

From: Rodric Williams GRO
To: "Parsons, Andrew" GRO
Subject: RE: Spot Review summary
Date: Thu, 27 Jun 2013 14:37:40 +0000

Importance: Normal

Inline-Images: image001.jpg; image002.png; image003.png; image004.png; image005.png;
image006.gif; image010.gif; image011.png; image012.jpg; image013.jpg; image014.jpg

Perfect Andy - thanks

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From: Parsons, Andrew GRO
Sent: 27 June 2013 14:05
To: Rodric Williams
Subject: Spot Review summary

Rodric

As discussed.

Kind regards
Andy

Spot Review No.	Issue	Response
1	What happens when there is a communications failure between a branch and POL's servers?	The in-branch terminal has a back-up and recovery system that prevents there being any discrepancies or errors in the event of a communication or power failure.
5	SPMR claims to have witnessed a Fujitsu employee manipulating live Horizon data.	The Fujitsu employee only had access to a test version of Horizon which had no physical or technological connection to live Horizon data.
6	Can transactions be logged against an SPMR's user ID after they are suspended?	On suspension a SPMR's user ID is automatically revoked preventing any further transactions against that ID. The Horizon records show that the user ID of the SPMR submitting this SR was revoked in accordance with this standard practice.
10	Could a power failure cause Horizon to print duplicate postage labels?	The Horizon logs for the particular events raised in this SR do not show any additional labels being printed. Further, those logs show that there was no power failure at this particular branch during the period under review.
11	SPMRs cannot follow an audit trail for Giro transactions.	SPMRs will have a complete audit trail of all Giro transactions if they retain the automatically printed

		receipts and reports produced by Horizon. Standard operating procedures clearly require SPMRs to retain these documents.
12	SPMRs are liable for lost cheques even though the root cause of the loss is never explained.	POL absorbs the cost of all lost cheques that cannot be explained. The cost of a lost cheque is only passed to an SPMR where (1) there is clear evidence that the SPMR has failed to follow proper remittance processes and (2) POL has exhausted all other possibilities of recovering the missing cheque. In any event, this SR does not raise any issue with Horizon.
13	SPMR was charged for a TV licence due to the loss of a cheque.	Due to the incident occurring in 2005, POL no longer has records to investigate this matter. However, from the information provided by the SPMR it does not appear that the SPMR has suffered a loss. In any event, this SR does not raise any issue with Horizon.
21	Does Horizon make automatic stock adjustments that are hidden from SPMRs?	Horizon does not make automatic stock adjustments. This functionality does not exist in Horizon. The raw Horizon data shows that all the stock adjustments questioned in this SR were logged against the SPMR's user ID.
22	Are remittances of Lottery Scratch Cards into Horizon incorrectly recorded?	The scratch card discrepancy raised in this SR was caused by the SPMR retaining incomplete paper records. The raw Horizon data shows that all remittance transactions were recorded correctly.
23	Can spoilt postage transactions be logged against a user's ID even if that user does not conduct those transactions?	All spoilt postage transactions are logged against the ID of the user who is logged into Horizon. The raw Horizon data shows that all the transactions questioned in this SR were logged in branch.

Andrew Parsons

Senior Associate

for and on behalf of Bond Dickinson LLP

Bond Dickinson

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