for 12 months, more so since we went live with Horizon, so why, again, have we never been informed about this earlier. We don't really know if 38 error notices is excessive given the size and amount of business we do in our office, but given the amount of stress & trauma we have been under for the last 10 months and also that we believe a lot of the error notices are down to our Horizon System we would have to disagree with you.

Lastly we do not think we have failed in accounting for our cash and stock properly. Yes. we did refuse to use the Horizon System, but we were still fully prepared to go back to the manual system which would of accounted for our cash and stock properly. On Wednesday night 29.11.00 we were told by a Horizon

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completely up the swanney, that R.J Stock was beyond
emption, and that we had major software problems
nd as a result we could misbalance. We were
ivised not to balance. We have always argued that
re is something wrong with our system. We believe
t through misbalances of our system this is why
are in such astronomical debt. How can anyone in
eir right minds expect us to continue using such a system
e opened our office on Thursday 30.11.00 reverting
ack to manual and we were completely shocked and
rayed by the actions you took to close us down.
happened to the Customer Relations Post-Office
sters Ltd pride themselves on. This has left many
quite angry and upset.

We strongly believe we have been very
fairly treated over this whole matter. A business can
se and survive when asked to work with faulty
ipment and we are deeply upset that we have
put into such a situation and not helped out

yours sincerely

GRO

MRS. J. WOLSTENHOLME.

POL00118219

POST OFFICE

Post Office Counters Ltd

Mrs J Wolstenholme
GRO
GRO Cleveleys
BLACKPOOL
GRO

18th December 2000

Dear Mrs Wolstenholme

Further to our telephone conversation today about access to the premises which house Cleveleys MSPO, I can confirm that Mr Asif Patel has been authorised as temporary subpostmaster at the office from 28th December 2000.

Post Office Network is unwilling to commit funds and stock into premises to which it has no legal access and as such the office will remain close until a secure legal agreement has been reached between Mr Patel and yourself. I have asked Mr Patel to contact you as soon as possible to arrange for the necessary paperwork to be completed .

It is in all our interests to get Cleveleys MSPO open as soon as possible and I hope you will give Mr Patel every assistance in his efforts to get the contracts drawn up and signed as soon as possible.

If you require any further details about the appointment of Mr Patel please do not hesitate to contact me.

Yours faithfully,

GRO

Elaine Tagg
Retail Network Manager

GRO

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Post Office Counters Ltd
North Wales and North West
Birley Street
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POST OFFICE

Mrs J Wolstenholme
GRO
GRO Cleveleys
BLACKPOOL
GRO

18th December 2000

Dear Mrs Wolstenholme

Further to your suspension letter dated 5th December 2000 in which I informed you of the reasons why you had been suspended.

Post Office Network needs access to the post office premises whilst we are working towards a satisfactory solution. This will allow us to continue the provision of post office services to the local community from your premises.

Section 15, paragraph 4 of the Modified Subpostmaster s Contract states, when discussing suspension from office, the business "may require the subpostmaster to make his premises available for the continued provision of post office services".

May I take this opportunity to remind you that Post Office Network is endeavouring to retain post office services from your premises at this unfortunate time, by invoking this clause of your Contract. Failure to collaborate may cause Post Office network to relocate the provision of post office services to a location other than your own.

A telephone response to this letter from you is required by noon on Wednesday 20th December 2000.

Yours sincerely

GRO

Elaine Tagg
Retail Network Manager
GRO

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Post Office Counters Ltd
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www.postoffice-cou

Post Office Counters Ltd. Registered in England No: 2154540 Registered Office: Cartmile House 3 1-4 Bartholl Row London EC1Y 8HQ

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Mrs J Wolstenholme
GRO
Thornton Cleveleys
BLACKPOOL
GRO

21 December 2000

Dear Julie

Thank you for your letter of 20th December 2000. Unfortunately you have failed to answer the charges put to you in my letter of 5th December 2000.

In order that you have every opportunity to put forward reasons which may affect my decision on your future as subpostmaster at Cleveleys MSPO can you please give detailed answers to the following questions as well as the specific charges put to you in my letter of 5th December 2000.

1. Do you intend to repay the outstanding losses currently held in the final account of the office ? i.e. the sum of £14, 109.91 . Section 9 (M) para 12 if the modified Subpostmasters Contract refers. If you do intend to repay these losses please provide details of how you intend to do so as per my letter of 3rd November 2000. (copy enclosed)

2. Do you intend, if reinstated to the office, to use the Horizon system, in its present state, to produce the office accounts? You should be appraised that during your suspension the system has been extensively and intensively used by several Retail Network Managers and the Audit Team. No problems were encountered and the system operated smoothly without any difficulties.

On a further note, my letter of 5th December 2000 incorrectly directed you to Section 12 para 4 a of the Modified Subpostmaster Contract re the charge "failure to account for official cash and stock properly". The correct contractual reference is Section 9 (M) para 4. My apologies for any confusion this may have caused you in putting forward your case.

Please let me have your detailed written response to both this and my letter of 5th December 2000 by Thursday 4th January 2000 i.e. within 5 working days from the date of this letter.

I have enclosed a stamped addressed envelope for your reply.

Yours sincerely

GRO

Elaine Tagg
Retail Network Manager

Post Office Network
Post Office Counters
Birley Street
Preston
PR1 1QZ

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POL00118219

Mrs J Wolstenholme
GRO
Cleveleys
GRO

23 December 2000

Dear Mrs Wolstenholme

Thank you for your letter of 20 December 2000 concerning Cleveleys Post Office.

Can I immediately say that I welcome your confirmation that you have no intention of jeopardising the re-opening of Cleveleys Post Office, and like you I also wish the matter to be resolved as quickly as possible.

I do know that Elaine Tagg has been trying to get the service returned at the office for some weeks and I am aware that the proposed interim Subpostmaster first tried to negotiate a suitable arrangement for operating from your premises on 8 December 2000.

Nothing could be progressed earlier as you were not contactable the previous week. Clearly, as soon as you are willing and able to reach a formal agreement with the interim Subpostmaster, we will do all that we can to expedite the re-opening of the office.

I do hope that with your goodwill in this matter, we can quickly restore service to our customers in Cleveleys.

At the same time, I expect your own situation to be addressed urgently and brought to an appropriate conclusion.

Yours sincerely

GRO

Tony Biolchi
Head of Retail Network

Telephone: GRO

Post Office Network
Post Office Counters Ltd
Retail Network Manager
Preston Office
Bailey Street
Market Place
Preston PR1 1AB

299

POL00118219

Mrs J Wolstenholme
GRO
GRO Cleveleys
BLACKPOOL
GRO

3rd January 2001

Dear Julie

Further to our telephone conversation of Tuesday 2nd January 2001 I am writing to ask that you keep me informed as to what progress is being made towards getting a contract drawn up between yourselves and Mr Asif Patel re his being given your authority to use the premises at 2 Runnymede Avenue to conduct Post Office Services. Mr Patel has been willing to take on this temporary appointment since Monday 4th December, 2000, and I would ask once again that you give him every assistance in resuming Post Office Services from your premises.

You indicated that you had applied for legal aid to assist with the financial element of getting this contract in place and I would appreciate an estimate, which you may be able to get from your legal representative in this matter, as to how long this process will take. It is of course in all our interests to get service to our customers resumed as soon as possible and even a provisional date as to when the contract may be in place would assist in planning the refunding of the office.

A telephone call either to myself or via the Helpline, within 24 hours of the situation changing, would be both speedy and much appreciated . However, if you would prefer to keep me updated in writing please use the enclosed stamped addressed envelope.

Yours sincerely

GRO

Elaine M Tagg
Retail Network Manager
GRO

Post Office Network
Post Office Counters Ltd
Birley Street
Preston
PR1 1AZ
Customer helpline GRO
www.postoffice-counters.co.uk

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GRO

HAND DELIVERED.

4.01.01

CLERKLEYS

GRO

Dear Elaine,

Re letter dated 21.12.00. On your first oint of failure to answer to charges in your letter dated 5.12.00. We feel we have already replied to these harges with no answers given but yet more questions sked.

Re question 1 of your present letter you uote Section 9 (m) para 12 of the NSPA Contract, as w ave stated in previous letters these losses we believe, are ue to Computer failure, which is the basis of all our or blems, therefore the section you quote does not refer o these circumstances, and again as stated in previous etters we cannot and will not be held responsible for ese losses.

Re. question 2, you say that the system has een extensively and intensively used without encountering ny problems yet in effect it is and has been an inoperational system since we closed down. That makes a ig difference as we are sure you are aware. If we e to be reinstated, until confirmation was made y P.O.C.L and by Horizon that our system was 100% fully operational it would be in our best interests to perate our office manually.

yours sincerely

GRO

(Mrs J. WOLSTENHOLME)

POL00118219

Mr Asif Patel

GRO

9th January 2001

Dear Rogger Harrison & Julie Wolstenholme,

Re: Lease on 2 Runnymede Avenue

Further to our conversation regarding the above property I would like to highlight a few issues that I feel strongly about. Firstly the usage of the front door it would not be permissible for me to run a business without a front door key as you may be aware that Post Office Counters Ltd would not grant me such license to run the Post Office counter from premises that I have very restricted access.

Second of all the point you have raised in clause 6 that no visitors are allowed to enter the premises outside Business hours, such a demand cannot be met for various reasons i.e. audit checks, staff briefing from management and or assistance needed for stock control and balancing.

The space allocated for my usage in the building, is the large back office, post office counter and the space behind the counter within the building, for security reasons admittance would not be permitted to anybody apart from my fellow colleagues and my main concern would be to change my side of the security locks.

I feel that the use of electric and gas should be metered separately from the domestic side of the building due to such a high demand in rent, which should be renegotiated.

I wait in anticipation for a favorable response.

Yours sincerely

Mr Asif Patel

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2.

Mrs J Wolstenholme
GRO
GRO Cleveleys
GRO

17th January 2001

Dear Mrs Wolstenholme

Further to my letter of 18th December 2000, which reminded you that Post Office Network is endeavouring to retain post office service from your premises, I have been approached by Mr Asif Patel about the possibility of using your premises at 2 Runnymede Avenue, Cleveleys. Unfortunately some of the conditions in the "licence to operate a Post Office" from these premises are not acceptable to Post Office Network.

Specifically not allowing full unrestricted access to both the Post Office "allocated space" nor the public area in which our customers would be expected to wait for service would be an unacceptable condition upon which we would appoint an agent. In short the provision of a front door key to the premises would need to be included in any agreement you reached with any prospective appointee to the office. Your restriction on who can access the premises via the back door is also unacceptable to Post Office Network. Representatives of Post Office Network need to be allowed onto the premises out of hours for various reasons and for a landlord to restrict access in this way in unacceptable to Post Office Network.

You should also be advised that at least one quarters notice on a tenancy would be required for us to consider premises suitable.

Post Office Network must be fully agreeable to any contract which relates to premises from which to conduct its business from.

I must now ask that, if you intend to make you premises available, in a full and unrestricted manner, from which Post Office Network can offer services to the public from, you let me know in writing within 5 days from the date of this letter.

If I do not hear from you agreeing to these conditions then I shall take it that you do not wish to offer your premises to us under these terms and you should be advised that Post Office Network will actively seek to provided alternative premises from which to operate.

Yours sincerely

Elaine M Tagg
Retail Network Manager

303

POL00118219

Mrs J Wolstenholme
GRO
GRO Cleveleys
GRO

25th January 2001

Dear Mrs Wolstenholme

Further to my letter of 18th January, 2001, which Royal Mail have confirmed was delivered on Friday 19th January 2001, and as I have not received your written answer that you wish your premises at 2 Runnymede Avenue, Cleveleys, to be used to provide Post Office services to the public, I am now advising you that Post Office Network will be seeking alternative premises from which to operate. It is our intention to begin advertising for such premises from Monday 29th January 2001.

Should you have already replied my letter and it has perhaps been delayed in the post and if you do wish to offer your premises for use to Post Office Network you should contact me as soon as possible by telephone or GRO and send a written confirmation of the telephone conversation by return in the prepaid envelope enclosed with this letter.

I sincerely hope that you do decided to offer your premises to Post Office Network as it is in the best interests of all concerned to maintain Post Office services from your premises.

Yours sincerely

Elaine M Tagg
Retail Network Manager

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11

POST OFFICE

Mrs J Wolstenholme
GRO
GRO Cleveleys
GRO

19th January 2001

Dear Mrs Wolstenholme

I am writing following your written submissions as to why you consider your contract as Subpostmaster at Cleveleys MSPO should not be terminated as a result of your failure to meet your obligation to manage the office properly and your failure to account for official cash and stock properly.

I have reviewed the papers relating to the case very carefully and have taken into account your comments from your written submissions.

There have been a number of error notices and subsequent losses made at the office and you have failed to contact me regarding misbalances at your office. I refer you to the general letter, which was sent to all offices in April 2000, which stated that you should notify me of any losses over £200.

I supplied you with aids to help produce a satisfactory balance on 16 March 2000 and suggested you introduce accounting records on the office action plan of 12 October 2000. I also reminded you to use checking procedures on 3 November 2000. You decided not to carry out any of these suggested actions.

You failed to make good the loss from week ending 2 August 2000 and did not inform me until 17 August 2000. You refused to provide details of how the losses at the office were to be made good, despite requests on 3 November 2000 and 20 November 2000.

Post Office Network
Post Office Counters Ltd
Birley Street
Preston
PR1 1AZ
Customer helpline GRO
www.postoffice-counters.co.uk

Post Office Counters Ltd Registered in England No: 2154540 Registered Office Gavrelle House 2-14 Bunhill Row London EC1Y 8HQ

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POL00118219

Due to the number of losses and losses not being made good the office was showing an overall loss of £14109.91 at the date of your suspension.

Following your suspension, error notices were found in the office, which had not been brought to account.

Stock on hand at the office, namely scratchcards, were found to be included in the office balance but were in fact obsolete. Instructions for withdrawal had been issued to all offices.

I have taken into account your concerns about the Horizon system but in the absence of any supporting documentation from yourself to substantiate your claim and lack of evidence from the call logs I cannot accept your reasoning.

I have therefore decided, in accordance with 'Section 1 paragraph 9' of your contract for services, to give you 3 months notice of the termination of that contract. Your last day of service will be 28 February 2001. I will forward you, in due course, a letter regarding the remuneration due to you in lieu of that notice.

Yours sincerely

GRO

Elaine M Tagg GRO
Retail Network Manager

POL00118219

HAND DELIVERED.
29.01.01

GRO

GRO

CLEVELEYS.

GRO

Dear Elaine,

Re. your letter dated 25.01.01. We have already submitted terms and conditions to mr. Raj ted to carry out Post-Office services from our remises. We have been advised that given that is our building it would be in our best interest adhere to the present contract. If this is nacceptable we would need to re-assess terms conditions for the occupation of the whole of he ground floor, which would result in an increase of giving mr. Patel full unrestricted and unlimited ccess on terms and conditions drawn up on a lease his.

We must also make you aware that due your equipment being situated on our premises hich has had and is denying us redevelopment of business property, we are charging you from 11.00 onwards a rent which has not yet been ssessed and we will write to you in due course.

Please reply to this letter within 7 days.

yours sincerely

GRO

(MRS. JULIE WOLSTENHOLME).

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POL00118219

Mrs J Wolstenholme
GRO
GRO Cleveleys
GRO

8th February 2001

Dear Mrs Wolstenholme

Further to your letter of 29th January 2001 when you advised us that "it is in your best interests to adhere to the present contract" and you would "need to re-assess the terms and conditions for the occupation of the whole of the ground floor" of your premises at 2 Runnymede Avenue if the present contract was no acceptable to a temporary agent.

I note the position in relation to yourself and Mr Patel but the question of whether you grant Mr Patel a licence or a full lease is a matter for both parties and their legal advisers and Post Office Counters Limited cannot comment upon this. I can advise you that Mr Patel has indicated to Elaine Tagg, Retail Network Manager, that he is no longer interested in being appointed as a temporary subpostmaster at Cleveleys.

I note the claim you have made for rent for Post Office Counters Limited's equipment remaining on your premises after 30th November 2000. There is nothing in your contract for services which allows such a charge to be made, and I would point out that is in both your interests and those of Post Office Counters Limited that the equipment remain upon the premises while negotiations are continuing for an interim Subpostmaster to take over the post office.

You have informed me in your letter that you have entered into negotiations with Mr Patel for him to act as an interim Subpostmaster and, in those circumstances, it cannot be said that Post Office Counters Limited is denying you the redevelopment of your business property as it is allowing you to enter into negotiations with Mr Patel on the basis of the present premises being an ongoing concern as a sub post office as it is fully equipped. In these circumstances it is not possible for you to unilaterally impose a rental charge for the equipment remaining on your premises.

If it is decided the post office cannot be run from your premises, Post Office Counters Limited will undertake to remove the equipment as soon as possible from your premises and to make good any repair necessary as a result of the removal. I would however make it clear that Post Office Counters Limited does not agree to pay a rent for equipment which has remained on the premises from 30th November 2000.

Yours faithfully

GRO

Elaine M Tagg
Retail Network Manager
GRO

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POL00118219

Mrs J Wolstenholme
GRO
GRO Cleveleys
GRO

26th January 2001

Dear Mrs Wolstenholme

Further to my letter of 19th January 2001, in which I advised that I would contact you re remuneration due to you in lieu of notice.

Final figures are still being assessed and any remuneration due to you will be forwarded as soon as it has been calculated.

If you require any further details about this issue please contact Human Resource Advisor Team for Agents at Capstan House, Chandlers Point, 35 Broadway, Salford Quays, SALFORD M5 2YY. The telephone number is GRO

Yours sincerely,

GRO

Elaine M Tagg
Retail Network Manager GRO

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POL00118219

Mrs I Wolstenholme
GRO
GRO Cleveleys
GRO

8th February 2001

Dear Mrs Wolstenholme,

Further to my letter dated 19 January 2001 I am writing to you to confirm arrangements with your remuneration.

You are due to receive £19 322.85 remuneration for the period from your suspension, 30 November 2000, until your last day of service, 28 February 2001.

However, due to the fact that there are outstanding losses at the office, the amount currently stands at £17 825.37, which are losses you are liable to repay to Post Office Counters Limited under your contract for services, Section 9(M) paragraphs 12 and 13, these losses will be set off against the amount of the remuneration due to you. The balance of the remuneration due to you will be paid to you when all matters between yourself and Post Office Counters Limited are resolved in view of the claim which you have made for rental for the equipment at the Cleveleys Post Office.

Yours sincerely

GRO

Elaine M Tagg
Retail Network Manager

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5.02.01.

HAND DELIVERED.

GRO

CLEVELEYS.

GRO

Dear Elaine,

Re. your letter dated 8.02.01. You state that I am liable for the outstanding losses at the office under my contract Section 9m paragraph 12 & 13, please provide proof that these losses have been caused through my own negligence, carelessness or error and not through that of computer failure. Also please provide copies of all error notices issued for Cleveleys MSPO from 7.2.00 to date.

yours sincerely

GRO

MRS. J. WOLSTENHOLME.

Martin Mitchell - Late Alcis Fridy 16/2 ext 2130

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POL00118219

Mrs J Wolstenholme
GRO
GRO Cleveleys
GRO

20th February 2001

Dear Mrs Wolstenholme

Further to your letter of 15th February 2001 I can only reiterate that under Section 9(M) paragraphs 12 and 13 of the Modified Subpostmaster Contract you are liable for all losses caused by your own "negligence, carelessness or error". You were given the several opportunities to put forward your case why you should not repay these losses and my letters of 21st June 2000, 3rd November, 2000, and 20th November 2000, refer.

I have spoken to Transaction processing and they tell me the information you are requesting re copies of error notices issued is not available. If you require financial information or accounting details from Cleveleys MSPO you should contact Late Accounts, Post Office Network Transaction Processing, No 1 future Walk, West Bars, Chesterfield S49 1PF.

On a further point, during my visit to the premises on Thursday 1st February 2001, you were verbally advised of Post Office Networks intention not to use your premises and our further intention to recover our computer equipment on Friday 16th February 2001. Despite our confirming this date with you at that meeting I understand the engineers were denied access to the equipment when they attended the premises on Friday 16th.

Post office network is active seeking alternative premises from which to offer its services and I apologies if you misunderstood our intentions during our visit on 1st February 2001.

Further arrangements are now being made to recover our equipment. I shall ask the engineers to contact you to arrange a suitable date for recovery of the equipment and ask that you give them every assistance by allowing them the necessary access. If further access is denied we shall have no alternative but to instigate legal proceedings to recover our property.

Your sincerely

Elaine Tagg
Retail Network Manager

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Audit Manager _____

Part 3

Date	Particulars	Charges	Allowances
04/12/2000	Final Cash A/c balance	14109.91	
11/10/2000	MV RENEWAL FEES	85.25	
09/11/2000	AUTOMATED PRODUCTS		100.00
09/11/2000	PERSONAL BANKING		100.00
04/12/2000	BUREAU DE CHANGE POS REV.		22.54
29/11/2000	REMS FM OTHER OFFICES	200.00	
10/08/2000	TRAVELLERS CHEQ. PURCHASE		63.39
04/12/2000	SPSO FRAUD	120.00	
22/11/2000	PENSIONS & ALLOWANCES	10804.81	
	TOTAL	25319.97	285.93
	NETT TOTAL	25034.04	

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TP6

FORMER SUBPOSTMASTERS STATEMENT OF ERRORS

OFFICE NAME CLEVELEYS OFFICE CODE 153 405 REGION 853.

DATE OF ERROR 22/11/00 WEEK No 35 £ 10,804·81 CHARGE/[redacted]

CASH ACCOUNT LINE No. 1066 LINE DESCRIPTION PENSIONS & ALLOWANCES.

Cash Account Entry = £ NIL Supporting Document Total = £ -10804·81

DETAILS OF ERROR (PLEASE PROVIDE FULL SUPPORTING EVIDENCE)

P&A ERRORS IN THE PERIOD 18/10/00 (30) — 22/11/00 (35)

DATE OF ERROR ...../...../..... WEEK No ..... £.....CHARGE/CLAIM

CASH ACCOUNT LINE No. ..... LINE DESCRIPTION.....

Cash Account Entry = £..... Supporting Document Total = £ .....

DETAILS OF ERROR (PLEASE PROVIDE FULL SUPPORTING EVIDENCE)

DATE OF ERROR ...../...../..... WEEK No ..... £.....CHARGE/CLAIM

CASH ACCOUNT LINE No. ..... LINE DESCRIPTION.....

Cash Account Entry = £..... Supporting Document Total = £ .....

DETAILS OF ERROR (PLEASE PROVIDE FULL SUPPORTING EVIDENCE)

Tick if manual JV required ☑

NB A manual JV is needed when an error is forced after the CLASS data has been archived

Duty Holders Signature D Hall .....ext GRO

Authorised/Checked by(POA). GRO .....ext GRO

Date of authorisation 24/05/02

(REVISED NOV 98)

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03/04 '01 TUE 13:49 FAX GRO NETWORK BANKING 010

PAGE 1

F6 R):
PFD F

OFFICE:CLEVELEYS
CODE:153/405

WEEK ENDED	WEEK NO	DOCKET TOTAL / AMENDED TOTAL	CHARGE	CLAIM	ERRORS
18/10/00	30	£147,961.34 £151,027.12		£3,065.78	GROUP 14 1 ORDER VALUE £114.65 CLAIMED BUT NOT RECEIVED £114.65 DISALLOWED GROUP 5 GROUP TOTAL OF £9710.95 C/FWD TO FRONT OF MAIN DOCKET AS £9510.95 £200.00 ALLOWED GROUP 6 GROUP TOTAL OF £2708.84 C/FWD TO FRONT OF MAIN DOCKET AS £2408.84 £300.00 ALLOWED GROUP 10 GROUP TOTAL OF £18953.59 C/FWD TO FRONT OF MAIN DOCKET AS £18747.26 £206.33 ALLOWED GROUP 11 GROUP TOTAL OF £6340.20 C/FWD TO FRONT OF MAIN DOCKET AS £6263.05 £77.15 ALLOWED GROUP 13 GROUP TOTAL OF £78135.79 C/FWD TO FRONT OF MAIN DOCKET AS £76148.37 £1987.42 ALLOWED GROUP 14 GROUP TOTAL OF £26919.36 C/FWD TO FRONT OF MAIN DOCKET AS £26509.83 £409.53 ALLOWED

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F6 :NW 52/01 PAGE 1 OFFICE:CLEVELEYS
PFD REF NWB/066/01 BCI CODE:153/405

WEEK ENDED	WEEK NO	DOCKET TOTAL AMENDED TOTAL	CHARGE	CLAIM	ERRORS
11/10/00	29	£143,953.06 £138,475.18	£5,477.88		GROUP 5 192 ORDERS TOTAL VALUE £7200.55 CLAIMED. 184 ORDERS TOTAL VALUE £6935.25 RECEIVED £265.30 DISALLOWED GROUP 6 45 ORDERS TOTAL VALUE £3546.70 CLAIMED. 44 ORDERS TOTAL VALUE £3373.48 RECEIVED £173.22 DISALLOWED GROUP 7 59 ORDERS TOTAL VALUE £9581.04 CLAIMED. 58 ORDERS TOTAL VALUE £9381.04 RECEIVED £200.00 DISALLOWED GROUP 10 143 ORDERS TOTAL VALUE £15694.97 CLAIMED. 138 ORDERS TOTAL VALUE £15220.62 RECEIVED £474.35 DISALLOWED GROUP 11 86 ORDERS TOTAL VALUE £6115.97 CLAIMED. 82 ORDERS TOTAL VALUE £5788.78 RECEIVED £327.19 DISALLOWED GROUP 12 48 ORDERS TOTAL VALUE £1630.00 CLAIMED. 45 ORDERS TOTAL VALUE £1597.21 RECEIVED £32.79 DISALLOWED GROUP 13 1017 ORDERS TOTAL VALUE £74222.45 CLAIMED. 976 ORDERS TOTAL VALUE £71340.62 RECEIVED £2881.83 DISALLOWED

CONT....

OMPLETED BY Ashlene Casson 28/6/01 CHECKED BY : GRO

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20F

FE :NW 52/01 PAGE 2 OFFICE:CLEVELEYS
PFD RF :NWB/066/01 BCI CODE:153/405

WEEK ENDED	WEEK NO	DOCKET TOTAL AMENDED TOTAL	CHARGE	CLAIM	ERRORS
11/10/00	29	CONT....			GROUP 14 227 ORDERS TOTAL VALUE £25895.38 CLAIMED. 218 ORDERS TOTAL VALUE £24772.18 RECEIVED £1123.20 DISALLOWED
15/11/00	34	£144,880.68 £139,190.51	£5,690.17		GROUP 5 3 ORDERS TOTAL VALUE £175.00 CLAIMED BUT NOT RECEIVED £175.00 DISALLOWED GROUP 6 1 ORDER VALUE £46.40 CLAIMED BUT NOT RECEIVED £46.40 DISALLOWED GROUP 7 6 ORDERS TOTAL VALUE £1362.20 CLAIMED BUT NOT RECEIVED £1362.20 DISALLOWED GROUP 10 5 ORDERS TOTAL VALUE £438.22 CLAIMED BUT NOT RECEIVED £438.22 DISALLOWED GROUP 11 3 ORDERS TOTAL VALUE £230.86 CLAIMED BUT NOT RECEIVED £230.86 DISALLOWED GROUP 12 8 ORDERS TOTAL VALUE £251.99 CLAIMED BUT NOT RECEIVED £251.99 DISALLOWED GROUP 13 21 ORDERS TOTAL VALUE £1411.27 CLAIMED BUT NOT RECEIVED £1411.27 DISALLOWED GROUP 14 16 ORDERS TOTAL VALUE £1774.82 CLAIMED BUT NOT RECEIVED CONT.... £1774.82 DISALLOWED

COMPLETED BY GRO 28/6/01 CHECKED BY : GRO

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FE :NW 52/01 PAGE 3 OFFICE:CLEVELEYS
PFD RE NWB/066/01 BCI CODE:153/405

WEEK ENDED	WEEK NO	DOCKET TOTAL AMENDED TOTAL	CHARGE	CLAIM	ERRORS
15/11/00	34	CONT....			GROUP 13 1 ORDER VALUE £50.25 CLAIMED AS £50.26 £0.01 DISALLOWED
22/11/00	35	£139,235.68 £136,533.14	£2,702.54		GROUP 10 1 ORDER VALUE £89.84 CLAIMED AS £89.34 £0.50 ALLOWED GROUP 13 1 ORDER VALUE £89.15 CLAIMED AS £89.13 £0.02 ALLOWED GROUP 13 1 ORDER VALUE £78.65 CLAIMED AS £78.45 £0.20 ALLOWED GROUP 5 225 ORDERS TOTAL VALUE £10168.20 CLAIMED. 224 ORDERS TOTAL VALUE £10108.20 RECEIVED £60.00 DISALLOWED GROUP 7 40 ORDERS TOTAL VALUE £6170.41 CLAIMED. 39 ORDERS TOTAL VALUE £5964.01 RECEIVED £206.40 DISALLOWED GROUP 10 160 ORDERS TOTAL VALUE £18046.49 CLAIMED. 153 ORDERS TOTAL VALUE £17296.09 RECEIVED £750.40 DISALLOWED GROUP 12 56 ORDERS TOTAL VALUE £1704.01 CLAIMED. 53 ORDERS TOTAL VALUE £1647.31 RECEIVED £56.70 DISALLOWED

CONT....

COMPLETED BY GRO 28/6/01 CHECKED BY : GRO

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REF:NW 52/01 PAGE 4 OFFICE:CLEVELEYS
PFD F:NWB/066/01 BCI CODE:153/405

WEEK ENDED	WEEK NO	DOCKET TOTAL AMENDED TOTAL	CHARGE	CLAIM	ERRORS
22/11/00	35	CONT....			GROUP 13 932 ORDERS TOTAL VALUE £68861.01 CLAIMED. 922 ORDERS TOTAL VALUE £68183.62 RECEIVED £677.39 DISALLOWED GROUP 14 221 ORDERS TOTAL VALUE £25184.40 CLAIMED. 216 ORDERS TOTAL VALUE £24232.03 RECEIVED £952.37 DISALLOWED

COMPLETED BY GRO 28/6/01 CHECKED BY : GRO

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CLEVELEYS MSPO - ITINERARY OF ITEMS REMOVED FROM THE PREMISES

DETAILS OF ITEM	SERIAL No./etc	DATE REMOVED	BY WHOM (PON/ ROMEC/etc)	SIGNATURE/COMMENTS
Coin Scale x1				
Manuals		23.02.01	E.M.TAILS PON	GRO
Alcis "Tank".	x x	23.2.01.	E.M.TAILS PON.	Obsolete Alcis in locked cupboard - key not available - GRO
Other PO Papers.	xx	23.2.01	E.M.TAILS PON.	GRO
Quantum		1st Feb 2001	NT Team.	
Fax Machine		1st Feb 2001	ROMEC	To Burlg with Board / Chunger GRO
Debit Card m/c		1st Feb 2001	NT Team -	
6 Datestamps.	-	1st Feb 2001	PNM.	GRO
2 x A1 Safes.				Mike Humphries told access to removal safes would be denied - told by Roger Harrison on 23.2.01 Flag via Jim Cruise.

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CLEVELEYS MSPO - ITINERARY OF ITEMS REMOVED FROM THE PREMISES

DETAILS OF ITEM	SERIAL No./etc	DATE REMOVED	BY WHOM (PON/ ROMEC/etc)	SIGNATURE/COMMENTS
Letter Scales x 4				
Parcel Scale x1 (Swan Neck)				
Bureau de Change Rate Board x1		1st Feb 2001	ROMEC	Sent to Burnley
Money Changer x1		1st Feb 2001	ROMEC	Sent to Burnley
Horizon Kit				
5 Processors				Advised collection would be 16.2.01. Despite being on premises access to allow removal denied. Flag via Jim Cruise.
5 Key Boards				
5 Screens				
Main Printer				
5 Scanners				
GTN - previously removed.				

GRO

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Claimant
R U Robinson
First
Exhibits "RUR1"
Dated : 17 October 2003

CLAIM NO CR101947

IN THE BLACKPOOL COUNTY COURT

B E T W E E N

POST OFFICE COUNTERS LIMITED

Claimant

AND

MRS JULIE WOLSTENHOLME

Defendant

WITNESS STATEMENT OF REBECCA URSULA ROBINSON

I, REBECCA URSULA ROBINSON of First Floor, Leeds CDO, 3 Infirmary Street, Leeds, LS1 1AJ **STATE AS FOLLOWS:**

1 I am employed by Post Office Limited, formerly Post Office Counters Limited ("the Post Office") as Personnel Advisor. I have been employed by the Post Office since 1985.

2 The facts and matters deposed to in this statement are within my own knowledge unless I say so. In so far as they are within my own knowledge, they are true. In so far as they are derived from information provided to me by others, they are true to the best of my knowledge and belief. Those now produced and shown to me an Exhibit marked "RUR1" exhibiting copy documents to which I shall refer in this statement.

3 At the time of Mrs Wolstenholme's suspension I was part of the Deployment Team responsible for the Northern Territories. My responsibilities included the maintaining of a consistent deployment of policies by advising Retail Line Managers regarding those policies.

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4 The Defendant, Julie Wolstenholme ("Mrs Wolstenholme") was suspended on 30 November 2000. I was contacted by Elaine Tagg, the Retail Network Manager between 30 November and 5 December 2000. Elaine Tagg's responsibilities include supervising the performance of sub postmasters and sub post offices for the Post Office and ensuring that they deal with customers in line with the Post Office's policy. Elaine's duties include ensuring that service is maintained at the offices and ensuring that sub postmasters are properly carrying out their responsibilities.

5 The title Retail Network Manager was changed to Retail Line Manager. The Retail Line Managers can come to the Personnel Advisors for advice. Whilst the Retail Line Managers have all the necessary procedures and processes to hand, occasionally they will seek a second opinion or clarification from a Personnel Advisor.

6 When Elaine Tagg contacted me between 30 November 2000 and 5 December 2000, she informed me that Mrs Wolstenholme had been suspended and informed me of the reasons why Mrs Wolstenholme had been suspended. One of the reasons was that Mrs Wolstenholme had switched off the Horizon system and had reverted to the manual system. The Horizon system is an automated system and the Post Office have an obligation to automate. If a sub postmaster switches the Horizon system off and refuses to use it, this can cause problems with the contract between the Post Office and its supplier. It is part of the sub postmaster's contract that he/she must adhere to the Post Office procedures, one of them being the use of the Horizon system.

7 I was also informed by Elaine Tagg that there were substantial losses currently being held in Mrs Wolstenholme's account which she had failed to repay and that there was a large number of error notices. Elaine Tagg had therefore suspended Mrs Wolstenholme whilst matters were being investigated.

8 Following a suspension, the sub postmaster must be given the reasons for the suspension and why consideration is being given to the termination of his/her contract for services. A letter was therefore sent by Elaine Tagg to Mrs Wolstenholme on 5 December 2000 setting out the position. A copy of that letter is at pages 1-2 of "RUR1" and as can be seen from that letter, Mrs Wolstenholme was given an opportunity to answer the charges and put forward any reasons why the contract for services should not be terminated by either written representations or by way of a formal interview.

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9 Following my discussions with Elaine Tagg, I prepared a Summary of Events from the information which she had provided and from the files of the Post Office. A copy of the Summary of Events is at pages 3-6 of "RUR1". On 12 January 2001, I sent a copy of the Summary of Events to Paul Williams in Liverpool by e-mail (pages 7-8 of "RUR1") seeking his views in relation to the proposed termination of Mrs Wolstenholme's contract. Paul Williams was the Contract Specialist and if there was ever any issue with regard to a particular contract, the Retail Line Managers would approach him for advice. It can be seen from the e-mail to Paul Williams that I was specifically seeking advice as to whether we could proceed by way of summary termination or by termination on three month's notice. It can be seen from my e-mail that between 5 December 2000 and 12 January 2001, Elaine Tagg had also sought advice from Steve Gibbs regarding the Horizon policy and she had also discussed the matter at length with Tony Biolchi as well as discussing the matter with myself. Elaine was trying to obtain as much information and advice as possible in relation to the situation.

10 After I became involved in the matter, I was then involved in the drafting/approval of subsequent correspondence to Mrs Wolstenholme. This is evident, in particular, from the exchange of e-mails passing between Elaine Tagg and I on 17 and 18 January 2001 (page 9-16 of "RUR1")

11 By letter dated 19 January 2001, Mrs Wolstenholme was given three months' notice of termination of her contract for services. A copy of that letter is at pages 17-18 of "RUR1". Following the termination of her contract, the Post Office then had to deal with the position with regard to the losses on her account and the payment of her remuneration. A copy of the summary of losses as at 22 January 2001 is at page 19 of "RUR1". The total losses on the account ultimately amounted to £25,034.04 and an itemised breakdown of this figure is at pages 20-21 of "RUR1". The remuneration due to Mrs Wolstenholme is in the sum of £19,322.85 which when deducted from the losses leaves a balance due to the Post Office in the sum of £5,711.19.

12 When a sub postmaster is suspended, the Post Office then attempt to appoint a temporary sub postmaster to carry on with the running of the office. Asif Patel was appointed subject to terms being agreed between himself and Mrs Wolstenholme. Unfortunately terms could not be agreed as Mrs Wolstenholme would not release a key to the front door of the premises and was insisting on letting Mr Patel in the

POL00118219

premises in the morning and then locking up once he departed in the evening. In addition, agreement could not be reached with regard to the level of rent which Mrs Wolstenholme was seeking to charge which was in excess of what was considered to be reasonable.

13 On or about 6 February 2001, I was informed that Mr Patel had withdrawn his interest in being appointed as temporary sub postmaster.

STATEMENT OF TRUTH

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

Signed : GRO .....

Dated : 17/10/03.

POL00118219

Claimant
R U Robinson
First
Exhibit "RUR1"
Dated : 17 October 2003

CLAIM NO CR101947

IN THE BLACKPOOL COUNTY COURT

B E T W E E N

POST OFFICE COUNTERS LIMITED

Claimant

AND

MRS JULIE WOLSTENHOLME

Defendant

EXHIBIT "RUR1"

This is Exhibit marked "RUR1" referred to in the witness statement of Rebecca Ursula Robinson dated the 17th of October 2003.

POL00118219

Mrs J Wolstenholme
GRO
GRO Cleveleys
GRO

5th December 2000

Dear Mrs Wolstenholme

I wrote to you on Thursday 30th November 2000 confirming the suspension of your contract for services as subpostmaster of Cleveleys MSPO.

I have now received papers relating to this case and after reviewing them I am now considering the termination of your contract for services on the following grounds :-

Your failure to meet your obligation to manage the office properly which constitutes a breach of Section 1(M) para 5 of your contract. This states that retention of the appointment as a subpostmaster depends upon the office being well managed and the work performed properly to the satisfaction of Post Office Counters. The excessive number of error notices, 38 to date between weeks 1 and 32, is unacceptable and as detailed in my letter of 20th November 2000 , indicates a lack of checking procedures in your office. During the final audit of your office a further 4 error notices, issued to your office by Chesterfield were found on hand. These should have been brought to account during week 36. One of these error notices for £533.00 had been issued to you on 15th November and the other 3 on 22nd November Section 11(M) para 3 of your contract states that "the subpostmaster will be responsible for ensuring that transactions are carried out accurately" and that "all documentation is properly completed and despatched at the due time.

Your failure to account for official cash and stock properly .i.e. your refusal to operate the Horizon system installed in your office is a clear breach of Section 12 para 4 of your contract. This states that the subpostmaster must ensure that accounts of all stock and cash entrusted to him by Post Office Counters are kept in the form prescribed by Post Office Counters. The operation of the Horizon system in post offices is fundamental to both the success of our business and the reconciliation processes we have with our clients and your refusal to operate it is a breach of your contract. . A check of the Littlewoods scratchcards also revealed £60 worth accounted for as stock on hand which should have been withdrawn previously.

You are now given an opportunity to answer the charges and put forward any reasons why your contract for services should not be terminated. You can do this by submitting written representations or requesting an interview.

Our prearranged interview for Friday 8th December 2000 will now be deemed cancelled and you should communicate with me within ten working days (Monday to Friday) from the date following the date of this notification. Shouls you choose an interview, you may be accompnaied at the interview by a friend who must be a Post Office employee, a Subpostmaster or registered Sub Office Assistant, and may also be a local representative of the National Federation of Subpostmasters.

Your sincerely

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POL00118219

Elaine Tagg
Retail Network Manager

POL00118219

Cleveley's MSPO

Summary of events

5.12.2000Family transfer to the new subpostmistress Julie Wolstenholme

5.12.2000	Julie received some training as she was already aware of a number of transactions as she had been working as an assistant
5.12.2000	The office went live on the Horizon system. There were a number of problems so the 'go-live' was aborted. The assistants at the office had been on the wrong course which caused further problems. This was then dealt with and the office eventually went live. Elaine felt that the actual go-live went smoothly.
Unknown	Problems began to occur so Elaine Tagg, RNM, asked the office to use a call log for any calls made about the horizon system. This was not used.
May 2000	Elaine visited the office with a rep from ICL Liaison. This was due to a problem with the ISDN line.
5.12.2000	Elaine issued the office with a balancing timetable which other offices had used. She suggested that this may help to identify if there were any problems operationally. Elaine also suggested that it would be beneficial to record the office dailies manually. This was never done. In fact when Elaine suggested the manually daily record Julie refused to use it saying it would cause extra work and went to the NFSP for advice.
5.12.2000	Audit of accounts showed a surplus of £16.32
5.12.2000	£2497.97 was held in the suspense account. Elaine asked Julie to repay this amount. A letter was sent from Elaine to Julie.
5.12.2000	Individual stock units were introduced at the office. This was Julie's decision. Elaine did not give any instruction for this to happen.
5.12.2000	Sharmian Niel carried out a senior manager visit. At this stage there had already been a number of losses at the office adding up to over 2K. There was a mention of the Horizon system on Sherman's feedback sheet but the comment was that things were getting better.
24.08.2000	RNM made further visits. There were concerns about the

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01.09.2000 07.09.2000	number of error notices but no corresponding surpluses
Unknown	Further Bureau de Change training was carried out at the office
5.12.2000	Elaine carried out an outlet review. An action plan was left at the office
5.12.2000	Elaine received a phone call from Julie saying the system had crashed
5.12.2000	Elaine visited the office. She checked the stocks. She warned Julie that she should not 'switch off' the Horizon system.
5.12.2000	Elaine sent a letter to Julie regarding the losses at the office and that she should adhere to working practices. Elaine requested that the losses should be made.
5.12.2000	Letter sent again regarding repaying losses
5.12.2000	No reply so a letter was sent to ask Julie in to interview
5.12.2000	The office was not rolled over as a large shortage was reported. Julie refused to roll over because she would have to declare the loss. The office began to use the manual system. Elaine issued a verbal warning to say that the system should continue to be used and that Julie would be in breach of contract if they did not use the Horizon system. At 0945 Elaine handed Julie a suspension letter after a further refusal to use the Horizon system.
5.12.2000	Charge letter sent to Julie. The charge was refusal to use Horizon system and concerns over managing the office.

Feel for the balancing record

Week 1 - 7	£2497.97 short
Week 7 - 14	No shortages
Week 15	The office balanced exactly
Week 16 - 20	A number of misbalances. Mainly losses but some gains. No calls were made to Elaine to let her know of the losses.

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Other Issues

There have been a number of error notices at the office. There have been about 38 for the Bureau de Change alone. Further training on the Bureau has been given. However, Elaine spot checked the Bureau and found that Travellers cheques had not been accounted for correctly, some of the currencies were not declared correctly and the cash on hand was not checked so the amount being input into Horizon was not necessarily the correct figure.

Error notices have also been received from Girobank.

There are real concerns about the running of the office. Elaine has not had notification about the losses. They have not tried to carry out the suggested best working practices that Elaine had suggested. The main aim of asking the office to carry out the tasks suggested was to try to identify if there were accounting problems.

Elaine attended the office to watch the balance to see if there were any improvements she could suggest. Elaine got a sense that the controls and the organisation towards balancing could be improved.

There is also £50 in scratch cards which should have been returned. Julie has not followed instructions in the Counter News about sending them back.

Why we reached the decision of summary termination

Julie complained about the Horizon system saying that she was having real problems, which were resulting in the number of losses at the office. Initially there was a problem with the ISDN line. This was rectified. Elaine asked for copies of calls made from Cleveleys office and after an initial spate of calls there were hardly any. Elaine and I both felt that if there was a real and sustained problem with the Horizon system then this would be borne out by the fact that a number of calls had been made.

The numbers of losses at the office were not reported to Elaine. Elaine explained that a letter is sent to offices, every 6 months, to explain that any losses over £200 must be reported to the RNM. We felt that this was a requirement of offices to notify the RNM and felt that there was either a reason for the non-reporting or that Julie is having difficulties running and managing the office.

When Sharmian visited the office the problems with the Horizon system were not emphasised. You could argue that Julie thought this was not the appropriate method of feeding this to the business or that there were other reasons for this.

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Elaine had continued to ask Julie to make good her losses. Julie did not respond to Elaine's letters and then refused to make them good. Julie did say that this was because of faults on the Horizon system. We felt that this was, again, due to another reason or the fact that Julie was having difficulties running the office.

Elaine had already written to Julie on a number of occasions saying that error notices should be brought to account and (as above) losses made good. These letters were either not responded to or if they were it was to say that the losses were not accepted as being Julie's responsibility. The lack of response again added to the fact that we felt Julie was struggling with running the office.

We have real concerns over the Bureau and how this is being managed. There has been extra training given but fundamental errors made. These are: items not booked in correctly, checking procedures not carried out effectively, cash declaration not robust and the number of error notices being sent to the office on Bureau alone. This was a key area where we felt there were real lack of controls which again impacted on the overall running of the office.

The number of error notices at the office was a real concern. Although the majority were linked to the Bureau there are a number of others.

There is a substantial loss now outstanding at the office. This amounts to around £14K. Although Julie feels this is linked to the Horizon system there is no proof of this. We felt that due to the other problems at the office we did not feel confident that the loss was because of the Horizon system but more likely to be because of the numbers of error notices and the poor contraols at the office.

Horizon Issue

I realise there is an issue around Horizon. The policy stated that 3 months notice should be given if somebody refuses to use the Horizon system. However, we came to the decision that Horizon was only part of the problem. There are concerns about the way the office is managed and real concerns over safeguarding business funds. We felt that the amount of the loss of £14K could not be ignored and the explanation of all the loss being due to the horizon system could not be proved.

If you take Horizon out of the equation then this office is still having serious problems. Training has been given but improvements not made.

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Electronic *memo*

To: Elizabeth Joyce/ GRO
cc:
Hard Copy To:
Hard Copy cc:

Date: 12/01/2001 17:16
From: Rebecca U Robinson

Subject: Fwd: Cleveleys - URGENT

To: Paul F Williams/ GRO
cc: Elaine Tagg/e GRO Tony Biolchi/e GRO
Hard Copy To:
Hard Copy cc:

Date: 12/01/2001 16:15
From: Rebecca U Robinson

Subject: Cleveleys - URGENT

Paul - Please can you help with the case below.

I have attached a document which will give you details about a situation at Cleveleys MSPO. The RNM is Elaine Tagg. Elaine and I have looked through the case and have a view that summary termination should be given to this office. However, there are concerns about the fact that Horizon system is involved. In the Horizon policy, if somebody refuses to use the system, then 3 months notice should be given. In fact, Elaine sought advice from Steve Gibbs as she perceived it may be a wider issue and he suggested 3 months notice as the course of action.

We are now at the stage where we need to decide whether it's summary termination or 3 months notice. Both Elaine and I feel that summary termination is the way forward as Horizon is only part of the problem, but also understand that there may be wider business issues which I think you will be able to help us with. Elaine has discussed this with Tony and obviously he wants to ensure that the correct decision is made. We want to make sure that there is no comeback and that the business is happy with the way forward both in terms of following the correct process and any wider implications that this decision may introduce.

Please can you let me know your views on this? Elaine has further details but I have tried to summarise all the issues without sending you the 2 A4 files that contain all the letters etc.

ClevelysSummofevents

Thanks

POL00118219

Rebecca

Personnel Advisor
Post Office Network
Personnel

1st Floor, Leeds CDO, 3 Infirmary Street, LEEDS, LS1 1AJ

Postline: GRO
External eMail: rebecca.u.robinson GRO

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Electronic *memo*

To: Elaine Tagg/[GRO]
cc: Elizabeth Joyce/[GRO]
Hard Copy To:
Hard Copy cc:

Date: 17/01/2001 17:27
From: Rebecca U Robinson

Subject: Re: Cleveleys MSPO

Elaine - See what you think of my letter below. I've tried to make sure that it's clear we are getting involved because we want to maintain service, but that Asif would be the one who would have the agreement.

This is only my suggestion. See what you think. There may be bits you think are OK from mine which you could add into yours or vice versa

Premises3.do

Talk to you soon

Rebecca

To: Rebecca U Robinson/[GRO]

To: Rebecca U Robinson/e[GRO]
cc:
Hard Copy To:
Hard Copy cc:

Date: 17/01/2001 09:40
From: Elaine Tagg

Subject: Cleveleys MSPO

Dear Rebecca

draft re use of premises as discussed

Elaine

premises 2.do

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Mrs J Wolstenholme
GRO
GRO Cleveleys
GRO

17th January 2001

Dear Mrs Wolstenholme

Further to my letter of 18th December 2000, which reminded you that Post Office Network is endeavouring to retain post office service from your premises, I have been approached by Mr Asif Patel about the possibility of using your premises at 2 Runnymede Avenue, Cleveleys. Unfortunately some of the conditions in the "licence to operate a Post Office" from these premises are not acceptable to Post Office Network.

Specifically not allowing full unrestricted access to both the Post Office "allocated space" nor the public area in which our customers would be expected to wait for service would be an unacceptable condition upon which we would appoint an agent. In short the provision of a front door key to the premises would need to be included in any agreement you reached with any prospective appointee to the office. Your restriction on who can access the premises via the back door is also unacceptable to Post Office Network. Representatives of Post Office Network need to be allowed onto the premises out of hours for various reasons and for a landlord to restrict access in this way in unacceptable to Post Office Network.

You should also be advised that at least one quarters notice on a tenancy would be required for us to consider premises suitable.

Post Office Network must be fully agreeable to any contract which relates to premises from which to conduct its business from.

I must now ask that, if you intend to make you premises available, in a full and unrestricted manner, from which Post Office Network can offer services to the public from, you let me know in writing within 5 days from the date of this letter.

If I do not hear from you agreeing to these conditions then I shall take it that you do not wish to offer your premises to us under these terms and you should be advised that Post Office Network will actively seek to provided alternative premises from which to operate.

Yours sincerely

Elaine M Tagg
Retail Network Manager

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Further to my letter dated 18 December 2000, which reminded you that Post Office Network is endeavouring to retain post office services from your premises, I have been approached by Mr Asif Patel about the possibility of using your premises at 2 Runnymede Avenue, Cleveleys.

Unfortunately, Asif requires full unrestricted access to both the Post Office 'allocated space' and the public area in which customers would be expected to wait for service. In short, the provision of a front door key to the premises would need to be provided to ensure the safety of customers and to ensure that service could be provided within the prescribed office opening hours.

I hope you can appreciate that it is in your best interests, and those of Post Office Network, to allow an interim subpostmaster to offer post office services from your premises. This will help to sustain customer levels ensuring that the office continues to be viable. Post Office Network is keen to maintain a service at Cleveleys to ensure we meet customer needs.

If you intend to make your premises available, in a full and unrestricted manner, from which Post Office Network can offer services to the public, can I ask that you let me know in writing within 5 days from the date of this letter.

If I do not hear from you then I shall take it that you do not wish to offer your premises to us and you should be advised that Post Office Network will actively seek to provide alternative premises from which to operate.

Yours

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Electronic *memo*

To: Elizabeth Joyce/ GRO
cc:
Hard Copy To:
Hard Copy cc:

Date: 18/01/2001 11:18
From: Rebecca U Robinson

Subject: Fwd: Re: Cleveleys MSPO

For your info

To: Elaine Tagg GRO
cc:
Hard Copy To:
Hard Copy cc:

Date: 18/01/2001 11:07
From: Rebecca U Robinson

Subject: Re: Cleveleys MSPO

Elaine - please find below my suggested letter. Again this is for your to decide which is better and you may like parts of mine and bits of yours.

I could not find the RTU letter in my papers so can I just ask that you ensure the same charge is reflected in the first part of the letter. It should state the same

Cleveleys3months.d

A letter will follow with details of remuneration as stated in the letter above. I thought it may be better to split out the remuneration aspects as they will not be happy with the situation and the letter has loads of detail in it. Give me a call if you want to discuss this and if you think it sits OK as I suggest.

If you are happy with this letter and you want to send it out can you let me know and I will organise instruction to go to the service centre to ensure remuneration is correct etc.

Rebecca
GRO

To: Rebecca U Robinson/ GRO

POL00118219

To: Rebecca U Robinson GRO
cc:
Hard Copy To:
Hard Copy cc:

Date: 15/01/2001 10:33
From: Elaine Tagg

Subject: Cleveleys MSPO

Dar Rebecca

Trying to get a little ahead of myself and just in case we get the go ahead to go with summary termination I have had a first stab at the termination letter,

can you have a look at it and give me you views?

Thanks

elaine


termination.do

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3 months

Dear Mrs Wolstenholme

I am writing following your written submissions as to why you consider your contract as Subpostmaster at Cleveleys MSPO should not be terminated as a result of your failure to meet your obligations to manage the office properly and your failure to account for official cash and stock.

I have reviewed the papers relating to the case very carefully and have taken into account your comments from your written submissions.

There have been a number of error notices and subsequent losses made at the office and you have failed to contact me regarding misbalances at your office. I refer you to the general letter, which was sent to all offices in April 2000, which stated that you should notify me of any losses over £200.

I supplied you with aids to help produce a satisfactory balance on 16 March 2000 and suggested you introduce accounting records on the office action plan of 12 October 2000. I also reminded you to use checking procedures on 3 November 2000. You decided not to carry out any of these suggested actions.

You failed to make good the loss from week ending 2 August 2000 and did not inform me until 17 August 2000. You refused to provide details of how the losses at the office were to be made good, despite requests on 3 November 2000 and 20 November 2000.

Due to the number of losses and losses not being made good the office was showing an overall loss of £14109.91 at the date of your suspension.

Following your suspension, error notices were found in the office, which had not been brought to account.

Stock on hand at the office, namely scratchcards, were found to be included in the office balance but were in fact obsolete. Instructions for withdrawal had been issued to all offices.

I have taken into account your concerns about the Horizon system but in the absence of any supporting documentation from yourself to substantiate your claim and lack of evidence from the call logs I cannot accept your reasoning.

I have therefore decided, in accordance with 'Section 1 paragraph 9' of your contract for services, to give you 3 months notice of the termination of that contract. Your last day of service will be 28 February 2001. I will forward you, in due course, a letter regarding the remuneration due to you in lieu of that notice.

Yours....

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Termination

Mrs J Wolstenholme
GRO
GRO Cleveleys
GRO

January 2001

Dear Mrs Wolstenholme

I am writing following your written submissions as to why you consider your contract as Subpostmaster at Cleveleys MSPO should not be terminated as a result of your failure to meet your obligation to manage the office properly and your failure to account for official cash and stock properly.

I have reviewed the papers relating to the case very carefully and have taken into account your comments from your written submissions.

Despite my supplying you with aids to help produce a satisfactory balance on 16th March 2000, not to introduce accounting records as per the office action plan of 12th October 200 and my reminder to use checking procedures on 3rd November 2000, your decision not to implement any of these actions has directly contributed to the number of error notices and subsequent losses made at the office. Your failure to contact me regarding misbalances as per the general letter to all office in April 2000 also shows a lack of proper management of the accounts. Your failure to make good the loss from week ending 2nd August 2000 and not to have informed me until 17th August again shows your failure to manage the office properly. You refusal to provided details of how the losses at the office are to be made good, despite requests on 3rd November 2000 and 20th November 2000 also contribute to my decision.

Your failure not to bring to account error notices, issued previously but found in the office following your suspension, was another factor taken into account.

I have also considered that stock on hand at the office, for which instructions on withdrawal had been issued, was found to constitute part of your balance on final audit.

I have taken into account your concerns about the Horizon system but in the absence of any supporting documentation from yourself to substantiate your claim, evidence from Retail Network Managers and Auditors directly contradicting your claim and the lack of evidence from the calls logs that you had contacted them about problems you said you were experiencing, cannot accept your reasoning.

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I have therefore decided to terminate your contract as Subpostmaster of Cleveleys MSPO from the date of your suspension on the grounds that you failed in your obligation to manage the office properly, which constitutes a breach of Section 1(M) para 5 of your contract and also that you failed to account for official cash and stock properly a further breach of you contract, Section 9(M) para 4.

You may, if you wish, appeal against my de4cision and if it is your intention to appeal you should notify me in writing within ten working days (Monday to Friday) of receipt of this letter. I will then arrange for your appeal to be heard by a member of Post Office Network Appeals Authority.

Please note and return once copy of this letter immediately in the envelope provided. A second copy is enclosed for your retention.

Yours sincerely,

Elaine M Tagg
Retail Network Manager

To Elaine M Tagg
Retail Network Manager

I have noted the contents of this letter

Signed _____ Date _____

Julie Wolstenholme, Subpostmaster, Cleveleys MSPO

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POST OFFICE

Mrs J Wolstenholme
GRO
GRO Cleveleys
GRO

19th January 2001

Dear Mrs Wolstenholme

I am writing following your written submissions as to why you consider your contract as Subpostmaster at Cleveleys MSPO should not be terminated as a result of your failure to meet your obligation to manage the office properly and your failure to account for official cash and stock properly.

I have reviewed the papers relating to the case very carefully and have taken into account your comments from your written submissions.

There have been a number of error notices and subsequent losses made at the office and you have failed to contact me regarding misbalances at your office. I refer you to the general letter, which was sent to all offices in April 2000, which stated that you should notify me of any losses over £200.

I supplied you with aids to help produce a satisfactory balance on 16 March 2000 and suggested you introduce accounting records on the office action plan of 12 October 2000. I also reminded you to use checking procedures on 3 November 2000. You decided not to carry out any of these suggested actions.

You failed to make good the loss from week ending 2 August 2000 and did not inform me until 17 August 2000. You refused to provide details of how the losses at the office were to be made good, despite requests on 3 November 2000 and 20 November 2000.

Post Office Network
Post Office Counters Ltd
Birley Street
Preston
PR1 1AZ
Customer helpline GRO
www.postoffice-counters.co.uk

Post Office Counters Ltd Registered in England
No: 2154540 Registered Office Gavrelle House
2-14 Bunhill Row London EC1Y 8HQ

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Due to the number of losses and losses not being made good the office was showing an overall loss of £14109.91 at the date of your suspension.

Following your suspension, error notices were found in the office, which had not been brought to account.

Stock on hand at the office, namely scratchcards, were found to be included in the office balance but were in fact obsolete. Instructions for withdrawal had been issued to all offices.

I have taken into account your concerns about the Horizon system but in the absence of any supporting documentation from yourself to substantiate your claim and lack of evidence from the call logs I cannot accept your reasoning.

I have therefore decided, in accordance with 'Section 1 paragraph 9' of your contract for services, to give you 3 months notice of the termination of that contract. Your last day of service will be 28 February 2001. I will forward you, in due course, a letter regarding the remuneration due to you in lieu of that notice.

Yours sincerely

GRO

Elaine M Tagg
Retail Network Manager

GRO

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CLEVELEYS LOSSES AS AT MONDAY 22ND JANUARY 2001

FINAL ACOUNT SHORTAGE	14,109.91
Error notices in the system not yet brought to account	
week 21 w/e 16th August	63.39 claim
week 24 w/e/ 6th Sept	17.00 charge
week 25 w/e 13th Sept REMS IN	2561.81 charge
week 30 18th October	45.00 charge
week 35 w/e 22 November	14,200.00 charge
week 36 w/e 29th November	14,000.00 claim
week 37 w/e 6th December REMS IN	955.04 charge (this may have been as a result of the suspension so may/may not be "proper")
week 37 w/e 6th December	22.54 claim

TOTAL IF ALL PROVE TO BE "PROPER" = £17,825.37

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Audit Manager _____

Part 3

Date	Particulars	Charges	Allowances
04/12/2000	Final Cash A/c balance	14109.91	
11/10/2000	MV RENEWAL FEES	85.25	
09/11/2000	AUTOMATED PRODUCTS		100.0
09/11/2000	PERSONAL BANKING		100.0
04/12/2000	BUREAU DE CHANGE POS REV.		22.54
29/11/2000	REMS FM OTHER OFFICES	200.00	
10/08/2000	TRAVELLERS CHEQ. PURCHASE		63.3
04/12/2000	SPSO FRAUD	120.00	
22/11/2000	PENSIONS & ALLOWANCES	10804.81	
	TOTAL	25319.97	285.9
	NETT TOTAL	25034.04	

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TP6

FORMER SUBPOSTMASTERS STATEMENT OF ERRORS

OFFICE NAME CLEVELEYS OFFICE CODE 153 405 REGION 853.

DATE OF ERROR 22/11/00 WEEK No 35 £ 10,804·81 CHARGE/[redacted]

CASH ACCOUNT LINE No. 1066 LINE DESCRIPTION PENSIONS & ALLOWANCES.

Cash Account Entry = £ NIL Supporting Document Total = £ -10804·81

DETAILS OF ERROR (PLEASE PROVIDE FULL SUPPORTING EVIDENCE)

P&A ERRORS IN THE PERIOD 18/10/00 (30) — 22/11/00 (35)

DATE OF ERROR ...../...../..... WEEK No ..... £.....CHARGE/CLAIM

CASH ACCOUNT LINE No. ..... LINE DESCRIPTION.....

Cash Account Entry = £..... Supporting Document Total = £ .....

DETAILS OF ERROR (PLEASE PROVIDE FULL SUPPORTING EVIDENCE)

DATE OF ERROR ...../...../..... WEEK No ..... £.....CHARGE/CLAIM

CASH ACCOUNT LINE No. ..... LINE DESCRIPTION.....

Cash Account Entry = £..... Supporting Document Total = £ .....

DETAILS OF ERROR (PLEASE PROVIDE FULL SUPPORTING EVIDENCE)

Tick if manual JV required ☑

NB A manual JV is needed when an error is forced after the CLASS data has been archived

Duty Holders Signature GRO ext GRO

Authorised/Checked by(POA) GRO ext GRO

Date of authorisation 24/05/02

(REVISED NOV 98)

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03/04 '01 TUE 13:49 FAX GRO NETWORK BANKING 002

PAGE 1

F6 R):
PFD P

OFFICE:CLEVELEYS
CODE:153/405

WEEK ENDED	WEEK NO	DOCKET TOTAL AMENDED TOTAL	CHARGE	CLAIM	ERRORS
18/10/00	30	£147,961.34 £151,027.12		£3,065.78	GROUP 14 1 ORDER VALUE £114.65 CLAIMED BUT NOT RECEIVED £114.65 DISALLOWED GROUP 5 GROUP TOTAL OF £9710.95 C/FWD TO FRONT OF MAIN DOCKET AS £9510.95 £200.00 ALLOWED GROUP 6 GROUP TOTAL OF £2708.84 C/FWD TO FRONT OF MAIN DOCKET AS £2408.84 £300.00 ALLOWED GROUP 10 GROUP TOTAL OF £18953.59 C/FWD TO FRONT OF MAIN DOCKET AS £18747.26 £206.33 ALLOWED GROUP 11 GROUP TOTAL OF £6340.20 C/FWD TO FRONT OF MAIN DOCKET AS £6263.05 £77.15 ALLOWED GROUP 13 GROUP TOTAL OF £78135.79 C/FWD TO FRONT OF MAIN DOCKET AS £76148.37 £1987.42 ALLOWED GROUP 14 GROUP TOTAL OF £26919.36 C/FWD TO FRONT OF MAIN DOCKET AS £26509.83 £409.53 ALLOWED

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:NW 52/01 PAGE 1 OFFICE:CLEVELEYS
FD RE NWB/066/01 BCI CODE:153/405

WEEK ENDED	WEEK NO	DOCKET TOTAL AMENDED TOTAL	CHARGE	CLAIM	ERRORS
1/10/00	29	£143,953.06 £138,475.18	£5,477.88		GROUP 5 192 ORDERS TOTAL VALUE £7200.55 CLAIMED. 184 ORDERS TOTAL VALUE £6935.25 RECEIVED £265.30 DISALLOWED GROUP 6 45 ORDERS TOTAL VALUE £3546.70 CLAIMED. 44 ORDERS TOTAL VALUE £3373.48 RECEIVED £173.22 DISALLOWED GROUP 7 59 ORDERS TOTAL VALUE £9581.04 CLAIMED. 58 ORDERS TOTAL VALUE £9381.04 RECEIVED £200.00 DISALLOWED GROUP 10 143 ORDERS TOTAL VALUE £15694.97 CLAIMED. 138 ORDERS TOTAL VALUE £15220.62 RECEIVED £474.35 DISALLOWED GROUP 11 86 ORDERS TOTAL VALUE £6115.97 CLAIMED. 82 ORDERS TOTAL VALUE £5708.78 RECEIVED £327.19 DISALLOWED GROUP 12 48 ORDERS TOTAL VALUE £1600.00 CLAIMED. 45 ORDERS TOTAL VALUE £1567.21 RECEIVED £32.79 DISALLOWED GROUP 13 1017 ORDERS TOTAL VALUE £74222.45 CLAIMED. 976 ORDERS TOTAL VALUE £71340.62 RECEIVED £2881.83 DISALLOWED

CONT....

MPLETED BY GRO 28/6/01 CHECKED BY : GRO

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FE :NW 52/01 PAGE 2 OFFICE:CLEVELEYS
PFD RF :NWB/066/01 BCI CODE:153/405

WEEK ENDED	WEEK NO	DOCKET TOTAL AMENDED TOTAL	CHARGE	CLAIM	ERRORS
11/10/00	29	CONT....			GROUP 14 227 ORDERS TOTAL VALUE £25895.38 CLAIMED. 218 ORDERS TOTAL VALUE £24772.18 RECEIVED £1123.20 DISALLOWED
15/11/00	34	£144,880.68 £139,190.51	£5,690.17		GROUP 5 3 ORDERS TOTAL VALUE £175.00 CLAIMED BUT NOT RECEIVED £175.00 DISALLOWED GROUP 6 1 ORDER VALUE £46.40 CLAIMED BUT NOT RECEIVED £46.40 DISALLOWED GROUP 7 6 ORDERS TOTAL VALUE £1362.20 CLAIMED BUT NOT RECEIVED £1362.20 DISALLOWED GROUP 10 5 ORDERS TOTAL VALUE £438.22 CLAIMED BUT NOT RECEIVED £438.22 DISALLOWED GROUP 11 3 ORDERS TOTAL VALUE £230.86 CLAIMED BUT NOT RECEIVED £230.86 DISALLOWED GROUP 12 8 ORDERS TOTAL VALUE £251.39 CLAIMED BUT NOT RECEIVED £251.39 DISALLOWED GROUP 13 21 ORDERS TOTAL VALUE £1411.27 CLAIMED BUT NOT RECEIVED £1411.27 DISALLOWED GROUP 14 16 ORDERS TOTAL VALUE £1774.82 CLAIMED BUT NOT RECEIVED CONT.... £1774.82 DISALLOWED

COMPLETED BY GRO 28/6/01 CHECKED BY GRO

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FEP :NW 52/01 PAGE 3 OFFICE:CLEVELEYS
PFD RE NWB/066/01 BCI CODE:153/405

WEEK ENDED	WEEK NO	DOCKET TOTAL AMENDED TOTAL	CHARGE	CLAIM	ERRORS
5/11/00	34	CONT....			GROUP 13 1 ORDER VALUE £50.25 CLAIMED AS £50.24 £0.01 DISALLOWED
22/11/00	35	£139,235.68 £136,533.14	£2,702.54		GROUP 10 1 ORDER VALUE £89.84 CLAIMED AS £89.34 £0.50 ALLOWED GROUP 13 1 ORDER VALUE £89.15 CLAIMED AS £89.13 £0.02 ALLOWED GROUP 13 1 ORDER VALUE £78.65 CLAIMED AS £78.45 £0.20 ALLOWED GROUP 5 225 ORDERS TOTAL VALUE £10168.20 CLAIMED. 224 ORDERS TOTAL VALUE £10108.20 RECEIVED £60.00 DISALLOWED GROUP 7 40 ORDERS TOTAL VALUE £6170.41 CLAIMED. 39 ORDERS TOTAL VALUE £5964.01 RECEIVED £206.40 DISALLOWED GROUP 10 160 ORDERS TOTAL VALUE £18046.49 CLAIMED. 153 ORDERS TOTAL VALUE £17296.09 RECEIVED £750.40 DISALLOWED GROUP 12 56 ORDERS TOTAL VALUE £1704.01 CLAIMED. 53 ORDERS TOTAL VALUE £1647.31 RECEIVED £56.70 DISALLOWED

CONT....

OMPLETED BY GRO 28/6/01 CHECKED BY GRO

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REF:NW 52/01 PAGE 4 OFFICE:CLEVELEYS
PFD F:NWB/066/01 BCI CODE:153/405

WEEK ENDED	WEEK NO	DOCKET TOTAL AMENDED TOTAL	CHARGE	CLAIM	ERRORS
22/11/00	35	CONT....			GROUP 13 932 ORDERS TOTAL VALUE £68861.01 CLAIMED. 922 ORDERS TOTAL VALUE £68183.62 RECEIVED £677.39 DISALLOWED GROUP 14 221 ORDERS TOTAL VALUE £25104.40 CLAIMED. 216 ORDERS TOTAL VALUE £24232.03 RECEIVED £952.37 DISALLOWED

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COMPLETED BY GRO 28/6/01 CHECKED BY : GRO

POL00118219

To whom it may concern 20th July 2003

I ANN SIMPSON of GRO GRO
STATE AS FOLLOWS:

Re: Cleveleys Post Office

I started working at Cleveleys Post Office in January 2000 the computers were installed shortly after. Whilst I had only a few weeks on the manual system there was never any problem with the balance.

However this all changed once the computers were installed, the system didn't seem able to cope with such a high volume of transactions, they were constantly crashing and entering bogus transactions themselves - somehow!
On telephoning the helpline we were given many excuses, from 'we were using it too fast' to 'the system specification wasn't good enough for an office of this size.' I particularly remember one occasion. I worked part time and didn't go in every day, when I came to balance my till the computer printed out that I had issued a TV Licence on a day when I had not been working - no explanation! Other times it would duplicate transactions of its own accord.
On many occasions did things like this happen? There appeared to be no support at all. Here we were with constant queues to the door, a very busy office with a useless system.

Mrs. Wolstenholme asked for help on numerous occasions only to be fobbed off with various excuses the situation was going from bad to worse and nobody seemed interested to find out why.

On the whole the Computer System was nothing but trouble from the day it was put in.

STATEMENT OF TRUTH

I believe the facts stated in this witness statement are true

Signed: GRO

Dated: 6.11.03

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STATEMENT OF RAYMOND KNIGHT

I Raymond Knight of GRO will say as follows:

I have worked for the Post Office for more than 20 years. I came to work at Cleveleys MSPO in 1990. In 1999 Mrs Julie Wolstenholme took over as Sub Postmistress.

My early days at Cleveleys MSPO when the Horizon system came into force led me to believe it was not for me. I thought possibly I had not learned enough or was not competent to use the system. I know since that this was not so.

The system right up to being closed down was regularly on busy mode; it was slow and sluggish making one a little impatient. Engineers came and went and I wondered if Horizon was all it was said to be.
I have used the Horizon system since at other offices and found it to be quick and efficient. Totally different from my experience at Cleveleys MSPO.

STATEMENT OF TRUTH

I believe the facts stated in this witness statement are true

Signed: GRO

Dated: 7/11/03

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I EDITH MARGARET JACKSON of GRO GRO STATE AS FOLLOWS:

I have worked in Post Offices for 18 years alongside my husband a Postmaster for nearly 25 years. Two of the Post Offices were ex-crown offices and they were very busy offices. Over the years we have had 5 Retail Network Managers, Miss Tagg being the most unsympathetic and unhelpful one of all. I personally think she was completely out of her depth in dealing with the problems at Cleveleys MSPO when the Horizon system was installed.

Where is the justice when Mrs Wolstenholme who asked for help for 10 months, having had countless replacement base units, plus one engineer who stated that the office needed a computer with a larger memory to cope with the volume of work, did she, get closed down without notice within 45 minutes of her reverting back to the old manual way of balancing the office, and not using the computer system. When another office having similar problems and a sympathetic Retail Network Manager get permission from Post Office Counters Ltd and Horizon to go back to manual balancing until the problems are sorted out.

We were all told that when Horizon was installed it would be much quicker in all aspects of work and especially the balancing which took place every Wednesday night. Reality was very different, there were many times when I sat there apologising to customers that I couldn't serve them due to the system crashing, frozen screens and egg timers (which could stay on for 10 minutes or more) on screen indicating the system was busy. If it could not cope with the work why wasn't it upgraded?

All Post Offices are subject to spot checks. If there is anything amiss you are checked more often. The auditors were very pleased with the way Mrs Wolstenholme ran the office and they found everything to be, as it should.

On the day Cleveleys Post Office was shut down I asked Miss Tagg why she was shutting the office and putting 7 staff out of work, when one easy solution would have been to put one person from either the Post Office or Horizon into the office for one or two weeks to try and get to the bottom of the problems.

A week after the Post Office had been closed Mrs Wolstenholme asked a rent assessor to come to the office, as she had been told by Miss Tagg that the Post Office would more than likely want to rent the building off her once a temporary Sub Postmaster could be appointed. Mrs Wolstenholme got held up so she asked me to show the rent assessor round. Miss Tagg who was in the office at the time was very annoyed that a rent assessor had been called

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in and she would not let the assessor behind the counter of the office. She said to my face that she would personally see to it that she would keep the office closed and make plans to move it to another location, thus depriving Mrs Wolstenholme of any rent. It was at this point that it really hit home that she was out to ruin Mrs Wolstenholme.

I would like to say in all honesty that I seriously believe that had things been handled differently by Miss Tagg, Cleveleys Post Office would still be open, Mrs Wolstenholme would still be the Sub Postmistress, 7 staff would still have their jobs, and the community of Cleveleys would still have their ideally situated Post Office.

STATEMENT OF TRUTH

I believe the facts stated in this witness statement are true

Signed: GRO

Dated: 8-11-03

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STATEMENT OF MARK ANTHONY JACKSON.

I MARK ANTHONY JACKSON OF GRO GRO WILL SAY AS FOLLOWS.

I HAVE BEEN A SUB-POSTMASTER FOR NEARLY 25 YEARS. IN THAT TIME I HAVE BEEN INVOLVED WITH 2 ASSISTANT AREA POSTMASTERS AND 5 RETAIL NETWORK MANAGERS. IN THE PAST I WAS ABLE TO DISCUSS PROBLEMS AND THEY WERE ALWAYS SORTED OUT. THEN ALONG CAME MISS TAGG WHO IN MY OPINION WAS ONLY INTERESTED IN PROMOTING HER OWN CAREER AT THE EXPENSE OF SUB-POSTMASTERS. WHEN WE HAD A PROBLEM SHE WOULD SAY SHE WOULD SORT IT OUT, BUT NEVER DID. SHE WAS THE MOST DISLIKED RETAIL NETWORK MANAGER IN THE BLACKPOOL AREA, ASK ANY SUB-POSTMASTER. WHEN MY BUSINESS WAS TAKEN OVER BY MY DAUGHTER, FOR SOME UNKNOWN REASON SHE TOOK A PERSONAL DISLIKE TO HER, EVEN THOUGH MY DAUGHTER WAS COMPETENT AND SHE RAN THE BUSINESS SUCCESSFULLY WHEN I WAS ON HOLIDAY, AND LATER WHEN I HAD A GRO

IN HER (MISS TAGG.) LETTER EXPLAINING WHY SHE HAD SUSPENDED MY DAUGHTER SHE TOLD LIE UPON LIE WHICH I HAVE PROOF OF. IN DECEMBER 2000 SHE WAS SENT COPIES OF COMPUTER LOGS (SHOWING ALL THE PROBLEMS) WHICH SHOULD HAVE BEEN GIVEN TO MY DAUGHTER. YET IN HER LETTER SHE STATES THAT IN THE ABSENCE OF COMPUTER LOGS THERE IS NO EVIDENCE OF COMPUTER PROBLEMS. SHE HAS OBVIOUSLY HIDDEN THIS EVIDENCE. SHE THEN WENT ON TO STATE THAT MY DAUGHTER WAS NOT CAPABLE OF RUNNING THE OFFICE BUT EVIDENCE SHOWS THAT SHE WAS WHEN HER LOCAL M.P. WROTE TO THE POST OFFICE THEY EVEN LIED TO HER, SAYING HARDLY ANY CALLS WERE MADE BUT RETRACTED THIS WHEN EVIDENCE SHOWED OTHERWISE. MISS TAGG HAS CAUSED MY DAUGHTER TO LOSE HER HOUSE, HER BUSINESS AND MORE IMPORTANTLY HER REPUTATION. MISS TAGG IS THE MOST VINDICTIVE PERSON I HAVE EVER MET. SHE HAS LIED CONTINUOUSLY TO COVER HER BACK. SHE HAS RUINED A PERFECTLY GOOD BUSINESS BECAUSE OF HER INABILITY TO MANAGE AN OBVIOUS PROBLEM. THE EVIDENCE IS THERE TO SEE.

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IF SHE HAD DONE HER JOB CORRECTLY SHE WOULD HAVE BROUGHT COMPUTER EXPERTS IN TO CHECK THE SYSTEM, BUT SHE PREFERED TO BACK HER OWN JUDGEMENT, EVEN THOUGH HER KNOWLEDGE OF THE SYSTEM WAS COMPLETELY INADEQUATE.
WHEN A PHONE CALL FROM HORIZON COMPUTERS ON A WEDNESDAY EVENING SAYS THE SYSTEM HAS COMPLETELY CRASHED AND A BALANCE CANNOT BE OBTAINED, SWITCH OFF AND GO HOME. WHAT ARE YOU SUPPOSED TO DO THE FOLLOWING DAY, SWITCH ON AND CARRY ON AS BEFORE OR MORE SENSIBLY REVERT TO MANUAL BALANCING UNTIL THE PROBLEM IS SORTED OUT. THIS IS THE ONLY THING MY DAUGHTER DID, AND IF I HAD STILL BEEN THE SUB-POSTMASTER I WOULD HAVE DONE THE SAME. TO TERMINATE HER CONTRACT FOR THIS IS A COMPLETE TRAVESTY OF JUSTICE.

STAEMENT OF TRUTH.

I BELIEVE THE FACTS STATED IN THIS WITNESS STATEMENT ARE TRUE.

SIGNED. GRO

DATED. 8th NOV. 2003.

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AMENDED STATEMENT OF JULIE WOLSTENHOLME

I Julie Wolstenholme of GRO will say as follows:

1. My earliest recollections of a Post Office were when I was about 8 years old when my mother and father used to run the North Shore Post Office in Blackpool. We then moved to Haslingden and they ran a Post Office there for about ten years until they returned to Cleveleys in about 1990.

2. When I left school at 16 years I tried my hand at several things until I was 18. I then went to work for my father in the Post Office. That was at first in Haslingden and then I moved to Clevevleys and worked in Cleveleys Post Office. My father then bought this business at rented premises at 19 Crescent West Cleveleys. I worked there for about 6 years, then my father decided to purchase a building, adapt it to Post Office specifications and Cleveleys Post Office was moved round the corner to 2 Runnymede Ave Cleveleys. During the time I had my three children I still managed to work part-time, until my father had to resign due to GRO My ex-partner and myself decided to purchase the premises and business from my parents.

3. The business and premises were put on the market at £186,000. We came to a compromise and purchased it from them at the reduced price of £150,000. We got finance from the Yorkshire Bank. They agreed to lend us £100,000. That left £50,000, borrowed from my parents to be paid back at £5,000 per year for 10 years. We knew at the time that the basic income from the Post Office would produce, for the two of us before tax, a profit of about £75,000. This was enough for us to pay staff, make the payments to the bank and my parents, and have enough left to live on.

4. I knew how the Post Office was run and I knew the methods that had been used in it for many years. However my parents helped considerably over the first couple of months. This helped for a smooth transition. Training was offered by the Post Office but only half a days training took place.

5. About 3 months after taking over the business I received notice from the Post Office that the new computer system - Horizon being installed into every Post Office in the country was being put into my office. This was done at no cost to us, there was no choice about having the system, and we had to have it. Everybody in the office was sent for training so as to use the new system. My ex-partner and myself received one and a half days training and all other staff had one day training. When we actually converted over to the computerised system a Support Officer from Horizon stayed to help for 2 days and then we were left on our own. Almost from the beginning things started to go wrong. We had countless problems with the system. These would included the system crashing up to 5 times a day, the main base unit being swapped out countless times, ghost transactions happening and more importantly, excessive miss-balances. The system would alter, swap or delete figures of its own accord. We were always onto the Horizon help desk team. They sometimes were helpful but often they gave us something to try and when we tried it and it did not

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work we phoned again and would get a different person who would tell us something completely different. Eventually when the Horizon help desk could not help us, Horizon themselves began to admit that there were software and hardware problems with the system. They knew that our system was not operating correctly.

6. I am not saying that all the problems have lasted all the time. Some of the problems were solved but certainly not all of them. From time to time we checked with other Post Offices, particularly the main Post Office in Blackpool. We found that we were operating the system the same way that they were and therefore we were not at fault. We did, however, change our own systems that had been used for many years to try and put in further fail-safe improvements. For instance, we made every person in the office responsible for their own stock. This was to try and identify some of the problems. It did not really help, although it caused an awful lot more work. We also installed CCTV cameras to check up on the staff but that did not bring forward any solutions. There were major problems with the system and there were still no answers. As far as the Post Office is concerned they were always right and it is always somebody else's fault. The problems went on for 10 months, and seemingly, according to the Post Office we were about £13,000 in debt. We knew that we had not had it, nor the staff and we knew the system was at fault but as far as the Post Office was concerned it was down to us.

7. The final straw came on the 29th November 2000 when we were unable to balance our office because of problems with the system. We asked for help from the Horizon help desk and they told us we were still having major software problems, the stock units were beyond redemption and under their instructions we were told it would be impossible to balance. As a last resort we decided we could no longer work with the computers and we would revert back to the old manual way of operating our office until the system was deemed 100% fully operational. On the 30th November we opened the office as usual but did not turn on the computers. This resulted in our Retail Network Manager, Elaine Tagg, phoning us. She asked for an explanation. We told her that until the problems with the computers were sorted out we would refuse to use them. She said right, and explained she would be down before 10.00am with a letter of suspension. She arrived and handed me a letter of suspension (see letter no 1). She also handed me a second letter (see letter no 2) that referred to a letter written to me on the 20th November 2000 (see letter no 3). The basic content of the letter dated 20th November 2000 is not right. She particularly says at paragraph 4 that a full health check was given to our system in week 4. This is the second letter (see letter no 4) I had received from her stating the system was fully operational. In actual fact I have two letters sent to me from the Post Office (see letters 5 & 6) these are fairly self-explanatory and are critical of the problems, even though according to Elaine Tagg during these dates the system was "healthy". I also managed to obtain from Horizon, their computerised records of the number and nature of calls that were to and from Horizon help desk. These go from 9th February 2000 when the computers went on line to the 21st June 2000. These show the many calls that were made. (See no 7 bundle of 71 pages). Also (see no 8) a computer print out showing the sort of error that the computers were capable of. Unfortunately I have been unable

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to obtain the record of calls made between the ends of June 2000 to 30th November 2000.

8. After Elaine Tagg had handed me the letter of suspension she Demanded the keys to the building. Because the building was ours we would not give them to her. She then insisted that we shut the door, get rid of all the customers and she told all the staff to go home. She refused us permission to touch any of the Post Office Equipment in the premises. Closing the office was a major blow to the Township of Cleveleys, especially as it was approaching Christmas. I asked Elaine Tagg on what grounds she was suspending me. I told her that I was prepared to run the Post Office, keep it open using the traditional methods. This would only have produced a greater amount of work but that was nothing compared to the problems encountered with the computers. Her response was to tell me that she did not need to give me any grounds at the present time as to why I had been suspended. Later that day she brought another Retail Network Manager and four auditors in. They stayed for the rest of the day and all day Friday trying to balance the accounts. On Friday they bagged up all the cash and stock at the office ready for Securicor to take away the following Monday. The auditors returned on Monday, which was the 4th December 2000. I have never been told the result of that audit, even though I should have been allowed to check the results.

9. On Friday 8th December 2000 I received a phone call from a Mr. Asif Patel saying that he had been appointed by Elaine Tagg as the relief Post Office Manager, and did I have any objections to him coming to see me. I said no and I met him on the Friday. He asked for certain figures like my salary, overheads, outgoings etc. I supplied him with whatever he wanted to know.

10. On the day I was closed down I asked Elaine Tagg what would to happen the Post Office business. She referred to the fact that the Post Office would want to try and keep the office open. I referred her to the fact that these were my ex-partners premises and mine. She said yes, they would arrange to rent them off us, and the normal amount they paid was equivalent to 10% of my salary, which would have worked out at £150.00 per week. I pointed out to her that this was nowhere near sufficient. Over the weekend, after thinking about what Elaine Tagg had said about the rent, I decided to get some professional advice and the following week I instructed two local surveyors. One was Broomheads who did turn up and the other one didn't. It was Broomheads who said the proper commercial rent should be £300.00 per week.

11. On the 18th December 2000 I received a second letter confirming Mr. Asif Patel had been authorised as the temporary Sub Post-Master. I told him of the rent that was required. We were also told to get a lease drawn up (see no 9) Later I heard from another Post Office that they had received a comment from Elaine Tagg that the demand of £300.00 for rent of the premises was extortionate. I received a comment from Mr. Patel that he had spoken to his accountant and thought the rent was quite high and was it negotiable. I said no, not really because of the overheads, and he said that he would go back to the Post Office because they were apparently trying to assist

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him with funding. I next heard through a local Newspaper (see no 10) that the Post Office was advertising for premises and that mine were no longer being considered.

12. After we were first closed down myself and my ex-partner continued to run our small retail business within the premises, but unfortunately with everybody knowing that the Post Office had closed we did not get the custom and it cost us to stay open. So we had to close down this business, leaving us with a lot of stock including perishables, which we were unable to sell.

13. Finally we received a letter dated 19th January 2001 (see no 11). That was in response to my letter to her. This letter highlights a number of specific complaints. In paragraph 1 it states I failed to meet the obligation to manage the office properly and I failed to account for official cash and stock properly. In the time that I was Sub-Postmistress I have only had good reports of the way I ran the Office (see no 12 bundle of 8 reports). In paragraph 3 she says that there have been a number of error notices and subsequent losses made at the office which I failed to contact her about. She also states that I should have notified her of any losses over £200.00. She knew of all our losses (see no 13 bundle of 6 letters, also letter dated3/11/00, no 12). You are not allowed to carry any losses without first seeking consent from you Retail Network Manager. In paragraph 4 she says that she suggested I introduce accounting records on the office action plan. She wanted me to use checking procedures. Her suggestion was that I ran a manual accounting system alongside the computerised system. That was just physically impossible to do because of the extra workload. I agreed to do one or the other.

14. It is true that I did fail to provide details of how the losses had incurred. I still do not know how these have been incurred, although Horizon is well aware of our complaints. I do not accept that there is a loss in excess of £13,000. Any error notices that had not been brought to account were ones that I dispute. I accept that I did make a mistake with some obsolete scratch cards, but given the conditions and pressure I as working under this was only a small error.

15. I cannot understand why, when Elaine Tagg knew of all the Problems I was having with the computer system, she even stated that she had not experienced any other office apart from mine where all the computers ran so slow, also she sent a card and a plant (see no 14) to apologise for all the problems I was having, why was she so quick to close the office down. It would have only taken 1 person, even Elaine Tagg herself to keep the Post Office open and running and keep my 7 staff in employment. I read an article in the Sub-Postmasters Courier (see no 15) of how another office was dealt with when they had system problems.

16. After I had been closed down I found very few doors open within Post Office where I could ask for help. I eventually approached my local councillor (see no 16) and then my local MP- Joan Humble. She wrote to the Post Office on my behalf and the letter received back from them was quite shocking (see no 17 bundle of 2 letters). Even the Reply and Defence to counterclaim

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paragraph 3.3 (see no 18) sent to court claims more misinformation (see no 19). It seems that no one higher up within the Post Office knew of the severity of problems I had experienced. I believe Elaine Tagg was out of her depth with the problems that had occurred and believe she behaved very irrationally in the decisions she made. When she could have acted in the same way as the other Post Office in letter 15.

17. I do not accept that I have received from the Post Office a valid Severance of he Agreement. The letter Elaine Tagg purports to give me 3 months notice dated the 19th January 2001 to expire on the 28th February 2001.

18. Finally GRO

GRO

STATEMENT OF TRUTH

I believe the facts stated in this witness statement are true

Signed: GRO

Dated: 10.11.03.

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04th August 2003.

I ROGER JOHN HARRISON OF GRO CLEVELEYS GRO
STATE AS FOLLOWS:

Re: Cleveleys Post Office

Statement regarding installation of POCL horizon system.
After several unsuccessful attempts to install horizon system, when it finally went live, we had nothing but problems from day one.
The system continuously kept crashing, resulting in numerous base changes and constant phone calls to horizon and POCL with the area manager continuously having to come to our office, to try and sort out the problems with no avail, we then had one of the top people from horizon 'Claudia Walker' who came to try and solve the problems, this went on for months still to no avail, resulting in major financial loss incurred by ourselves, it got to a point where horizon actually said to us "Our computer system was up the swanny."
This being as it was constantly swap stocks, alternating figures and crashing with nobody being able to tell us why or how, we kept being reassured by our area manager "Elaine Tagg" that everything would be sorted out and also horizon team "Claudia Walker.
Inevitably after several months with the same persistent problems every day we had, had enough. It came to ahead, when we had to not balance because of the system swapping stocks and crashing continuously, on the advise of horizon saying that our system could not balance properly, we went back to old system which was manual balancing. We opened on Thursday morning as a manual office, At approximately 09:15 hours I had a telephone call from Elaine Tagg asking if we were refusing to use the computers, which Replied "We can not they are not functioning properly" she then replied "I am coming down to close the post office"
Elaine Tagg appeared at approximately 09:45 and closed the post office.

STATEMENT OF TRUTH

I believe the facts stated in this witness statement are true

Signed: GRO

Dated: 12.11.03

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CPR35 Statement and CV

I confirm that I have made clear in my report those facts that are within my own knowledge and which I believe to be true, and that the opinions I have expressed represent my true and complete professional opinion.

I have no known connection with any of the parties, witnesses or advisers involved in this case.

Under the requirements of the Civil Procedure Rules 1999, as amended in January 2002 I confirm that I fully understand my duty to the court and I have complied and will continue to comply with that duty.

My business address is:

Best Practice Group PLC
106 Baker St
London
W1U 6TW

Law Society 2003 Accredited Expert Witness No. 229.

I am a troubleshooting specialist in computer system procurement, implementation, design, infrastructure, hardware configuration and software development. My experience over the last 15 years is as follows: -

Hardware/infrastructure/operating systems:

Novell;

Windows NT, 3x, 95, 98, 2000,2003, ME, XP;

Unix (most variants), Solaris, Xenix, AIX, VMS;

IBM AS400, RS6000, Sun, Amdahl, DEC (now Compaq), Hewlett Packard and most PC based equipment;

3COM, Cisco, Aircom;

Ethernet, Token Ring, SNA, CAT5 and various Fibre Optic configurations.

Server Centric Computing

Internet communications, MPLS, VoIP and VPN

Software development:

Languages – Dataflex, Powerflex, Oracle Forms, Delphi (Pascal), Visual Basic, Foxpro, Dbase, Access, Informix and Progress;

Databases – Oracle, Informix, Sybase, Sequel, Dbase, Powerflex and Dataflex.

Application Systems design in Manufacturing, Distribution, Mail Order, CRM and Point of sale.

My experience spans the management of around 400 core business installations, of which approximately 170 were described as failing prior to my engagement. My instructions are often to provide advice to steer projects to completion

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Opinion

In Summary:-

From a computer system installation perspective it is my opinion that the technology installed at the Cleveleys sub-post office was clearly defective in elements of its hardware, software or interfaces. The majority of the errors as noted in the fault logs could not be attributed to being of Mrs Wolstenholme's making or operation of the system.

The helpdesk operated by the Post Office would seem to be more focused on 'closing calls' than attempting to get to the bottom of the continual recurrence. The instruction to 're-boot' would allow a call to be closed as the postmaster could continue to work once the system had powered back up.

Without further examination, it is unclear whether the reduction of calls logged between July and late October 2000 is attributable to a period of comparative system stability or merely user disillusionment with the helpdesk. What is more clear is that from late October recurrences of faults, which had been the subject of earlier logged calls, are reported once again along with worrying 'discrepancies' in audits. This may, or may not be to do with an 'upgrade' of the counters which seems to have occurred on or around the 23 November 2000, or may simply be an unconnected recurrence of the earlier faults.

Jason Coyne

20 January 2004

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Opinion

The types of faults, as reported in the faults logs were:-

"System Freezing" which is most probably due to either the hardware or interfaces crashing; or alternatively fully saturated communication lines.

"System Halts displaying..." or "Blue Screen" which are almost certainly hardware faults.

It seems that each time that the system halted, the screen would display an error code. From this error code, it would have been possible for the helpdesk operatives to establish the detail of these hardware faults. However, it seems that this type of analysis was not undertaken by the helpdesk with a simple re-boot being the preferred method of dealing with the issue.

That said, on a number of occasions, certain elements of counter equipment were indeed exchanged but without any real improvement in the situation until around the end of June 2000.

The number of fault logs reduces after the end of June 2000, this could be due to the system faults reducing in frequency i.e. being fixed, or simply that Mrs Wolstenholme tired of the support department telling her to reboot the system (an activity which she could do herself). I have no information to form an opinion either way.

It is interesting and certainly warrants further examination that in November 2000 the 'system freezing' is reported again with the support operator stating: "They all freeze, but if it gets bad give us a call and we will investigate" [11084054 dated 8 November 2000]

From the 31st of October (starting at call log number 10253234) there seems to be a number of logs which talk of 'large discrepancies' in stock figures, trial balances with "all sorts of figures showing minus figures" [Call Log 10311359].

Referenced in call log 11012223 there is a comment noted by the support operative that the *"pm advised that this is an intermittent problem occurring since the counters were upgraded on 23.10".* Although the documents do not list an upgrade taking place, it does seem that these "large" reported discrepancies occur very frequently and shortly after this noted upgrade. Again this should be investigated further as another six system errors were noted in November which seem to be a resurgence of the earlier, pre-July type errors.

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Opinion

Re: Post Office Counters Ltd. –v- Mrs Julie Wolstenholme: Claim Number CR101947

I have been contacted by Weightman Vizards a law firm representing 'Post Office Counters LTD' and Mrs Julie Wolstenholme, an individual, and requested to make initial observations that would be of value to the court in the matter of "Post Office Counters Ltd –v- Mrs Julie Wolstenholme" in the Blackpool County Court, Claim number CR101947.

My initial opinion, prior to examination of call logs provided, was that it would be difficult to establish if the level and type of support calls made by Mrs Wolstenholme were 'reasonable' or otherwise without having access to levels and type of support calls made by a comparable post office branch. It was explained to me that this direct comparison was not possible, due to such logs not being available and as a consequence I have been instructed to conduct a more detailed review of the material already available.

In light of the above I do not consider that I am required at this stage to produce a full expert witness report as such, and have therefore set out my initial opinions in the format below.

This more detailed examination focused on the following documents provided to me:-

Claim form dated 19 April 2001 and amended Particulars of Claim dated 17 February 2003.
Amended Defence and Counterclaim dated 14 April 2003
Reply and Defence to Counterclaim
Order dated 6 October 2003
Claimant's List of Documents
Defendant's List of Documents
Claimant's witness statement
Defendant's witness statement
Additional set of call logs disclosed by the Claimant to the Defendant.

My observations considering the documents are as follows:

The statement from Ms Elaine Tagg, the retail network manager of the Post Office Ltd, at para 11 stated that:

> *"Mrs Wolstenholme persisted in telephoning the Horizon System Help Desk in relation to any problems which she had with the system generally, these problems related to the use and general operation of the system and were not technical problems relating to the system."*

This, in my opinion is not a true representation on the evidence that I have had access to. Of the 90 or so fault logs that I have reviewed, 63 of these are without doubt system related failures. Only 13 could be considered as Mrs Wolstenholme calling the wrong support help desk requesting answers to "How do I ..?" type training questions.

The majority of the system issues were screen locks, freezes, and blue screen errors which are clearly not a fault of Mrs Wolstenholme's making, but most probably due to faulty computer hardware software, interfaces or power. In fact, on a detailed view of call 11021413, dated 2 November 2000, Ms Tagg may have witnessed first hand the style of system problems that Mrs Wolstenholme experienced in her operation of the system. This fault log notes that: "Elaine reports that one of the counters has a blue screen with the message STOP 0x000000a" and was advised by the operator to "reboot".

Although not uncommon in my experience of support helpdesk's, I find it disconcerting that the helpdesk's first line support consistently advised Mrs Wolstenholme to "reboot" the system (ie. switch the equipment off and back on again), without trying to understand the cause of the error. It can be noted that a re-boot was advised in 47 out of the 63 occasions where system errors were logged. This instruction treats the effect and not the cause, leaving the actual fault which caused the error intact, and with it a recurrence seems inevitable.