ICL Pathway	ICL Pathway/POCL Interface Agreement for the NBSC and HSH Interface	Ref: CS/IFS/007 Version: 1.0 Date: 25/02/00

Document Title: ICL Pathway/Post Office Counters Limited Interface Agreement for the Network Business Support Centre and Horizon System Helpdesk.

Document Type: Interface Agreement

Abstract: This document sets out the working relationship between ICL Pathway and Post Office Counters Limited at the Network Business Support Centre interface with the Horizon System Helpdesk. It defines the customer and supplier responsibilities, which both Post Office Counters Limited and ICL Pathway must undertake in order to support the delivery of incident management to the Post Office Network.

Status: Firm

Distribution: Library
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0   Document control

0.1   Document history

Version	Date	Reason
0.1	19/01/00	First draft
0.2	06/02/00	Second draft
1.0	25/02/00	First Working Release

0.2   Approval authorities

Name	Position	Signature	Date
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0.3   Associated documents

	Reference	Vers	Date	Title	Source
1	TBC			The Service Management Framework	JOINT
2	TBC			The Problem Management Framework	JOINT

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0.4 Abbreviations

BSM   Post Office Counters Limited, Business Service Management Team

CS   ICL Pathway Customer Service

HSH   ICL Pathway Horizon System Helpdesk

HSH STSA   Horizon System Helpdesk Senior Technical Support Advisor

ICL   International Computers Limited

ICL Pathway

IM   Incident Management

NBSC   POCL Network Business Support Centre

OSD   ICL Pathway Operational Service Division

POCL   Post Office Counters Limited

PONU   Post Office Network Unit

PM   Post Master

0.5 Changes in this version

a) To incorporate comment on the first draft, made at the HSH/NBSC review forum, held on the 27/01/00 at ICL Stevenage 09.
b) To incorporate the recommendations of the HSH/NBSC workshop held on 01/02/00 at NBSC Derne Valley.
c) To incorporate comments on V0.2 and prepare the document for final agreement.

0.6 Planned Changes

Change following release.

0.7 Distribution

V1.0 is the completed document issued for agreement distribution has been limited to:

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0.9 Table of contents

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1. Background

This document sets out the guidelines that govern the working relationship at the interface between NBSC and HSH. It defines the customer and supplier responsibilities which both POCL and ICL Pathway must undertake in order to support the delivery of incident management to the Post Office Network.

2. Intent of this Agreement

The intent of the agreement is to:

- Establish effective co-operation between NBSC and HSH in the delivery of incident management to the Post Office Network
- Agree responsibilities and detail the interactions that must take place, between NBSC and HSH to ensure the successful delivery of a seamless incident management service to the Post Office retail network.
- Provide a recognised definition of the responsibilities of NBSC and HSH in respect of the delivery of incident management to the Post Office Network.

3. Scope

This document defines:

- How NBSC and HSH will provide a seamless incident management service to Post Office outlets and agreed PONU and ICL Pathway support groups.
- The incident types and responsibilities of each helpdesk with respect to those incidents (detailed in section 11 below).
- The way in which NBSC and HSH will co-operate when working together to manage the resolution of complex incidents, where resolution responsibility is shared.

This document applies to the management of incidents, which occur, during the everyday operation and support of the Horizon Solution by Post Office Outlet Staff, PONU and ICL Pathway support groups.

The document does not define or suggest how PONU and ICL Pathway support units will resolve incidents. Incident resolution is without the scope of this agreement.

The specific areas described within this agreement are:

- Key Responsibilities & Roles
- Operating principles between NBSC and HSH
- Communications between NBSC and HSH
- Incident escalation
- Business rules/solutions that impact on the delivery incident management by NBSC and HSH

4. Change Control

This interface agreement will be formally registered and controlled though the Horizon programmes joint change control processes for document management.

5. Responsibilities – General

Responsibilities – general are those responsibilities POCL and ICL Pathway have, which require successful completion to support NBSC and HSH in working together.

a) POCL BSM and ICL Pathway Infrastructure Services are responsible for developing and agreeing changes to the incident management process, which may impact on procedures that effect both parties.

b) POCL BSM and ICL Pathway (IS) are responsible for developing and agreeing business rules/solutions that impact on or govern how incidents will be managed.

c) POCL BSM is responsible for advising NBSC of agreed changes to the incident management process, which may impact on procedures.

d) ICL Pathway (IS) is responsible for advising HSH of agreed changes to the incident management process, which may impact on procedures.

e) POCL BSM is responsible for advising NBSC of agreed changes to business rules/solutions that impact on the successful delivery of incident management.

f) ICL Pathway (IS) is responsible for advising HSH of agreed changes to business rules/solutions that impact on the successful delivery of incident management.

g) POCL BSM and ICL Pathway (IS) are responsible for ensuring that incident management process and practice employed fully supports the joint Problem Management process.

h) POCL BSM and ICL Pathway (IS) are responsible for ensuring that known problems or events, that may impact on the everyday business of NBSC and HSH, are made known to both helpdesks.

6. Responsibilities – Specific

6.1 NBSC

a) NBSC are responsible for informing HSH of any known issues or problems that may cause incidents to be logged or cause an exceptional increase in call volumes at HSH via a telephone call direct to manager/team leader.

b) NBSC will raise an incident in response to an authenticated telephone call from HSH giving the caller a unique incident number.

c) NBSC will accept incidents in to their management domain in accordance with the responsibility matrix detailed in section 11 below. This rule is subject to two exceptions detailed in para's g) and j) below.

d) On acceptance of the incident NBSC will manage the incident in accordance with POCL incident management processes.

e) On acceptance of the incident by NBSC, HSH will close their incident. This closure occurs because management of the incident has moved from the HSH management domain to the NBSC management domain.

f) When NBSC receive an inappropriate call, NBSC are responsible for ensuring the caller is redirected to the correct helpdesk. When a caller is redirected an incident will be logged and immediately closed.

g) When NBSC receive a call for an incident redirected from HSH and NBSC deem that call to be inappropriate the incident must be accepted and passed to team leader/manager to address the issue.

h) If NBSC receive a complaint call about the HSH service or Horizon Solution the complaint call must be logged and dealt with in accordance with the NBSC complaint procedure. Additionally all complaint calls will be referred to the Helpdesk monthly review forum for discussion and where appropriate – action

i) The NBSC is responsible for co-operating fully with HSH in the resolution of complex appropriate incidents. A complex appropriate incident is defined as "an incident that requires both NBSC and HSH action to resolve the incident".

j) The NBSC is responsible for accepting and logging undefined incidents – an undefined incident, is an incident that is not listed in section 11 below. Such incidents will be referred to the team leader/manager to address. In addition undefined incidents will be referred to the NBSC/HSH review forum for consideration and permanent inclusion within the responsibility matrix at section 11 below. In this context the term undefined incidents applies to, undefined incidents that relate to the NBSC Service, HSH Service or Horizon solution.

6.2 HSH

a) HSH are responsible for informing NBSC of any known issues or problems that may cause incidents to be logged or cause an exceptional increase in call volumes at NBSC. via a telephone call direct to manager/team leader.

b) HSH will raise an incident in response to an authenticated telephone call from NBSC giving the caller a unique incident number.

c) HSH will accept incidents in to their management domain in accordance with the responsibility matrix detailed in section 11 below. This rule is subject to two exceptions detailed in para's g) and j) below.

d) On acceptance of the incident HSH will manage the incident in accordance with ICL Pathway incident management processes.

e) On acceptance of the incident by HSH, NBSC will close their incident. This closure occurs because management of the incident has moved from the NBSC management domain to the HSH management domain.

f) When HSH receive an inappropriate call, HSH are responsible for ensuring the caller is redirected to the correct helpdesk. When a caller is redirected an incident will be logged and immediately closed.

g) When HSH receive a call for an incident redirected from NBSC and HSH deem that call to be inappropriate the incident must be accepted and passed to team leader/manager to address the issue.

h) If HSH receive a complaint call about the NBSC service or Horizon Solution the complaint call must be logged and dealt with in accordance with the HSH complaint procedure. Additionally all complaint calls will referred to the Helpdesk monthly review forum for discussion and where appropriate - action

i) The HSH is responsible for co-operating fully with NBSC in the resolution of complex appropriate incidents. A complex appropriate incident is defined as "an incident that requires both NBSC and HSH action to resolve the incident".

j) The HSH is responsible for accepting and logging undefined incidents - an undefined incident, is an incident that is not listed in section 11 below. Such incidents will be referred to the Team Manager to address. In addition undefined incidents will be referred to the NBSC/HSH review forum for consideration and permanent inclusion within the responsibility matrix at section 11 below. In this context the term undefined incidents applies to, undefined incidents that relate to the NBSC Service, HSH Service or Horizon solution.

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7. Incident Management – Key Roles and Contact Numbers

The following key roles operate within the scope of this interface agreement

7.1 The NBSC Helpdesk Manager

Role	Name	Telephone Number	Location
Service Support Manager	Jill Camplejohn	███████	
Team Leader	Gary Blackburn		
Team Leader	Sandra Evans		
Team Leader	Julie Edgley		
Team Leader	Ian Speck		

7.2 The Horizon System Helpdesk

Role	Name	Telephone Number	Location
HSH Ops Manager	Beverly Evans	███████	Stevenage
HSH Ops Manager	Karen Luckman		Manchester
HSH Team Manager	Morris Addyman		Manchester
HSH Team Manager	Emma Barlow		Manchester
HSH Team Manager	Caroline Booth		Manchester
HSH Team Manager	William Byrne		Manchester
HSH Team Manager	Bev Olive		Manchester
HSH Team Manager	Noel Butcher		Stevenage
HSH Team Manager	Jane Collins		Stevenage
HSH Team Manager	Debbie Hall		Stevenage
HSH Team Manager	Phillippa Whittington		Stevenage

8 Process Models for HSH and NBSC Interaction

Four process diagrams are shown on the following pages. The first two relate to the HSH. The third and fourth relate to the NBSC. The diagrams show the interfaces between the HSH & NBSC and how those interfaces are expected to work in support of business as usual activity.

The process diagrams include:

(a) an anti-call-bouncing link which prevents callers being passed backwards and forwards between the two desks,
(b) a new "hot line" (not yet implemented) between team leaders on the HSH and NBSC to facilitate the agreement of a way forward when attempted call transfers between the two desks fail.

The process diagrams assume that:

(c) there is a well defined list of appropriate incidents for both desks, which accommodate new unexpected incident types,
(d) the desk transferring an incident closes their incident when the other desk accepts the transfer.
(e) The MIS systems associated with the NBSC and HSH will record the correct incident type for incidents that are accepted via the anti-call-bouncing agreement.
(f) The performance of the ant- call bouncing agreement will be reviewed at the Helpdesk Review forum to ensure the agreement does not impact on the contract

On the following four process diagrams only the sub-processes listed below relate directly to this Interface Agreement. The other sub-processes shown on the diagrams and their interactions are included for information purposes and may be subject to change solely at the discretion of ICL Pathway (sub-processes with prefix H) and Post Office (sub-processes prefix N).

Processes relating directly to this interface agreement include:

H1, H5, H10, H11, H12, H13, H18, H19, H20, H21, H22, H23.

N1, N2, N10, N11, N12, N13, N18, N19, N20, N21, N22, N23.

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8.1 ICL Pathway HSH Processes

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A

D

Appropriate to transfer incident to NBSC ? — Yes →

H18. Make telephone call to NBSC and report incident → C

No ↓

H14. Route incident to SMC or other ICL expert domain

B →

Telephone call to NBSC to report an incident

H19. Provide HSH incident ref. to NBSC and cross-refer HSH incident to supplied NBSC incident ref.

ICL expert domains

Is incident accepted by the NBSC ? — Yes → **H20. Terminate telephone call and close HSH incident**

No ↓

Appropriate to contact ICL Pathway Duty Manager ? — No / Yes

H15. Receive notification of incident resolution or request for re-routing

H21. Terminate call and escalate to HSH Team Leader

Appropriate to re-route ? — Yes / No

Incident resolution available ? — No / Yes

H22. Discuss with NBSC Team Leader and attempt to agree a way forward → E

Team Leader "Hot Line" call to the NBSC

H17. Close HSH incident

Way forward agreed ? — No / Yes → D

H16. Contact ICL Pathway Duty Manager

Team Leader "Hot Line" call from the NBSC

To ICL Pathway Duty Manager

H23. Discuss with NBSC Team Leader and attempt to agree a way ← F

8.2 Post Office NBSC Processes

Telephone call from post office outlet, central post office organisation or ICL Pathway organisation (pre-live reference data - to be confirmed)

N1. Receive telephone call, open NBSC incident and listen to caller

Caller referred by HSH ? — Yes → HSH / NBSC ANTI-CALL-BOUNCING LINK

No ↓

Appropriate NBSC incident ? — No →

Yes ↓

N2. Refer caller, terminate telephone call and close NBSC incident

N3. Communicate NBSC incident ref. to caller

N4. Attempt resolution within Tier 1

N5. Inform caller, terminate telephone call and close NBSC incident ← Yes — **Is incident resolved within Tier 1 ?**

No ↓

N6. Inform caller that call is being transferred, then pass to Tier 2 → **N7.** Attempt resolution within Tier 2, which may involve a call-back

N9. Update knowledge base to facilitate Tier 1 resolution in the future ← **N8.** Inform caller, terminate telephone call and close NBSC incident ← Yes — **Is incident resolved within Tier 2 ?** — No → H

N10. Receive call, and open NBSC incident ← C

Telephone call from HSH to report an incident

N11. Provide NBSC incident ref. to HSH and cross-refer NBSCincident to supplied HSH incident ref.

N12. Listen to caller

Appropriate NBSC incident ? — No → **N13.** Inform HSH that incident has been rejected, terminate call and close NBSC incident

Yes ↓

Route directly to post office expert domain ? — No

Yes ↓ J

H

K

Appropriate to transfer incident to HSH ? — Yes → N18. Make telephone call to HSH and report incident → **G**

Telephone call to HSH to report an incident

No

N14. Route incident to post office expert domain

J

N19. Provide NBSC incident ref. to HSH and cross-refer NBSC incident to supplied HSH incident ref.

Post office expert domains

Is incident accepted by the HSH ? — Yes → N20. Terminate telephone call and close NBSC incident

No

No

Appropriate to raise a problem ?

Yes

N15. Receive notification of incident resolution or request for re-routing

N21. Terminate call and escalate to NBSC Team Leader

N22. Discuss with HSH Team Leader and attempt to agree a way forward → **F**

Yes

Appropriate to re-route ? — No ← Incident resolution available ?

No

Yes

Team Leader "Hot Line" call to the HSH

N16. Close NBSC incident

No ← Way forward agreed ? — Yes → **K**

N17. Raise problem

To post office ProblemManagement

Team Leader "Hot Line" call from the HSH

N23. Discuss with HSH Team Leader and attempt to agree a way

E

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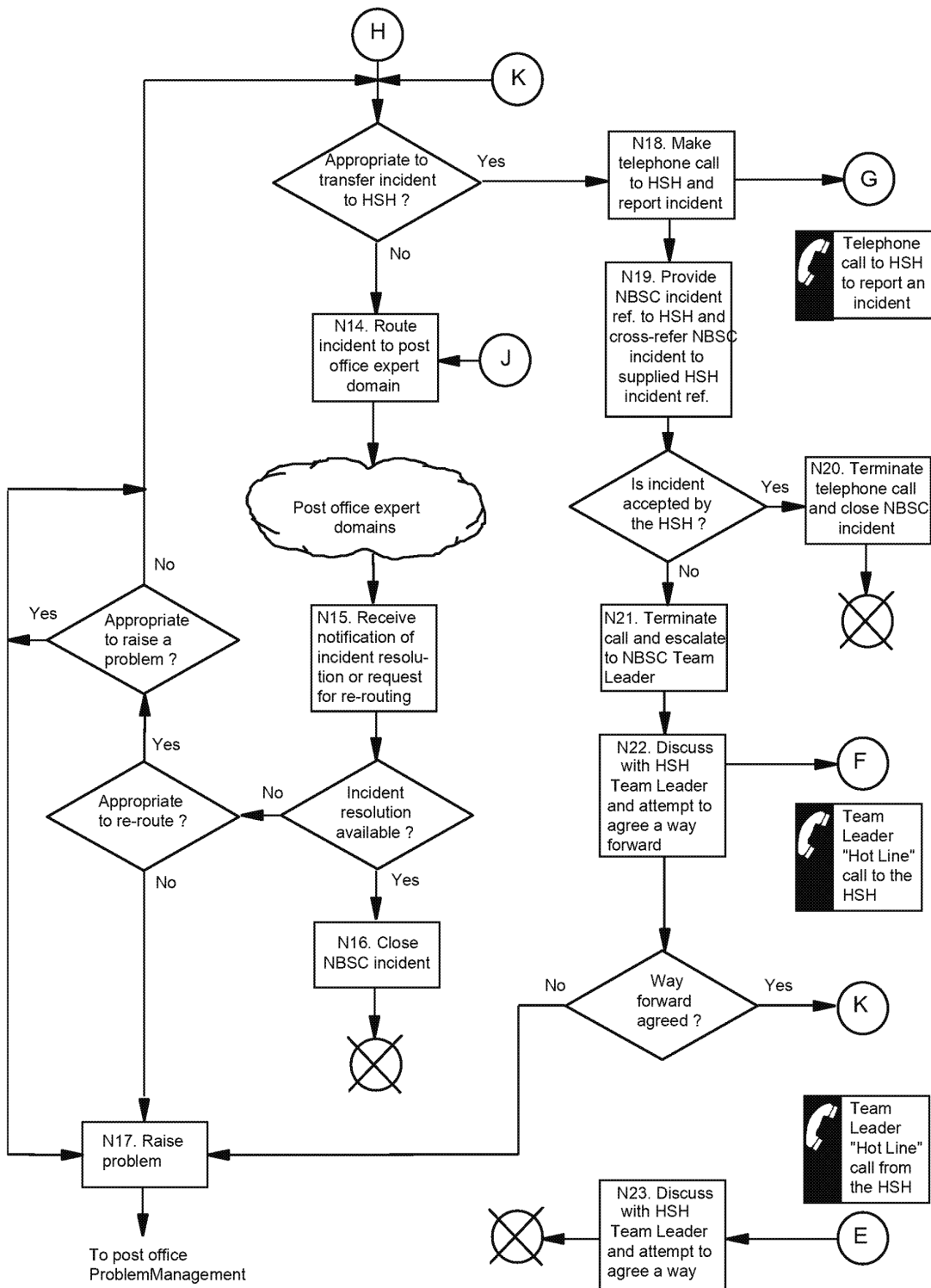# 9. Helpdesk Communications

Daily interaction between helpdesks will as a general principle be conducted in accordance with the process diagrams shown above.

- Incident analysts at NBSC will communicate with Technical Support Advisors from HSH
- Incident analysts at NBSC will escalate issues to their Team Leaders/Team Managers
- Technical Support advisors at HSH will communicate with incident analysts from NBSC
- Technical Support Advisors at HSH will escalate issues to their Senior Technical Support Advisors/Team Managers
- Team Managers from HSH and NBSC will interact to resolve issues
- Team Managers from NBSC will communicate issues to the NBSC Helpdesk Manager
- Team Leaders/Managers from HSH will communicate issues to the HSH Manager
- The NBSC Helpdesk Manager and HSH manager interact to resolve issues
- Any issues that cannot be resolved within 48 hours must be escalated to the Head of NBSB and Strategic Services Manager from ICL Pathway to resolve and invoke the joint ICL Pathway/POCL problem management process where appropriate

Monthly communications will be achieved through the helpdesk review forum.

10. NBSC/HSH Review Forum

The performance of work undertaken across the NBSC/HSH interface will be the subject of monthly review. The output of the review forum will provide input to:

- The Horizon Service Review Forum

The NBSC/HSH Review forum will also accept input from the Horizon Service Review Forum.

10.1 NBSC/HSH Review Forum Objectives

- ***To Establish effective co-operation*** between NBSC and HSH in the delivery of incident management to Post Office outlets
- ***To Work to continuously improve*** the incident management service offered by the helpdesks to helpdesk customers
- ***To Address matters of joint concern*** that impact on the HSH and NBSC; and the services offered by the HSH and NBSC
- ***To Invoke corrective action*** where appropriate and ensure that incidents and issues of concern to Post Masters are dealt with properly though the procedures established by POCL and ICL Pathway - within the bounds of the Service Management Framework
- To agree HSH and NBSC achievement and service improvement opportunities, which may be escalated to the HSRF

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10.2 NBSC/HSH Review Forum Agenda

1. Introduction
2. Confirm Meeting Purpose
3. Joint Review of Actions from Previous Meeting
4a. Review of NBSC Service Issues & Achievements 4b. Review of Service Improvement Plans and Opportunities
5a. Review of HSH Service Issues & Achievements 5b. Review Service Improvement Plans and Opportunities
6. Joint Incident Review – (Incidents for review must be raised 5 working days before the meeting)
7. Joint Review of Customer Complaints – (Complaints for review must be raised 5 working days before the meeting)
8a. Review of cash a/c scripts (on-going review process) 8b. Review of ICL Pathway/POCL Interface Agreement
9. AOB

11. INCIDENTS – NBSC/HSH RESPONSIBILITY MATRIX

POST-MASTER INCIDENT	*CAUSE*	*FIRST CONTACT*	*COMMENTS*
CANNOT LOG ON [1]	SYSTEM FAILURE	HSH	IF THE PM CONTACTS THE NBSC (IN ERROR) - NBSC WILL REFER THE CALL TO THE HSH
CANNOT LOG ON [2]	USER ERROR	HSH	IF THE PM CONTACTS THE NBSC (IN ERROR) - NBSC WILL WORK WITH THE PM TO RESOLVE THE PROBLEM. NBSC WILL REFER THE CALL TO HSH IF THEY CANNOT HELP THE PM
CANNOT LOG ON [3]	LOST PASSWORD	NBSC	IF THE PM CONTACTS THE HSH (IN ERROR) THE HSH WILL REFER THE PM TO THE NBSC
CANNOT LOG ON [4]	LOST PMMC CARD OR PIN	HSH	IF THE PM CONTACTS THE NBSC (IN ERROR) - NBSC WILL REFER THE CALL TO THE HSH
CANNOT USE THE HORIZON COUNTER SYSTEM OR PART OF THE SYSTEM [1]	• MONITOR FAILURE • BASE UNIT FAILURE • SYSTEM ERROR/FAILURE • KEYBOARD FAILURE • SWIPE CARD FAILURE • BACK OFFICE PRINTER FAILURE • COUNTER PRIINTER FAILURE • SCANNER FAILURE • NETWORK HUB/LAN FAILURE • ISDN FAILURE	HSH	a) IF THE PM CONTACTS THE NBSC (IN ERROR) - NBSC WILL REFER THE CALL TO THE HSH b) IF HSH IDENTIFY THERE HAVE BEEN A HIGH NUMBER OF COMMON HARDWARE FAILURES (A TREND), THEY WILL NOTIFY NBSC FOR INFORMATION AS CALL VOLUMES MAY INCREASE

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POST-MASTER ISSUE	CAUSE	FIRST CONTACT	COMMENTS
CANNOT USE THE HORIZON COUNTER SYSTEM OR PART OF THE SYSTEM [2]	USER ERROR – PM DOES NOT UNDERSTAND HOW TO OPERATE THE HORIZON SYSTEM OR PART OF THE SYSTEM	HSH	IF THE PM CONTACTS THE NBSC (IN ERROR) - NBSC WILL REFER THE CALL TO THE HSH. NOTING THAT IF THE NBSC CAN ANSWER BASIC POST MASTER QUERIES IN THIS CATEGORY - NBSC WILL ASSIST THE PM.
CANNOT ENTER A STANDARD TRANSACTION ON THE HORIZON SYSTEM [1a]

(CORE PRODUCT) | THE PM UNDERSTANDS HOW TO COMPLETE THE POST OFFICE BUSINESS AS USUAL PROCESS WHICH RESULTS IN THE TRANSACTION. BUT THE PM DOES NOT KNOW WHERE THE ASSOCIATED ICON IS LOCATED ON THE HORIZON SYSTEM. | HSH | a) HSH WILL ACCEPT THE CALL IF THE PM USES THE CORRECT POST OFFICE TERMINOLGY TO REFER TO THE CORE PRODUCT
b) HSH WILL REFER THE POST MASTER TO NBSC IF THE TERMINOLOGY USED TO DISCRIBE THE PRODUCT IS NOT RECOGNISED
c) IF THE PM CONTACTS THE NBSC (IN ERROR) - NBSC WILL WORK WITH THE PM TO RESOLVE THE PROBLEM |
| CANNOT ENTER A NON STANDARD TRANSACTION ON THE HORIZON SYSTEM [2a]

(NON CORE PRODUCT) | THE PM UNDERSTANDS HOW TO COMPLETE THE POST OFFICE BUSINESS AS USUAL PROCESS WHICH RESULTS IN THE TRANSACTION. BUT THE PM DOES NOT KNOW WHERE THE ASSOCIATED ICON IS LOCATED ON THE HORIZON SYSTEM. | NBSC | d) IF THE PM CONTACTS THE HSH (IN ERROR) - HSH WILL REFER THE PM TO NBSC
e) THIS APPLIES TO ANY NON STANDARD TRANSACTION, WHETHER CORRECT OR IN-CORRECT TERMINOLOGY IS USED TO DESCRIBE THE NON STANDARD PRODUCT |
| CANNOT ENTER A STANDARD TRANSACTION ON THE HORIZON SYSTEM [1b] (CORE PRODUCT) | ICON MISSING | HSH | IF THE PM CONTACTS THE NBSC (IN ERROR) - THE NBSC WILL REFER THE PM TO HSH
NOTE: THE RULES FOR INCORRECT TERMINOLOGY DESCRIBED ABOVE APPLY TO THIS TYPE OF PROBLEM |
| CANNOT ENTER A NON STANDARD TRANSATION ON THE HORIZON SYSTEM [2b]

(NON CORE PRODUCT) | ICON MISSING | NBSC | IF THE PM CONTACTS THE HSH (IN ERROR) - HSH WILL REFER THE PM TO THE NBSC |

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POST-MASTER INCIDENT	CAUSE	FIRST CONTACT	COMMENTS
CANNOT ENTER A STANDARD TRANSACTION ON THE HORIZON SYSTEM [1c] (CORE PRODUCT)	a) THE PM DOES NOT UNDERSTAND, OR IS NOT CLEAR, HOW TO COMPLETE THE POST OFFICE BUSINESS AS USUAL PROCESS WHICH RESULTS IN THE STANDARD TRANSACTION AND b) DOES UNDERSTAND, OR IS NOT CLEAR, HOW TO ACCOUNT FOR THE TRANSACTION ON THE HORIZON SYSTEM	a) NBSC b) HSH	a) THE PM WILL BE REFERRED TO NBSC FOR GUIDANCE IN THE COMPLETION OF THE BAU PROCESS THEN THE PM WILL BE REFERED TO THE HSH FOR GUIDANCE ON HOW TO RECORD THE TRANSACTION ON THE HORIZON SYSTEM b) IF THE PM CONTACTS THE HSH IN THE FIRST INSTANCE THE HSH WILL TRY AND ASCERTAIN THAT THE BAU PROCESS HAS BEEN COMPLETED SUCCESSFULLY AND THAT THE PM HAS A STANDARD TRANSACTION IN HAND. IF THIS CANNOT BE CONFIRMED WITH ABSOLUTE CONFIDENCE HSH WILL REFER THE PM TO THE NBSC
CANNOT ENTER A NON STANDARD TRANSACTION ON THE HORIZON SYSTEM [2d] (NON CORE PRODUCT)	c) THE PM DOES NOT UNDERSTAND, OR IS NOT CLEAR, HOW TO COMPLETE THE POST OFFICE BUSINESS AS USUAL PROCESS WHICH RESULTS IN THE NON STANDARD TRANSACTION AND d) DOES UNDERSTAND, OR IS NOT CLEAR, HOW TO ACCOUNT FOR THE NON STANDARD TRANSACTION ON THE HORIZON SYSTEM	NBSC	c) FOR NON STANDARD TRANSACTIONS - IF THE PM CONTACTS THE HSH (IN ERROR) - THE HSH WILL REFER THE PM TO THE NBSC d) THE NBSC WILL GUIDE THE PM IN THE COMPLETION OF THE NON STANDARD TRANSACTION
HAS AN EPOSS DISCREPANCY (DAILY)	USER ERROR AT OUTLET	HSH	HSH ARE RESPONSIBLE FOR ASSISTING THE PM IN THE CORRECTION OF THE DISCRPANCY. HOWEVER, IF HSH CANNOT RESOLVE AN EPOSS DISCREPANCY THE PM WILL BE REFERED TO NBSC FOR APPROVAL TO ACCEPT THE DISCREPANCY.
HAS AN EPOSS DISCREPANCY (WEEKLY)	USER ERROR AT OUTLET	HSH	HSH ARE RESPONSIBLE FOR ASSISTING THE PM IN THE CORRECTION OF THE DISCRPANCY. HOWEVER, IF HSH CANNOT RESOLVE AN EPOSS DISCREPANCY THE PM WILL BE REFERED TO NBSC FOR APPROVAL TO ACCEPT THE DISCREPANCY.

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POST-MASTER ISSUE	CAUSE	FIRST CONTACT	COMMENTS
HAS A DISCREPANCY WHICH CAUSES THE NEED TO USE SUSPENSE ACCOUNT OR RAISE AN ERROR NOTICE	USER ERROR AT OUTLET	HSH (REFER TO NBSC)	ANY DISCREPANCY THAT RESULTS IN THE NEED TO USE THE SUSPENSE ACCOUNT OR GENERATE AN ERROR NOTICE WILL BE REFERRED DIRECTLY TO NBSC FOR RESOLUTION.
NEEDS SUPPORT WHEN COMPLETING CASH ACCOUNT	USER QUERY OR INCIDENT WHEN COMPLETING CASH ACCOUNT	HSH	HSH LEAD POST MASTER THROUGH CASH ACCOUNT USING CALL SCRIPTS WHICH WILL RESULT IN: a) COMPLETE CASH ACCOUNT b) CASH ACCOUNT DICREPANCY (REFER TO DISCREPANCY ABOVE) c) SYSTEM/HARDWARE ERROR – UNABLE TO COMPLETE CASH ACCOUNT FOR b) THE RULES ABOVE FOR "HAS AN EPOSS DISCREPANCY (WEEKLY)" APPLY FOR c) THE RULES ABOVE FOR "CANNOT USE THE HORIZON COUNTER SYSTEM OR PART OF THE SYSTEM [1]" APPLY
CANNOT COMPLETE CASH ACCOUNT	a) BECAUSE OF SYSTEM FAILURE THAT WILL NOT BE REPAIRED WITHIN THE CURRENT CAP b) BECAUSE USER ERROR CANNOT BE RECOVERED WITHIN CURRENT CAP	HSH	a) HSH MANAGE THE REPAIR OF THE SYSTEM AND REFER THE PM TO NBSC. THE PM MUST INFORM THE NBSC THAT THE CASH ACCOUNT WILL NOT BE COMPLETE b) IF HSH CANNOT RECOVER THE USER ERROR USING SCRIPTS AND THE CASH ACCOUNT CANNOT BE COMPLETE THE PM WILL BE REFERRED TO NBSC.
WISHES TO EXTEND their CAP	POST MASTER REQUEST	NBSC	IF THE PM CONTACTS THE HSH (IN ERROR) THE HSH WILL REFER THE PM TO THE NBSC
CANNOT CREATE USER	USER KNOWLEDGE	HSH	TBC
HAS AN AP DISCREPANCY OR MISMATCH BEFORE CUT OFF (DAILY)	USER ERROR AT OUTLET	HSH	

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POST-MASTER ISSUE	*CAUSE*	*FIRST CONTACT*	*COMMENTS*
HAS AN AP DISCREPANCY OR MISMATCH AFTER CUT OFF (DAILY)	USER ERROR AT OUTLET	NBSC	
WISHES TO CREATE A NEW STOCK UNIT	USER KNOWLEDGE	HSH	CREATION OF OUT OF HOURS STOCK UNIT ETC
SERVED FROM WRONG STOCK UNIT	USER KNOWLEDGE ON REVERSALS	HSH	SERVED FROM WRONG UNIT AND NEEDS INSTRUCTION ON HOW TO CARRY OUT A REVERSAL.
WISHES TO DELETE A STOCK UNIT	USER ERROR AT OUTLET OR USE KNOWLEDGE	HSH	
NEEDS CLARIFICATION OF POST MASTER RESPONSIBILITIES	KNOWLEDGE OF AGREED PATHWAY/POCL PROCESS IS IMPACTING ON THE BUSINESS OF THE POST OFFICE OUTLET	NBSC	EXAMPLES: HORIZON DOCUMENT ERRORS, POWER FAILURE, SECURITY BREACH, EQUIPMENT MOVEMENT