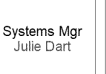
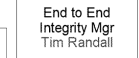
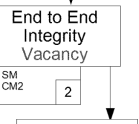
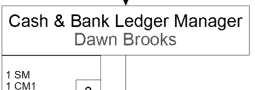
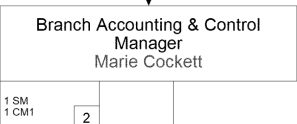
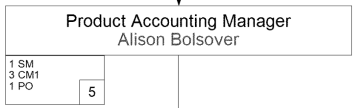
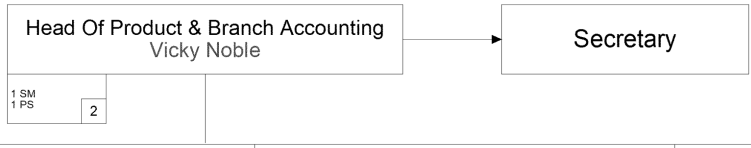


Last Updated : 4th May 2005
(Version 10)



POSTSHOPS Pauline Ready	SETTLEMENT & LEDGER MANAGEMENT - CLIENT Paul Smith Settlement and reconciliation of ledgers, where payment is made on Client data, including related transaction corrections	SETTLEMENT & LEDGER MANAGEMENT - NON HORIZON Ruth Bailey Settlement and reconciliation of ledgers, based upon POL but not on Client data, including generation and resolution of related transaction corrections	CLIENT BILLING Jackie Kenny To ensure all products and services supplied to, or on behalf of, PO Ltd clients are billed accurately and on time; to manage PO Ltd central systems to maintain billing master data, and to manage the relationship with Group Finance for the provision of client credit management and debt recovery services to PO Ltd.	SETTLEMENT & LEDGER MANAGEMENT - HORIZON Michelle Stevens Settlement and reconciliation of ledgers where Horizon data is used as the key data source, including the generation and resolution of transaction corrections	STOCK CONTROL & ACCOUNTING INTEGRITY Tina Mather Responsible for monitoring and reconciling stock levels, plus appropriate reporting and liaison activity to manage stock. Responsible for ledger integrity across all balance sheet areas excluding cash, providing support across all areas of settlement and reconciliation	DATA PREP & CUSTOMER ENQUIRIES Sandra Bayliss Receive documents and enquiries from branches and Clients, process and transmit data, investigate, clear and respond to enquiries	POSTAL ORDERS Mark Thompson Scrutiny and reconciliation of postal orders
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BRANCH CONTROL Cathy Macdonald Manage the branch control process and drive changes, manage the provision of data on risk indicators, liaise with risk and control, audit and security on proactive measures to minimise business loss, by early detection. Provide an input to system enhancement in the interest of risk avoidance	CURRENT AGENTS DEBT Shirley Foster Provide a comprehensive debt recovery service, drive and minimise passing debt to former agents debt, monitor recovery and day sales outstanding timescales and target process improvements	FORMER AGENTS DEBT Paul Dann Provide a comprehensive debt recovery service, ensure POL resource minimises legal costs and enables decision making, continually appraise possibilities to outsource the debt and drive process improvements	CASH LEDGERS Mark Wardle Reconciliation of cash ledgers including generation and resolution of rem transaction corrections. Includes the reconciliation of near cash balances such as debit cards and foreign currency	CHEQUE Tracy Torncsi Responsible for ledgering of all cheques (incl NI) processed details. Resolution of losses/queries stemming from non-conformance - Gathering MI for supplier managers for escalation at appropriate service review meetings	UNPAID CHEQUES Pete Jepson Returned cheques, DVLA enquiries and recovery of funds from Clients and Customers	PERFORMANCE, SUPPLIER MANAGEMENT & AGILITY 1 x CM1 2 x CM2 Training until end November (These are Sue Reed's External SAP trainers)	SYSTEMS MANAGEMENT Lesley Evans Matt Warren Lynn McMeakin Lead, control and co-ordinate system management planning including supplier service reviews and incident management	PERFORMANCE & FINANCE CHANGE Brin Ball Tony Baines Paul Jepson Angela Carter Phil Herrett Lead on impact analysis, design and implementation of business changes in Finance Directorate
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TOTALS	6 SM 8 CM1 24 CM2/3 1 PS	121 PO 13 PTPA 35 PA 14 PTPA	+ 8 Agency
		222	