

Message

From: Craig Tuthill [GRO]
on behalf of Craig Tuthill [GRO]
Sent: 22/06/2012 13:58:10
To: Patricia Bursi [GRO]
CC: Antonio Jamasb [GRO]; Gayle A Peacock [GRO]; Lin Norbury [GRO]; John Breeden [GRO]; Sue Richardson [GRO]
Subject: FW: Post Office Audit Calls
Attachments: image001.gif; image002.gif; image003.gif; image004.gif; image005.gif; image006.png; image007.png

Pat

I've just had a quick word with Tony and suggested that we should route these requests as much as we can via the BAU channel which would be to your team form NBSC

Taking Kevin's, point I would hope that we do not get a great number as it should not be "offered" but can you pick up and maintain the request list within your team please? I'd like to understand the nature/reason background as you would normally when anything is escalated from NBSC. As we always say a physical audit at branch counts how many beans are there at that time, it doesn't do anything else and certainly doesn't test the system which is what I believed the independent review was about. Let's see how it develops..

I would look to pick up early next week with Kevin and Alana to decide how we deal with any which still remain as a request for an audit, as the impact may now be an external PR one caused by lack of understanding of the difference between a systems audit and a branch audit?

Hope this makes sense?

Regards

Craig

Craig Tuthill
Network Services National Support Manager
Network & Sales Directorate
Post Office Ltd



c/o Stephanie Lawrie
1st Floor Bunhill Row Wing
148 Old Street
LONDON EC1V 9HQ



Supporting and improving branch performance

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From: Kevin Gilliland
Sent: 22 June 2012 14:14
To: Antonio Jamasb

Cc: Alana Renner; Craig Tuthill; Amanda K Stevens; Rod Ismay; Dave Hulbert; Kendra Dickinson
Subject: Re: Post Office Audit Calls

Please can we be absolutely clear that we should make no reference to the option of the audit unless it is specifically requested. I am sure that all calls will be seeking clarification about the statement and we don't want to cause unnecessary work and process.

Thanks

Kevin

On 22 Jun 2012, at 14:08, "Antonio Jamasb" <[redacted]@GRO> wrote:

All

We have had a handful of calls at this time asking about the press release in general. Kendra has forwarded Richard Weavers response to the NBSC to use if necessary.

I will take no further action until advised otherwise, as I have just spoken to Craig Tuttle and he wasn't aware he had any action at this time. He has advised he will speak to Alana asap.

Let me know if you need me to progress this further.

Regards,

Tony

Antonio Jamasb
IT & Change
Live Service and Continuity Manager

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From: Alana Renner
Sent: 22 June 2012 14:05
To: Craig Tuthill; Antonio Jamasb; Amanda K Stevens; Rod Ismay
Cc: Kevin Gilliland
Subject: Re: Post Office Audit Calls

Craig, Kevin and I have been trying to get hold of you to discuss this but your phone is constantly engaged. Can you give one of us a call please.

This script is ok. Can someone let me know what the nature of the calls are coming in, I was told that we hadn't had any. Thanks all

From: Craig Tuthill
Sent: Friday, June 22, 2012 03:00 PM
To: Antonio Jamasb; Amanda K Stevens; Alana Renner; Rod Ismay
Subject: Re: Post Office Audit Calls

Tony. Can you give me a ring as I have no knowledge of a process for either recording or taking action where a branch requests involvement so not sure what you are asking. The field teams undertake risk based audits or special requests which has nothing to do with Horizon. Other than speaking very briefly to Rod Ismay as he walked past in Old St early this week I have not been a part of this? Regards. Craig

Sent By Blackberry

Craig Tuthill

Network Services National Support Manager

GRO

From: Antonio Jamasb
Sent: Friday, June 22, 2012 02:38 PM
To: Amanda K Stevens; Alana Renner; Craig Tuthill
Subject: RE: Post Office Audit Calls

All

The NBSC has requested information regarding the "HNG Audit" Press Release, so I have drafted the following and if you are happy with it I will send onto NBSC.

Craig I will ask the NBSC to categorise the calls in a certain way and will provide you with a weekly report of branches for the next 2 months (or however long you require it for.) I could do with understanding what you will do with any branches that request an audit and I will incorporate that into the communications.

I will need a quick turnaround as we are already starting to receive calls and while this is minimal at the moment I would expect this to increase rapidly as more branches become aware. NBSC is currently advising there is no further information available at this time.

As Discussed if we get any enquiries from Branches regarding the recent press release from Post Office regarding the independent audit of the Horizon System please use the following quote:

The Post Office continues to have absolute confidence in the robustness and integrity of its branch accounting processes.

"Over the past 10 years, many millions of branch reconciliations have been carried out with transactions and balances accurately recorded by more than 25,000 different sub-postmasters."

However, some branches may request to be involved in this exercise advise them we will forward their details onto the relevant department, but at this time you have no further details.

If they do request this then please record the post masters full name and daytime contact number, as well as the branch code and postcode within the resolution box. There are no guarantees that they will be part of this exercise, but we will keep their details on record.

In the brief description record: "HNG AUDIT REQUESTED"

And categorise using the following.

Call Type: Horizon On Line
Client: Security HNG
Activity: Audit Issue
Sub Act: Audit Enquiry

Advise the branch, if their details are taken forward they will be contacted directly from the relevant team and no further information will be available from the NBSC regarding this matter.

Regards,

Tony

Antonio Jamasb
IT & Change
Live Service and Continuity Manager

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From: Antonio Jamasb
Sent: 22 June 2012 13:22
To: Dave Hulbert
Subject: Post Office Audit Calls

Hi Dave

The NBSC has been provided with no information regarding the Audit Press Release so I have drafted the following and if you are happy with it I will send onto NBSC.

As Discussed if we get any enquiries from Branches regarding the recent press release from Post Office regarding the independent audit of the Horizon System please use the following quote:

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Regards,

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Antonio Jamasb
IT & Change
Live Service and Continuity Manager

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