

Nicola McSherry

From: mandy.talbot [GRO]
Sent: 05 December 2006 21:24
To: Stephen Dilley
Cc: graham.ward [GRO] keith.k.baines [GRO]
clare.wardle [GRO]
Subject: Horizon Info - Callendar Square URGENT
Attachments: Callendar Square - Horizon.zip



Callendar Square -
Horizon.zip...

Attached are details of the reported problem at Callendar Square where Brown was the postmaster. Fujitsu looked into the matter and eventually replaced the system at the branch. I think we need to get this detail to Fujitsu asap for their comments as to why this problem could not have affected Castleton's system and why we can distinguish the problem.

Please get in touch asap if the attachment is too big to get through and I will arrange to have it faxed across.

Regards

Mandy Talbot
Dispute Resolution
Company Secretary's Office
Royal Mail Legal Services
148 Old Street
London EC1V 9HQ

Postline: 5460 2145, STD Phone: 020 [GRO] Fax: 020 [GRO]
Mobile: [GRO]
External Email: [GRO]

----- Forwarded by Mandy Talbot/e/POSTOFFICE on 05/12/2006 21:19 -----

Lesley Joyce

To: Mandy Talbot/e/POSTOFFICE [GRO]
05/12/2006 15:04 cc: Paul Dann/e/POSTOFFICE [GRO]
Subject: Horizon Info - Callendar Square

Mandy

I have spoken to Sandra Mackay, who was the previous SAM for Grangemouth. This was not the office that had Horizon problems but the Postmasters other branch Calendar Square. Sandra told me and unfortunately this is backed up in the logs below, that a problem with the Horizon system was admitted and the Postmaster had his system replaced. There is also reference to other branches having issues.

Regards

Lesley
Contracts Advisor
Network Area North

Tel [GRO] Mobile [GRO]

----- Forwarded by Lesley Joyce/e/POSTOFFICE on 05/12/2006 14:59 -----

Contract Support

Team To: Lesley Joyce/e/POSTOFFICE [GRO]
Sent by: Sean cc:
Howard Subject: Horizon Info - Callendar Square

05/12/2006 14:54

Lesley,

As discussed,

(See attached file: Callendar Square - Horizon.zip)

Regards

Sean
Contract Support - Leeds

GRO

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Branch Intervention Log Telephone Contact

Branch Name	CALLENDAR SQUARE	Postcode	FK
Date of Call	15.02.06	FAD CODE	160 868
Person Making the call	Sandra MacKay	Role/Job in P.O.L.	AIM

Issue Raised	<p>020206 – From C&SM –HORIZON Can you make contact when you get back from leave, I sent Shaun an email after our visit highlighting our concerns and requesting a possible swap of the alleged dodgy kit. To date I have had no reply.</p> <p>CALLER - ALAN BROWN - GRO CAN SANDRA MACAY RING THE POTTIS REGARDING AN ON GOING PROBLEM WITH THE SYSTEM SANDRA KNOWS ABOUT IT</p> <p>15.02.06 – Spoke to Alan Brown, he wanted to let me know that he has had another problem with his system. I asked if he had reported this to the Helpdesk and he said that he had.</p>
Response by SPM	Alan will continue to log a call each time he has a problem. I told him that this would help to build a case for having the alleged faulty kit exchanged.
Resolution agreed on the call	Awaiting response from Shaun Turner – when he does come back to me I will contact Alan to update him.
Any other issues raised or dealt with	
Follow up actions required	

Brian Trotter

06/03/2006 07:40

To: Sandra MacKay/e/POSTOFFICE [GRO]
Area Intervention Office 1 [GRO]
cc:
Subject: UPDATE - Callendar Square - FAD 160868

Sandra

Can you please keep the branch advised.

Jennifer

Please save this to the EFC for future reference.

Thanks

Brian

Contract & Service Manager

Area Intervention Office, 10 Brunswick Road

Edinburgh EH7 5XX

Telephone [GRO]

Mobile [GRO] MOBEX [GRO] External E-Mail [GRO]

----- Forwarded by Brian Trotter/e/POSTOFFICE on 06/03/2006 07:39 -----

Shaun Turner

02/03/2006 16:40

To: Sandra MacKay/e/POSTOFFICE [GRO]
Brian Trotter/e/POSTOFFICE [GRO]
cc:
Subject: UPDATE - Callendar Square - FAD 160868

Sandra/Brian,

Pretty much the same status with Callendar Square. They need to let Horizon Systems Desk know if they have further problems, and the fix should be down to them with the S90 release as stated in my previous e-mail. As you can see from the e-mail below though, there is now recognition that is a wider issue than just a software "quirk" at just one branch, which means it is now being actively managed as a cross domain problem with Fujitsu.

Regards

Shaun

Service Support Manager

Service Team

Post Office Ltd

Operations

2nd Floor, The Markets DMB, 6/16 New York Street, LEEDS. LS2 7DZ

Postline: [GRO], STD Phone: [GRO] Fax: [GRO], Mobile: [GRO]
External Email: [GRO]

----- Forwarded by Shaun Turner/e/POSTOFFICE on 02/03/2006 16:27 -----

EVERSPLIT0002831

Gary Blackburn

01/03/2006 14:26

To:Shaun Turner/e/POSTOFFICE [GRO]

cc:

Subject:

FW: Callendar Square - FAD 160868

Shaun

It appears that Callendar square is not alone with it's mismatch problem. It also appears that Fujitsu are expecting S90 release to resolve this quirk.

We have opened a cross domain problem record, Lynne Fallowfield is the contact.

Only advice for the branch is to continue logging instances of the problem with HSD.

regards

Gary

Resolution Manager

Post Office Ltd

Operations

1st Floor, Post Office Ltd, Cortonwood Business Park, Cortonwood Drive, BARNSELEY, S73 0TB

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, Fax: N/A, VoiceMail: N/A, Mobex: [GRO], Mobile: [GRO], Mobex [GRO]
External Email: [GRO]

----- Forwarded by Gary Blackburn/e/POSTOFFICE on 01/03/2006 14:18 -----

Lynne Fallowfield

24/02/2006 11:11

To:Gary Blackburn/e/POSTOFFICE [GRO]

cc:

Subject:FW: Callendar Square - FAD 160868

Gary

I think you may have got involved with the branches that I have asked Liz/Mike to look at - FADs for these branches are 442614, 152508, 059025, 132941

Not sure if you have been copied into the info below.

Lynne

Problem Manager

Post Office Ltd

Operations

Dearne House, Post Office Counters Ltd, Cortonwood Business Park, Cortonwood Drive, BARNSELEY, S73 0TB

Postline: [GRO] STD Phone: [GRO] Fax: [GRO]
External Email: [GRO]

----- Forwarded by Lynne Fallowfield/e/POSTOFFICE on 24/02/2006 10:11 -----

Stewart Mike

GRO

GRO

23/02/2006 13:02

To: "lynne.fallowfield

GRO

cc:

Subject: FW: Callendar Square - FAD 160868

Lynne, I was waiting for an update on this branch Callendar Sq see the email chain below. The problem is possible the same as the others that still have mis matches and whther thay have been moving Stock units ?.

I think i am inclined as per this issue to wait and see if all these branches are OK after the S90 counter roll out starts 4th after the pilot this week.

I will maybe just get Anne to check these out to see if there is any commonality with this Callendar Sq.

Rgs Mike

-----Original Message-----

From: Chambers Anne O

Sent: 23 February 2006 12:09

To: Stewart Mike

Subject: RE: Callendar Square - FAD 160868

Mike,

I believe John has already responded to this, so don't know if you need any more from me...

Haven't looked at the recent evidence, but I know in the past this site had hit this Riposte lock problem 2 or 3 times within a few weeks. This problem has been around for years and affects a number of sites most weeks, and finally Escher say they have done something about it. I am interested in whether they really have fixed it which it why I left the call open - to remind me to check over the whole estate once S90 is live - call me cynical but I do not just accept a 3rd party's word that they have fixed something!

What I never got to the bottom of, having usually had more pressing things to do, was why this outlet was particularly prone to the problem. Possibly because they follow some particular procedure/sequence which makes it more likely to happen? This could still be worth investigating, especially if they have continuing problems, but I don't think it is worthwhile until we know the S90 position.

Please note that KELs tell SMC that they must contact sites and warn them of balancing problems if they notice the event storms caused by the held lock, and advise them to reboot the affected counter before continuing with the balance. Unfortunately in practice it seems to take SMC several hours to notice these storms by which time the damage may have been done.

EVERSPLIT0002833

Anne

*

GRO

-----Original Message-----

From: Stewart Mike
Sent: 22 February 2006 14:31
To: Simpkins John
Cc: Chambers Anne O
Subject: FW: Callendar Square - FAD 160868
Importance: High

John, Did you get time to look at this ? do we think all will be well after S90 counter rollout ?.

Rgs Mike

John, As Anne is away could I have your comments as you were involved as well.

Rgs Mike

Anne, You are always a good place to start, having read the call I see you have left the following note:Call E-0510120769

Wed 01 February 2006 15:55 by PINICL / Saved: Wed 01 February 2006 15:55
Update by Anne Chambers:Category 40 -- Pending -- Incident Under
Investigation:The timeout events are apparently fixed in a new Riposte
version released at S90 - see PC0126376. I've looked at problems reported on
31st Jan - can't see why the system reported disconnected nodes, nor why the
same user could log on twice (except that this followed a session transfer
which silently failed, for no obvious reason). I don't think there were any
ill-effects. I think the best thing now is to see what happens after S90.
I'll continue to keep this call open to remind me that this site should be
checked then.

I notice that in the early guise of this problem in the call it states the
PM as Female:

Wed 12 October 2005 17:39 by UK956078 / HSH1 Saved: Wed 12 October 2005
17:39 Pm was trying to transfer £2490 from node 7 onto node 2. She states
that she has accepted the transfer on node 2 but the system is not showing
this. On node 7 it is showing pending transfer but it is not showing on node
2. It appears on her transfer sheet as cmpleted.

At the bottom of this email re a magical £43k appearing and disapearing the
PM is Male He reports:

You may recall that in September the above office had major problems with
their Horizon system relating to transfers between stock units.

The Spmr has reported that he is again experiencing problems with transfers,
(05.01.06) which resulted in a loss of around £43k which has subsequently

EVERSPLIT0002834

rectified itself. I know that the Spmr has reported this to Horizon Support , who have come back to him stating that they cannot find any problem.

Clearly the Spmr is concerned as we have just spent a number of months trying to sort out the first instance and he doesn't want a repeat performance. He is convinced that there is something wrong with his Horizon kit. I would be grateful if you could investigate this and give him any support that you can. I'm due to visit the office tomorrow to have a look at his paperwork and discuss the situation with him.

So apologies for the long windedness but I have been given this by Liz as a problem so:

1. Is there a problem at this branch ? is it Horizon kit or is there an issue with staff there ?
2. If there is an issue is this S90 release the cure ? how confident are you/we it will fix the problem ?
3. S90 counter release due week 4th March. Getting Sarah to check if this site is in the pilot 24th or just part of the general release 4th March.

Appreciate your comments please

Regards Mike

-----Original Message-----

From: Evans-Jones Liz
Sent: 20 February 2006 10:57
To: Stewart Mike
Subject: RE: Callendar Square - FAD 160868

Mike

As per previous mail

Liz

Post Office Account: Service Delivery Team Manager
FUJITSU SERVICES

Mobile Number: GRO
Office Number: GRO

-----Original Message-----

From: gary.blackburn GRO
[mailto:GRO]
Sent: 17 February 2006 11:32
To: Liz.Evans-Jones GRO
Subject: RE: Callendar Square - FAD 160868

Liz

Please see Shaun's questions below. I'm not aware of other branches having this problem?

If this is an isolated incident how confident are we that the fix will work and can they be moved up the pecking order for release?

regards

Gary

Resolution Manager
Post Office Ltd
Operations

1st Floor, Post Office Ltd, Cortonwood Business Park, Cortonwood Drive,
BARNLEY, S73 0TB

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GRO

External Email: **GRO**

----- Forwarded by Gary Blackburn/e/POSTOFFICE on 17/02/2006 11:29 -----

Shaun Turner

Blackburn/e/POSTOFFICE **GRO** To: Gary
17/02/2006 10:53 cc: Sandra
MacKay/e/POSTOFFICE **GRO** Brian Trotter/e/POSTOFFICE **GRO**
Subject: RE: Callendar Square
- FAD 160868 (Document link: Gary Blackburn)

Gary,

Thanks for looking into this for us. Couple of questions occur: -

Do we understand why this particular branch has been having problems? Or are there other branches in the network that have been having this problem?

Can this branch be front ended on the counter release of S90 such that it gets the fix as soon as possible?

The e-mail from Liz suggests that there may be a reoccurrence following S90. What degree of certainty do we have that it will definitely be fixed?

Sandra/Brian - Appreciate this is frustrating for the branch but from the e-mail below you can see that the branches issue should be fixed with the release of the S90 software. I have asked Gary above to see if we can put this branch to the front of the queue for the S90 release. In the meantime it is important that the branch continues to report any issues into HSD.

Regards

Shaun
Service Support Manager
Service Team
Post Office Ltd
Operations

2nd Floor, The Markets DMB, 6/16 New York Street, LEEDS. LS2 7DZ

Postline: **GRO**, STD Phone: **GRO** Fax: **GRO**, Mobile:
GRO (Mobex **GRO**)
External Email: **GRO**

Gary Blackburn

Turner/e/POSTOFFICE **GRO**
17/02/2006 10:17

To: Shaun

cc:

Subject: RE: Callendar Square

- FAD 160868

Shaun
S90 fix for this problem, in the interim TC correction will have to
continue. Let me know if you need any further assistance.
regards
Gary

Resolution Manager
Post Office Ltd
Operations

1st Floor, Post Office Ltd, Cortonwood Business Park, Cortonwood Drive,
BARNSELEY, S73 0TB

Postline: **GRO** STD Phone: **GRO**
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GRO
External Email: **GRO**

----- Forwarded by Gary Blackburn/e/POSTOFFICE on 17/02/2006 10:16 -----

Evans-Jones Liz

gary.blackburn **GRO** To:
GRO

GRO

cc:

Subject: RE: Callendar

Square - FAD 160868

16/02/2006 08:54

Hi Gary,

I have checked the call and this issue is scheduled to be resolved in S90.

S90 has already been deployed to the Datacentre and counter release is scheduled to start 04/03/06, due for completion 14/04/06.

3rd line support has been discussing with the PM, and the last contact with the branch (according to Powerhelp) was on 1st Feb. The call has been left open for 3rd line to check to see if the issue reoccurs following s90.

Please let me know if I can provide any other assistance with this matter.

Thanks

Liz

Post Office Account: Service Delivery Team Manager
FUJITSU SERVICES

Mobile Number: GRO

Office Number: GRO

-----Original Message-----

From: gary.blackburn GRO

[mailto: GRO]

Sent: 15 February 2006 14:09

To: Liz.Evans-Jones GRO

Subject: Callendar Square - FAD 160868

Liz

I have had the incident detailed below forwarded to myself by our Service Line. The incident ref no is E- 0510120769, could you please update me on the corrective action plan as this still appears to be occurring within the branch.

regards

Gary

Resolution Manager

Post Office Ltd
Operations

1st Floor, Post Office Ltd, Cortonwood Business Park, Cortonwood Drive,
BARNLEY, S73 0TB

Postline: **GRO**, STD Phone: **GRO**
Fax: N/A, VoiceMail: N/A, Mobex: **GRO** Mobile: **GRO** Mobex -
GRO
External Email: **GRO**
----- Forwarded by Gary Blackburn/e/POSTOFFICE on 15/02/2006 10:45 -----

Shaun Turner

Blackburn/e/POSTOFFICE **GRO**
16/01/2006 14:14
To: Gary
cc:
Subject: Callendar Square -
FAD 160868

Gary,

Need your advise on this branch. There appears to be an ongoing problem at this branch with transfers between SU's causing a receipts and payments mismatch. This first came to my attention some 3 or 4 months ago, when the branch was chasing up an error notice to account for a loss that they had taken it on board and were investigating it as a problem (I seem to recall it had a PinICL number). I had to do some chasing around with P & BA to ensure that the error notice got issued, as there was a breakdown in processes between them and FS relating to the BIM report.

Since then it appears to have happened again, although Fujitsu are saying no issue could be detected. I am concerned that there is a fundamental flaw with the branches configuration, and would be interested to know how FS put the first issue to bed.

Let me know your thoughts.

Shaun

Service Support Manager
Service Team
Post Office Ltd
Operations

2nd Floor, The Markets DMB, 6/16 New York Street, LEEDS. LS2 7DZ

Postline: [GRO] STD_Phone: [GRO] Fax: [GRO] Mobile:
[GRO] (Mobex) [GRO]

External Email: [GRO]

----- Forwarded by Shaun Turner/e/POSTOFFICE on 16/01/2006 14:07 -----

Brian Trotter

Turner/e/POSTOFFICE [GRO]
16/01/2006 08:19

To: Shaun

cc:

Subject: Callendar Square -

FAD 160868

Shaun

Further to Sandra's email, I visited the branch with Sandra last week and the Spmr provided clear documented evidence that something very wrong is occurring with some of the processors when carrying out transfers between stock units. To be absolutely sure from our side can we either carry out a thorough check of the alleged faulty processors or swap them out.

Thanks

Brian
Contract & Service Manager
Area Intervention Office, 10 Brunswick Road
Edinburgh EH7 5XX
Telephone [GRO]
Mobile [GRO] MOBEX [GRO] External E-Mail
brian.trotter [GRO]

----- Forwarded by Brian Trotter/e/POSTOFFICE on 16/01/2006 08:15 -----

Sandra MacKay

Turner/e/POSTOFFICE [GRO]
11/01/2006 21:35
Trotter/e/POSTOFFICE [GRO]

To: Shaun

cc: Brian

Subject: Callendar Square -

FAD 160868

Shaun

You may recall that in September the above office had major problems with their Horizon system relating to transfers between stock units.

The Spmr has reported that he is again experiencing problems with transfers, (05.01.06) which resulted in a loss of around £43k which has subsequently rectified itself. I know that the Spmr has reported this to Horizon Support , who have come back to him stating that they cannot find any problem.

Clearly the Spmr is concerned as we have just spent a number of months trying to sort out the first instance and he doesn't want a repeat performance. He is convinced that there is something wrong with his Horizon kit. I would be grateful if you could investigate this and give him any support that you can. I'm due to visit the office tomorrow to have a look at his paperwork and discuss the situation with him.

Regards
Sandra

Sandra MacKay
Area Intervention Manager
Sales & Service

Mobile: [REDACTED] GRO
Mobex: [REDACTED] GRO

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Branch Intervention Log

Telephone Contact

Branch Name	Callendar Square	Postcode	FK
Date of Call	05.01.06 & 06.01.06	FAD CODE	160868
Person Making the call	SANDRA MACKAY	Role/Job in P.O.L.	AIM

Issue Raised	PM WANTS TO SPEAK TO SANDRA MCKAY URGENTLY REGARDING SERIOUS PROBLEMS WITH HORIZON IT IS REPEAT PERFORMANCE AS TO WHAT WAS HAPPENING BEFORE AND HSH FAILING TO PICK IT UP
Response by SPM	Telephoned the office and Allan said that he was having problems again with transfers. He has contacted the Horizon helpdesk who have subsequently come back to him to say that there is no system problem and that he should contact NBSC. He did this and from what I can understand the NBSC have told him that he is trying to balance on two different terminals. Allan disputes this and is adamant that there is a system error.
Resolution agreed on the call	A diary date had already been set to visit the office on 12.01.06 to go over Allan's audit report. It was agreed that I would visit along with Brian on that date and go over any paperwork that Allan had at that time. Checked when the next BTS is due to be produced and it is next week 11.01.06.
Any other issues raised or dealt with	

Follow up actions required	
---	--

Area Intervention Manager Visit Log

Admin duty to complete (except date and length of visit which is completed by AIM)

Date and issue	12.01.06 –HV Audit Report & Horizon problems				
Branch	Callendar Square	Postcode	FK	Fad Code	
Details of visit		Type of visit (ie phone or visit)	VISIT		
Date of visit	12.01.06	Name AIM	SANDRA MACKAY		
Length of visit	1 hr 15 mins	Segment	Diamond	Actively Account Managed ? Y/N	Yes
Hardship Y/N		ATM? (note type, eg self fill)			

Mandatory requirement on all visits (to be completed by AIM)				
Bal/ Suspense. Check last 2 Branch Trading Statements (record amounts)	T/P 9 11.01.06 Balance clear Sus A/C £3894.88	T/P 8 14.12.05 £2.67 Short		
ONCH/FONCH Check declarations (end of day) Check sales against holdings	ONCH & FONCH discussed – cash declarations being completed and FONCH monitored			

Optional dependant on visit any breaches should be annotated as to what action has been given

Sales (POM)	
Branch Standards	Good
Security	Good
Current issues	
Opening times	

C&SM National Standard forms & AIM toolkit October 05 v1.4

ATM at branch poster displayed	
High risk audit issues	None that I am aware of

ACTION (Detail any additional actions to be followed up by Spmr /C&SM/APM/Admin or other)	WHO	DEADLINE DATE	DONE
Brian to e mail Shaun Turner to request that Horizon kit is checked/replaced to try to eliminate problems currently being experienced in the office.	C&SM	ASAP	

EXPAND ON ANY LETTER REQUESTED/CLARIFY ANY POINT

As instructed by APM, I visited the branch to go over the Audit Report of 8 Dec 2005. Brian Trotter, C&SM was with me during the visit.

Discussed the report fully with the Spmr and the recommendations that had been made by the audit team. The Spmr is aware of his responsibilities and agreed to complete the training records as outlined in Appendix A relating to AML & FS. All issues in Appendix B were discussed and I am satisfied that the Spmr has taken the necessary steps to rectify.

We discussed the problems that had been encountered in September with the Horizon system and the more recent recurrence. Alan (Spmr) showed Brian and myself the balance snapshots from 5.01.06, showing the problems with the communication between nodes. I have already contacted Shaun Turner asking for help to rectify the system problems, and Brian has agreed that he will also e mail him reiterating the need for the system to be checked or the kit replaced.

C&SM National Standard forms & AIM toolkit June 05 v1.2

Area Intervention Manager Visit Log**Admin duty to complete (except date and length of visit which is completed by AIM)**

Date and issue	19 Sept 2005 Horizon problems				
Branch	Callander Square	Postcode	FK	Fad Code	160868
Details of visit					
Date of visit	20/21/28. 09.05	Name AIM	Sandra MacKay		
Length of visit	3 hrs ¾ hr	Segment	Diamond	Actively Account Managed ?	Y/N
Hardship Y/N		ATM? (note type, eg self fill)			

Mandatory requirement on all visits (to be completed by AIM)				
Bal/ Suspense. Check last 4 weeks CA (record amounts)	Wk 25 £2.94 over £6414.46 short	Wk 24 £2.68 over £29.40 short	Wk 23 £36.04 short	Wk 22 £2.76 over £17.38 short
ONCH/FONCH Check declarations (end of day)	ONCH & FONCH Discussed			
Check sales against holdings				

Optional dependant on visit any breaches should be annotated as to what action has been given

Sales (POM)	
Branch Standards	
Security	
Current issues	
Opening times	
ATM at branch poster	

HV Balancing Horizon problems 190905 follow up 280905 Callander Square po

EVERSPLIT0002847

C&SM National Standard forms & AIM toolkit June 05 v1.2

displayed	
High risk audit issues	

ACTION (Detail any additional actions to be followed up by Spmr /C&SM/APM/Admin or other)	WHO	DEADLINE DATE	DONE
Sandra to discuss with C&SM for advice.	Sandra	22.09.05	22.09.05
E mail C&SM with string of e mails	Sandra	28.09.05	28.09.05

EXPAND ON ANY LETTER REQUESTED/CLARIFY ANY POINT

This office had severe problems balancing on Wk 25, resulting in a shortage of £6,414.46. After checking various reports I am satisfied that the error is made up of:

£3,489.69 – Transfers

£2,870 – Giro Deposits

£54.52 – unidentified (however due to all the coming and going with re-keying entries, then this could come back as an error.

The Spmr claims that there was a Horizon software problem on 14.09.05 from 15.30 onwards. This was picked up when a member of staff noticed that a transaction, which had been taken by another member of staff, had not been entered onto the system, so therefore she put the transaction through. She checked at the time with her colleague who said that she thought she had put it through already however she accepted that she could have made a mistake. Following on from that, it was picked up that other giro business deposits that had been entered had not come up on the system, so they were re-keyed.

There was also a problem with transfers from one stock to another, in that they had doubled up. The Spmr made several telephone calls to the NBSC, telling them about his problems and he was advised to carry on with balancing and produce his Cash Account. Whilst doing this a warning came up, however the NBSC told the staff to continue to roll over. The result was that the office balanced £6,414.46 short.

The Spmr spoke to the Horizon Support Centre (ref E0509150123) who investigated and agreed that there had been a navigation problem that had

C&SM National Standard forms & AIM toolkit June 05 v1.2

now been rectified. They told the Spmr that they would report to NBSC that they had identified and rectified the problem and that the amount could be held in the suspense account. However, as part of the shortage relates to transfers, and no error notice will be issued, then the Suspense Account Team are not prepared to authorise the entry.

I telephoned The Suspense Account Team (Ann Wilde), who told me that checks could be made with Girobank after next Wednesday, and if that shows that duplications have been made, then they will authorise the amount to be moved to the suspense account, until the office receives an error notice. However, Ann stands by what she said about the transfer problems, and that they would not move this amount to The Suspense Account.

I went back to the Horizon Support Centre and spoke to a supervisor (Ken). He said that the call had now been closed as the problem had been rectified. I asked what was to happen about the resulting shortage and he referred me back to NBSC, who they said would do various checks. I then contacted NBSC, spoke to Rob Hughes and told him the story – he said he would put a call through to Service Support. No follow up was received from Service Support regarding this call.

28.09.05 – E mailed C&SM requesting that he look at the string of e mails, hoping that he will be able to take it forward, as I don't seem to be getting anywhere.

Area Intervention Manager Visit Log

Admin duty to complete (except date and length of visit which is completed by AIM)

Date and issue	7 October 2005 – HV soft wear problems				
Branch	CALLENDAR SQUARE	Postcode	FK1	Fad Code	160868
Details of visit	PM ALAN HAS ASKED TO SPEAK TO THE AIO SANDRA MACKIE PM SAYS IT IS A ON GOING PROBLEM AND SHE WILL KNOW WHAT IT IS, GRO				
Date of phone call	7/10/05	Name AIM	SANDRA MACKAY		
Length of visit		Segment	Diamond	Actively Account Managed ? Y/N	
Hardship Y/N		ATM? (note type, eg self fill)			

Mandatory requirement on all visits (to be completed by AIM)				
Bal/ Suspense. Check last 4 weeks CA (record amounts)				
ONCH/FONCH Check declarations (end of day)				
Check sales against holdings				

Optional dependant on visit any breaches should be annotated as to what action has been given

Sales (POM)	
Branch Standards	
Security	
Current issues	
Opening times	
ATM at branch poster displayed	

C&SM National Standard forms & AIM toolkit June 05 v1.2

High risk audit issues	
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ACTION (Detail any additional actions to be followed up by Spmr /C&SM/APM/Admin or other)	WHO	DEADLI NE DATE	DONE

EXPAND ON ANY LETTER REQUESTED/CLARIFY ANY POINT

Telephoned Alan as requested. He is concerned that he has still not heard anything regarding the loss that he is rolling. I told him that I had now involved the C&SM who in turn has contacted Andy. I agreed that I would make some enquiries and let him know my findings. I discussed this with Andy who has agreed to send another e mail relating to the shortfall due to the Horizon failure to Shaun Turner, meanwhile the office should continue to roll the loss. The Spmr has been in touch with Girobank, who confirm that an error notice will be issued in due course for £2870.25. The £1,000 PBNE is also being investigated. I will contact the office on Monday 10 October to update them.

Nicola McSherry

From: mandy.talbot [GRO]
Sent: 05 December 2006 21:38
To: morgan@ [GRO]
Cc: Stephen Dilley
Subject: Horizon Info - Callendar Square URGENT

Attachments: Callendar Square - Horizon.zip; Callendar Square - Horizon.zip



Callendar Square - Callendar Square -
Horizon.zip... Horizon.zip...

Please let me know if this e-mail is not received.

The matters in this e-mail will have to be taken up with Fujitsu asap as hopefully they can identify the fact that this was a one off problem with the kit and distinguish it from Castleton.

Regards

(See attached file: Callendar Square - Horizon.zip) Mandy Talbot Dispute Resolution Company Secretary's Office
Royal Mail Legal Services
148 Old Street
London EC1V 9HQ

Postline: [GRO] STD Phone: [GRO] Fax: [GRO]
Mobile: [GRO]
External Email: [GRO]

----- Forwarded by Mandy Talbot/e/POSTOFFICE on 05/12/2006 21:35 -----

Mandy Talbot

To: Stephen.dilley [GRO]
05/12/2006 21:24 cc: Graham Ward/e/POSTOFFICE [GRO], Keith K
Baines/e/POSTOFFICE [GRO]
Clare Wardle/e/POSTOFFICE [GRO]
Subject: Horizon Info - Callendar Square URGENT

Attached are details of the reported problem at Callendar Square where Brown was the postmaster. Fujitsu looked into the matter and eventually replaced the system at the branch. I think we need to get this detail to Fujitsu asap for their comments as to why this problem could not have affected Castleton's system and why we can distinguish the problem.

Please get in touch asap if the attachment is too big to get through and I will arrange to have it faxed across.

Regards

Mandy Talbot
Dispute Resolution
Company Secretary's Office
Royal Mail Legal Services
148 Old Street
London EC1V 9HQ

Postline: [GRO] STD Phone: [GRO] Fax: [GRO]
Mobile: [GRO]
External Email: [GRO]

----- Forwarded by Mandy Talbot/e/POSTOFFICE on 05/12/2006 21:19 -----

Lesley Joyce

To: Mandy Talbot/e/POSTOFFICE [GRO]

05/12/2006 15:04 cc: Paul Dann/e/POSTOFFICE [GRO]
Subject: Horizon Info - Callendar Square

Mandy

I have spoken to Sandra Mackay, who was the previous SAM for Grangemouth.

This was not the office that had Horizon problems but the Postmasters other branch Calendar Square. Sandra told me and unfortunately this is backed up in the logs below, that a problem with the Horizon system was admitted and the Postmaster had his system replaced. There is also reference to other branches having issues.

Regards

Lesley

Contracts Advisor

Network Area North

Tel [GRO] Mobile [GRO] 7

----- Forwarded by Lesley Joyce/e/POSTOFFICE on 05/12/2006 14:59 -----

Contract Support

Team

Sent by: Sean

Howard

To: Lesley Joyce/e/POSTOFFICE [GRO]

cc:

Subject: Horizon Info - Callendar Square

05/12/2006 14:54

Lesley,

As discussed:

(See attached file: Callendar Square - Horizon.zip)

Regards

Sean

Contract Support - Leeds

[GRO]

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