

Document Title: SERVICE REVIEW - PERFORMANCE STATISTICS

Document Type: SERVICE REVIEW - JANUARY 2000

Abstract: This document contains a summary of the Monthly Service Performance Statistics for the Period 1st to 31st January 2000.

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o DOCUMENT CONTROL

o.1 DOCUMENT HISTORY

Version	Date	Reason
0.1	16.07.97	Initial Draft with limited circulation & issue for review
0.2	27.08.97	Draft for first Service Review and evaluation within the Service Management Review Forum
0.3	16.09.97	Amended by Service Review Forum (August) input.
0.4	10.10.97	Amended by Service Review Forum (September) input.
0.5	11.11.97	Amended to reflect SLA profiles arising from Rel 1C implementation
0.6	17.12.97	Minor changes with introduction of Release 1C reports.
0.7	19.01.98	BPS MIS Reports included
0.8	13.02.98	BPS MIS Reports deleted - issued via Electronic Route.
0.9	13.03.98	Amended by Service Review Forum (January) input. Includes new Management Report (Section 2)
1.0	14.04.98	Amended by Service Review Forum (February) input. Includes Actual v's Predicted Volumes.
2.0	15.12.98	Draft restructure of NR2 Service Review - Performance Statistics Book
2.1	11.03.99	Restructure of NR2 Service Review - Performance Statistics Book - as accepted by Service Review Forum.
2.2	17.06.99	Amended to reflect Horizon contract changes made on 24 th May 1999.
2.3	12.08.99	Brought into line with Performance Measures as set out in the revised contract
2.4	08.09.99	Service Review Book for August performance
2.5	16.09.99	Revised Service Review Book for August performance
2.6	07.10.99	Service Review Book for September performance
2.7	05.11.99	Service Review Book for October performance
2.8	07.12.99	Service Review Book for November performance
2.9	10.01.00	Service Review Book for December performance
3.0	07.02.00	Service Review Book for January performance

Commented [MSOffice1]: Service Level Agreement

Commented [MSOffice2]: Management Information System

Commented [MSOffice3]: Management Information System

o.2 ASSOCIATED DOCUMENTS

Version	Date	Title
0.1	02.07.97	Business Performance SLA Listings
0.9	13.03.98	RIC Operations Report
1.0	01.03.99	ICL Pathway Customer Service Monthly Incident Review

Commented [MSOffice4]: Service Level Agreement

0.3 ABBREVIATIONS

EIS	Executive Information System	POCL	Post Office Counters Limited
HSB	Horizon System Helpdesk	SLA	Service Level Agreement
IT	Information Technology	SLAM	Service Level Agreement Monitor
MIS	Management Information System	TBN	To be Notified
MAT	Minimum Acceptable Threshold	TRT	Termination Review Threshold

0.4 GLOSSARY

For ease of use the glossary of terms used in this review book are classified by the main reporting groups against which they appear:

● HELPDESK SERVICES

POCL (Non-Serv):	All calls placed with Horizon System Helpdesk that embrace non- System Service calls (currently equates to Advice & Guidance, Operations, Implementation, Reconciliation, Security and Other).
Advice & Guidance	Calls requiring general advice.
Operations	Calls diagnosed as relating to the operating environment.
Implementation	Calls for site preparation and installation.
Reconciliation	Calls requiring reconciliation of a particular part of the system.
Security	Calls relating to security breaches or for the requirement of one shot passwords.
Other	Calls relating to PO closures, reference data changes, miscellaneous environmental issues and failed verification calls.
POCL (Serv):	All calls placed with Horizon System Helpdesk that embrace System Service calls (currently equates to Hardware, Network and Software).
H/W:	Calls diagnosed as relating to a system hardware fault.
N/W:	Calls diagnosed as relating to a system network fault.
S/W:	Calls diagnosed as relating to a system or application software fault.

- Commented [MSOffice5]: Executive Information System
- Commented [MSOffice6]: Post Office Counters Limited
- Commented [MSOffice7]: Horizon System Helpdesk
- Commented [MSOffice8]: Service Level Agreement
- Commented [MSOffice9]: Information Technology
- Commented [MSOffice10]: Service Level Agreement Monitor
- Commented [MSOffice11]: Management Information System
- Commented [MSOffice12]: To be Notified
- Commented [MSOffice13]: Minimum Acceptable Threshold
- Commented [MSOffice14]: Termination Review Threshold
- Commented [MSOffice15]: Post Office Counters Limited
- Commented [MSOffice16]: Post Office Counters Limited

● **CALL TO RESOLUTION**

- ‘A’ Priority: Logged calls that reflect a fault which has ‘resulted in substantial impact on all automated counter positions in the outlet’.
- ‘B’ Priority: Logged calls that reflect a fault which has ‘resulted in substantial impact on an automated counter position, but not all automated counter positions in the outlet’.

o.5 CHANGES IN THIS VERSION

The chart in Section 3.1 has been modified to show the total number of Live Outlets and Live Counters, starting from July 1999, together with a forecast of future volumes as National Rollout continues.

1. INTRODUCTION

1.1 APPROACH

This document contains those reports and information necessary for the Service Management Forum to review delivery of the contract by ICL Pathway.

The issue of this document is now definitive and is to be used commencing March 1999.

1.2 INTERPRETATION

Data interpretation, beyond report label classification, can be further qualified by use of the Service Review Guide.

1.3 REVIEW BOOK CONSTRUCTION

This book is sectioned by key areas against which Service Management Reviews are be conducted. Where necessary supplementary information will be provided to support the service performance status reports.

- Management Summary
- Horizon Volumetrics
- Service Performance Status Report
- Customer Service Operations Report

2. MANAGEMENT SUMMARY

GENERAL

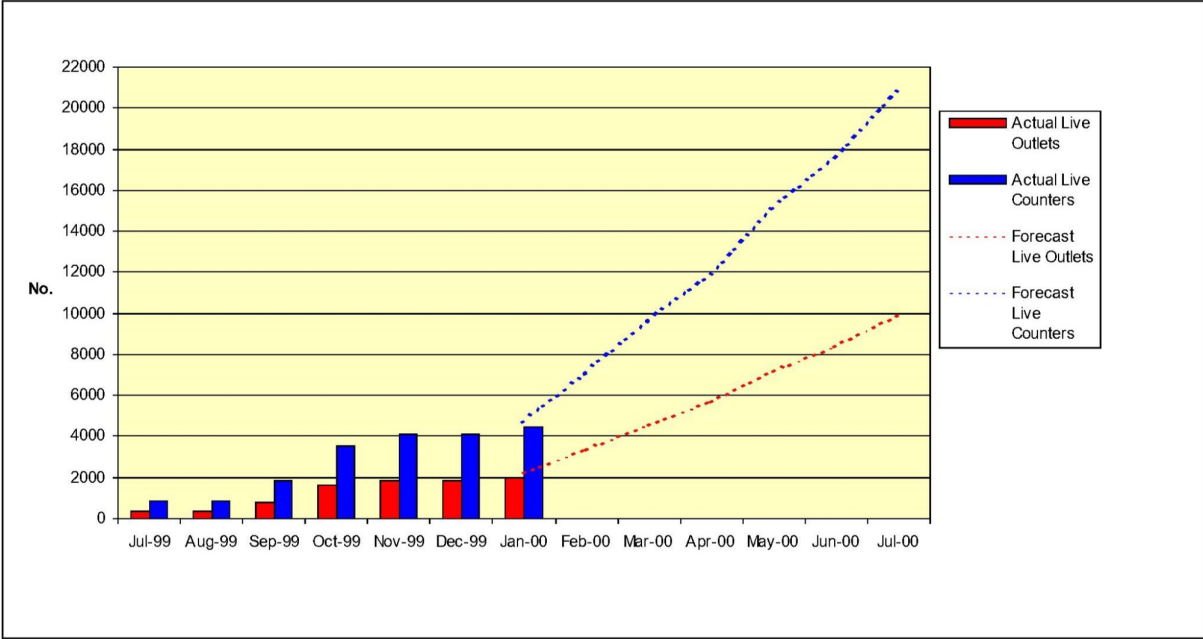
Programme Status	Live Outlets	Operational Counters
31 st January 2000	2000	4485
Comments		
As National Rollout re-commenced in January, there were 2000 Outlets in Live operation by the end of the month. However, despite the increased number of Outlets, there was a reduction in the total number of calls logged with the HSH (7017 calls in Jan 2000 as compared with 7556 calls in Dec 1999). This in turn caused the ratio of calls per Outlet to drop to 3.5 in January, compared with 4.1 in December 1999. The Advice and Guidance category saw a significant drop in call volumes in January, whereas the volume of Software calls logged had increased when compared with December's figure. The increase in Software call volumes was attributable to the following problems: <u>BT bills - invalid token</u> On 27th January a large number of incidents were raised because BT Bills could not be scanned. This was the result of a Reference Data Process fail and a subsequent over-run during the previous night. This particular problem was resolved by advising counters of a work around and transmitting the missing Reference data later that day. <u>Blue screens - NT error</u> These occurrences of blue screens were caused by a communication outage to several Outlets. This resulted in a system crash at the Counters. This problem with the network connection has now been resolved and a fix delivered to all gateway Counters in all Outlets. <u>Girobank transaction report</u> A report fix was delivered to 1,100 Counters which caused the following scenario to occur in a number of Outlets who were attempting to reverse a transaction. When a transaction was reversed, on a lower numbered Counter node, there was no evidence on the Girobank summary that this reversal had taken place, although the correct information did go to POCL TIP. Some Outlets realised this to be the case and altered the Girobank summary to reflect the correct transactions. Some Outlets however, completed		

the reversal again, which resulted in a discrepancy for the value of this reversal. MSU have advised POCL of all Outlets where we know a problem has occurred (after calls were received by the HSH) and a fix was delivered to the affected Counters on 31st the problem with Giro reports on 26th January.

3 HORIZON VOLUMETRICS

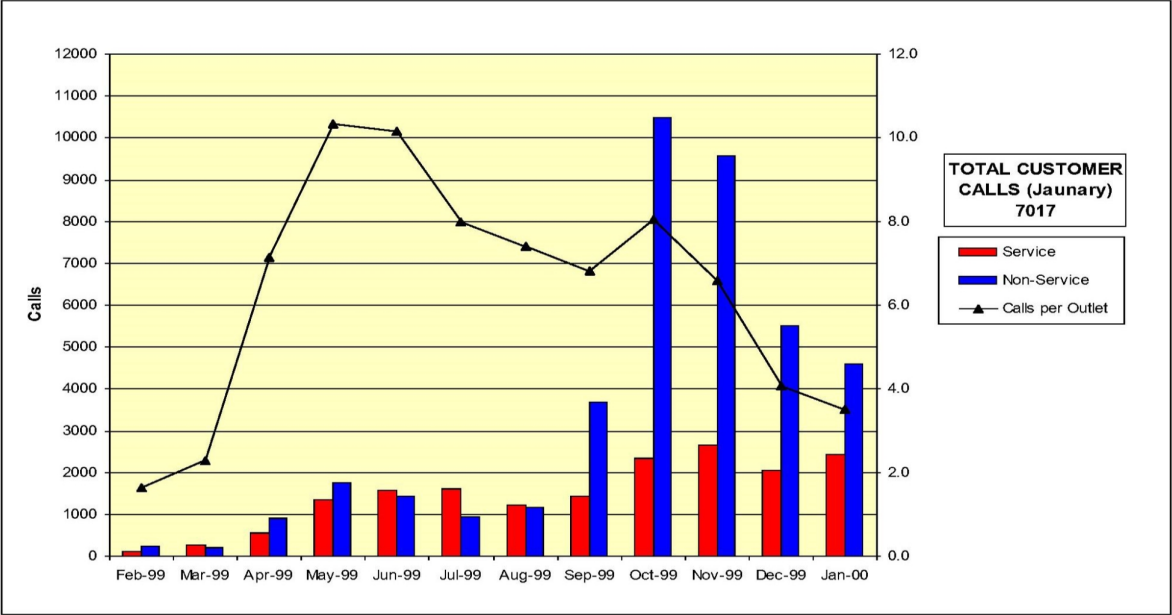
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3.1 OPERATIONAL OUTLET & COUNTER VOLUMES



	Jul-99	Aug-99	Sep-99	Oct-99	Nov-99	Dec-99	Jan-00	Feb-00	Mar-00	Apr-00	May-00	Jun-00	Jul-00
Actual Live Outlets	323	321	749	1596	1859	1858	2000						
Actual Live Counters	821	819	1819	3558	4122	4122	4485						
Forecast Live Outlets							2158	3328	4552	5652	7158	8382	9912
Forecast Live Counters							4646	7077	9621	11907	15036	17580	20759

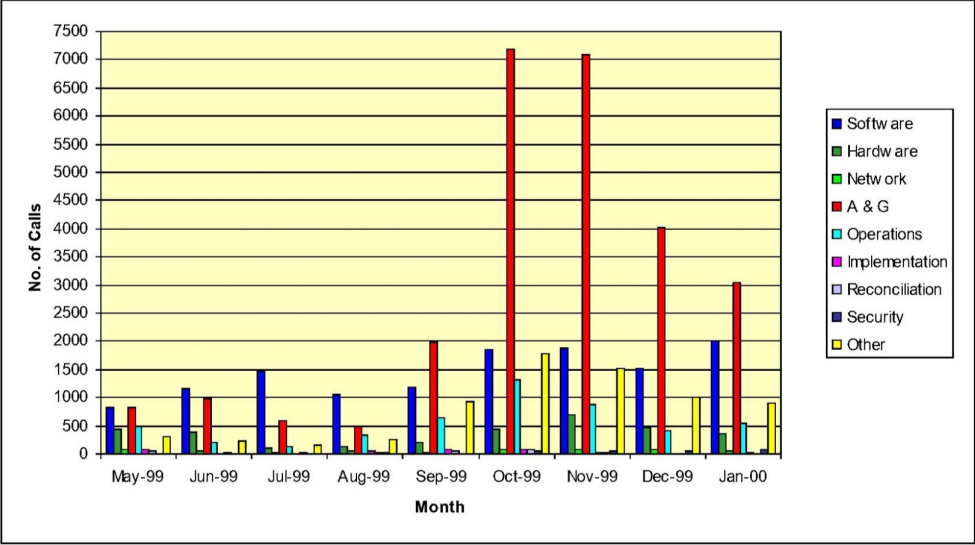
3.2 HORIZON SYSTEM HELPDESK – LOGGED CALL VOLUMES



	Feb-99	Mar-99	Apr-99	May-99	Jun-99	Jul-99	Aug-99	Sep-99	Oct-99	Nov-99	Dec-99	Jan-00
Service	105	260	547	1347	1592	1609	1219	1422	2352	2664	2046	2425
Non-Service	228	203	897	1743	1446	928	1158	3680	10477	9567	5510	4592
Total Customer Calls	333	463	1444	3090	3038	2585	2377	5102	12829	12231	7556	7017
Live Outlets	204	203	202	299	299	323	321	749	1596	1859	1858	2000
Calls per Outlet	1.6	2.3	7.1	10.3	10.2	8.0	7.4	6.8	8.0	6.6	4.1	3.5

3.3 HORIZON SYSTEM HELPDESK - LOGGED CALL PROFILES

Commented [MSOffice17]: Post Office Counters Limited



	May-99	Jun-99	Jul-99	Aug-99	Sep-99	Oct-99	Nov-99	Dec-99	Jan-00
Software	833	1164	1477	1064	1198	1843	1881	1509	2022
Hardware	430	375	110	124	195	437	694	463	358
Network	84	53	22	40	29	72	89	74	45
A & G	818	979	591	481	1996	7193	7095	4009	3044
Operations	494	202	119	330	639	1316	870	425	545
Implementation	73	5	11	52	68	82	30	12	17
Reconciliation	57	37	28	29	47	65	19	6	7
Security	0	0	12	30	11	44	45	46	65
Other	301	223	167	249	919	1777	1508	1012	914
Total Calls	3090	3038	2537	2399	5102	12829	12231	7556	7017

4 SERVICE PERFORMANCE STATUS

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4.1 HELPDESK SERVICES

												HELPDESK SERVICES	MAT	TRT	Comment
Feb-99	Mar-99	Apr-99	May-99	Jun-99	Jul-99	Aug-99	Sep-99	Oct-99	Nov-99	Dec-99	Jan-00				
								74.5	75.2	85.0	91.1	Horizon Helpdesk			
												Calls answered within 20s	80%	N/A	
			84.5	91.3	97.0	98.9	89.9	79.7	80.3	87.6	92.9	Calls answered within 40s	99.9%	N/A	See section 4.8
99	98	90	79	95	98	98	98	85.6	85.8	86.4	93.9	Calls abandoned through ring off	99%	N/A	See section 4.8
								94.8	61.0	99.2	99.3	Calls Engaged	99%	N/A	See section 4.8
75		82	58	46	81	100	89	96.2	96.0	95.8	88.4	Level 1 Calls resolved within 5 mins	95%	N/A	See section 4.8
95		91	77	73	98	100		99.9	100.0	100.0	100.0	Level 1 Calls resolved within 10 mins	100%	N/A	
	94	90	65	76				98.6	99.6	99.2	99.1	Level 2 Calls resolved within 30 mins	95%	N/A	
	98	97	69	78	98			99.5	99.8	99.9	99.9	Level 2 Calls resolved within 45 mins	100%	N/A	

4.2 SYSTEM SERVICE

												SYSTEM SERVICE	MAT	TRT	Comment
Feb-99	Mar-99	Apr-99	May-99	Jun-99	Jul-99	Aug-99	Sep-99	Oct-99	Nov-99	Dec-99	Jan-00				
					88	90	82	75.0	100.0	83.3	87.5	Call to Resolution (Local)			
												Hardware/Network Priority A - 4 hours Non-Remedial	95%	N/A	See section 4.8
					83	84	82	86.4	92.0	96.9	84.4	Hardware/Network Priority B - 8 hours Non-Remedial	95%	N/A	See section 4.8
					88		91	87.5	100.0	100.0	87.5	Hardware/Network Priority A - 6 hours Remedial	100%	N/A	See section 4.8
					87	96	85	89.4	95.5	97.5	90.5	Hardware/Network Priority B - 10 hours Remedial	100%	N/A	See section 4.8
												Call to Resolution (Intermediate)			
				N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	Hardware/Network Priority A - 6 hours Non-Remedial	95%	N/A	
				N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	Hardware/Network Priority B - 10 hours Non-Remedial	95%	N/A	
				N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	Hardware/Network Priority A - 9 hours Remedial	100%	N/A	
				N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	Hardware/Network Priority B - 15 hours Remedial	100%	N/A	
												Call to Resolution (Remote)			
				N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	Hardware/Network Priority A - 8 hours Non-Remedial	95%	N/A	
				N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	Hardware/Network Priority B - 12 hours Non-Remedial	95%	N/A	
				N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	Hardware/Network Remote Priority A - 12 hours Remedial	100%	N/A	
				N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	Hardware/Network Remote Priority B - 24 hours Remedial	100%	N/A	

4.3 DATA SERVICES

												DATA SERVICES	MAT	TRT	Comment
Feb-99	Mar-99	Apr-99	May-99	Jun-99	Jul-99	Aug-99	Sep-99	Oct-99	Nov-99	Dec-99	Jan-00				
												RDMC Reference Data			
								90	98.7	99.1	99.1	Data Delivery - Day B	97%	N/A	
								95	99.4	99.6	99.5	Data Delivery - Day C	99%	N/A	
									99.6	99.8	99.6	Data Delivery - Day D	100%	N/A	See section 4.8
									98.0	99.3	100.0	APS Reference Data			
									99.8	99.3	100.0	Data Delivery - Day B	97%	N/A	
									99.8	99.3	100.0	Data Delivery - Day C	99%	N/A	
								100.0	99.3	100.0	99.9	Data Delivery - Day D	100%	N/A	
												APS Data			
						92	95	92	96.3	99.1	97.0	File Delivery - Day B	97%	N/A	
								94	98.6	99.1	99.6	File Delivery - Day C	99%	N/A	
						99			99.0	99.5	99.8	File Delivery - Day D	100%	98%	See section 4.8
									99.0	99.3	99.6	TPS data			
									99.6	99.7	99.9	File Delivery - Day B	97%	N/A	
									99.6	99.7	99.9	File Delivery - Day C	99%	N/A	
									99.9	99.9	100.0	File Delivery - Day D	100%	98%	
												OBCS Data			
									99.8	100.0	99.9	OBCS Stop List - Day B	97%	N/A	
						98	98		99.9	100.0	99.9	OBCS Stop List - Day C	99%	N/A	
									99.9	100.0	100.0	OBCS Stop List - Day D	100%	98%	
								83	96.7	98.6	98.8	File Delivery - Day B	97%	N/A	See section 4.8
								98	98.9	99.6	99.7	File Delivery - Day C	99%	N/A	See section 4.8
								99	99.3	99.8	99.8	File Delivery - Day D	100%	98%	See section 4.8

4.4 TRANSACTION SERVICES

												TRANSACTION SERVICES	MAT	TRT	Comment
Feb-99	Mar-99	Apr-99	May-99	Jun-99	Jul-99	Aug-99	Sep-99	Oct-99	Nov-99	Dec-99	Jan-00				
							39.00	39.00	39.00	39.00	39.00	OBCS			
												Issues (local)	39.00	39.50	
							42.50	42.50	42.50	42.50	42.50	Issues (foreign)	42.50	43.00	
							26.94	26.94	26.94	26.94	26.94	Encashment (local)	26.94	27.44	
							28.10	28.10	28.10	28.10	28.10	Encashment (foreign)	28.10	28.60	
												APS			
							19.96	19.96	19.96	19.96	19.96	Cash Payments - No tokens handed back to customer	19.96	20.46	
							21.52	21.52	21.52	21.52	21.52	Cash Payments - Tokens handed back to customer	21.52	22.02	
							26.56	26.56	26.56	26.56	26.56	Cash Payments - Using Smart Card or Key	26.56	27.06	
												EPOSS			
							30.00	30.00	30.00	30.00	30.00	EPOSS	30.00	30.50	

4.5 TRAINING SERVICES

												TRAINING SERVICES	MAT	TRT	Comment
Feb-99	Mar-99	Apr-99	May-99	Jun-99	Jul-99	Aug-99	Sep-99	Oct-99	Nov-99	Dec-99	Jan-00				
								100.0	100.0	100.0	100.0	Training Course Availability	100%	N/A	
								100.0	100.0	100.0	100.0	Training Venue Quality	85%	N/A	
								100.0	100.0	100.0	100.0	Training Course Quality	95%	N/A	
								99.6	100.0	100.0	100.0	Training Course Cancellation	98%	N/A	
								96.6	96.6	100.0	99.3	Training Course Competence Levels	95%	N/A	
								100.0	100.0	100.0	100.0	Training Course Timeliness Live Delivery	100%	N/A	

4.6 IMPLEMENTATION & ROLL OUT

												IMPLEMENTATION SERVICES	MAT	TRT	Comment
Feb-99	Mar-99	Apr-99	May-99	Jun-99	Jul-99	Aug-99	Sep-99	Oct-99	Nov-99	Dec-99	Jan-00				
												Site Survey - Quality Compliance	85%	N/A	
												Site Modification - Quality Compliance	85%	N/A	
												Site Modification - Repairs Completeness	98%	N/A	
												Site Installation - Quality Compliance	85%	N/A	
												Site Installation - Repairs Timeliness	98%	N/A	

4.7 LFS SERVICES (WITH EFFECT FROM CSR+)

												LF Service (CSR+)	MAT	TRT	Comment
Feb-99	Mar-99	Apr-99	May-99	Jun-99	Jul-99	Aug-99	Sep-99	Oct-99	Nov-99	Dec-99	Jan-00				
												Outlet to SAPADS Data Transfer			
												Confirmation of Pouch Received at Outlet - Day A	98%	N/A	
												Confirmation of Pouch Received at Outlet - Day B	100%	98%	
												Details of SAPADS Pouch Collected from Outlet - Day A	98%	N/A	
												Details of SAPADS Pouch Collected from Outlet - Day B	100%	98%	
												Daily Cash on Hand Details - Day A	98%	95%	
												Weekly Stamps / Stock on Hand Details - 22:00 on Day C	98%	N/A	
												Weekly Stamps / Stock on Hand Details - 23:59 on Day C	100%	98%	
												Weekly Inventory Items Details - 22:00 on Day C	98%	N/A	
												Weekly Inventory Items Details - 23:59 on Day C	100%	98%	
												SAPADS to Outlets Data Transfer			
												Delivery of SAPADS Planned Orders to Outlets - Day A	96%	N/A	
												Delivery of SAPADS Planned Orders to Outlets - Day B	100%	96%	
												Delivery of SAPADS Advice Notes to Outlets - 08:00 on Day C	98.5%	N/A	
												Delivery of SAPADS Advice Notes to Outlets - 12:00 on Day C	N/A	96%	

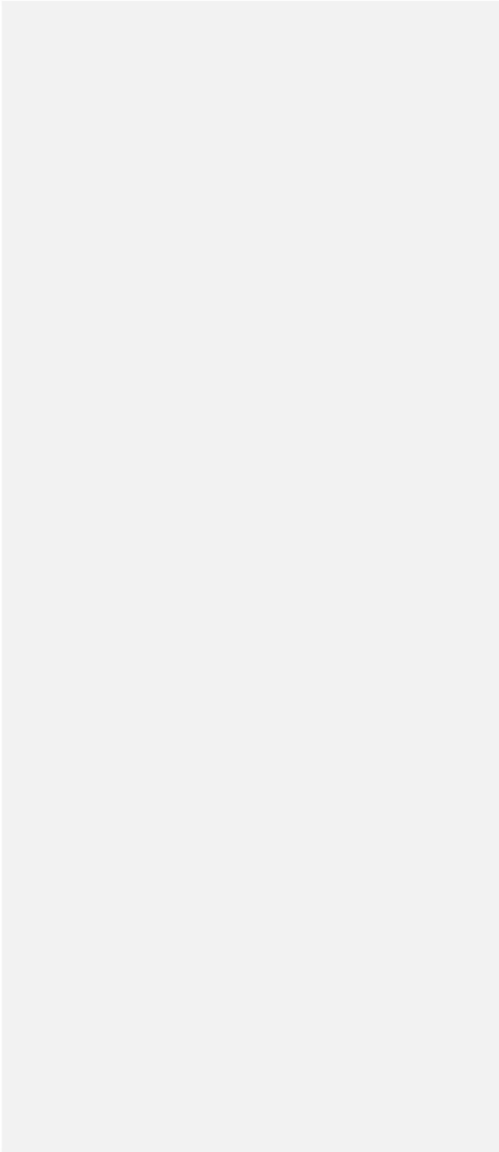
4.8 SUPPORTING COMMENTS

Section	Performance Measure	Comments
4.1	HSHD – Calls answered within 40 seconds HSHD – Calls abandoned through ring off	<u>Performance Summary</u> Performance against the SLA for calls answered within 40 seconds was 92.9%, and the performance against the SLA for abandoned calls was 93.9%. Although there was a significant improvement in the telephone answering SLAs in January, the MAT still failed to be achieved. <u>Cause</u> There was an increased volume of calls to the HSH in the last week of January, due to the increase in Software calls (full details appear in Section 2). This affected HSH's ability to deal with incoming calls at that time <u>Action</u> Software fixes have been implemented. No action at HSH is thought to be necessary at this point in time.
4.1	HSHD - Level 1 calls resolved within 5 minutes	<u>Performance Summary</u> The MAT was not achieved for Level 1 calls in January, as 88.4% of the calls were resolved within 5 minutes. <u>Cause</u> This is directly attributable to the ongoing Powerhelp problems (slow response time) that have significantly affected weeks two and three of the month. The poor performance has been attributed to a network capacity issue and a remote user running an associated

		database which operates record locking when the remote database and Powerhelp communicate. Action • Network capacity for remote system users has been increased • The record locking issue has only recently been identified and is subject to process review.
4.2	Hardware / Network Priority A – 4hrs non-remedial Hardware / Network Priority A – 6hrs remedial	Performance Summary 87.5% of priority 'A' H/N calls were resolved within 4hrs and 6 hrs. Cause Out of a total of 8 priority 'A' H/N calls in January, one failed to be resolved within 6hrs (the actual resolution time was 6hrs 35mins), and this resulted in the MAT not being achieved. The Hardware call which failed to meet the SLA was routed to the Engineer within 38 minutes of the call being logged. The Engineer then arrived on site 86 minutes later, and the site visit involved swapping the base unit. The base unit was subsequently swapped out a further two times, following repeated failures. This extended the length of the call. Action On-going review of quality of kit.
4.2	Hardware / Network Priority B – 8hrs non-remedial	Performance Summary Conformance was not achieved for priority 'B' H/N calls in January. 84.4% of priority 'B' H/N calls were resolved within

	Hardware / Network Priority B – 10hrs remedial	8hrs, and 90.5% of calls were resolved within 10hrs. <u>Cause</u> This was due to an on-going process issue, where calls were unnecessarily delayed after being passed to second line support (SMC), before being routed to an Engineer. <u>Action</u> This problem has been escalated through the ICL Pathway Management Team. Stringent measures have now been enforced to address the above problem and improved performance is expected in February.
4.3	Data Services - RDMC Reference Data Delivery by Day D	<u>Performance Summary</u> 99.8% of RDMC Reference Data was delivered by Day D. <u>Cause</u> The failure of this SLA is attributed to the non-polling of Outlets, as non-polling is the key input to this calculation. <u>Action</u> The non-pollled Outlet procedures are being reviewed to ensure that we can identify where an Outlet fails to poll as a direct result of either an Horizon system fault, or an activity which has taken place outside of the control of ICL Pathway, for example a burglary or a Counter switch off. These procedures will be introduced as soon as they have been tested. It is expected that this will be within the next month.
4.3	Data Services - APS File Delivery by Day D	<u>Performance Summary</u> 99.5% of APS transaction files were delivered by Day D, and

		therefore the MAT was not achieved in December. N.B. APS transactions which have been delivered to HAPS after day D, are identified on the 'Polling Exception' report. <u>Cause</u> Due to specific reasons for non-polling of APS transactions, (for example communication failure, Post Offices off-line due to burglary etc.), day D transaction delivery has not been achieved for the month as a whole. We would confirm that all files have been transmitted to HAPS in accordance with the agreed timescales and the SLA failure is directly attributable to these transactions which have not been polled. <u>Action</u> The non-pollled Outlet procedures are being reviewed to ensure that we can identify where an Outlet fails to poll as a direct result of either an Horizon system fault or an activity which has taken place outside of the control of ICL Pathway, for example a burglary or a Counter switch off. These procedures will be introduced as soon as they have been tested. It is expected that this will be within the next month.
4.3	Data Services - OBCS File Delivery	Due to a problem with the Harvesting process, one of the OBCS data files had a corruption in the transaction date field and thus failed to update one of the Data Warehouse tables. This information is only retained for three days and therefore we are unable to calculate the SLA achievement for the full month of January, as only five days worth of data were available. A fix has been developed which is currently undergoing testing. However, we cannot recalculate the SLA as the data is no longer available. A further update will be available at the Service Review Forum.



5 CUSTOMER SERVICE OPERATIONS REPORT

5.1 Cross Domain Problems - Open Calls / Work In Progress

PinICL Number	Date Raised	Problem Management Calls - Description	Last Update	Next Update	Status	Problem Manager
PC0019130	03/12/98	PM - PO unable to read shiny Barcodes	13/01	21/01	Monitor	Audrey Adams
PC0026385	03/06/99	PM - NBSC-HSH Interface and Responsibilities	14/01	21/01	Monitor	Dave Fletcher
PC0027145	24/06/99	PM - Outlets not polling information	04/02	11/02	Monitor	Richard Brunskill
PC0030464	30/09/99	BCM - Major Business Continuity Incident	20/01	20/02	WIP	Tony Wicks
PC0031084	11/10/99	PM - Release of Reference Data	18/01	24/01	WIP	David Wilcox
PC0032761	04/11/99	PM - Operational Integrity Violation	19/11	26/11	WIP	Deidre Connis
PC0033128	10/11/99	PM - Dugannon PO £43k discrepancy	13/01	07/01	Monitor	Paul Curley
PC0034872	10/12/99	PM-Post Office unable to do Cash Account Balancing	25/01	07/02	WIP	Alison Peacock
PC0035134	16/12/99	PM - Bulk Input does not work as specified	25/01	07/02	WIP	Alison Peacock