

From FOI Request

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Post Office Account S70 Archive4.1 on msdc01poadb02

PH4POAS70 on msdc01poadb02

29/11/2012

Call E-0602230104

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Status: Closed

Opened: Thu 23 February 2006 08:59

Affected Site: 126023

Severity: 3 B

Closed: Fri 03 March 2006 13:55

FAD/Path Code: 126023

Customer: I039

No. Counters: 3

Priority: 0

Local / Intermediate / Remote: L

CSR/Team: uk952016 / HSH1

Call er Details

Call er: mrs seema

Phone:

Site: 126023

Title: PostMaster

Login:

Department:

Call er ID:

Location:

Call Problem Details

Product Type:

Call Type: S

ProbType: SD21

Problem:

Problem Text: annette nbsc - pm states that she has losses every week in two stock units

Call Closure Details

Closed: 03/03/2006 13:55

Cause: CW6

Repair: R58

Resolution: RS16

Text: Call Close by David Dawe: pm was getting discrepancy's ssc have investigated and advised that the NBSC take a 2nd look at this as the office stock units appear to be in a mess.

Call Asset Details

Asset ID:

Description:

Serial No:

Product: Riposte

Description:

Server Name:

OTI Reference: PC0132673

Counter Affected: 1

Associated Reference: H22005255L

Call Activity Log

OPEN

Thu 23 February 2006 08:56 by uk952601 / HSH1

Saved: Thu 23 February 2006 08:59

New cal taken by Joanne Rowland: annetee nbsc - pm states that she has losses every week in two stock units

Information Thu 23 February 2006 09:02 by uk952601 / HSH1

Saved: Thu 23 February 2006 09:02

nbsc states there have gone through al the checks with PM

Information Thu 23 February 2006 09:03 by uk952601 / HSH1

Saved: Thu 23 February 2006 09:03

NBSC states that on the CC stock unit pm has rol ed over with 1,500 loss JSA stock unit pm has rol ed over with a 200. loss nbsc states that on sat 18th Feb pm declared her cash and she had

a 900 loss up until sat and then when pm declared her over night cash on sat AT 13.00

WENT BACK TO 200 loss nbsc also states that her AA stock unit has a 6, 000 loss pm has rol ed over

this as wel

Information Thu 23 February 2006 09:11 by uk952601 / HSH1

Saved: Thu 23 February 2006 09:11

nbsc states that the AA stock unit has had problem for the last two weeks regarding 6, 000 loss nbsc states stock unit has rol ed over with this loss

Information Thu 23 February 2006 09:14 by uk952601 / HSH1

Saved: Thu 23 February 2006 09:14

nbsc states these losses are not linked to any transactions

Information Thu 23 February 2006 09:18 by uk952601 / HSH1

Saved: Thu 23 February 2006 09:18

pm states that she has 3 stock units which are showing losses pm has rol ed over and pm states nbsc went through checks with her

Information Thu 23 February 2006 09:19 by uk952601 / HSH1

Saved: Thu 23 February 2006 09:19

Stock unit CC pm has rol ed over with 1,500 loss node 1 user name MIS RA1 pm rol ed into TP 11 with this loss Tp 11 BP 01

Information Thu 23 February 2006 09:31 by uk952601 / HSH1

Saved: Thu 23 February 2006 09:31

PM states she has a loss on the AA stock unit node 1 user Name SMI 001 TP 11 BP 01

PM has rol ed over with a loss Trail balance showes net disc 6901.59 shortage 6906.74 over 5.15 pm

states that in week TP 10 pm had a shortage of europes which amounted to 4,000 in english money this was around 2,800 which PM made good trail balance for TP 10 showes net disc

2433.38 shortage 2433.38 over is zero pm has rol ed over with this

Information Thu 23 February 2006 09:44 by uk952601 / HSH1

Saved: Thu 23 February 2006 09:44

Stock unit JSA pm has rol ed over with a loss of 227.01 use name JSA 001 node 2 Trail balance net disc 227.01 shortage 446.97 over 219.96 pm has rol ed in to TP 11 BP 02

KEL Ref No. Thu 23 February 2006 09:48 by uk952601 / HSH1

Saved: Thu 23 February 2006 09:48

no kel found

Information Thu 23 February 2006 09:49 by uk952601 / HSH1

Saved: Thu 23 February 2006 09:49

file id 714182

Recommend Thu 23 February 2006 09:49 by uk952601 / HSH1

Saved: Thu 23 February 2006 09:49

please check why pm has losses in three of her stock units pm has rol ed these over before i could check her system nbsc states that there have gone through al her paper work with her please

see cal for details

Open OTI

Thu 23 February 2006 09:50 by SYSADM / ASTEA

Saved: Thu 23 February 2006 09:50

Automatic Open OTI ***Updated by Joanne Rowland at 23/02/2006 09:50:59

REASSIGN Thu 23 February 2006 09:50 by uk952601 / HSH1

Saved: Thu 23 February 2006 09:50

Cal # E-0602230104 was Reassigned from Joanne Rowland, Group HSH1 to Group EDSC1

MODIFY

Thu 23 February 2006 09:18 by uk952601 / HSH1

Saved: Thu 23 February 2006 09:51

Cal information modified by Joanne Rowland Action Group: from 'HSH1' to 'EDSC1'

Associated Ref: from ' ' to 'H22005255L' CSR ID: from 'uk952601'

OTI Success New cal sent to PINICL

OTI Success Received an Acknowledgement from PINICL PINICL cal number is

PC0132673

UPDATE

Thu 23 February 2006 10:20 by PINICL /

Saved: Thu 23 February 2006 10:22

Update by Lorraine El iott:Cal routed to Team:EDSC Member:Anne Chambers

UPDATE

Thu 23 February 2006 16:21 by PINICL /

Saved: Thu 23 February 2006 16:22

Update by Anne Chambers:Category 40 -- Pending -- Incident Under Investigation:Under investigation.

OTI_CLOSE Mon 27 February 2006 12:48 by PINICL /

Saved: Mon 27 February 2006 12:48

NO TRANSACTION DATE AND TIME WAS PROVIDED FOR THIS ACTION USING CURRENT DATE AND TIME Update by Anne Chambers:Category 94 -- Final -- Advice and guidance

given:I have checked very carefully and can see no indication that the continuing discrepancies are due to a system problem. I have not been able to pin down discrepancies to individual days or

stock units because the branch does not seem to be operating in a particularly organised manner. In particular I have noted 1. There are 6 stock units for this 3 counter branch, which seems a bit

excessive. 2. The loss in euros in TP 9 appears genuine - the declared quantity was 4000 fewer than the system expected. It is not clear from the information above whether anyone found out

why this happened (there were several rem outs, and a rem in, on 23rd Dec - did the pouches contain the declared number of euros?). 3. Stock is sometimes transferred out of a stock unit

where it is not held. In particular there were several transfers out of stock unit SMI in TP 10. At the end of the period the stock figures were corrected back up to zero via Adjust Stock.

This gave

a gain of over £2000 in SMI. Equivalent negative stock adjusts in AA gave a corresponding loss in AA. 4. I am not confident that the stock declarations are always correct e.g. at the end of TP 9

there was a declared holding of 5 £20 PO phonecards in the branch, then a few days later 20 were transferred from one SU to another. None were remmed in until a week after that.

5. The

branch had declared 27 £20 Argos vouchers at the end of TP 9. Branches have now been instructed to rem out this product; they remmed out 17 and adjusted stock to account for the remaining

10 (so did they really only have 17 to start with?). This has correctly caused a loss of £200 in SU AA. 6. Lottery instant sales are entered onto the system as a single transaction every 10 days

or so. 7. Stock units SMI and AA rolled over with non-zero cheque holding. This may be to do with how the discrepancies have been accounted for but I do not really understand this (the total is

greater than the sum of the branch adjustments for TP 9 and 10). I recommend that this cal is passed back to NBSC tier 2 for further investigation, since there is no evidence that the discrepancies are being caused by a system problem. If you want the above information in an email, let me know.

REASSIGN Mon 27 February 2006 12:48 by PINICL /

Saved: Mon 27 February 2006 12:48

OTI monitor reassigned this cal from PINICL to the Action Group HSH1 as directed by the OTI Return activity

OTI Success OTI monitor reassigned this cal from PINICL to the Action Group HSH1 as directed by the OTI Return activity

F/333/1

OTI Success Received cal closure from PINICL

Information Mon 27 February 2006 14:00 by uk952016 / HSH1

Saved: Mon 27 February 2006 14:00

tried to cal the po but no answer at the moment so will try later.

Repeat Cal Thu 02 March 2006 09:59 by uk951588 / HSH6

Saved: Thu 02 March 2006 09:59

Anne Chambers has cal ed to chase the referral of this cal to NBSC tier 2.

Information Thu 02 March 2006 10:54 by uk952016 / HSH1

Saved: Thu 02 March 2006 10:54

tried to cal the po again but unable to contact them still to advice update.

Information Fri 03 March 2006 13:28 by uk952016 / HSH1

Saved: Fri 03 March 2006 13:28

have cal ed the po again but still unable to get hold of the po.

Information Fri 03 March 2006 13:29 by uk952016 / HSH1

Saved: Fri 03 March 2006 13:29

still can not get hold of the po as tried again now.

Information Fri 03 March 2006 13:30 by uk952016 / HSH1

Saved: Fri 03 March 2006 13:30

have paged the nbsc for the rlm to get the po to cal in to the help desk so we can advice of the update in the cal .

SUSPEND Fri 03 March 2006 13:31 by uk952016 / HSH1

Saved: Fri 03 March 2006 13:31

Due for Release on 04/03/2006 at 08:00:00 Cal suspended by David Dawe

RELEASE

Fri 03 March 2006 13:51 by uk952016 / HSH1

Saved: Fri 03 March 2006 13:51

Cal released by David Dawe:

Information Fri 03 March 2006 13:54 by uk952016 / HSH1

Saved: Fri 03 March 2006 13:54

have got hold of the pm now and have passed to the nbsc 2nd tier and they are investigating.

CLEAR

Fri 03 March 2006 13:55 by uk952016 / HSH1

Saved: Fri 03 March 2006 13:55

pm was getting discrepancy's ssc have investigated and advised that the NBSC take a 2nd look at this as the office stock units appear to be in a mess.

CLOSE

Fri 03 March 2006 13:55 by uk952016 / HSH1

Saved: Fri 03 March 2006 13:55

Cal Close by David Dawe: pm was getting discrepancy's ssc have investigated and advised that the NBSC take a 2nd look at this as the office stock units appear to be in a mess.

F/333/2