

AGENT CASE SUMMARY		
APPEAL AGAINST SUMMARY TERMINATION OF CONTRACT		
FOR COMPLETION BY CONTRACTS MANAGER		
1.	Full Name of Agent	LEE CASTLETON
2.	Office Name & Address	MARINE DRIVE,14 SOUTH MARINE DRIVE, BRIDLINGTON, YO15 3DB
	Postcode	YO15 3DB
	Telephone (STD)	GRO
3	Private Address (If different from above)	GRO
	Postcode	
	Telephone (Postline/STD)	
4.	Brief Details of the Case Note: If the case involves discrimination, harassment, or any other 'significant' issue then the appropriate authority level MUST be contacted should the case reach the Employment Tribunal (ET) stage. The ET-Authority process should be referred to by the Appeals Manager for any case which reaches the ET stage. For further information on the ET process please contact Post Office Legal Services.	LARGE UNEXPLAINED LOSSES AT THE OFFICE OVER A TWELVE WEEK PERIOD. PMR BLAMES THE HORIZON KIT AND SOFTWARE PROBLEMS. NO ERRORS ON SYSTEM. NO ERROR NOTICES DUE. NO FIGURES COULD BE IDENTIFIED THAT HAD BEEN CHANGED BY THE SYSTEM. CHECKS DONE BY HELPLINE, NBSC, HORIZON HELPDESK. GIROBANK, POSTMASTERS RECORDS AND CHESTERFIELD. REQUEST SENT TO FUJITSU TO CHECK SUSPENSE ACCOUNT SOFTWARE, AS YET NOT RECEIVED. PMR SUSPENDED AS A PRECAUTION. I HAVE HAD THREE TEMPS IN THERE OVER THE LAST TEN WEEKS, NO LARGE LOSSES.
5.	Details of Specific charge	UNEXPLAINED LOSSES TOTALING £25758.75
6.	Date of suspension	23 RD MARCH 2004
7.	Brief summary of reasons for making decision to terminate contract	NO EVIDENCE TO SUPPORT PMR CLAIMS OF COMPUTER PROBLEMS. AS SOON AS THE PEOPLE WERE REMOVED FROM THE OFFICE THE LOSSES STOPPED. THE COMPUTER EQUIPMENT HAS NOT BEEN CHANGED. LOSSES REACHED A LARGE AMOUNT IN A VERY SHORT SPACE OF TIME.
8.	Date of decision to terminate contract	17 MAY 04
9.	Name & Contact No. of Retail Line Manager	CATH OGLESBY GRO
10.	Name & telephone contact of Contracts Manager	LESLEY J JOYCE GRO
11.	Date of submission to Appeals Allocation Duty - HRSC	7 June 2004
12.	Name and telephone contact of Investigation officer (obtained from investigation notes)	N/A

FOR COMPLETION BY APPEALS ALLOCATION DUTY		
13.	Date received from Contract Manager	07.06.2004

14.	Appeals Manager appointed – date/name/location	
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FOR COMPLETION BY CONTRACTS MANAGER

15.	Date Case Completed (i.e. date of notification to appellant of outcome)	
16.	Outcome	
17.	Improvement Opportunities Identified	
18.	Subsequent Action Taken	

Please ensure that all sections of this form are completed in full and returned to the Appeals Allocation Duty as soon as possible. A copy of this form should also be retained with the case papers.

**Mr Lee Castleton – Subpostmaster Post Office® Marine
Drive branch**

1	Summary of Events	
2	Audit Report	23 March 2004
3	Letter Confirming Suspension	23 March 2004
4	Formal Charge Letter	26 April 2004
5	Letter from Lee Castleton requesting information	28 April 2004
6	Response to letter from Cath Oglesby	06 May 2004
7	Information sent to Mr Castleton	06 May 2004
8	E-Mails re the office and Horizon	
9	RTU Interview Notes	10 May 2004
10	Letter to Mr Castleton re Final Balance	15 May 2004
11	Decision Paper	10 May 2004
12	Termination Letter	17 May 2004
13	Appeal letter	23 May 2004
14	Letter from Post Office® Assistant's parents	20 May 2004
15	Letter from Lee Castleton to David Mellows-Facer, Head of Area Commercial and response	24 May 2004 1 June 2004 2 June 2004
16	Record of balances) Cash Accounts) In separate file Horizon Printouts)	

Marine Drive Post Office Summary of events.

Between Christmas and New Year 2003 approx. I was contacted by the Postmaster Mr Lee Castleton. He told me that on week 39 he had been £1,100.00 short in his cash account. We discussed all the usual explanations i.e. Girobank errors, cheque deposits going through as cash. I told him to contact Girobank and National savings to see if there were any problems. I also asked him if he was able to make the amount good, as a Girobank error notice may take up to eight weeks to arrive. He said that he could make the amount good, and we left things at that. This had been the first time since taking over the office in the previous July that he had any major problems balancing.

I visited the office on Friday 16th January 2004, in my normal visiting plan. Nothing had yet come to light for the loss. The previous three weeks balances seemed fine.

Mr Castleton then contacted me after his next balance he was over £4k short. I said to him to repeat the process as before and contact Savings bank and Girobank. I asked if the cash was kept secure and who has access to it, Mr Castleton would not hear of any of his staff taking the money. On this occasion he said that he was unable to make the amount good. I told him to contact the helpline in order to get a hardship form. We discussed at length ways to double check all the work leaving the office and to perform a snap shot each evening and check the cash.

I contacted him after the next balance he said he was a further £2500 short. Again we had a long discussion on the telephone as to how to check all the daily work. Again I brought up in conversation the possibility of someone taking the cash. Lee discounted that in rather strong terms. I suggested individual stock unit balancing, and if he needed help setting this up I could help him. He didn't want to do this as he felt the office didn't lend itself to doing this.

The next week he was only £25 short so things seemed to have settled down. Until he balanced the week after and was £1500 short. By now after just four weeks he was £8243.10 short, not counting the £1,100 he had made good to start with.

I asked him if he had got a hardship form yet. He said no, so I said he must ring and get one.

He did, and the amount of £8243.10 was put into the suspense account.

At this point I was very concerned and contacted the Investigation team. They told me that as he had kept me fully informed of the loss then they would not be able to prove dishonesty.

I completed an audit request.

The week after he was £3509.18 short.

Lee told me that himself and Chrissie his assistant had spent hours and hours checking and double-checking transaction logs and work to try and prove that it was the computer equipment that was changing the figures. I asked him if he had found

anything. He hadn't. He is convinced that since he had a processor changed around about the time that the losses started it is that that is causing the losses.

I asked him to contact Horizon and get a system check. This was done and came back fine.

I asked him to contact the helpline, which he did and he sent off some cash accounts to look at.

I asked him to contact TP to see if there were any error notices pending.

I visited the office on Friday 27th February 2004. We went over everything again Lee was very distressed and angry, Chrissie his assistant was very worked up, upset and angry. They felt that they hadn't received any help and had been left to try and prove that the computer was changing the cash figures. At times they looked close to tears and said that they weren't sleeping. On top of all this Lees son needed an operation and was going into hospital. The stress levels in the office were high.....

I asked them what else I could do to help. We had covered all the usual possibilities. Lee and Chrissie kept on that they had not taken the money and that it must be the Horizon kit. Lee said that the Horizon system helpline had said that the checks had been ok, but what had they checked?

I told him to ring them back and ask. He said that they just told him everything was ok.

Lee said that he thought that the two processors were not communicating with each other and when he remmed in stock the system through the figures way out. I said why not do your end of day snap shot, then rem in, then call a second snap shot, this would then prove whether or not the system had changed anything. I said if the two processors were not communicating then work done on the second machine would not show up on the summary sheets. But all the P&A sheets and Girobank work was agreeing.

The next week, Lee transferred the previous balance into the suspense account. That figure was now at £11,752.78. He then showed a further shortage of £3512.26 on his balance of 4.3.2004. This amount was not made good and the week after this rolled amount escalated to £10,653.11. That would have been a true figure for the week of £7140.85 short.

The following Wednesday the amount (rolled again) was £11,210.56, a true figure of £557.45 short.

He was now showing £11,752.78 shortage in the suspense account and £11,210.56 on the account for week 51 (18.3.2004).

The audit was planned for the following Tuesday 23.3.2004. After the audit the total to late account was £25,758.75. He had lost a further £2795.41 in that week.

I took Lee into the back office to speak to him. I told him that I couldn't let him go on any more and as a precautionary measure was suspending him. I talked to him about what I would like to do with his permission. That was remove him and his staff from the Post office and operate the office with a temp Pmr, to see how it would balance. I

wanted to keep all the Horizon kit that they had been working with to try to keep everything else the same.

Although Lee was distressed and Chrissie was very angry, they both wanted to be proved that it was the computer. Lee even said he couldn't wait until the person was thousands short next week. He said then "heads will roll" for the distress that they have suffered.

I asked a very experienced Postmaster if she would run the office on a temp. basis. This was Mrs Ruth Simpson from First lane Post Office in Hull. Ruth agreed, but was only able to run the branch for a few weeks as she had commitments of her own. I explained the situation and she came and took over at the audit. She opened for business on the Wednesday morning and balanced £2.14 short on the night. She brought with her a part time member of staff to help out on a Monday. At close of business that first Monday she was £100 short. Her explanation was that the part timer had left something in the stack and paid out this amount twice. Ruth did say that the girl had done that in the past at her office.

I telephoned Lee to get any reaction from him. He said that there were queues out of the door, customers were unhappy. He said that Ruth was only using one computer not two as they had done, so it was not a true reflection of how they ran the office. He said that she had mis-balanced as well.

I said I would speak to Ruth regarding his concerns. I contacted Ruth. I asked her to use both machines and we discussed the queues. She said that on a Monday she had two people working all day, so two machines were used. For the rest of the week she was on her own, but logged on to the system with two user names and had two machines running. She was serving from both machines, remming in on both, putting the lottery cash through on both.

The next Wednesday she was £19.38 over. We talked every other day. She would text me and let me know she was ok.

The next balance she was £10.76 short.

I visited the office on Friday 16th April 2004. I spoke to Lee away from the counter. I asked him how things were going. He was again distressed. He wanted to know what was happening. We discussed Ruths balancing results. Chrissie came into the room, Lee was happy for her to stay. She wanted to know where the £100 shortage had gone on Ruths first full week. I explained what Ruth had thought. Chrissie made a comment, like Ruth couldn't balance either. Her manner was very aggressive and threatening. I said that I felt the balancing reflected any normal office. Again Lee and Chrissie went on about the computer and that it was making the losses.

After about 30 mins of going round in circles I told Lee that Ruth would be finishing on Wednesday 21st April due to her own commitments. I said that I was not going to let him back in there as I wanted more time and more balance results. Lee said that he didn't want to go in there as things were anyway. We discussed another temp.

I spoke to Paul Whitaker from the investigations team again .He said that they didn't wish to take on the case or interview the Pmr as he had kept me fully informed of the situation on a weekly basis. Again he said that they needed to prove dishonesty and being able to prove this looked unlikely.

Mr Greg Booth took over as temp on Wednesday 21st April.

His first complete week ended on Wednesday 28th April , he declared a gain of £14.00.

I contacted Chesterfield again on the 29th April to see if there were any outstanding error notices. There was an error for lottery that had yet to be investigated for £125.00. An error for cheques that later cleared and did not generate an error notice. There was also an error for an Easy access account that had been processed incorrectly.

I contacted Girobank to see if there were any errors outstanding. I asked them to look back to week 43. He looked back to week 43 and came forward to week 02. There was a small error of £1.43 , but that would not be reported. Everything else was fine.

Mr Franks (Lees father in law) contacted me on Friday 23rd April , to discussed the way in which Lee and his daughter Lisa had been treated. I explained the situation and what I was trying to do. I told him that the suspension was a precaution and I was hoping that by having a temp Pmr in the office any problems with the computer equipment would come to light . Mr Franks demanded that Lee be reinstated immediately, he was very irate and wanted to take this higher. I gave him the HOA name , David Mellows-Facer, and told him that I would not be reinstating Lee at that time.

Mr Franks spoke with David Mellows-Facer and asked for a speedy conclusion to this situation.

David spoke to me and asked if Lee could be brought to interview ASAP. I explained to David that I would like to get a few more weeks of clear balancing at the office and to ensure that there were no errors yet to come out of the system. David's thoughts were that we had had five good balances and to get him in.

I sent out an RTU letter to Lee inviting him to an interview on Monday 10th May 04.

He sent me a letter asking for information from Horizon and NBSC. I have made every attempt to get this for him. I have used the staff in the area office and the contracts manager to help me. The case was taken on by Richard Benton, problem manager.

Lee then contacted me via the helpline on Tuesday 4th May 2004, to say that he had found £15k of the losses . I phoned him at the office to see where he had found the cash. He said that the suspense account had doubled the figures. When he had put the amounts into the suspense account , although the amount was showing in the suspense account it was also still showing as a loss again the next week. Lee asked for the

suspense account software to be checked. I again contacted the NBSC to request this. The request was forwarded to Richard in the problem management section.

To see if the suspense account was having any effect on the balance I contacted my temp, Greg Booth. I asked him how he was balancing that week on his snap shots. He told me that he was a few pounds over. It was now Wednesday 5th May, balance day. I told Greg what Lee had said about the suspense account. I asked Greg to put £100 into the shortages line on the suspense account. First he ran a snap shot, then he placed the £100 into the account, then he ran a second snap shot and a suspense account report. During this time the second Horizon kit was still being used by the assistant. The £100 was in the correct place and the cash figure on the snap shot had changed by £100. All was ok. I asked Greg to balance with those amounts still in the account. He should balance £100 over. I would then call on Friday and we would take the amount out, to see if the opposite occurred.

Greg left me a message on my phone later that evening to say that he had balanced over as we had expected.

Thursday 6th May. Contacted Chesterfield again to check any outstanding errors. Only the easy access error still showing.

Lee was sent a letter from the area office giving him the call log from NBSC, the e-mail between Richard and Julie, the audit report.

I contacted him by phone on 6th May, to let him know that I had received his letter and I was doing all I could to get him the information that he had requested. But I did tell him that I probably would not be able to get all that he was asking for.

The NBSC contacted me to say that the request to look into the suspense account software had been sent to the problem management team. I contacted Richard Benton, he said that the requests had been sent to Fujitsu, but that it could take several weeks before they would come back with an answer.

Monday 10th May 2004. RTU interview (see notes).

At the interview Lee could only give one explanation for the losses at his office and that was computer software problems. He did not provide any instances where the figures on his cash accounts were incorrect, it was always the cash figure that didn't match. He asked me to explain the discrepancies at the top of his final balances.

I sent copies to Liz Morgan and Davlynn Cumberland in Leeds, two very experienced suspense account people. They helped me with the wording for my explanation. I sent a letter to Lee on Friday 14th May, plus the interview notes.

Both Liz and Davlynn could not see anything wrong with the way the computers were working.

I discussed the whole case with my HOA throughout.

My decision is to summary terminate Lee Castletons contract for services.

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To:	From:	cc:
	Helen Hollingworth Inspector	

Date: ²³25th March 2004

Audit of Post Office ® Marine Drive branch, FAD 213337

An audit took place at Marine Drive Post Office on the ²³25th March 2004. Helen Hollingworth led the audit and in attendance was Chris Taylor. The audit commenced at 8.00am and on our arrival the sub postmaster was very pleased to see us. He explained problems he had been having at the office regarding balancing. His problems with balancing started in week 43 with a mis-balance of -4230.97. He was adamant that no members of staff could be committing theft and felt that the mis-balances were due to a computer problem. He had been in contact with the Retail Line Manager Cath Oglesby and the Horizon help line regularly since the problems began. The following table gives further weeks balance declarations on the cash account.

48	-3509.18	
46	-8243.10	
45	-6730.01	
44	-6754.09	
43	-4230.97	
48	-3509.18	This amount put into suspense week 49
46	-8243.10	This amount put into suspense week 47
45	-6730.01	Rolled loss
44	-6754.09	
43	-4230.97	

In week 47 £8243.10 was put into suspense. Although horizon had been contacted and the Retail Line was aware of this figure, this was not authorised. In week 49 £3509.68 was added to make the amount carried in the suspense account total £11752.78. This was also not authorised.

week 51 balance	- £11210.56
suspense account	- £11752.78
expected audit result	- £22563.34
difference at audit	- £2795.41 (-£1769.00 lottery -£1026.41 cash)
audit result	- £25758.75

On the completion of the audit the Retail Line Manager Cath Oglesby was contacted, along with the Investigation team and the Audit Line Manager. The sub postmaster was suspended pending enquiries and an interim postmaster was put in charge at the office.

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Mr L Castleton
Post Office® Marine Drive branch
14, South Marine Drive
Bridlington
YO15 3DB

23.03.04

Dear Mr Castleton
Re: SUSPENSION

This is to confirm that your contract for services as Subpostmaster at Post Office® Marine Drive branch has been suspended with effect from 23 March 2004.

The suspension is precautionary pending further investigations and your remuneration will cease from this date. Any outstanding remuneration will also be withheld for the period of the suspension and the question of payment of remuneration to you for this period will be determined in accordance with Section 19 paragraph 6 of your Contract For Services on the termination of the period of suspension.

I will contact you again about this matter as soon as possible.

Yours sincerely

GRO

Lesley J Joyce
Contract Manager

Post Office Ltd
Darlington Area Office
Crown Street
Darlington
DL1 1AN

GRO

4

PERSONAL AND IN CONFIDENCE

Mr Lee Castleton
Post Office® Marine Drive branch
14 South Marine Drive
Bridlington
YO15 3DB

26.04.04

Dear Mr Castleton

Re: SUSPENSION OF CONTRACT FOR SERVICES

I wrote to you on 23 March 2004 confirming the suspension of your contract for services as subpostmaster of Post Office® Marine Drive Branch.

I am now considering the summary termination of your contract for services on the grounds that the audit at your office on 23 March 2004 resulted in a total shortage of £25,758.75. You had reported to me large, unexplained losses over the preceding period of 12 weeks. You were unable to make good the losses and therefore the decision was made to suspend you from your contract for services due to the obvious risk to Post Office Ltd funds. There are a number of obligations set out within the Subpostmasters contract for services, one of which being retention of the appointment is dependant on the branch being well managed and the work performed properly to the satisfaction of Post Office Ltd, the Subpostmasters contract section 1, paragraph 5 and section 12, paragraph 12 refers. This is in accordance with Section 1, paragraph 10, of your Contract For Services, which provides that the Agreement may be determined at any time in case of breach of conditions by you, or non-performance of your obligations or non-provision of Post Office services.

I would now like to give you the opportunity to put forward any reasons why I should not pursue this course of action. You can do this by requesting a personal interview or submitting a response to the charge(s). In either case you should inform me of your intentions, in writing by 5 May 2004.

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Re: SUSPENSION OF CONTRACT FOR SERVICES

I have provisionally set aside the morning of Monday 10 May 2004, at the Area Managers Office in Darlington, should you choose a personal interview. If this date is inconvenient we will of course re-arrange.

Should you choose a personal interview, you may be accompanied at the interview by a friend, who must be a fellow subpostmaster, or a registered Sub Office Assistant or a Consignia employee or an official/ representative of the National Federation of Subpostmasters. You also have the right to request and receive all information relating to the aforementioned charge.

Yours sincerely

Cath Oglesby
Retail Line Manager

Post Office Ltd
Operations
Darlington Area Office
Crown Street
Darlington DL1 1AN

To: Cath Oglesby
Retail Line Manager

*I wish to attend for interview

*I wish to submit written representation

*** Delete as appropriate**

Signed: _____

Date: _____

L. CASTLETON

S

GRO

28. 04. 04

DEAR Mrs Oglesby/Mrs Joyce.

I am writing to you
in reply to your letter dated 26. 04. 04.

I would like to point out that the audit took place at this office at my request. I felt I was in a situation that nothing was being done and I felt I needed more people involved. This was asked for on the advice of a friend of mine who is also a Sub post master. I would also like you to consider the amount of phone calls and requests that were made throughout that twelve week period asking for help, advice and information. Whenever I have received any requests from anybody wishing to help, I have always furnished your company with any paperwork, documents or information. I would also like to point out that I have never refused or been unable to make good the losses. But would like to know

whether these losses actually exist or if as I believe they are a figment of a computer's imagination.

I would like you to send me any and all information relating to the aforementioned charge. I would also like you to send me

1. a full list of all software updates since Jan 16th 2004 To Now 28.04.04. Including date of download, reason for download, description of Program and any problems with the software since its installation to any machine
2. list of all calls to Horizon and NSBC from this office since 16th Jan 2004 to now including who made the call, who they spoke to, and reason for call, what action was taken after call was made.
3. list of all calls to Horizon and NSBC from any office in relation to computer balance problems that seem unexplained.
4. list of any Horizon problems which are either on-going or have been dealt with including suspense account problems. What action was taken and description of the work.

5. A DETAILED LIST OF THE REQUIREMENTS OF AN RLM IN SUCH A CASE. THE REASON ACTIONS WERE TAKEN AND WHEN THESE ACTIONS WERE TAKEN.
6. CONTRACTUAL OBLIGATIONS OF HORIZON WITH RESPECT TO HOW AND WHEN HORIZON SHOULD ACT WHEN A FAULT ON THE SYSTEM IS SUSPECTED.
7. WHAT ACTION IS TAKEN WITH DATA AT 'CLEAR DESKTOP' WITHIN HORIZON, WHERE IT IS STORED AND WHETHER THIS DATA HAS BEEN CHECKED. IF IT HAS BEEN CHECKED WHAT WAS THE DATA WHO CHECKED IT AND WHAT WAS THE OUTCOME.
8. COULD I ALSO HAVE A DETAILED BREAKDOWN OF WHAT IS CHECKED DURING A HORIZON SYSTEM CHECK WHEN SYSTEM CHECKS HAVE BEEN DONE ON MACHINES IN THIS OFFICE WHO DID THE CHECKS AND WHAT WAS FOUND IN THE RESULTS OF THE TESTS, ALSO THE DATES AND TIMES OF THE CHECKS.
9. LIST OF BT LINE FAULTS SINCE 16TH JAN 04 ON THIS PHONE LINE FROM 16TH JAN 2004. ANY WORK REQUIRED AND REASON FOR WORK.
10. I WOULD ALSO LIKE TO KNOW IF THE COMPUTER SYSTEM HERE HAS BEEN OFF OVER THE PERIOD OF MY SUSPENSION, THE REASON FOR THEM BEING OFF, THE ACTIONS TAKEN INCLUDING A DETAILED LIST OF

ANY SOFTWARE CHANGES OR REPAIRS REQUIRED TO BRING THE SYSTEM ON-LINE AGAIN.

I HAVE VERBALLY ASKED FOR THIS INFORMATION ON TWO PREVIOUS OCCAISIONS. I BELIEVE THAT ALL OF THIS INFORMATION IS REQUIRED TO GIVE ME AN INSIGHT INTO HOW THIS SYSTEM WORKS. AS I HAVE ASKED PREVIOUSLY PLEASE, PLEASE HELP ME TO HELP MYSELF I FEEL COMPLETELY OUT OF THE 'LOOP'. BUT I ONLY WISH TO HELP TO UNRAVEL THIS.

LOOKING FORWARD TO YOUR
RESPONSE
YOURS FAITHFULLY

Lee Castleton

P.S. COULD YOU ALSO SEND ME THE BALANCE DATA SHEETS THAT ARE COMPILED AT CHESTERFIELD SO THAT I CAN COMPARE. I AM SURE THIS HAS ALREADY BEEN DONE BUT I WOULD JUST LIKE TO COMPARE THEM MYSELF.

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PERSONAL AND IN CONFIDENCE

Mr Lee Castleton
Post Office® Marine Drive branch
14 South Marine Drive
Bridlington
YO15 3DB

06.05.04

Dear Lee

Please find enclosed the following:

- Copy of – Suspension letter – dated 23.03.04
- Copy of - Reasons to urge letter – dated 26.04.04
- Copy of e-mail from Fujitsu and logs of calls to Network Business Support Centre and HSH
- Copy of e-mail from Andrew Price
- Copy of Horizon System User Guide, Office Administration, System failure Subsections 12 and 13
- Copy of Audit report

Yours sincerely

Cath Oglesby
Retail Line Manager

Post Office Ltd
Operations
Darlington Area Office
Crown Street
Darlington DL1 1AN

Page 2 of 2

Re: SUSPENSION OF CONTRACT FOR SERVICES

PERSONAL AND IN CONFIDENCE

Mr Lee Castleton
Post Office@ Marine Drive branch
14 South Marine Drive
Bridlington
YO15 3DB

HSH Calls

Call	Opened	Closed	Affected Site	Problem Text	Closure Text	Resolution
E-0401280325	28-Jan-04	28-Jan-04	213337	Caller states that discrepencys are going through on the system. And this has been the case for 3 weeks in a row. Week 1: £1103 down. Week 2: 4230.97 down. Week 3 (today): approx. £2500.	Call Close by Dane Meah: NBSC issue. Transferred for investigation.	RS14
E-0401290358	29-Jan-04	29-Jan-04	213337	pm reports the is having problems on his system connected to rem's, every time he rem's in it leaves him with a discreapncy and he been to the nb'sc and back to us and now wants his system investigating	Call Close by Mary Rainbow: pm reports ongoing problems on system with discrepancies - pm transferred to nb'sc for further assistance	RS14
E-0402020111	2-Feb-04	2-Feb-04	213337	cath nb'sc) pm states that he has desktop intialisation failed on node 2.	Call Close by Ben Horseman: counter 2 successfully rolled out at release date 2.9	RS13
E-0402130261	13-Feb-04	13-Feb-04	213337	pm states that he has a rem issue	Call Close by John Lockyear: pm has a nb'sc issue	RS14
E-0402130267	13-Feb-04	13-Feb-04	213337	Marie @ NBSC - PM adv his system is doubling up cash declarations and cutting off cheques they still appear the next day	Call Close by Tony Law: PM states his cheques keep carrying over from the day before. advised pm to call back if happens again as only happened the once on the 11th and cannot check event log to see if he cut off as pm rolled over since then. ref gi	RS14
E-0402160081	16-Feb-04	16-Feb-04	213337	Marie @ NBSC ~PM calling to advise that both counters were @ POLO this morning, but are rebooting OK now	Call Close by David Lawrence: Pm rebooted OK	RS15
E-0402160628	16-Feb-04	16-Feb-04	213337	Pat @ NBSC - PM adv he needs OBSC check	Call Close by Tony Law: PM adv he needs OBSC checked. OBSC Checked - result given	RS14
E-0402250454	25-Feb-04	25-Feb-04	213337	clerk reports that they have been having problems on the system when balancing that seems to be related to stock remmed in through the week	Call Close by Mary Rainbow: clerk reports problems with the balance that appear to be linked to stock remmed in - clerk will call back tonight if further assistance required	RS14
E-0402250553	25-Feb-04	25-Feb-04	213337	NBSC - PM has called the NBSC regarding problems with her balance.	Call Close by Robert Congerton: pmhtcc	RS14

Call	Opened	Closed	Affected Site	Problem Text	Closure Text	Resolution
E-0402250565	25-Feb-04	25-Feb-04	213337	JANE @NBSC called re closed call.	Call Close by Nicola Goodson: jane@nbsc called regarding call that was closed advised jane about previous call, ref given call closed	RS14
E-0402251077	25-Feb-04	28-Feb-04	213337	pm reporting that they are getting large discrepancies for the last few weeks.	Call Close by Kuljinder Bhachu: sussanna has spoken to the pm, explained that there was no software problem found. explained that this office has been alerted to julie welsh for the discrepancies problem. pmhtcc.	RS13
E-0403040165	4-Mar-04	4-Mar-04	213337	rlm reports discrepancies in the office	Call Close by Hayley Minnis: nbsc issue	RS14
E-0403040524	4-Mar-04	4-Mar-04	213337	Line manager states the PM is still getting large discrepancies and wants to know what's going on.	Call Close by Elspeth Neilson: Line manager reporting large discrepancies. Advised that the discrepancies are not caused by software/hardware, as stated in closed call E0402251077.	RS14
E-0403230583	23-Mar-04	23-Mar-04	213337	Auditor wants to know when BU was swapped at this office.	Call Close by Jacqueline Wilcock: Auditor wanted to know when BU was changed. Advised 2/02/04.	RS14
E-0403230628	23-Mar-04	23-Mar-04	213337	brett @ nbsc wants a osp for the auditor. mobile number is GRO	Call Close by David Dawe: osp given to the auditor ref offered	RS14
E-0404010718	1-Apr-04	1-Apr-04	213337	pm states the screen has frozen	Call Close by Adam Goldstein: pm states the system has frozen advised pm to reboot ref no given	RS03
E-0404190387	19-Apr-04	19-Apr-04	213337	RLM states there has been discrepancies on the system since the base unit was swapped in Feb. RLM wants to know why this is. RLM states she thinks there is something wrong with the system and wants the system to be checked from our end.	Call Close by Elspeth Neilson: RLM wanted the system to be checked as there have been discrepancies. Advised that events are normal and healthcheck passed. Advised to contact NBSC for balancing advice. Ref no given.	RS14
E-0404210187	21-Apr-04	21-Apr-04	213337	pm states that the gateway was saying to enter the pmmc and is now on a blue screen	Call Close by David Dawe: pm had a blue screen advised that the screen is normal and the pm will call back if not changed in the next 20 mins ref offered	RS14
E-0404230660	23-Apr-04	23-Apr-04	213337	pm states that he wondered if he can get a list of his calls - and of software?	Call Close by John Lockyear: pm would like a list of calls and software updates referred to nbsc	RS04

Call	Opened	Closed	Affected Site	Problem Text	Closure Text	Resolution
E-0404260747	26-Apr-04	27-Apr-04	213337	Failed ADSL switch package. Cannot ascertain if ADSL cable is plugged in. Please investigate.	Call Close by Naseema Yasmin: Call closed.	RS13

NBSC Calls

Date Taken	FAD Code	Office Name	Brief Description	Detailed Description	Resolution
19/01/2004	213337	Marine Drive	CASH TO HEMEL	LISA WASN'T TOO SURE OF THE CORRECT PROCEDURE-IS NOW AWARE	SEE DD
20/01/2004	213337	Marine Drive	15 SALES REPORT	PM HAS NOT RECEIVED A COPY OF HIS SALES REPORT FOR LAST PERIOD (8) HOW CAN ONE OF THESE BE ORDERED	SPOKE TO SALES SUPPORT WHO GAVE NO FOR MANAGEMENT INFO TEAM ON 53322514.ADVISED THE REPORTS WERE LATE BEING DISPATCHED AND PM SHOULD RECEIVE IT BY THE END OF THE WEEK AT THE LATEST.LEFT MESSAGE WITH PM'S WIFE
20/01/2004	213337	Marine Drive	COUNTER NEWS	1 X WEEK 41/03 REQUIRED	DETAILS LOGGED
21/01/2004	213337	Marine Drive	DESCREPANCY	PM HAS CASH ACCOUNT DISCREPANCY OF #4294.67.	SPMR STILL HAS LOSS AND HAS LOGGED CALL WITH SUSPENSE
22/01/2004	213337	Marine Drive	CAPO	CUSTOMER IS DEAF AND DUMB, CAPO CARD HAS ARRIVED IN WRONG NAME , BERNISE INSTEAD OF DENISE. HUSBAND IS PERM AGENT BUT BANKING TEAM WILL NOT SPEAK TO HIM. CUSTOMER HAS SENT LETTER TO EDS EXPLAINING SITUATION AND STILL IGNORED. PM WANTED TO SPEAK TO EDS	KB
22/01/2004	213337	Marine Drive	DISCREPANCY	PM HAS A LOSS OF #4000, HE WAS IN THE OFFICE UNTIL 11:00 LAST NIGHT AND COULD NOT FIND ANYTHING.	WENT THROUGH ALL THE BALANCE CHEQUES WITH PM, HE HAD CHECKED THE REMS IN AND OUT, HIS CASH STOCK AND P&A AND HE WAS UNABLE TO FIND THE LOSS. ADVISED I WOULD PASS THROUGH TO SUSPENSE.
22/01/2004	213337	Marine Drive	WEEK 43 #4230.97 LOSS UNAUTHORISED	WEEK 43 #4230.97 LOSS UNAUTHORISED UNKNOWN ERROR	UNKNOWN ERROR
27/01/2004	213337	Marine Drive	SPMR MEETING	IS THE MEETING AT SCARBOROUGH THE SAME AS THE ONE AT OTHER PLACES	KB YES IT WILL COVER THE SAME TOPICS
28/01/2004	213337	Marine Drive	15 SYSTEM QUERY	PM SAYS SINCE BROADBAND INSTALLED EVERYTIME HE RECEIVES STOCK INTO OFFICE HE IS SHOWING SHORT BY SAME AMOUNT HAS CHECKED TO MAKE SURE REMMED IN PROPERLEY BUT STILL SHOWING 2500.00 SHORT AMOUNT OF STOCK REMNEEDS CB TO CHECK IF ACCOUNTING OR SYSTEM PROB	ADVISED PM THAT IF HE FEELS THAT THIS IS A TECHNICAL PROBLEM TO CALL HSH BUT AFTER TALKING TO PM HE IS ENTERING ALL TRANS OK SO THIS COULD BE THE CASE ADVISED HIM TO BALANCE AND ROLL FOR A DEFINITE FIGURE THEN TO CALL HSH IF NO JOY CALL TP TO SEE LOG
28/01/2004	213337	Marine Drive	MONEYGRAM	IS THERE A SERVICE A CUSTOMER CAN SEND MONEY TO SOMEONE IN ANOTHER PART OF THE COUNTRY	KB

Date Taken	FAD Code	Office Name	Brief Description	Detailed Description	Resolution
29/01/2004	213337	Marine Drive	CASH ACCOUNT DISCREPENCY	IS SHOWING A LOSS OF #2523.12. SAYS THAT THIS IS THE THIRD DISCREPENCY IN AS MANY WEEKS.	CHECKED THROUGH FIGURES USING TRANSACTION LOG BY MODE AND ALSO AMOUNT LOOKED AT REMMS DECLARATION AND CASH FLOW NO TRACE OF THE DISCREPANCY CREATED CALL FOR SUSPENSE ACCOUNT TEAM.
29/01/2004	213337	Marine Drive	HORIZON	PM WOULD LIKE TO HAVE HIS TRANSACTIONAL ARCHIVES LOOKED AT MORE CLOSELY TO TRY TO IDENTIFY WHAT IS GOING WRONG WITH HIS OFFICE. HE IS HAVING A LOT OF LOSSES OVER THE LAST THREE WEEKS AND THINKS THAT THERE IS A SYSTEM FAULT WITH HIS REMMITTANCES.	I HAVE FOLLOWED KB INSTRUCTIONS AND SENT AN EMAIL TO ADELE KILCOYNE SO PM CAN STUDY HIS ARCHIVES TO TRY TO IDENTIFY WHAT HAS GONE WRONG ALL DETAILS ARE IN THE LOG
29/01/2004	213337	Marine Drive	WK44 #6754.09 LOSS UNAUTHORISED	WK44 #6754.09 LOSS UNAUTHORISEDUNIDENTIFIED	WK44 #6754.09 LOSS UNAUTHORISED
30/01/2004	213337	Marine Drive	AUTOMATED PAYMENTS	CMRS ACCOUNT HAS NOT BEEN CREDITED WITH PAYMENT	KB
30/01/2004	213337	Marine Drive	WK44 #6754.09 LOSS esc	WK44 #6754.09 LOSS UNAUTHORISED Cath PM states that he cannot identify what has caused the loss and is unable to Make Good. The PM states he made good a Loss of #1100.00 in WK42. Please contact the office to resolve and reply with any action taken.	HASRDSHIP HAS BEEN APPLIED FOR. AWAITING RETURN OF I&E FORM
02/02/2004	213337	Marine Drive	HSH	DESKTOP INITIAISATION FAILED OPERATIONAL VIOLATION HAS BEEN DETECTED	PASSED TO HSH REF E-0402020111
03/02/2004	213337	Marine Drive	NETWORK NOMINATIONS.	PM QUERYING WHETHER NOMINATIONS ARE BEING TAKEN FOR PRE PAY MOBILE PHONE VOUCHERS.	PROCESS MAP.
03/02/2004	213337	Marine Drive	Switchboard	NUMBER FOR GIROBANK	KB
03/02/2004	213337	Marine Drive	Switchboard	TELEPHONE NUMBER FOR HANCO HELPDESK.	KB.
04/02/2004	213337	Marine Drive	ONCH	THE PROCESS FOR A ONCH REPORT	AS KB
06/02/2004	213337	Marine Drive	CARD ACCOUNT	PID HAS THE OLD ADDRESS ON	KB
09/02/2004	213337	Marine Drive	NATIONAL SAVINGS	A CUSTOMER WISHES TO TRANSFER #3000 FROM HER ORDINARY ACCOUNT TO OPEN AN INVESTMENT ACCOUNT SHE HAS ALREADY HAD A CASH WITHDRAWAL TODAY CAN I PROCESS THIS AND WHICH FORM IS USED	KB
10/02/2004	213337	Marine Drive	REM OUT	HOW TO REM OUT COIN	KB
11/02/2004	213337	Marine Drive	DISABLED CUSTOMER	PM CUSTOMER WHO HAS A DISABLED SON AND IS AN APPOINTEE AT THE MOMENT AND HAS BEEN TOLD THAT SHE CANNOT BE AN APPOINTEE FOR HER SON	KBASE
12/02/2004	213337	Marine Drive	CARD ACCOUNT	PM WOULD LIKE TO KNOW THE PROCEDURE ON OPENING A CARD ACCOUNT	COM 7

Date Taken	FAD Code	Office Name	Brief Description	Detailed Description	Resolution
12/02/2004	213337	Marine Drive	WEEK 46 #8243.10 LOSS UNAUTHORISED	WEEK 46 #8243.10 LOSS UNAUTHORISED ACCUMULATED LOSS OVER LAST 4 WEEKS. HARDSHIP APPLIED FOR	AMOUNT ENTERED IN SUSPENSE PENDING COMPLETION OF HARDSHIP PAPERS
13/02/2004	213337	Marine Drive	CW PERSONAL BANKING	HOW DO I PAY OUT ON A CAPITAL BANK LLOYDS TSB CHEQUE MADE OUT TO POST OFFICE LTD	ADVISED PM THAT HE SHOULD NOT PAY OUT CASH FOR THIS CHEQUE, IT SHOULD ONLY BE USED TO PAY FOR PRODUCTS OR SERVICES.
13/02/2004	213337	Marine Drive	HARDSHIP	LOSS #8243.10 WEEK 46 - ACCUMULATED OVER LAST 4 WEEKS. CHASED I&E 27/02. FURTHER LOSS #3509.68 WEEK 48. AMOUNT ADDED TO SUSPENSE. TOTAL LOSS NOW #11752.78. CATH OGLESBY AWARE AND VISITING TO ASSIST PM IN COMPLETING FORMrang to chase 25/03 PM suspended??	SPOKE TO CATH OGLESBY 25/03 PM HAS BEEN SUSPENDED AND LOSS TRANSFERRED TO LATE ACCOUNT
13/02/2004	213337	Marine Drive	HSH	PM WOULD LIKE TO ARRANGE SYSTEM CHECK DUE TO SMALL FAULTS WITH SYSTEM	HSH TONY
16/02/2004	213337	Marine Drive	CAPO	CARD CANNOT BE READ BY SYSTEM WHAT TO DO	KB
16/02/2004	213337	Marine Drive	CARD ACCOUNT WITHDRAWAL	SYSTEM UNAVAILABLE CAN THEY DO A WITHDRAWAL	KB
16/02/2004	213337	Marine Drive	HORIZON	HORIZON	KB 0628
16/02/2004	213337	Marine Drive	Switchboard	PM WANTS TO SPEAK TO HSH FROZEN SCREENS 0081	KB
19/02/2004	213337	Marine Drive	Switchboard	What are the Telephone numbers for Transaction Processing	KB
21/02/2004	213337	Marine Drive	CARD ACCOUNT	PM ASKING HOW TO DEAL WITH DEATH OF CARD HOLDER	KB
24/02/2004	213337	Marine Drive	Page RLM	CAN CATH OGLESBY PLEASE CALL PM REGARDING THE PREVIOUS CONVERSATION ABOUT THE ONGOING SYSTEM PROBLEM . PM INSISTS YOU ARE AWARE THANKS	rlm cath oglesby advised @ 11:40am,
25/02/2004	213337	Marine Drive	CB TUESDAY HORIZON	PM HAS BEEN HAVING TERRIBLE PROBLEMS WITH THE SYSTEM AND THERE BALANCE FOR ABOUT 6 WEEKS NOW-SHE HAS BEEN ONTO HORIZON WHO PROMISED THEY WOULD DO A SYSTEM CHECK-PM WANTED TO KNOW WHETHER THEY HAD DONE IT OR STARTED IT BUT HORIZON DOESNT SEEM TO BE SEE LOG	SANDRA SPOKE TO HSH TEAM LEADER WHO ARE NOW LOOKING INTO THIS FOR PM. RANG PM ON TUESDAY AND SHE CONFIRMED HSH HAD BEEN IN TOUCH. GAVE CALL REF AND ASKED HER TO CALL BACK IF SHE HAD ANY FURTHER PROBLEMS
25/02/2004	213337	Marine Drive	Switchboard	PM WANTED TO SPEAK TO HSH REGARDING SYSTEM PROBLEMS	TRANSFERED TO HSH-

Date Taken	FAD Code	Office Name	Brief Description	Detailed Description	Resolution
26/02/2004	213337	Marine Drive	CASH ACCOUNT DISCREPANCY	THE OFFICE HAS A DISCREPANCY AND IS WANTING A CALL FROM SERVICE SUPPORT REF H13071268 #3509.68 SHORTAGE AND WOULD LIKE TO USE THE SUSPENSE ACCOUNT	ADVISED PM THE SUSPENSE ACCOUNT TEAM WILL DEAL WITH UNTIL PM ROLLS INTO THE CORRECT CAP SPOKE TO CLAIRE SHE ADVISED HSH ARE STILL INVESTIGATING THE PROBLEM
26/02/2004	213337	Marine Drive	SMARTPOST	PM IS ENTERING A SMARTPOST ITEM ON THE SYSTEM, IT IS AN AIRSURE GOING TO THE USA WITH A VALUE OF #300. THE PM PUTS THE VALUE IN BUT THE PRICE DOES NOT INCREASE. WHY?	WENT THROUGH THE PROCEDURE FOR SMARTPOST AND PM WAS ENTERING HIGH VALUE AT THE START OF THE TRANSACTION SO IT SETS THE PRICE AT THE HIGH VALUE COMPENSATION RATE.
26/02/2004	213337	Marine Drive	WEEK 48 #3509.68 LOSS UNAUTHORISED	WEEK 48 #3509.68 LOSS UNAUTHORISED UNKNOWN ERROR. HAS AN ONGOING PROBLEM WHICH HSH ARE INVESTIGATING. PM IS COMPLETING I&E FORM TO START HARDSHIP PROCESS FOR PREVIOUS DISCREPANCIES. THIS AMOUNT ENTERED IN SUSPENSE TO INCLUDE IN HARDSHIP PROCESS	UNAUTHORISED BUT ENTERED IN SUSPENSE PENDING HARDSHIP
03/03/2004	213337	Marine Drive	CAPO	CUSTOMER ASKED FOR NAME CHANGE ON CAPO CARD , WRONG NAME ON , SAME NAME ON NEW CARD	KB
04/03/2004	213337	Marine Drive	45 DISCREPANCY PROBLEMS	RLM KATH OGLESBY HAS CALLED HSH AS THE OFFICE ARE CONSTANTLY SHOWING LOSSES EVERY WEEK AND THINKS THIS MAY BE DOWN TO SOFTWARE AS THE AMOUNT IS GETTING WORSE EACH WEEK, HSH HAS PUT HER STRAIGHT THROUGH HERE WITHOUT CHECKING ANY INCIDENTS, SEE LOG	PM SENT IN CASH ACCOUNTS FOR WEEKS 41 42 43. WENT THROUGH THESE WITH TL ANDREW PRICE BUT NOTHING SHOWED. THE LOTTERY ERRORS WERE DUE TO ENTERING WED FIGURES ON THURSDAY.PM SAID HE WOULD WORK MANUAL ALONG SIDE HORIZON AND IF ANYTHING SHOWS HE WOULD CALL
08/03/2004	213337	Marine Drive	CASH DECLARATION	PO IS ASKING ABOUT THE CASH DECLARATION ON THE SYSTEM AS HE HAS 7,579.00 CAN SARAH PENNINGTON TAKE THE CALL AS SHE HAS BEEN DEALING WITH THIS ONE	PM SENDING SNAPSHOTS FROM SAT AND TODAY THROUGH
08/03/2004	213337	Marine Drive	DWP	What to do with impounded DWP Pension and Allowance dockets	ADVISED PM DWP MAKES POLICY NOT POCL
08/03/2004	213337	Marine Drive	PREMIUM BONDS	WHO SHOULD THE CHQ BE PAYABLE TO FOR PREMIUM BONDS	KB
09/03/2004	213337	Marine Drive	BU DE CH	THE PROCESS FOR A BUY BACK PREORDER ACCOUNTING AND DESPATCH	AS KB
10/03/2004	213337	Marine Drive	Switchboard	TELEPHONE NUMBER FOR CHESTERFIELD.	KB.

Date Taken	FAD Code	Office Name	Brief Description	Detailed Description	Resolution
15/03/2004	213337	Marine Drive	CARD ACCOUNT WITHDRAWALS	THE BALANCE ON THE CARD ACCOUNT IS LESS THAN WHAT IS IN THE ACCOUNT, WHAT DO WE DO???	KB
15/03/2004	213337	Marine Drive	Switchboard	do we have address for NAIRN po	kb
18/03/2004	213337	Marine Drive	Switchboard	PM WANTED OFFICE DETAILS FOR FAD 225840	KB
22/03/2004	213337	Marine Drive	CAPO	PM WANTED TO KNOW HOW TO ISSUE A VAULT CARD TO A CUSTOMER	OFFICE PROCESS MAP
23/03/2004	213337	Marine Drive	HORIXON	AUDITOR WANTS TO KNOW IF OFFICE HAD NEW BASE UNIT	PM WILL TRY HORIZON
23/03/2004	213337	Marine Drive	LOSSES	auditor wanted to know if there were any losses authorised from about week 40.	advised there are 3 losses and all are unauthorised
23/03/2004	213337	Marine Drive	OSP SITE DOWN	OSP FOR CHRIS TAYLOR TEL (GRO)	hr david ref sap642223dhhsh david ref e-0403230628requestor advised
23/03/2004	213337	Marine Drive	Reopened	OFFICE CLOSURE	Advised parties
23/03/2004	213337	Marine Drive	REOPENING	OFFICE WILL BE OPEN TOMORROW AT 9AM WEDNESDAY 24TH MARCH 04 AS NORMAL	see link id H13135176
23/03/2004	213337	Marine Drive	Switchboard	AUDITOR WANTS TO SPEAK TO HSH TO CONFIRM HE HAD A NEW BASE UNIT FITTED	TRANSFERED TO HSH-TANYA WOULD NOT TAKE THE CALL.....
24/03/2004	213337	Marine Drive	BUREAU DE CHANGE	DECLARE BUREAU	CN45/03 ADVISED TO SELECT EDIT F10 HUNG UP
30/03/2004	213337	Marine Drive	PSA NS&I BONDS	SPOKEN TO SPM, RUTH SIMPSON(RELIEF). TAKEN NS & I DETAILS AND WILL PASS TO CUSTOMER WHEN/IF THEY COME IN.	SEE DD
31/03/2004	213337	Marine Drive	ROD LICENCE	WHAT IS CONCESSION NUMBER FOR A DISABLED LICENCE	AS KB
01/04/2004	213337	Marine Drive	REVAL	HOW DO YOU CORRECT ERRORS	KB
01/04/2004	213337	Marine Drive	REVALUATION	OFFICE IS STILL IN CAP 01 AS SHE IS A LOTTERY OFFICE WITH ONLY 1 STOCK UNIT. PM CANNOT BALANCE AND ROLLOVER AS SYSTEM IS SAYING SHE HAS NEGATIVE/REVALUED STOCK FIGURES.	ADVISED PM TO COMPLETE REVALUATION WHILST STILL IN CAP 01. SO THE SYSTEM WILL ALLOW HER THEN TO ROLLOVER INTO WEEK 02.
02/04/2004	213337	Marine Drive	STAMPS	OFFCIE HAS RECIEVED OCEANLINERS WITH THE INCORRECT PRICE , WHAT CAN I DO	TOLD PM TO REM IN , AND CONTACT HEMMEL TO NOTIFY
13/04/2004	213337	Marine Drive	Switchboard	OFFICE ADDRESS	AS KB
15/04/2004	213337	Marine Drive	Page RNM	RLM-PLEASE CONTACT PM ASAP URGENT,PM SAYS YOU KNOW ALL ABOUT IT,BUT WOULD NOT GO INTO ANY FURTHER DETAIL.	rlm cath oglesby left message on voicemail @ 1453
19/04/2004	213337	Marine Drive	Switchboard	TEL NO FOR NATIONAL SAVINGS	K/BASE
19/04/2004	213337	Marine Drive	Switchboard	TEL NO FOR TP	K/BASE
20/04/2004	213337	Marine Drive	Page RNM	PM WANTS TO SPEAK TO RLM REGARDING A PROBLEM THAT SHE IS ALREADY DEALING WITH	rlm cath oglesby left message on voicemail @ 1428

Date Taken	FAD Code	Office Name	Brief Description	Detailed Description	Resolution
21/04/2004	213337	Marine Drive	CHANGE TO OPENING HOURS	First day of service will be:21.04.04The opening hours will be:Monday:09:00 to 17:30 Tuesday:09:00 to 17:30 Wednesday:09:00 to 17:30 Thursday:09:00 to 17:30 Friday:09:00 to 17:30 Saturday:09:00 to 12:30	DETAILS LOGGED
22/04/2004	213337	Marine Drive	Page RLM	CAN RLM CONTACT OFFICE REG PROBLEM YOU ARE ALREADY DEALING WITH	left msg on cath oglsbys mobile @ 10.26
22/04/2004	213337	Marine Drive	POST OFFICE LTD	MR CASTLETON MY SON IN LAW AND DAUGHTER HAVE BEEN IN SUSPENED AND END OF MONTH AND HAS PUT SOMEONE ELSE IN AND ARE LOOSING BUSINESS, CATH OGLESBY I WANT TO SPEAK TO SOME ONE HIGHER? GRO	PASSED MESSAGE TO AREA OFFICE FOR HOA TO GET IN TOUCH WITH MR FRANKS
22/04/2004	213337	Marine Drive	Switchboard	MEMBER OF THE PUBLICA PM'S FATHER IN LAW	K/BASE
23/04/2004	213337	Marine Drive	15 Switchboard	PM IS WANTING TO KNOW IF THERE IS ANYWAY OF PRINTING ALL THE CALLS HE AS DONE TO NBSC OFF THE SYSTEM AND SEND THEM TO HIM	ADVISED SPMR IF HE WOULD LIKE INFORMATION REGARDING CALLS MADE TO NBSC HE SHOULD MAKE HIS REQUEST IN WRITING TO ADELE KILCOYNE - NBSC - CORTONWOOD DRIVE - BRAMPTON - BARNSELEY - S73 0UF

System failure

12 Equipment Failure Checklist (dealing with equipment failure)

When you experience a problem with equipment, there are a number of checks that you must make before calling the Horizon System Helpdesk.

Please note: If any of these initial checks fails, call the Horizon System Helpdesk see subsection 19; Help Desks.

- Please follow the actions below carefully, according to the relevant equipment failure:

12.1 Processor failure

When the processor has failed:

- Check whether the processor is receiving power.

Please note: If the processor is not receiving power, it is silent and displays no green lights on the front panel.

If the power cable has become unplugged or pulled loose from the mains supply at the wall socket:

- Reconnect the power cable
- Restart the workstation (node) see System Administration; System initialisation; Restarting a workstation or see System Administration; System initialisation; Replacement of a Gateway workstation.

If possible:

- Check whether the power cable has become unplugged or pulled loose from the processor
- If this has occurred, call the Horizon System Helpdesk.

Please note: Do not try to reconnect the power cable in this instance.

If the cable connections are correct but the processor is silent and displaying no lights:

- Check whether the processor's on/off switch has been switched off. This may happen, for example, if the switch is knocked accidentally. If the processor is switched off, press the on/off switch to switch it back on, see System Administration; System initialisation; Restarting a workstation
- Check whether the monitor screen is plugged into the processor and is displaying a green light above its on/off switch (in which case the processor is faulty), if this is the case call the Horizon System Helpdesk.

If the processor is displaying lights but appears not to be operating:

- Check whether the light nearest the on/off switch (on the right hand side of the processor) which indicates that the processor is switched on and is receiving power, remains steadily on

System failure

- Check whether the light next to the power light, which indicates computer activity, is in one of the following conditions:
 - flashing on and off in bursts of activity (this will happen when the processor has just been switched on and is preparing itself for use)
 - flashing briefly from time to time (this will happen when the processor is ready for use)
- Make a note of the condition of the lights since you will need to relay this information to the Horizon System Helpdesk
- Call the Horizon System Helpdesk.

If you need to carry out transactions and the processor is still not working:

- Check whether there is another workstation on which you can complete the transaction.

If there is another workstation available:

- Complete the transaction using the other workstation.

If another workstation is not available:

- Complete the transaction manually without entering any information onto the system
- Recover the transactions when the workstation is restored, using the relevant fallback procedure.

12.2 ISDN (Horizon telephone communication connection) line faults

When you experience difficulty with the ISDN communication line:

- Check whether the ISDN Network Termination Equipment (NTE) box is displaying a green light.

Please note: The NTE box is the grey BT box (telephone point) about six by four inches in size fixed to the wall of your office.

If the light on the NTE box is not on:

- Call the Horizon System Helpdesk.

If the light on the NTE box is on:

- If your office has a hub which forms the Local Area Network (LAN), check that this is displaying at least three green lights.

Please note: The hub is mounted on the inside lid of a small steel cabinet which is positioned approximately one metre from the floor, close to the ISDN point.

If any of the lights are not on:

- Call the Horizon System Helpdesk.

If the lights are on:

- Check whether the ISDN/LAN cables have become loose or disconnected.

System failure

If a cable is loose or disconnected:

- Call the Horizon System Helpdesk.

Please note: Do not try to reconnect the power cable in this instance.

If you need to make a payment for the Order Book Control Service and the ISDN (NTE) fault has not been rectified:

- Follow the manual procedures for encashment see Transactions - Serve Customer - Part two; OBCS Pension & Allowances; OBCS during system failure.

12.3 Monitor (including touch screen) failure

When the monitor/touch screen has failed:

- Check whether a green light is visible below the right hand corner of the screen (this light indicates whether the monitor is switched on).

Please note: Even though the screen may not be working, the keyboard may still function. Make sure that you do not accidentally press any keys on the keyboard as this will register on the system.

If the green light is not on:

- Check that the power switch by the light is in the 'on' position
- Leave the power switch in the 'on' position
- If possible, check whether the cable between the screen and the processor has been unplugged or has pulled loose.

If the cable is loose or disconnected:

- Call the Horizon System Helpdesk

Please note: Do not try to reconnect the power cable in this instance.

- Check whether the processor is working correctly by performing the processor checks (see paragraph 12.1; page 39).

Please note: The power for the monitor is supplied from the processor so if the processor is not powered, the monitor will not be powered either.

If the green light is on but the monitor screen is blank:

- Make sure that the contrast or brightness has not been turned down (the contrast and brightness controls are to the left of the power switch).

If the green light is on but the monitor screen shows nothing but white noise, becomes monochrome or has developed a peculiar colour tint:

- If possible, check whether the cables to the processor are properly connected (the cables plug into a socket at the opposite corner of the processor to the power switch).

System failure

If the cables are loose or disconnected:

- Call the Horizon System Helpdesk (see paragraph 19.1; page 76).

Please note: Do not try to reconnect the power cable in this instance.

If the screen appears to be operating:

- Check whether the touch controls are working.

If the screen appears to be operating but the touch controls are not working:

- Check whether the cables from the touch screen control unit at the back of the monitor have not been unplugged or pulled loose from the system unit.

If the cables are loose or disconnected:

- Call the Horizon System Helpdesk (see paragraph 19.1; page 76).

Please note: Do not try to reconnect the cables in this instance.

If you need to carry out transactions and the monitor is still not working:

- Complete the transaction using an alternative workstation, if one is available
- If another workstation is not available, complete the transaction manually without entering any information onto the system.

For information on completing the transaction manually, see the appropriate procedure as shown below:

- for the AP Fallback procedure see Transactions - Serve Customer - Part one; Automated Payments; Automated Payments during system failure

For all other transactions, refer to the appropriate booklet of the Counters Operations Manual.

If you need to carry out transactions and the touch screen is still not working:

- Continue with the transaction using the keyboard instead of the icons on the touch screen.

Please note: The icons on the screen perform the same functions as the function keys F1 to F16, along the bottom left of the keyboard. The corresponding keys are shown on these icons.

Every screen button has a key board equivalent that is shown on the button. Some of these are underlined which means that they are selected by pressing and holding the alt key and the pressing the underlined character.

An example of this is 'deleting from the transaction stack of more than 3 items. UP to 3 items the T1, T2 & T3 keys can be used. When a larger transaction stack is opened, up to 9 buttons are displayed (T1, T2, T3, 0, 1, 2, 3, 4, 5) The 0, 1, 2, 3, 4, 5 can only be selected on the keyboard using the Alt key.

12.4 Bar-code reader failure

When the bar-code reader has failed:

- Check that the light beam is working correctly.

System failure

When you point the bar-code reader at an object and pull the trigger, a flat beam of light should come out of the front of the reader and shine on the object.

Please remember: Never point the bar-code reader at your eyes.

If the reader is not giving out a light:

- Check that the cable from the bar-code reader is correctly plugged into the signal port and DC power supply port at the back of the system unit.

If the cable is loose or disconnected:

- Call the Horizon System Helpdesk (see paragraph 19.1; page 76).

Please note: Do not try to reconnect the cable in this instance.

If the reader is giving out a light:

- Check whether the reader beeps when you scan a bar-code.

Please note: The bar-code reader light can function with only the power connected, but without a signal connection it will not be able to transmit the bar-code to the computer. A beep indicates that the bar-code has been read successfully.

If the bar-code reader does not beep:

- Check the reliability of the scanner by trying to scan several bar-codes.

Please note: In extreme light or dark, when there is interference, or when the scanner window has become clouded or dirty, the scanner's reliability may decrease. This means that the bar-code reader will not always be able to read bar-codes easily.

If the bar-code reader requires a few attempts to read a bar-code:

- Call the Horizon System Helpdesk (see paragraph 19.1; page 76).

If you need to carry out a transaction and the bar-code reader is still not working:

- Enter the bar-code manually by using the keyboard

Please note: All Horizon procedures that use bar-codes contain instructions advising you what to do if the bar-code cannot be read due to bar-code failure. You may alternatively complete the transaction using another workstation, if one is available.

12.5 Magnetic Card reader failure

If the Magnetic Card reader is not reading a card:

- Check that you have placed the card in the reader correctly (the magnetic strip should be visible and at the bottom of the card when entered)
- Check that the card you are trying to read is not faulty (e.g. the magnetic strip is not damaged or broken)
- Try reading the original card again.

System failure

If the Magnetic Card reader still cannot recognise the original card:

- Enter the card details on the keyboard.

If, on its next use with a different card, the Magnetic Card reader does not recognise the card:

- Call the Horizon System Helpdesk (see paragraph 19.1; page 76).

If you need to carry out a transaction and the Magnetic Card reader is still not working:

- Enter the card number manually

Please note: All Horizon procedures that use Magnetic Cards contain instructions advising you what to do if the Magnetic Card reader fails. You may alternatively complete the transaction using another workstation, if one is available.

12.6 Keyboard failure

When the keyboard is not working:

- Check whether there are lights lit on the keyboard.

If no lights are on:

- Press the Caps Lock key
- Check that the Caps Lock light comes on.

Please note: Pressing the key a second time turns the light back off again.

If the Caps Lock light does not come on when you press the Caps Lock key:

- Check that the keyboard is plugged into the system unit.

If the cable is loose or disconnected:

- Call the Horizon System Helpdesk (see paragraph 19.1; page 76).

Please note: Do not try to reconnect the cable in this instance.

If you need to carry out a transaction and the keyboard is still not working:

- Continue with the transaction using the touch screen as follows:
 - if you need to enter letters and numbers, touch the Alphanumeric icon to display the on-screen keyboard
 - to accept an entry, touch the ✓ icon
 - to remove the whole entry, touch the ✕ icon
 - to delete one character, touch the ⬅ icon

12.7 Smart Card reader failure

When the Smart Card reader has failed:

- Make sure the card is not damaged
- Make sure you have entered the card the right way round (if not, re-try).

System failure

If the card is not damaged and is entered correctly:

- Contact the Horizon System Helpdesk.

Please note: You should complete the transactions using another workstation, if one is available.

12.8 Counter printer failure

When the counter printer has failed:

- Check that all the cables are connected and in place.

If any cables are loose or disconnected:

- Call the Horizon System Helpdesk (see paragraph 19.1; page 76)

Please note: Do **not** try to reconnect the cables in this instance.

- Make a note of which lights are lit on the counter printer (including what colour they are and whether they are flashing).

If the ready light is flashing:

- Check that the printer lids are on properly
- Check whether there are consumables in the counter printer.

If the counter printer needs more consumables

- Try to replace the consumables (see paragraph 17.1; page 65).

If the counter printer is making any unusual sounds:

- Make a note of any sounds that the counter printer makes.

If there is still a problem with the counter printer following the preliminary checks:

- Call the Horizon System Helpdesk (see paragraph 19.1; page 76)
- Be ready to give the Helpdesk operator details of the state of the lights and any sounds made by the counter printer.

If a customer needs a receipt and the counter printer is still not working:

- Complete a manual receipt.

For information on writing manual receipts for:

- an AP transaction see Transactions - Serve Customer - Part one; Automated Payments; Completing manual receipts
- an EPOSS transaction refer to the appropriate Counters Operations Manual booklet

System failure

If you need to print a report and the counter printer is still not working:

- Wait until the counter printer is restored or another workstation becomes available.

Please note: If a printer fault cannot be rectified in time for information to be sent to a client you should use a manual summary where one is available (for example for Girobank).

Please remember: The report can be previewed on screen.

12.9 Office printer failure

When the office printer has failed:

- Check that all the cables are connected and in place.

If any cables are loose or disconnected:

- Call the Horizon System Helpdesk (see paragraph 19.1; page 76)

Please note: Do not try to reconnect the cables in this instance.

- Make a note of which lights are lit and on which equipment, including:
 - whether they are flashing
 - what colour they are
- Check whether there are consumables in the printer.

If the printer needs more consumables

- Try to replace the consumables see paragraph 17.3; page 66 and see paragraph 17.4; page 68.

If the printer is making any unusual sounds:

- Make a note of any sounds that the printer makes.

If there is still a problem with the printer following the preliminary checks:

- Call the Horizon System Helpdesk (see paragraph 19.1; page 76)
- Be ready to give the Helpdesk operator details of the state of the lights and any sounds made by the printer.

If you need to print a report and the printer is not working:

- Leave outstanding office reports until the printer is functioning again
- Preview client summary reports and the cash account report on screen (this will enable them to be re-printed as soon as the printer is working again)

Please note: Mandatory reports must be printed and despatched as soon as possible after the printer is working, see Balancing; Miscellaneous; Reprinting an office report. If a printer fault cannot be rectified in time for information to be sent to a client you should use a manual summary where one is available (for example for Girobank).

System failure

12.10 Power failure

When an electricity power failure prevents you from carrying out transactions:

- Report the failure to the Horizon System Helpdesk as soon as possible (see paragraph 19.1; page 76)
- Complete transactions manually until power is restored.

For information on completing transactions manually see the appropriate procedure as shown below:

- for the AP Fallback procedure, see Transactions - Serve Customer - Part one; Automated Payments; Automated Payments during system failure

For all other transactions, refer to the appropriate booklet of the Counters Operations Manual.

12.11 Electronic scales failure

When you cannot enter the weight of an item on the system after an item is placed on the electronic scales attached to the Horizon System:

- Check that the scales have been switched on.

If the scales are switched on and are still not working:

- Report the fault to your normal electronic scales fault contact
- Continue the transaction by using electronic scales at an alternative counter position.

If there are no alternative sets of electronic scales available:

- Weigh the item on the manual scales
- Enter the weight of the item on the system using either the touch screen or the keyboard.

For information on using manual scales to mail an inland or overseas item, see Transactions - Serve Customer - Part three booklet; Using the scales; Calculating postage rates on the Horizon system using the weight obtained from the scales

If the normal electronic scales fault contact cannot repair the fault:

- Report the failure to the Horizon System Helpdesk as soon as possible. (see paragraph 19.2; page 76).

12.12 Repairing of faults

Hardware faults

When you report a hardware fault to the Horizon System Helpdesk (eg. a keyboard fault) and the operator allocates an engineer to your office:

- Keep a note of the arrival time the Helpdesk operator gives, so that you know when to expect them

Please note: If a courier is required to bring you a new part for the system, the operator will give you details about the arrival of the part.

System failure

- Admit the engineer to your office, following existing security procedures

Please note: If the engineer does not have a POCL security pass, you must ask them for their Horizon security pass.

- Direct the engineer to the faulty equipment

When the engineer has completed their work, you will be asked if you are satisfied that the fault is fixed.

- Check whether the equipment is now working correctly

Please note: If you are not satisfied that the equipment is working correctly, advise the engineer, who should re-examine the fault. If the equipment continues to malfunction while the engineer is present, contact the Horizon System Helpdesk (see paragraph 19.1; page 76).

- Check whether the equipment has been damaged

If the equipment has been damaged:

- Ask the engineer to write a report, giving the details of the damage
- Sign the engineer's report, detailing the action taken.

Network faults

When there have been network faults (eg. when you are unable to contact other systems) and the system has displayed a warning message:

You will receive a telephone call from the Horizon System Helpdesk when these faults have been rectified.

- Check whether the Horizon system is then working.

If the system is not working:

- Contact the Horizon System Helpdesk (see paragraph 19.1; page 76), quoting your existing call reference number.

Software faults

When there have been software faults (ie your hardware is functioning but the system is not doing the things you would expect):

- Contact the Horizon System Helpdesk (see paragraph 19.1; page 76)
- Follow the instructions of the Horizon System Helpdesk operator
- Check whether the Horizon system is working.

If the Horizon system is still not working:

- Inform the Helpdesk operator
- Follow further instructions from the Helpdesk.

System failure

12.13 Service Visit Report (SVR)

Whenever an engineer is sent to your office, on completion of his work, the office manager (or representative) will be required to sign the engineers Service Visit Report (SVR).

The SVR is a 3 part form which should be separated as follows:

- the engineer keeps the first part
- the second part is kept by your office
- the third part is a feedback questionnaire to be completed by your office and sent to ICL Pathway

12.14 What to do if the system does not respond as you expect

If product details do not match:

If selected product details do not match what is expected (eg. the wrong price is displayed):

- * Check that the product details are correct (eg. from Counter News, etc.)

If you have entered the product details correctly:

- * Contact the Horizon System Helpdesk.

If you are unable to enter a product or PLU:

If you are unable to enter a product due to the icon or PLU selection not being available:

- * Confirm whether the product should be available at your office by:
 - using references from previous transactions
 - referring to details in Counter News, etc

If the transaction is not acceptable in your office:

- * Cancel the transaction.

If the transaction is acceptable at your office:

- * Complete the transaction manually
- * Contact the Horizon System Helpdesk.

13 Identifying lost transactions following a system failure

If the Horizon system fails for any reason transaction information may be lost. This could either be information about a transaction that was in progress at the time of the failure or information about transactions that were completed and which has become corrupted as a result of the system failure.

As soon as the system is restored you must identify any lost transactions so that they can be recovered correctly.

The system will prompt you for recovery of lost Automated Payments transactions when it is restarted. For information on recovery of Automated Payments transactions see Transactions - Serve Customer - Part one; Automated Payments; Recovery of Automated Payments.

However you will have to identify and recover lost EPOSS and OBCS transactions yourself using the procedure below.

Daily Transactions

For example: Girobank, BT bills, National Savings, manual summaries used for despatch of documents.

- Produce a summary, and if dockets already despatched, cut off their Horizon reports
- Compare the manually summarised dockets with the automated summary
- Enter any manual summarised dockets despatched on to the Horizon system and produce automated summaries, and then cut off as per normal procedures
- Enter any transactions not entered, identified by available dockets, by bulk input. For information on bulk input of transactions, see Transactions - Serve Customer - Part three; System failure & recovery; Entering bulk transactions following system failure.

Weekly Transactions

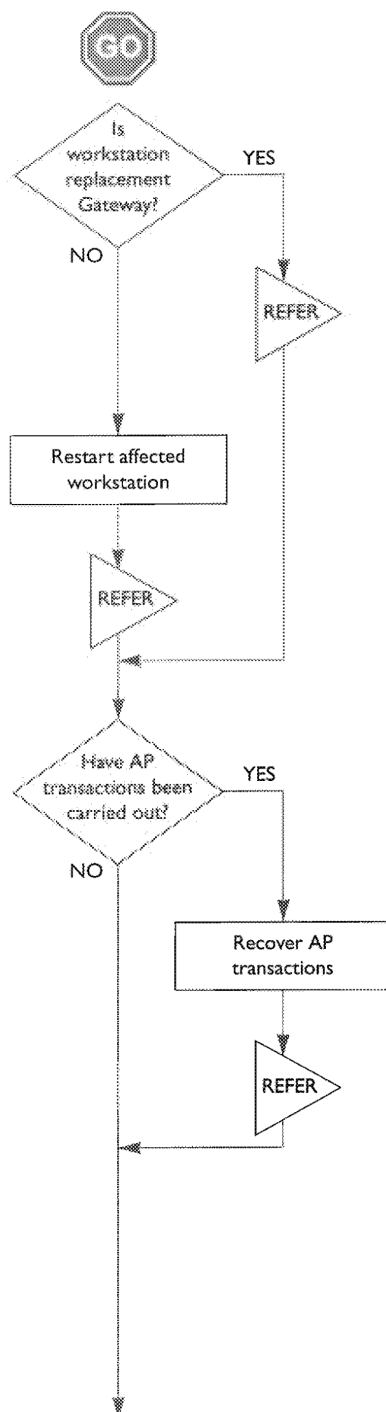
- Produce summaries, cut off summaries if required
- Identify the dockets concerned and reconcile with the relevant summary
- Dockets not identified on summary require entry on to the Horizon system by bulk input. For information on bulk input of transactions, see Transactions - Serve Customer - Part three; System failure & recovery; Entering bulk transactions following system failure.

Transactions without summary (infrequent) and stock sales

- Select balancing/stock unit balance snapshot
- Print balance snapshot. For information on producing a stock unit balance snapshot, see Balancing; General stock unit activities; Producing a stock unit balance snapshot
- Compare your dockets and stock with the balance snapshot
- Adjust stock to reflect the actual position
- Enter onto Horizon system any non-stock transactions not on balance snapshot.

System failure

14 Recovery procedures after system failure



When you need to follow recovery procedures after a system failure for the workstation (node):

- Decide whether a Gateway workstation has been replaced

If the workstation is a replacement Gateway workstation:

For information on starting a replacement Gateway workstation, see System Administration; System initialisation; Replacement of a Gateway workstation.

If the workstation is not a replacement Gateway workstation:

- Restart the affected workstation (node).

For information on restarting a workstation see System Administration; System initialisation; Restarting a workstation.

The Horizon system will prompt you for AP recovery.

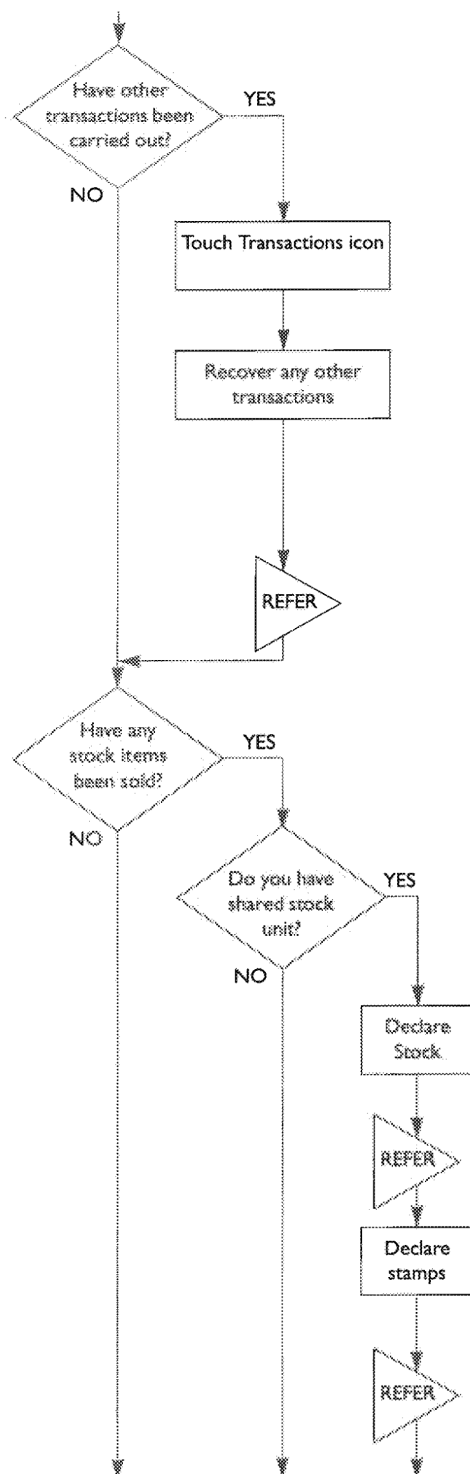
- Check whether any AP transactions have been carried out during system failure

If any AP transactions have been carried out during system failure:

- Recover the AP transactions.

For information on AP transaction recovery see Transactions - Serve Customer - Part one; Automated Payments; Recovery of Automated Payments

Please note: AP transactions should be recovered at the earliest opportunity.

System failure

- Check whether any other transactions have been carried out during system failure

If any other transactions have been carried out during system failure:

- Touch the Transactions icon

- Recover any payment, receipt or transfer transactions carried out during system failure.

Please note: Any other procedures, such as order book receipt, that were delayed due to the system being unavailable should be completed.

For information on entering a large number of transactions onto the system after system failure, see Transactions - Serve Customer - Part three; System failure & recovery; Entering bulk transactions following system failure.

- Check whether any stock items have been sold during system failure

If stock has been sold during system failure:

- Decide whether you have a shared stock unit.

If you have a shared stock unit:

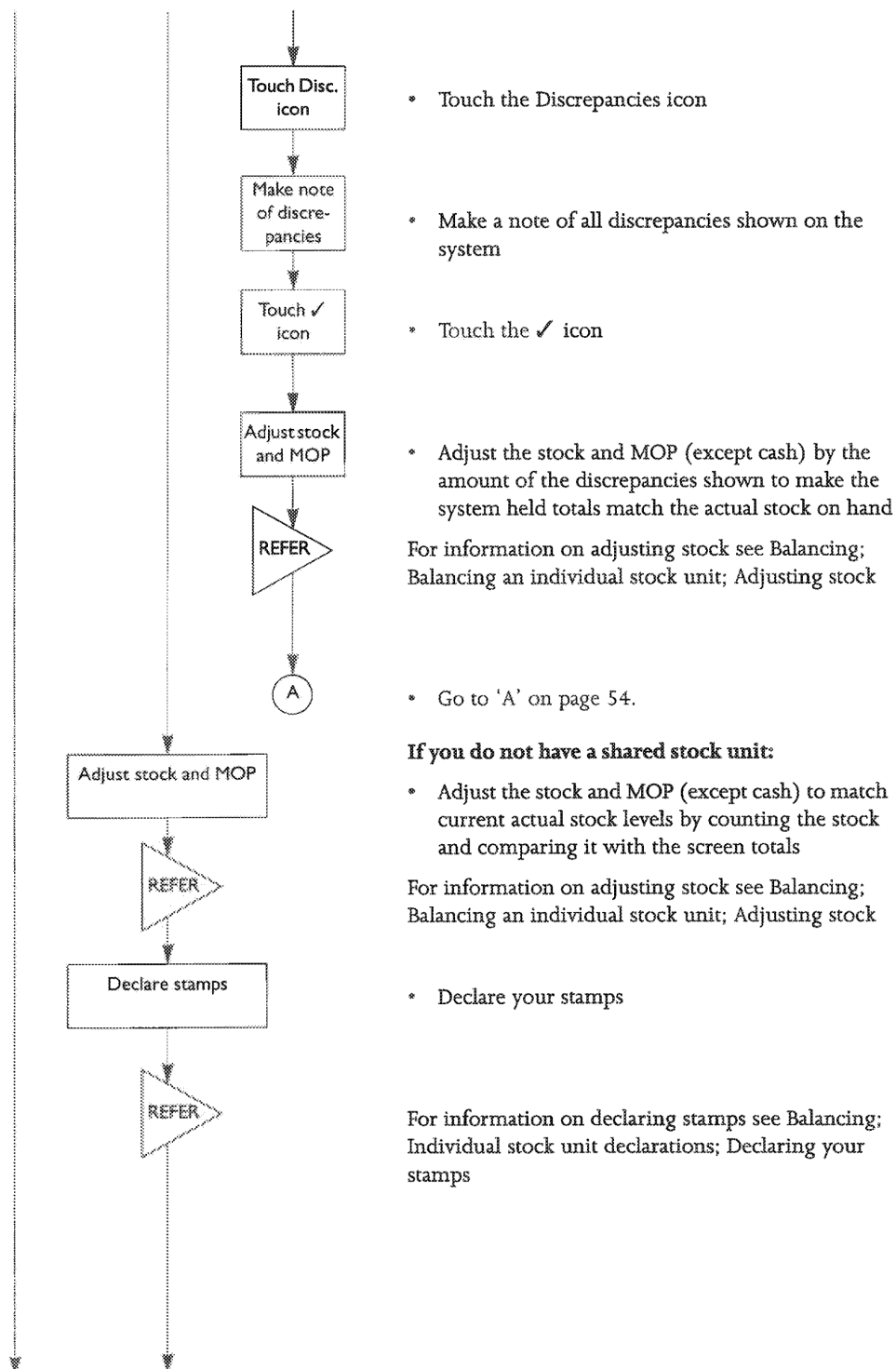
- Declare stock item and Methods of Payments (except cash) for all parts of the stock unit

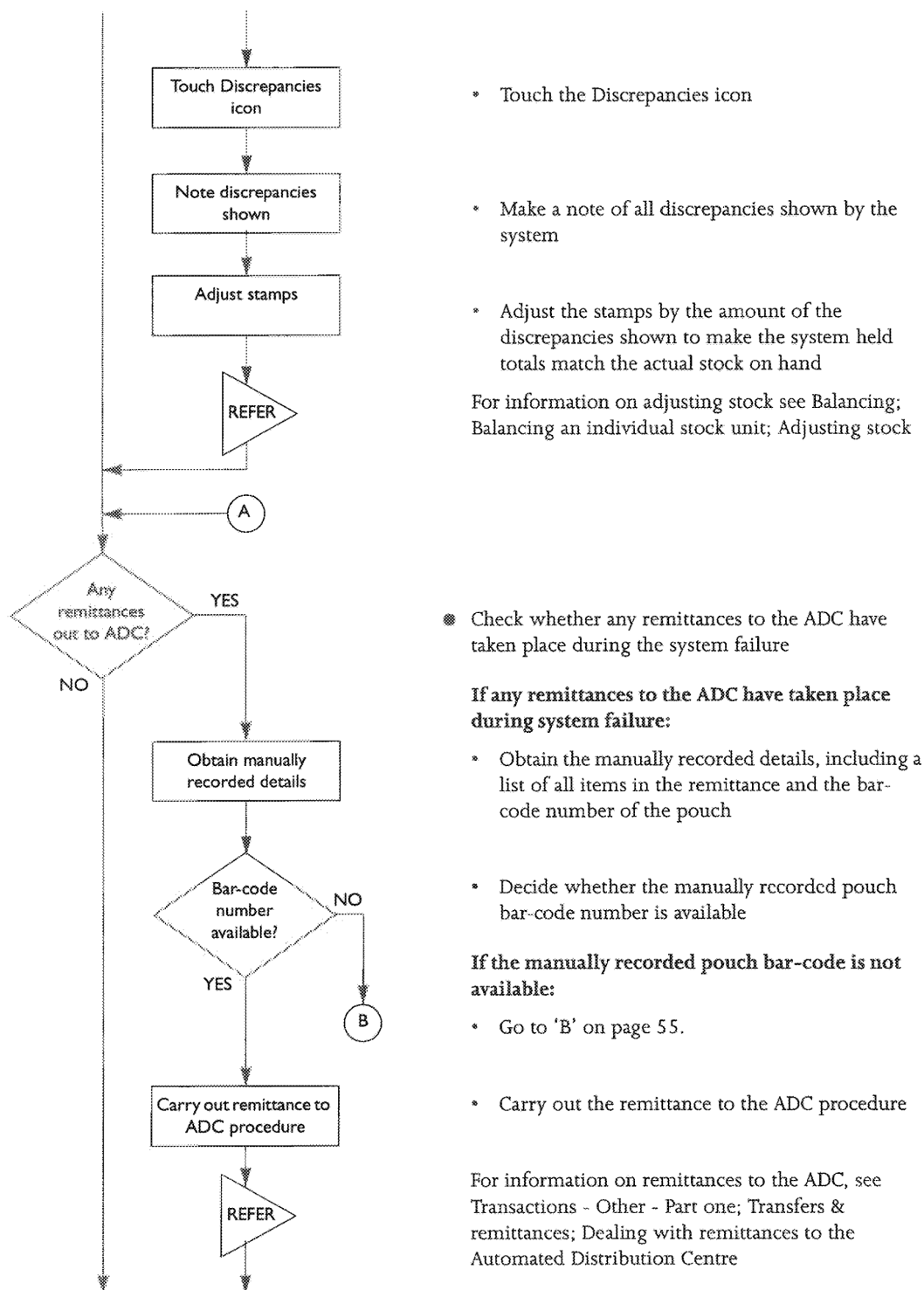
For information on declaring stock for a shared stock unit, see Balancing; Shared stock unit declarations; Declaring stamps and stock.

- Declare all stamps for all parts of the stock unit

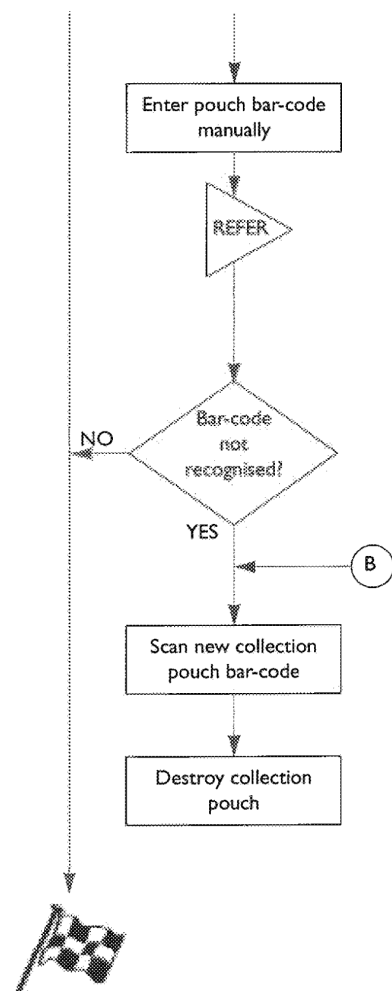
For information on declaring stamps for a shared stock unit see Balancing; Shared stock unit declarations; Declaring stamps and stock

System failure



System failure

System failure



- Enter the pouch bar-code number manually.

For information on entering a pouch bar-code manually, see Transactions - Other - Part one; Transfers & remittances; Entering a remittance bar-code number manually.

- Examine the screen to see if the system is displaying a message telling you that the bar-code has not been recognised

If the system is displaying a message telling you that the bar-code has not been recognised:

- Scan a new collection pouch bar-code
- Destroy the collection pouch.