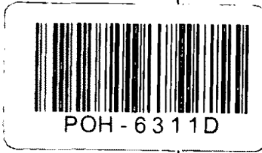


Posted 20-6-14

PCO234952

STRICTLY CONFIDENTIAL

AUDIT RECORD QUERY (ARQ)

Originator:	Jayne Bradbury Security Team 4 th Floor 120 Bark Street BOLTON, BL1 2AX	Date:	16 th June 2014
Tel:	GRO		
Witness Statement required (Yes or No as applicable)		ARQ Ref No:	1415/223-224
Statement number xxx		APOP Ref No:	
Branch Name:	Winsford	Code:	217401
		Date Range:	1-31 Mar 2010 1-30 Apr 2010
Standard Format Requirements (Not required for APOP requests):	<p>A report of all transactions and events (including inactivity logout and logon/log off information) for the office including remittances received, transfers between stock units and error notices. Information to be provided in Excel 97 format with each category in a separate column. OUTSIDE OF DISK TO BE MARKED "STRICTLY CONFIDENTIAL".</p> <p>Column headers as follows – ID, User ID, Stock unit, date, time, Session & transaction ID, Mode type - i.e. Serve Customer, Reversal, Rem In etc, Product number, quantity, Amount £p, entry method.</p>		
Additional Requirements		YES/NO	
APOP Voucher information is required for voucher number(s): PORD		NO	
Analysis of Horizon Helpdesk call logs (detail period if different from above date range). Period: Statement: Type 1, Type 2 or Type 3		YES Type X	
Barcode information for:		NO	
PAN or equivalent identifier (i.e. credit / debit card details).		NO	
Detail of required PAN decryption		NO	
Other (Provide details):		/	
Signed:	VIA E MAIL – Jayne Bradbury		

223
224

Checked
Roy Bains
20.6.14

STRICTLY CONFIDENTIAL

ARQ REF:	223
ENTERED TO DATABASE:	4
RETURN BY (date):	10-7-14
FOLDERS CREATED:	4
MACHINE ID:	AUW02
START DATE:	18-6-14
END DATE:	19-6-14
POIA REF:	3879B ✓
COMPLETE OR FAILED:	C
EVENTS FOUND (y/n):	4
SENT TO PEAK (Date):	19-6-14
PEAK REFERENCE:	PCO 234952
ADDITIONAL REQUIREMENTS:	-
SECOND CHECK (Name & Date)	-
SENT TO POL:	20-6-14
DATABASE UPDATED:	
CLOSED (Ref & Date):	C-23-6-14
Additional Comments:	

ARQ REF:	224
ENTERED TO DATABASE:	
RETURN BY (date):	
FOLDERS CREATED:	
MACHINE ID:	
START DATE:	
END DATE:	
POIA REF:	3880B ✓
COMPLETE OR FAILED:	
EVENTS FOUND (y/n):	
SENT TO PEAK (Date):	
PEAK REFERENCE:	
ADDITIONAL REQUIREMENTS:	
SECOND CHECK (Name & Date)	
SENT TO POL:	
DATABASE UPDATED:	
CLOSED (Ref & Date):	
Additional Comments:	

ARQ REF:	
ENTERED TO DATABASE:	
RETURN BY (date):	
FOLDERS CREATED:	
MACHINE ID:	
START DATE:	
END DATE:	
POIA REF:	
COMPLETE OR FAILED:	
EVENTS FOUND (y/n):	
SENT TO PEAK (Date):	
PEAK REFERENCE:	
ADDITIONAL REQUIREMENTS:	
SECOND CHECK (Name & Date)	
SENT TO POL:	
DATABASE UPDATED:	
CLOSED (Ref & Date):	
Additional Comments:	

ARQ REF:	
ENTERED TO DATABASE:	
RETURN BY (date):	
FOLDERS CREATED:	
MACHINE ID:	
START DATE:	
END DATE:	
POIA REF:	
COMPLETE OR FAILED:	
EVENTS FOUND (y/n):	
SENT TO PEAK (Date):	
PEAK REFERENCE:	
ADDITIONAL REQUIREMENTS:	
SECOND CHECK (Name & Date)	
SENT TO POL:	
DATABASE UPDATED:	
CLOSED (Ref & Date):	
Additional Comments:	

ARQ REF:	
ENTERED TO DATABASE:	
RETURN BY (date):	
FOLDERS CREATED:	
MACHINE ID:	
START DATE:	
END DATE:	
POIA REF:	
COMPLETE OR FAILED:	
EVENTS FOUND (y/n):	
SENT TO PEAK (Date):	
PEAK REFERENCE:	
ADDITIONAL REQUIREMENTS:	
SECOND CHECK (Name & Date)	
SENT TO POL:	
DATABASE UPDATED:	
CLOSED (Ref & Date):	
Additional Comments:	

ARQ REF:	
ENTERED TO DATABASE:	
RETURN BY (date):	
FOLDERS CREATED:	
MACHINE ID:	
START DATE:	
END DATE:	
POIA REF:	
COMPLETE OR FAILED:	
EVENTS FOUND (y/n):	
SENT TO PEAK (Date):	
PEAK REFERENCE:	
ADDITIONAL REQUIREMENTS:	
SECOND CHECK (Name & Date)	
SENT TO POL:	
DATABASE UPDATED:	
CLOSED (Ref & Date):	
Additional Comments:	

Peak Incident Management System

Call Reference	PC0234952	Call Logger	Christine Phillips -- Security Ops
Release	Reported In -- HNG-X Rel. Ind.	Top Ref	WI2214R
Call Type	Live Incidents/Defects	Priority	B -- Business restricted
Contact	Christine Phillips	Call Status	Final -- Administrative Response
Target Date	21/06/2014	Effort (Man Days)	0
Summary	ARQ 223 Events Analysis. FAD 217401.		
All References	Type	Value	
	DevIntRel-Director	Live Supp.Test	
	Work Instruction	WI2214R	

Progress Narrative

Date:18-Jun-2014 13:49:54 User:Christine Phillips
 CALL PC0234952 opened
 Details entered are:-
 Summary:ARQ 223 Events Analysis. FAD 217401.
 Call Type:L
 Call Priority:B
 Target Release:HNG-X Rel. Ind.
 Routed to:Security Ops - Christine Phillips

Date:18-Jun-2014 13:49:54 User:Christine Phillips
 [Start of Response]
 Please can you check the attached ARQ 223 Events Analysis for any financial implications.
 Thank you.
 [End of Response]
 Response code to call Live Incidents/Defects(L) as Incident Under Investigation(40)

Date:18-Jun-2014 13:51:01 User:Christine Phillips
 Evidence Added - ARQ 223 Events Analysis

Date:18-Jun-2014 13:51:24 User:Christine Phillips
 The Call record has been transferred to the team: EDSC

Date:18-Jun-2014 14:04:36 User:Lina Kiang
 The Call record has been assigned to the Team Member: Lina Kiang

Date:19-Jun-2014 16:28:13 User:Lina Kiang
 [Start of Response]
 To the best of my knowledge, there are no events for this branch which suggest that any problem with a financial implication occurred unbeknownst to the user.
 Closing call.
 [End of Response]
 Response code to call type L as Category 68 -- Final -- Administrative Response
 Routing to Call Logger following Final Progress update.

Defect cause updated to 41 -- General - in Procedure	
Root Cause	General - in Procedure
Logger	Christine Phillips -- Security Ops
Subject Product	General/Other/Misc -- ACE (version unspecified)
Assignee	Christine Phillips -- Security Ops
Last Progress	19-Jun-2014 16:28 -- Lina Kiang