

LS/1

107937

01/06/2010 to 05/04/2011

Date Taken	Incident ID	Office Name	FAD Code	Call Type	Client	Activity	Sub Activity	Brief Description	Detailed Description	Resolution	Incident Log
23/06/2010	H16773109	Rowlands Castle	107937	Switchboard		Telephone Numbers	Post Office External Helpline	TRANSCASH	NOT CREDITED	KB	1277300568_lingardg01_23/06/10 14:42:48 lingardg01 Priority: Low Assigned to group: Tier 1_
25/06/2010	H16775943	Rowlands Castle	107937	Client Counter Procedure		Change Giving	Methods of Payment	A+L	MOPS ACCEPTABLE FOR CHANGE GIVING A+L	KB	1277471632_clive.robson02_25/06/10 14:13:52 clive.robson02 Priority: Low Assigned to group: Tier 1_
25/06/2010	H22787562	Rowlands Castle	107937	Client Counter Procedure		Correcting Horizon Errors	Procedure	A AND L	CORRECTING ERRORS	KB	1277473342_priorov02_25/06/10 14:42:22 priorov02 Priority: Low Assigned to group: Tier 1_
02/07/2010	H16784834	Rowlands Castle	107937	Branch Trading Procedure		Transaction Corrections	Processing	TRANSACTION CORRECTION	ACCESSED A CO-OP DEPOSIT AND PROCESSED AS A&L BUT NO A&L BRANDING ON THIS AND NOW GOT A T/C SLIPS SAYS BANK GITRO CREDIT	ADV THAT THIS SHOULDNT HAVE BEEN ACCEPTED AND TO RETURNED THE SLIPS AND CASH TO THE CUSOTEMR	1278069016_jarosz02_07/10 12:10:15 jarosz02 Priority: Low Assigned to group: Tier 1_
05/07/2010	H22790300	Rowlands Castle	107937	Client Counter Procedure		Pre-order	Country Codes	COUNTRY CODES	COUNTRY CODES FOR ROU	KB	1278339717_brayb01_05/07/10 15:21:57 brayb01 Priority: Low Assigned to group: Tier 1_
08/07/2010	T16791731	Rowlands Castle	107937	Horizon On Line	DVLA/MVL HNG	Tax Discs	Spoiled Tax Disc	NAVIGATION	ISSUES WITH TAX DISCS	KB	1278576734_spare1_08/07/10 09:12:14 spare1 Priority: Low Assigned to group: Tier 1_
09/07/2010	T16794663	Rowlands Castle	107937	Client Counter Procedure		Home Shopping Returns	Bar-code Labels	PFU69	NOT SCANNING BARCODES FOR PFU69	KB	1278689747_rebecca.padgett01_09/07/10 16:35:47 rebecca.padgett01 Priority: Low Assigned to group: Tier 1_
29/07/2010	T22799457	Rowlands Castle	107937	Client Counter Procedure		Investment Account Withdrawals	Payment Notification Advices	NS&I	PAYMENT ADVICE	KB	1280400320_doylejo02_29/07/10 11:45:20 doylejo02 Priority: Low Assigned to group: Tier 1_
29/07/2010	T22799474	Rowlands Castle	107937	Client Counter Procedure		Investment Account Withdrawals	Counter Procedure	NS & I	NS & I LETTER FOR WITHDRAWAL	KB	1280401225_maddisd02_29/07/10 12:00:25 maddisd02 Priority: Low Assigned to group: Tier 1_

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Date Taken	Incident ID	Office Name	FAD Code	Call Type	Client	Activity	Sub Activity	Brief Description	Detailed Description	Resolution	Incident Log
06/08/2010	T16833849	Rowlands Castle	107937	Switchboard		Telephone Numbers	MoneyGram	MONEYGRAM	CMR WANTING TO SEND A M/GRAM BUT ON BEHALF OF SOMEONE ELSE BUT DOES NOT HAVE ALL THE DETAILS . WILL THIS PREVENT THE M/GRAM FROM BEING SENT ?	KB	1281101441_edwardn1_06/08/10 14:30:41 edwardn1 Priority: Low Assigned to group: Tier 1_
23/08/2010	T16859529	Rowlands Castle	107937	Client Counter Procedure		Letter Post	Returns to customer	SPECIAL DEL	THE CUSTOMER RETURNS	AS KB	1282570778_wardr03_23/08/10 14:39:38 wardr03 Priority: Low Assigned to group: Tier 1_
25/08/2010	T16862327	Rowlands Castle	107937	Horizon On Line	MoneyGram HNG	Counter Procedure	Cancellation Refund	MONEYGRAM	CANCELLING AS PUT INC AMOUNT THROUGH	KB	1282723319_james.unsworth01_25/08/10 09:01:59 james.unsworth01 Priority: Low Assigned to group: Tier 1_
02/09/2010	T16874621	Rowlands Castle	107937	Forms/Manuals/Stores Ordering		National Savings & Investments	Forms and Leaflets	STOCK CODES	FORMS FOR NATIONAL SAVINGS	AS KB	1283414879_wardr03_02/09/10 09:07:59 wardr03 Priority: Low Assigned to group: Tier 1_
09/09/2010	T16886713	Rowlands Castle	107937	Horizon On Line	National Savings HNG	Investment Account Withdrawals	Withdrawals	NSI	CROSSED WARRANT. ADV CAN NOT DO NEEDS TO GO INTO BANK ACCOUNT	KB	1284039326_maria.stevens_09/09/10 14:35:25 maria.stevens Priority: Low Assigned to group: Tier 1_
10/09/2010	T16888629	Rowlands Castle	107937	Client Counter Procedure		Investment Account Withdrawals	Counter Procedure	CW NSI INVESTMENT ACCOUNT	WANTS TO MAKE A WITHDRAWAL, AND THEY HAVE NOT GOT A PAYMENT NOTIFICATION FROM NSI HOW CAN PM DO THIS?	KB	1284133214_lyndsay.fishwick01_10/09/10 16:40:14 lyndsay.fishwick01 Priority: Low Assigned to group: Tier 1_
17/09/2010	H16898270	Rowlands Castle	107937	Horizon On Line	1 Navigation	Navigation	Navigation	HNGX	WANTED TO KNOW WHERE TO ENCASH A CHEQUE AND WHAT COLOUR BAG TO SEND IT OFF IN	KB	1284727877_cornishc_17/09/10 13:51:17 cornishc Priority: Low Assigned to group: Tier 1_
30/09/2010	H16915496	Rowlands Castle	107937	Horizon On Line	DVLA/MVL HNG	Methods of Payment	Methods of Payment	TAX DISC	METHODS OF PAYMENT	KB	1285848882_joanne.sapcott_30/09/10 13:14:42 joanne.sapcott Priority: Low Assigned to group: Tier 1_
11/10/2010	H16930563	Rowlands Castle	107937	Horizon On Line		Automatic Upgrade	Adjusting Cheques	HNGX - CALL FROM P&BA	P&BA CALLED AND ADVISED THAT ON ONE OF DAYS LAST WEEK CHQS WERE REMITTED OUT TWICE - DID NOT SAY WHICH DAY -	KB	1286806481_shaun.gray01_11/10/10 15:14:41 shaun.gray01 Priority: Low Assigned to group: Tier 1_

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Date Taken	Incident ID	Office Name	FAD Code	Call Type	Client	Activity	Sub Activity	Brief Description	Detailed Description	Resolution	Incident Log
25/10/2010	H16949370	Rowlands Castle	107937	Horizon On Line	Ordering Stores and Stock HNG	Automated Ordering System	Stock Codes	VMB	NEED THE CODE FOR 1ST CLASS LARGE AND 2ND CLASS LARGE, NORMAL STAMPS NOT BUSINESS	NVIFL NVISL	1288083006_lyndsay.fishwick01_25/10/10 14:56:20 spare1 Priority: Low Status set to: Assigned Assigned to group: Tier 225/10/10 14:58:06 sheridl Status set to: Allocated Allocated to: VMB25/10/10 15:09:15 sheridl Allocated to: lingardg0126/10/10 08:58:29 sheridl Allocated to: VMB26/10/10 09:00:27 sheridl Allocated to: lyndsay.fishwick01_
09/11/2010	H16967409	Rowlands Castle	107937	Horizon On Line	MoneyGram HNG	Counter Procedure	Cancellation Refund	MONEYGRAM	A CUSTOMER SENT A MONEYGRAM TO AUSTRALIA AND IT COULD NOT BE COLLECTED AS THE PERSON HAD A MIDDLE NAME	KB	1289316229_sarah.swales_09/11/10 15:23:49 sarah.swales Priority: Low Assigned to group: Tier 1_
16/11/2010	H16975264	Rowlands Castle	107937	Horizon On Line	Branch Trading HNG	All Stock Units	Adjust/Declare Stock	BALANCING	PM HAS REMMED IN STOCK FROM A PREVIOUS TP INCORRECTLY	KB	1289900319_sandra.boid_16/11/10 09:38:39 sandra.boid Priority: Low Assigned to group: Tier 1_
13/12/2010	H17004854	Rowlands Castle	107937	Horizon On Line	Branch Trading HNG	Accounting and Despatch	Daily Despatch	POUCH	RUN OUT OF ENV2062	T2: BROWN ENV W/ADDRESS	1292258753_james.unsworth01_13/12/10 16:45:52 james.unsworth01 Priority: Low Assigned to group: Tier 1_
17/12/2010	H17010819	Rowlands Castle	107937	Horizon On Line	Bureau De Change HNG	Pre-Order	Refunds	B. DE CHANGE	PM REFUNDED CUSTOMER FOR #450.78 WORTH OF NZ DOLLARS AT THE BEGINNING OF DECEMBER AS IT WOULD NOT ARRIVE IN TIME FOR CUSTOMER. THE CURRENCY ARRIVED DAY AFTER CUSTOMER TRAVELLED, HOW DOES OFFICE ACCOUNT FOR NOW, PLEASE ADVISE	KB	1292591383_sheridl_17/12/10 11:34:46 clive.robson02 Priority: Low Status set to: Assigned Assigned to group: Tier 217/12/10 11:56:07 sykesm02 Status set to: Allocated Allocated to: allocator17/12/10 12:39:17 sheridl Allocated to: sheridl_
04/01/2011	H17021147	Rowlands Castle	107937	Horizon On Line	Cash/Secure Stock Rems HNG	Outward Remittance	Prepare Collection	REMM OUT	REMM OUT PREP COLLECTION WHAT IS THE PROCESS	KB	1294131166_sawickg_04/01/11 08:52:46 sawickg Priority: Low Assigned to group: Tier 1_
24/01/2011	H17045856	Rowlands Castle	107937	Horizon On Line	Telephone Services HNG	Post Office Phonecards	Refunds	PHONECARD	HOW TO REVERSE	KB	1295874010_ryan.bryson_24/01/11 13:00:10 ryan.bryson Priority: Low Assigned to group: Tier 1_

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Date Taken	Incident ID	Office Name	FAD Code	Call Type	Client	Activity	Sub Activity	Brief Description	Detailed Description	Resolution	Incident Log
03/02/2011	H17058815	Rowlands Castle	107937	Horizon On Line	Bureau De Change HNG	Pre-Order/Cancelling Order	Completing the Transaction	CANCELLATION	CUST CHANGED THEIR MIND	KB	1296726232_june.flynn_03/02/11 09:43:52 june.flynn Priority: Low Assigned to group: Tier 1_
12/02/2011	H17069768	Rowlands Castle	107937	Office Process	Horizon/Remedy	Local User Password Reset	Requests	LOCKED OUT	PM CHANGED PASSWORD LAST NIGHT AND NOW WONT LET HER IN AND LOCKED OUT	ADVISED TO LEAVE 30 MINS TO UNLOCK, TRY PASSWORD ONCE AND IF DOESNT WORK TO CALL BACK FOR OSP	1297501625_sykesm02_12/02/11 09:07:04 sykesm02 Priority: Low Assigned to group: Tier 1_
12/02/2011	H17069844	Rowlands Castle	107937	Office Process	Horizon/Remedy	Global User Password	Requests	OSP	SPMR IS LOCKED OUT OF HNG LOG ON ID IS LHU001	OSP JOSE 2622324	1297503546_stavesa_12/02/11 09:36:15 stavesa Priority: Low Status set to: Assigned Assigned to group: Tier 212/02/11 09:36:27 stavesa Status set to: Allocated Allocated to: stavesa_
09/03/2011	H17099849	Rowlands Castle	107937	Horizon On Line	Branch Trading HNG	Cheques Accepted	Correcting Errors	CHQ TO CASH	SETTLED CHQ TRANSACTION TO CASH HOW DO I CORRECT	STOCK ADJUST ADD VALUE TO CHQ LINE WILL AUTOMATICALLY CORRECT CASH	1299667518_bushw_09/03/11 10:45:18 bushw Priority: Low Assigned to group: Tier 1_
21/03/2011	H17115013	Rowlands Castle	107937	Logistics		Emergency Order Request	Emergency Order	EMERGENCY ORDER	EMERGENCY ORDER FOR CMR	KB	1300710711_sandra.boid_21/03/11 12:31:51 sandra.boid Priority: Low Assigned to group: Tier 1_

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Date Taken	Incident ID	Office Name	FAD Code	Call Type	Client	Activity	Sub Activity	Brief Description	Detailed Description	Resolution	Incident Log
30/03/2011	H17127150	Rowlands Castle	107937	Office Process	Unplanned Closure	Non Critical Closure	Audit/Suspension	REOPEN pon	HAVANT, HORNDEAN CLOSED FOR AUDIT,	REOPEN SEE LOG	1301999521_browna2_30/03/11 08:41:43 rotherc02 Priority: Emergency Status set to: Assigned Assigned to group: Tier 1 Admin30/03/11 08:47:51 lipscov01 Status set to: Allocated Allocated to: lipscov0130/03/11 08:57:38 lipscov01 Leigh Park Mick? Horndean 023 92592108 Man Above informed of closure only.30/03/11 08:59:07 lipscov01 Allocated to: T1A31/03/11 11:53:18 lipscov01 Allocated to: lipscov0131/03/11 11:54:15 lipscov01 Rang office at 11.53 will be closed until Monday at least.31/03/11 12:13:08 lipscov01 Emailed east closure sheet.31/03/11 12:15:04 lipscov01 Pon sheet completed.31/03/11 12:31:35 lipscov01 Priority: Low Allocated to: T1A05/04/11 09:43:52 morleym Allocated to: morleym05/04/11 09:46:01 morleym Leigh Park Mark Horndean 023 92592108 - Man above adv re; reopen05/04/11 09:49:13 morleym emailed east and net support re; reopen05/04/11 09:49:20 morleym Allocated to: T1A_
04/04/2011	H17135384	Rowlands Castle	107937	Horizon On Line	National Savings HNG	Investment Account Deposits	Minimum/Maximum Investment	NSI	PM IS QUERY THE NSI ARTICLE.	KB	1301931877_brooke_04/04/11 16:44:37 brooke Priority: Low Assigned to group: Tier 1_

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05/04/2011	H17136574	Rowlands Castle	107937	Office Process	Horizon/Remedy	Calls Logged	Requests for Information	Xab CALL LOG REQUEST	CALLS LOGGED NBSC JUNE 2010 TO DATE		<p>1302004185_browna2_Hello, Please can I request the call log below? Thanks Tina Gibson Branch Support TeamPost Office Ltd RoyalMailBuilding, First Floor Admin Block, 98 Sandling Road, Maidstone, Kent, ME14 1AA</p> <p>7057justine.gibson@postoffice.co.uk;From:Justine Gibson On Behalf Of NSA HoBD49Sent: 05 April 2011 09:21Cc: Branch_Support_Team@postoffice.co.uk; RowlandsCastle107937 - NBSC call log Network Support AdminPost Office LtdRoyalMailBuilding, First Floor Admin Block, 98 Sandling Road, Maidstone, Kent, ME14 1AAHoBD 47 LondonSurrounds 5804 7018HoBD 48 South East England5804 7169HoBD 49 South West England5804 7057- Forwarded by Justine Gibson/e/POSTOFFICE on 05/04/2011 09:09:21 Nigel Allen Nigel Allen Sent by Nigel Allen 04/04/2011 17:16 To: NSA HoBD49 <NSA_HoBD49%POSTOFFICE@postoffice.co.uk> cc: Subject: Rowlands Castle 107937 - NBSC call log NSACan you let me have please a log of calls to the NBSC by the above branch from July 2010 to date ThanksRegards</p>