Message

From:	Nigel Allen [/O=MMS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=NIGEL.ALLEN324D564E-8EE5-40B6-9E37-AF10BE2ABC94]
Sent:	14/09/2012 15:10:41
To:	Anita Bravata [/O=MMS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=Anita.bravata1456f2eb-0ee6-4cf5-8a22-d58e793e52fc]; Elaine Ridge [/O=MMS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=Elaine.ridgee5da3382-52c9-49ae-9013-b9b0d860f7c3]; Carol Ballan [/O=MMS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=Carol.ballan8fa05e9f-20c3-4b0c-96a7-29a6a3e38a34]; Colin Burston [/O=MMS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=Colin.burston9c78c48c-b2c4-4d12-9d0b-a3e03966895f]; Gary Adderley [/O=MMS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=Gary.adderleybc751c52-cd1f-4c00-97cc-4b7046180542]; Denise Reid [/O=MMS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=Denise.reidcd5af6e1-1348-41cd-82db-a5f2b5e11fc1]; Alan Lusher [/O=MMS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=Alan.lusherd3a11b50-338b-4457-8ba6-b14a02f64b32]; Paul Southin [/O=MMS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=Paul.southin6e76165e-8ed5-43db-8f39-8a244d4f563a]; David Southall [/O=MMS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=David.southall8146bd4c-ef0b-4b68-ab13-f92dc532d07c]; Keith Bridges [/O=MMS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=Keith.bridges8e552f08-d28f-4480-8440-5c5dba910ba1]; Glenn Chester [/O=MMS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=Glenn.chesterb0647277-72de-494b-8b60-f73112f672cd]; Paul X Williams [/O=MMS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=Paul.williams5db7cda1-83a4-4c1f-bcdc-d870adee2cec]; Brian Trotter [/O=MMS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=Brian.a.trottere88b0286-2c6a-4bd8-bbd4-4f8f1c62b7b6]; Rachael Oyston [/O=MMS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=Rachael.oyston22612213-3b5a-4713-8297-d63b45f63d99]; Andrew Carpenter [/O=MMS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=Andy.carpenter2d821323-48eb-4873-9d07-da0302a611e5]; Robert Findlay [/O=MMS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=Robert.findlay6ab7c597-d8df-44b1-9fb2-df0ff2275679]
CC:	Craig Tuthill [/O=MMS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=Craig.tuthill9ca599f0-b4c2-4690-82c4-9eae47d105a3]; Patricia Bursi [/O=MMS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=Patricia.bursi82d26842-8327-4ef0-82c5-9434acc8bed8]; Lin Norbury [/O=MMS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=Lin.norbury8647b057-1585-4d80-bdb2-0a65d040a751]; John Breeden [/O=MMS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=John.breeden3e12944e-d07b-479d-8b19-52890f8655e0]; Chris Bhandari [/O=MMS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=Chris Bhandari105763cd-967e-45f1-a26a-d3016aa65fc2924]
Subject:	FW: Horizon Challenge Cases - Process to be adopted - Take 2!
Attachments:	Horizon Challenge Process v3.doc; Horizon Challenge Case Summary.doc
Importance:	High

Hi All

Sorry - Helps if I send the attachments!

Thanks Anne & Andy.

Have a good weekend.

Regards

Nigel Allen
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From: Nigel Allen
Sent: 14 September 2012 15:43
To: Anita Bravata; Elaine Ridge; Carol Ballan; Colin Burston; Gary Adderley; Denise Reid; Alan Lusher; Paul Southin; David Southall; Keith Bridges; Glenn Chester; Paul X Williams; Brian Trotter; Rachael Oyston; Andrew Carpenter; Robert Findlay
Cc: Craig Tuthill; Patricia Bursi; Lin Norbury; John Breeden; Chris Bhandari
Subject: Horizon Challenge Cases - Process to be adopted
Importance: High

Dear All

As you will already be aware from previous emails, the following SharePoint link should be used where you have a branch that is reporting either the Horizon system or the ATM as the route cause of discrepancies within branches.

https://portal.royalmailgroup.com/sites/PostOffice/acat/Lists/Horizon%20%20ATM%20Issues%20Log/AllItems.aspx

Given the number of Horizon challenge cases we currently have with possibly more to come, and their high profile nature, it is important that we have a comprehensive record of each case as it is possible that these may be required at some stage by Second Sight, the forensic accountants appointed by the business to investigate cases requested by MP's.

As a result, the 'Horizon Challenge Process' (attached) has been developed which will formalise our approach and ensure that all cases are dealt with in a consistent way. After a case has come in through one of the various possible routes, the CA will then follow the process as appropriate from the point where it says 'Contract Advisor is now the lead.'

Action Required

- For all cases currently on SharePoint, a Case Summary form (attached) needs to be completed retrospectively and retained by each CA and placed on the EFC. **PLEASE NOTE**: A summary form is NOT required for the ATM cases on SharePoint, only the Horizon ones.
- As the case progresses, both the Case Summary and SharePoint (Status Update column) must be updated.
- The Horizon Issues Log will be circulated weekly, possibly Mondays, by Pat Bursi with any new cases that have come in during the preceeding week where Horizon is being reported as the route cause of the discrepancy. These new cases will appear on either of the first two tabs of the spreadsheet (the third tab is a download from SharePoint) the CA will need to copy and paste any new cases from the first two tabs onto SharePoint and complete a Case Summary form.
- Once the new case appears on SharePoint, Pat will then remove it from tabs 1 / 2.

With cases that are over 7 years old eg Kings Road, the amount of information recorded on the Case Summary form may be limited as the records will not now be available. The key point to make here though is that each case, however it comes into the business eg NBSC, ECT, MP etc. is presented in a consistent way.

I trust the above is self explanatory, but if anyone requires any clarification, please give me a call.

Regards

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