

CIRCULATION: NATIONAL EXECUTIVE COUNCIL.

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mj. 200519 / PC NW 06 01.

30th November 2000



NFSP
National Federation of SubPostmasters

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General Secretary: COLIN BAKER
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KEVIN DAVIS • PAUL HEASMAN • KATE DAVIS

CIRCULATION: NATIONAL EXECUTIVE COUNCIL.

Dear Executive Officer,

HORIZON – GIRO DAILY REPORTS.

I have recently received a number of reports about ghost entries on Giro Daily Reports. I have been in continual discussion with PONU, firstly to identify the exact problem, which offices were affected and how it can be rectified.

I am advised that it only affects CSR+ offices and only where a shared stock unit is used. The problem will be fixed by means of a software drop in December. In the meantime a message broadcast should have been made to all CSR+ offices today. Attached is a copy of the draft message for your information. The text in italic at the beginning of the message will not be included in the broadcast.

I trust you will find this information useful in responding to any queries you received from members.

Yours sincerely

GRO

KEVIN DAVIS
Assistant General Secretary



30/11 '00 13:31 FAX:

GRO

P TURGOOSE

001

FAO Kevin Davis

Comments by 12.45 if at all possible please



Chris

GRO

Post Office Network - Message Broadcast Service Emergency Cascade

Reference number: MBS005

Date: 29/11/2000

The following characters must not be used: pound sterling character (£), single quote ('), double quotes ("), colon (:), brackets (), greater than (>) and smaller than (<).

Title (up to 18 characters including spaces) Giro Daily Reports

Message (up to 1,670 characters including spaces, helpline details, date and message reference number)

**Problem with Girobank Daily Reports in outlets using shared stock units only.
Message Reference Number MBS005 29/11/2000**

There have been occasions where Girobank transactions entered on to CSR+ Horizon terminals may not be visible on the office copy and the Horizon Daily Records (G9901 / G9902MAs). The transaction will however be included in the grand total value and volume reported to the Cash Account. In addition, the individual totals on one or more Horizon Daily Records may be wrong. This fault is due to be fixed in December.

In order to avoid possible error notices, please follow the instructions below until further advised:

After printing the Horizon Daily Records

- check that all transactions details from the documents on hand actually appear.

If any transaction details are missing:

- do not select cut-off
- add up the volume and value of all entries (including fees) printed on every Horizon Daily Record. Compare these with each of the printed totals

If all totals are correct:

- correct the error in the usual way, by entering the transaction on to the system and printing the reports again.

If the totals are incorrect:

- do not make an attempt to correct the error
- ring the Network Business Support Centre (NBSC) immediately on

GRO

Target outlets for cascade (insert one or more outlet types or the word 'national' or supply names and FAD codes as a separate Excel file for other selection e.g. product specific) All CSR+ offices

Relevant helpline details (for outlets with queries) Network Business Support Centre (NBSC) on

GRO

Priority (insert 'high' or 'low' meaning, respectively, 'open immediately' or 'open as soon as possible') High

Retention period (10 to 37 days) 37