

Filed on behalf of the: Claimant  
Witness: Andrew Wise  
Statement: 1  
Exhibits: "AW1"  
Date made: 12/10/06

**IN THE HIGH COURT OF JUSTICE  
QUEENS BENCH DIVISION**

**Claim No. HQ05X02706**

**BETWEEN:**

**POST OFFICE LIMITED**

**Claimant/Part 20  
Defendant**

**- and -**

**LEE CASTLETON**

**Defendant/Part  
20 Claimant**

**WITNESS STATEMENT OF ANDREW WISE**

**I, ANDREW WISE**, of Human Resources, Capstan House, Chandlers point, 35 Broadway, Salford Quays, Salford, M50 2PB **WILL SAY AS FOLLOWS:**

1. I am currently an Outlet Field Support Leader employed by Post Office Limited (**the Post Office**). I have worked for the Post Office since 1991. I am responsible for training new sub-postmasters and branch counter staff on Post Office Transactions and procedures and the Horizon system and co-ordinating national training issues. From May 2001 to November 2004, I was a postal officer at the Network Business Support Centre (**NBSC**) working as a Tier 2 Advisor. However due to my experience and knowledge, I was often asked to stand in as a team leader. My responsibilities included those of a service support advisor involved in answering calls which were generally more complex than the first tier of calls that sub-postmasters make to the NBSC. Prior to that, I was a Horizon field support officer from 1999 to 2001 and prior to that I spent 8 years as a counter clerk. I have a working knowledge of the computer system known as Horizon, which is a computerised accounting system used by the Post Office.

2. I make this Witness Statement from facts within my own knowledge unless otherwise stated. References to page numbers in this Witness Statement are to page numbers of Exhibit "AW1" to this Witness Statement.

**Network Business Support Centre (NBSC)**

3. The Post Office provides a service to sub-postmasters and clerks called the NBSC, which is a helpline they can call to try to resolve business related queries.
4. There are two tiers of service support at NBSC. Tier one is essentially customer services and is a separate entity. Tier two was run by the Post Office and was for calls that tier one were unable to deal with. I understand that the tier one team could between them take approximately 2,000 calls in total each day and at tier two, an individual could take approximately 30 calls each day. Basically a sub-postmaster would call the NBSC telephone number, select the options to get through to tier one and then explain their problem. It may be a pre-recorded standard response, but if there is none available, the sub-postmaster could get put through to tier two. A lot of time on tier two is spent prompting sub-postmasters and clerks to double check information they should have been checking any way.

**Double entry accounting and daily reporting procedures**

5. I have been asked to explain what Horizon is and the daily and weekly reporting procedures that sub-postmasters must adhere to.
6. The counter positions in the post office branches each have a computer terminal, this includes the processor, a touch sensitive screen, a keyboard, barcode scanner and printer. Once a clerk logs on, any transactions they perform are recorded and entered into the computer. The computer system is called Horizon.
7. Post Office branches operate double entry accounting. I think that every transaction (apart from online banking such as withdrawing or depositing cash at the counter) recorded by the clerk on to their computer has a corresponding physical document, such as a TV license counter foil, savings bank deposit, withdrawal slip or cheque.
8. A summary of the prescribed daily procedures that sub-postmasters must follow is at pages 1 to 2. This includes the following:

TB3, p323 - 324

TV Licenses – Non Barcoded

9. Each day the sub-postmaster must enter details on the green daily summary form P5744 which is retained at the branch. They have to print a daily report and check that the totals of the counter foils agree with that report. The report is produced from information contained upon the Horizon system and shows all the transactions of that type that have been recorded for the day. If the report and the counter foils tally with each other, the subpostmaster cuts off the report on the computer to reset it to zero for the next day. ("Cut off" means that the subpostmaster presses a button on the computer to confirm that he has completed the report, so that when the report is next printed, it will include only transactions done after the cut-off point). They then complete a batch control voucher (**BCV**) paperclip together none barcoded TV and non barcoded over 75 counter foils to the BCV and send the counter foils off to be processed. Up until a few years ago, they sent them to Data Central, a processing centre in London run by the Post Office. However, I think that from around the end of March 2004 onwards there was a phased migration over to the EDS Processing Centre (**EDS**) in Shepshed, Leicestershire because the task of processing was outsourced by the Post Office to the EDS. From a branch point of view, this just meant putting the BCV and Counterfoils in a different envelope.

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Personal Banking

10. The sub-postmaster has to print a report each day and check that the totals on the print out agree with the documents to hand (whether cash deposit, cheque deposit envelope or encashment cheques) if the totals agree, they then have to cut off the report so that it resets for the next day. They then complete a BCV and paperclip the cash deposit slips, check deposit envelopes and then encashed cheques together and place in the envelope to go off to be processed.

Cheques, Giro bank deposits and Savings Bank

11. The sub-postmaster then goes through a similar daily procedure for cheques, giro bank deposits and withdrawals and Savings Bank Deposits and Withdrawals i.e. for each of these, the sub-postmaster has to print a report, check that the cheques, giro slips, cash or other documents agree with the report, paperclip the relevant documents together with the BCV and send them to the correct place such as girobank, Data Central or (nowadays) EDS.

Daily Cash Declaration

12. After the branch closes each day, the sub-postmaster has to enter details of their cash on hand. This involves typing the quantity of each denomination they have into their computer and then printing a cash declaration to declare the quantity of cash in the tills overnight. (This is called the overnight cash declaration or ONCH).

APS Transactions

13. After the branch closes each day, the sub-postmaster has to print a report listing that days APS transactions. APS stands for Automated Payment System and means transactions where the customer either users a card with a magnetic strip on it to pay a bill, or pays a bill that is barcoded. The sub-postmaster is supposed to check that they have the correct number of APS slips and to staple the Horizon APS Daily Report to their receipts and retain on the office.

**Weekly Balance Procedure**

14. Each week the sub-postmaster has to go through a weekly balancing procedure. A summary of the current procedure is at pages 3 to 6. <sup>183 - p 325 - 328</sup> (The current procedure refers to "Branch Trading" and "monthly Trading Statements", which is a monthly balancing process introduced in September 2005 to replace the weekly procedure). Most of the balancing processes are still the same today but I have tried to describe below the procedure as it was at the material time i.e. from December 2003 to March 2004.
15. When the subpostmasters print their counter reports each day in time for the last despatch from the branch (which could be as early as 4.00pm), they may in practice then serve further customers and carry out further transactions that day. Accordingly, when they do their weekly balance the subpostmaster has to complete further copies of the counter daily reports (of the sort listed in paragraphs 9 to 13 above) and counter weekly reports. All transactions that are sent off weekly are classed as counter weekly reports. These include things such as Pensions and Allowances, Green Giros, Postal Orders. These are listed on the Weekly Balancing hand out. The reports look the same as those produced for Daily reports. They are then encouraged to print a balance snapshot and use that to ensure that the Horizon system stock held figures matches the actual stock holdings in their branch. They also have to check all receipt and payment transaction totals with the supporting vouchers/documentation. There are ways in which they can amend any stock discrepancies. They then have to print the mandatory office weekly reports being the suspense account report and rejected



postage label report. These are produced off the A4 printer and retained in the branch with the cash account.

16. The sub-postmaster then completes all other manual summaries and reconciliations, for example National Savings Weekly Summary, Change Given Return, Electric Tokens, Promotional/Payment Vouchers, MVL Weekly Reconciliation, Rod Licence Reconciliation, Gift Voucher Weekly Reconciliation, DVLA Premium Service Summaries, UK PA Check and Send summaries, Electric Schemes and National Lottery Cheque Prize Payments.
17. If a branch has an On Demand Bureau de Change, the sub-postmaster then prints a foreign currency report and checks the figures against their actual stock holdings.
18. They then make new declarations for cash and stamps, entering on the system the cash nominations they have and a number of each different type of stamps. They then print a report which is kept with their branch.
19. The office then produces a Trial Balance report, if all the cash stock and figures are correct and once the National Lottery figures have been entered the office can then be rolled over and a Final Balance report is produced which the sub-postmaster should sign and stamp with the date.
20. Each week, the sub-postmaster sends to Chesterfield the paid postal and money orders slips, a Giro Bank Change Summary (the Post Office offers a change giving service to customers that bank with Girobank and this is a summary of how many transactions are done), UKPA Check and Send (if they do the Passport Check and Send service, which would be unlikely in a sub post office), a form setting out Redeemed Post Office and TV Savings Stamps, National Lottery prize payments (£500 plus) (which shows details of what cheques have been issued to National Lottery winners where the prize is more than £500) and DVLA premium service forms (which is a service where a customer can apply for a photo card driving licence at the Post office). The branch checks the form and ID and sends it off.
21. After everything has been completed and the office is happy with the balance they will then complete the weekly Cash Account report. 2 copies are produced and signed. 1 of these copies is sent to Transaction Processing at Chesterfield and the other is retained in the office. At pages 7 to 12 is a copy of a Cash Account from the Marine Drive branch for week 50 (the week ending 11 March 2004), by way of an example.

### **The Horizon System**

22. Accordingly, it can be seen that if the clerk or sub-postmaster makes a mistake when imputing transaction details into their computer, there are a number of points at which this can be picked up, because there are daily and weekly reports that the sub-postmaster have to produce at which stage they have to check and satisfy themselves that the physical documents evidencing transactions, (for example cheques, giros, pensions and allowances) match what they have entered on the system. In addition to that, there are various teams responsible for different sorts of paperwork produced by the branch, including a giro bank team, cheques team and pension team. For example, if the clerk records an item incorrectly on the system, they should pick this up on either their daily or weekly report. However if they fail to do so, this will be picked up at the Processing Centre. If an item has been wrongly recorded, an error notice would be generated, although this can easily take up to 12 weeks or so. This will mean that if a transaction has been over or under stated there will be either a claim or charge error respectively.

### **Sub-Postmaster Training**

23. As previously stated, I am currently responsible for training new sub-postmasters and branch counter staff on Horizon. The training includes how to use the Horizon system and would include a lot of transaction based procedures such as – Cheque acceptance, Girobank, National Savings, pensions and Allowances, Postage, TV licences, letters and parcels and Personal banking. It also covers subjects like customer care and security, Health and Safety, how to use the counter operation manuals and procedures such as the daily accounting and (at the time in question) weekly balancing.
24. In the training delivery team we have a record of Mr Castleton becoming subpostmaster on 18 July 2003 and that he was offered 4 days training from the 14 to 17 July at our classroom in Leeds. Mr Castleton then had a trainer on site with him from 18 to 25 July 2004.
25. Each branch has a copy of the Horizon User Guide which is a reference tool and explains how to use Horizon, (such as balancing, administration, reports, transfers remittances and transactions) and a Horizon Operations Manual which gives guidance on products such as girobank, national savings accounts, personal banking, corporate banking, cash and cheques acceptance, pensions and counter operations. In addition, literature such as Operation Focus a weekly magazine circulated to all branches and operational Workaid, a similar magazine but

circulated as and when there are more major changes to products, prices or procedures, help keep branches abreast of developments.

**NBSC Review in January and February 2004**

26. Sarah Pennington (who has since left the Post Office) was the Tier 2 advisor who dealt with some of the calls raised by this office at around the end of January 2004. At that time and during these calls she discussed the issues with me. I do not now remember all of the details of this case but have refreshed my memory from reviewing the NBSC call logs and the email dated 20 April 2004 from Andrew Price (NBSC) to Catherine Oglesby (who was then Mr Castleton's Retail Line Manager) (page 13). *TB3, p329*
27. That e-mail records that Sarah Pennington had spoken to the sub-postmaster at Marine Drive (in or around January or February 2004) who wasn't sure what was causing the errors and that he had been using the slave computer terminal to enter his stock and cash, which he was told would not cause a problem as long as it was attached to the correct stock unit. If there was any communication problem between the two computers, the words "node disconnected" would flash up on screen when any reports were produced.
28. The sub-postmaster apparently thought there were some errors relating to the National Lottery. I am reminded from the e-mail that Sarah phoned the lottery team at transaction processing who confirmed that there were some errors in the timing of the recording of receipts. For example, one week the branch would fail to enter the details of some lottery receipts into Horizon, but the next week the branch would compensate for this by overstating the receipts. The most likely explanation for these discrepancies is that they were caused by the late entry of the lottery cash receipts on to the Horizon computer, if the shop stayed open later than the Post Office counter. Accordingly, for every charge error there was a corresponding claim error as the clerk and/or sub-postmaster had simply entered the lottery figures in the wrong cash account period. If the cash account period (week number) is wrong one week, the next week this would balance out, hence the sub-postmaster would receive a charge error in the first week and a claim error in the second week.
29. The email records that the sub-postmaster was also concerned that when entering the lottery figures, the terminals did not appear to be communicating. However if that had been the case, the sub-postmaster would have a very large number of errors on every report and product.

30. In February 2004, I looked at the cash account information that the sub-postmaster sent to Sarah, but I was unable to find any errors. The only amount I questioned was a large amount on the cheques to Processing Centre, but I was able to confirm that this was a cheque payment for the purchase of premium bonds. Accordingly, there was nothing more NBSC could do. I note from our email of 20 April 2004 (but do not recall saying this myself) that NBSC suggested to Mr Castleton to work a manual system at the side of Horizon to see if any problems were highlighted. He was also advised to take a snapshot before and after he did the "REMs" (as defined below) to see if there were any problems occurring when he did a remittance.
31. When a subpostmaster receives a delivery of cash and/or stock, he enters the details and quantity into his computer and this is called "remming in" the stock). The cash and stock are delivered to the office in a grey pouch by the Cash in Transit driver. The subpostmaster would sign a docket to say that they have received this pouch (each pouch had a reference number and this tied up with what the cash centre had put in the pouch, so the driver never knew what was in each pouch). The subpostmaster would then open the pouch and there would be an advice note in the pouch listing what cash or stock should be in that pouch. The subpostmaster had 24 hours to check that the amount agreed with the advice note (if it did not he had to contact the Rem Unit within 24 hours of receiving the pouch). The subpostmaster would then rem this amount into the Horizon system and it produced a "rem in" slip that was attached to the advice note and was retained in the branch with all other paper work. (This procedure changed around August 2004 to an automated system where the barcodes on the pouches were scanned in on Horizon and the value was automatically entered on the system).
32. Although I do not now recall it, our email suggests (and I believe) that we concluded that the Horizon system was working properly and did not appear to be the cause of the unauthorised losses incurred.
33. I can see from the NBSC call logs that on 4 March 2004 Mrs Oglesby asked NBSC for information of calls made to the NBSC from the Marine Drive branch relating to losses when balancing and what investigations were undertaken by NBSC during these calls. I helped Sarah Pennington to prepare an email that Andrew Price (NBSC) could (and did) forward to Mrs Oglesby on 20 April 2004 to explain what investigations had by that time already been carried out (page 13).

TB3, p329

**NBSC Call Logs**

34. I have been asked to provide an overview of all call logs from the Marine Drive branch and an overview of them from December 2003 to April 2004 are set out



below – FAD code 213337. These were compiled during the ordinary course of business from information supplied by employees of NBSC who have or may reasonably be supposed to have personal knowledge of the matter dealt with in the information supplied, but are unlikely to have any recollection of the information or cannot be traced. Although I was involved in assisting with the NBSC investigation of the Marine Drive branch queries, I probably dealt with very few of these calls (if any at all) and accordingly the information set out below is based on my interpretation (from experience) of what is written in the call logs and is provided simply to help clarify them for the benefit of the Court.

35. As appears from the above call logs below, there were a total of 88 NBSC call logs relating to the Marine Drive branch for the period December 2003 to April 2004. Out of these 88 calls, 62 calls appear to be concerned with minor issues. Of the remainder for the period from December 2003 to 23 March 2004:

- (a) 11 calls, being those on 14, 21, 22 (2 calls), 29 (2 calls) and 30 January, 12, 13 and 26 February and 8 March 2004 (each marked with a \* sign) appear to relate purely to the issue of losses;
- (b) 11 further calls, being those on 29 and 30 January, 13, 16 (3 calls), 24 and 25 February and 23 March 2004 (3 calls) (each marked with a + sign) appear to relate purely to computer issues of various sorts; and
- (c) 4 further calls, being those on 28 January, 25 and 26 February and 4 March (each marked with a # sign) appear to raise issues relating to both the losses and computer system.

None of the call logs themselves revealed the existence of any computer faults, although the subpostmaster did in some calls say that he thought that he was having computer problems.

36. **1 December 2003, call reference H12881564** <sup>tb12, p4152</sup> (page 14) the sub-postmaster wanted to know where they sent their application for telephone claims. The resolution was stated to be KB which means that an answer was provided from the knowledge base. Given the volume and variety of calls to NBSC, the KB is a tool used by NBSC to find information and give answers to subpostmasters. It is a bit like a computerised library for the P.O or a more tailored and sophisticated version of "Frequently Asked Questions" that you often see on websites and enables NBSC to effectively apply and maintain consistent service standards across the board when dealing with subpostmaster queries. The NBSC advisor will use a system called "Remedy" (which is the system used to log calls and is linked to the KB) to categorise a call made by a subpostmaster. If the correct



categorisation is used, then the system should give the advisor the answer to the question. This is because when NBSC search on the knowledge base, there is taxonomy or "case titles" to help choose answers from and they select which one you want to see. The answer is displayed in a Microsoft Word document. For example, the case title for the above question could be "What are the Contact Details for Telephone Claims."

37. <sup>TB12 p4152</sup> **1 December 2003, call reference H12881573** (page 14) the caller wanted a telephone number for human resources. An answer was given from the knowledge base.
38. <sup>TB12 p4153</sup> **11 December 2003, call reference H12903595** (page 15) there was a power failure on the street and the office has electronic shutters so the branch was unable to open. Each branch has 2 or 3 nominated offices so if an office is closed the customers will be directed to a nominated office to transact their business. NBSC would give the nominated office details to the subpostmaster so he could display a notice telling customers where to go.
39. <sup>TB12 p4154</sup> **11 December 2003, call reference H12904136** (page 16) the clerk called to confirm that the branch had been reopened.
40. <sup>TB12 p4154</sup> **12 December 2003, call reference H12906756** (page 16) the clerk wanted to know what the counter procedure was for a local collect when a customer comes to pick it up. Local collect is a service offered by the post office: if Royal Mail can not deliver a package, they can leave this at the local Post Office branch and the customer can collect it from there. They were provided with an answer from the knowledge base.
41. <sup>TB12 p4154</sup> **13 December 2003, call reference H12908771** (page 16) this was a call because the customer had received a card in the name of Vera instead of Violet. This was resolved by providing the clerk with an answer from the knowledge base.
42. <sup>TB12 p4155</sup> **13 December 2003, call reference H12908772** (page 17) the office was open but was showing up as closed. This call would have been created by the advisor who answered the previous call. When they took the first call, it would have flagged up on the computer that the office was still closed where in fact it was open. This call would have been passed to the administration team and they would change the office status to open.
43. <sup>TB12 p4156</sup> **22 December 2003, call reference H12925312** (page 18) the postmaster sent off an application with the Personal Invitation Document (PID), which is used to apply for a Post Office Card Account Card for the opening of an account and

identification form which was erroneously rejected by the EDS. They retained the ID form and PID and the application form was represented, but it had been returned again because there was no PID or ID form, although the sub-postmaster said that EDS had retained them. The caller advised the sub-postmaster that as the application had been erroneously rejected, NBSC would pass his comments to our customer relations team to progress as a complaint against EDS.

44. <sup>TB12, P4157</sup> **22 December 2003, call reference H12925361** (page 19) this is a record of the sub-postmaster's complaint about EDS being forwarded to them.
45. <sup>TB12, p4158</sup> **23 December 2003, call reference H21243010** (page 20) the postmaster wanted to know if the procedures for printing a postage label had changed and was advised that the pre-paid will be reduced by an amount of extra service (recorded).
46. <sup>TB12, p4158</sup> **30 December 2003, call reference H12937387** (page 20) the clerk called to say that the customer had changed addresses and also post offices for his card (which I believe would have been his Post Office Card Account). His new card had been sent to the old office and the clerk wanted to know how he could have had the card directed to the new office. This was resolved by providing the clerk with information from the knowledge base.
47. <sup>TB12, p4159</sup> **30 December 2003, call reference H12937703** (page 21) the sub-postmaster had received a few enquiries from customers regarding the changes to the National Savings Ordinary Account. The sub-postmaster was advised that NBSC do not have any further information regarding the changes to the Ordinary Saving Account other than information contained in MBS 453. MBS stands for "Message Broadcast System". When urgent information needs to be sent the network a MBS is sent out direct to all Post Office branches to their Horizon system. MBS 453 is the number of the MBS sent out. I do not have a copy of this and doubt whether they would be kept from 3 years ago, but in any event it would only hold information relating to National savings Ordinary Account.
48. <sup>TB12, P4159</sup> \* **14 January 2004, call reference H12971100**, (page 21) the clerk called in relation to a discrepancy i.e. a loss of £1,103.13. They were provided with an answer from the knowledge base. The call log does not record what the subpostmaster said. From memory, I believe that the advice on the KB for an office that misbalanced was that the subpostmaster should check all cash stamps and stock, check rems and cheques to processing centre rems, and check pensions and allowances and other documentation.

49. <sup>TB12 P4160</sup> **19 January 2004, call reference Q12980113** (page 22) there was an incorrect cash dispatch. It appears from the call log that Lisa, the person calling from the branch, was not sure of the procedure to despatch cash to Hemel Hemstead (this is the main cash depot). NBSC advised her of the correct procedure.
50. <sup>TB12 P4160</sup> **20 January 2004, call reference H21265950** (page 22). This is a request to have a copy of week 43/03 counter news to be sent to the office. Counter News is a weekly publication sent to all branches that lists operational changes, it could be the branch lost or did not receive a copy.
51. <sup>TB12 P4161</sup> **20 January 2004, call reference H21265965** (page 23) the sub-postmaster had not received a copy of the sales report for the last period and wanted to know how one could be ordered. The sub-postmaster was advised that the reports were late and he should receive it by the end of the week at the latest as they were being dispatched.
52. <sup>TB12 P4162</sup> \* **21 January 2004, call reference H12987381** (page 24) the sub-postmaster called because they had a cash account discrepancy of £4,294.67. The call was logged with the suspense team. (At this time, there was a suspense team to try to ensure that nothing was transferred into the suspense account that was not permitted).
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53. <sup>TB12 P4163</sup> \* **22 January 2004, call reference H12987919** (page 25) the sub-postmaster reported a loss of £4,000. He said he was in the office until 11pm last night but could not find anything. The NBSC went through all the balanced cheques with him. It appeared that the sub-postmaster had checked the REMs in and out, his cash, stock and pensions and allowances but was unable to find the loss. The sub-postmaster was therefore advised that this matter would be passed through to the suspense team. (When cash or stock goes into a branch, it is "remmed" in ie entered into or out of the system. The sub-postmaster has to check the rem foils to verify that he receives the cash or stock listed on the foil).
54. <sup>TB12 P4164</sup> \* **22 January 2004, call reference H12987957** (page 26) the sub-postmaster called. There was a loss in week 43 of £4,230.97. This was an unknown error. That means that the sub-postmaster should not transfer the loss into the suspense account.
55. <sup>TB12 P4164</sup> **22 January 2004, call reference H21268317** (page 26) a disabled customer's card had arrived in an incorrect name of Bernice instead of Denise and the sub-postmaster wanted to speak to EDS. An answer was given from the knowledge base.

56. <sup>TB12, P4165</sup> **27 January 2004, call reference H12999552** (page 27) this refers to a training event in Scarborough.
57. <sup>TB12, P4165</sup> **28 January 2004, call reference H13003838** (page 27) the sub-postmaster enquired whether there was a service available for customers to send money to somebody in another part of the country. That answer was provided from the knowledge base.
58. <sup>TB12, P4166</sup> **# 28 January 2004, call reference H21272735** (page 28) the sub-postmaster had called to say that since he had broadband installed, every time he receives stock into his office it was showing short by the same amount. He had checked to make sure that it was remmed in properly but it was still showing £2,500 short. After NBSC spoke to the sub-postmaster, it appeared that he was entering all the transactions correctly, so the sub-postmaster was advised that if he felt that that was a technical system problem he should call the Horizon System Helpline (**HSH**) that deals with technical issues, so that they could investigate. The NBSC advisor would have gone through the rem procedure with the subpostmaster and it looks like he established he was remming the cash in correctly. He was advised to "balance and roll for a definite figure" i.e. to produce a trial balance, since it is only at this stage you can get an accurate picture of what the value of the discrepancy is and to call HSH if he didn't have any success.
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59. <sup>TB12, P4167</sup> **\* 29 January 2004, call reference H13005452** (page 29) the branch called and said they were showing a loss of £2,523.12 and that this was the third discrepancy in as many weeks. NBSC checked through the figures using a transaction log and also looked at the REMs declaration and the cash flow. No trace of the discrepancy was found and this was referred to the suspense account team to review.
60. <sup>TB12, P4168</sup> **\* 29 January 2004, call reference H13005643** (page 30) a call was created by NBSC and assigned to the Suspense Account team to deal with. The call notified the suspense Account Team that the branch had an unauthorised or unidentified loss of £6,754.09. The Suspense Account Team would then contact the office to determine if it was an unidentified loss and they would decide if the sub-postmaster is authorised to hold the loss or not.
61. <sup>TB12, P4169</sup> **+ 29 January 2004, call reference H21274188** (page 31) the sub-postmaster wanted to have his transactional archives (presumably to try to identify what was going wrong at his branch). Horizon only holds about 30 days worth of data and after this period all the transaction data is archived by Fujitsu. The Post Office can request office archived data from Fujitsu. He was having a lot of losses over the past three weeks and thought that there was a system fault with his remittances.



It appears that the sub-postmaster's request was passed on to Adele Kilcoyne of NBSC.

- TB12 p4170*
62. **+ 30 January 2004, call reference H13011960** (page 32) the sub-postmaster called in relation to automated payments: the customer's account had not apparently been credited with payment. An answer was provided to the sub-postmaster from the knowledge base.
- TB12 p4170*
63. **\* 30 January 2004, call reference Q13009942** (page 32) Mrs Catherine Oglesby, the Retail Line Manager reported that the sub-postmaster had authorised losses of £6,754.09 for week 44. Apparently he could not identify what had caused the loss and was unable to make good. The sub-postmaster had stated that he had made good a loss of £1,100 in week 42. Mrs Oglesby asked NBSC to contact the branch to try resolve his query. The sub-postmaster had applied for a hardship form (which is what they do when they do not have the means to make good unauthorised shortfalls). He was waiting for a return of an I&E form.
- TB12 p4171*
64. **2 February 2004, call reference H21276409**, (page 33) the branch called to say that they had message on their computer which stated that desk top initialisation had failed and that an operational violation had been detected. This was passed to HSH.
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- TB12 p4171*
65. **3 February 2004, call reference H13019578**, (page 33) the branch asked for a telephone number for Girobank.
- TB12 p4171*
66. **3 February 2004, call reference H21278575**, (page 33) the branch called and asked for the telephone number for Hanco. Hanco is the name of a company that supply some ATM machines in the post office branch.
- TB12 p4171*
67. **3 February 2004, call reference H21278583**, (page 33) the sub-postmaster called to query whether nominations are being taken for pre-pay mobile phone vouchers. NBSC gave an answer from the KB.
- TB12 p4171*
68. **4 February 2004, call reference H13023384**, (page 33) the branch called and asked for the procedure for producing an overnight cash holding (**ONCH**) report.
- TB12 p4171*
69. **6 February 2004, call reference H13029430**, (page 33) this is a card account query. The PID (this stands for personal invitation document) had the wrong customers address on. The branch would probably have been asking what they should do in this situation.



70. <sup>TB12 p4172</sup> **9 February 2004, call reference H13033806**, (page 34) the branch called because a customer wished to transfer £3,000 from her ordinary account to open an investments account. The clerk wanted to know which form was used to process this and whether they could process it. An answer was supplied from the knowledge base.
71. <sup>TB12 p4172</sup> **10 February 2004, call reference H13036951**, (page 34) the branch called and asked how to rem out coin. The branch does a remittance on the computer to record stock or cash coming into the office or leaving the branch. It is not often that a branch would have excess coin and would need to rem this out, so that is probably why they asked for the procedure on how to rem coin out.
72. <sup>TB12 p4172</sup> **11 February 2004, call reference H21288774**, (page 34) the sub-postmaster called who had a customer who has a disabled son and is an appointee at the moment and had been told that she could not be an appointee for her son. This is a query regarding Post Office Card Account. If someone is unable to operate the account (possibly if they have a disability) then they must have an appointee to operate the account on their behalf. An answer was supplied from the knowledge base.
73. <sup>TB12 p4173</sup> \* **12 February 2004, call reference H13041710**, (page 35) the branch reported an unauthorised loss of £8,243.10 in week 46. There was an accumulated loss over the last four weeks. The branch had applied for a hardship form. An amount was entered into the suspense account pending completion of the hardship papers.
74. <sup>TB12 p4173</sup> **12 February 2004, call reference H21290642**, (page 35) the sub-postmaster called and wanted to know the procedure for opening a card account. The call log refers to COM7. COM stands for Counter Operations Manual. These manuals list all Post Office transactions and accounting procedures (there are 5 volumes and all office have these). The knowledge base is linked into the COM's to give answers. COM7 this means that the answer was given from the Counter Operations Manual number 7.
75. <sup>TB12 p4173</sup> + **13 February 2004, call reference H13045120** (page 35) the sub-postmaster called and wanted to arrange a system check due to small faults he said that he had encountered with the system. He was referred to HSH.
76. <sup>TB12 p4174</sup> **13 February 2004, call reference H21293406**, (page 36) the branch called and asked how to pay out on a capital bank Lloyds TSB Bank cheque made out to Post Office Limited. The sub-postmaster was advised that he should not pay out cash for this cheque. It should only be used to pay for products or services.

77. \* <sup>TB12 p4175</sup> **13 February 2004, call reference Q13045034**, (page 37) it is unclear who generated this call. The log recalls that there was a loss of £8,243.10 in week 46 accumulated over the last four weeks. The Suspense Account team may have chased the sub-postmaster for an I&E form (the form used to apply for hardship) on 27 February 2004. There was a further loss of £3,509.68 in week 48. This was added to the suspense account and the total loss was now £11,752.78. Mrs Oglesby was aware of this and was visiting to assist the sub-postmaster in completing the form. NBSC spoke to Mrs Oglesby on 25 March. The sub-postmaster had been suspended and the loss transferred to the late account.
78. <sup>TB12 p4175</sup> **16 February 2004, call reference H13048105**, (page 37) the sub-postmaster called and reported that the card could not be read by the system and wanted to know what to do. He was given an answer from the knowledge base.
79. + <sup>TB12 p4175</sup> **16 February 2004, call reference H13048468** (page 37) this call simply states Horizon KB0628. I believe (but am not completely sure) that this means that there was a Horizon issue and the sub-postmaster was referred to HSH. The number KB0628 in the resolution could be referring to the number of the answer from the Knowledge base.
- 
80. + <sup>TB12 p4176</sup> **16 February 2004, call reference H13049190**, (page 38) the branch called and stated that the system was unavailable and wanted to know whether they could do a withdrawal. They were given an answer from the knowledge base. If the customer wanted to withdraw from a Post Office Card Account then a payments of up to £20 can be made in an emergency if the system is not available. If it is a different kind of on line transaction then the customer would be asked to go somewhere else or come back later.
81. + <sup>TB12 p 4176</sup> **16 February 2004, call reference H21294326**, (page 38) the sub-postmaster wanted to speak to HSH because his screen was frozen. He was given an answer from the knowledge base.
82. <sup>TB12 p 4176</sup> **19 February 2004, call reference H21300473**, (page 38) the branch called and wanted to know what the telephone numbers were for transaction processing. They were given an answer from the knowledge base.
83. <sup>TB12 p4176</sup> **21 February 2004, call reference H13063212**, (page 38) the sub-postmaster called and asked how to deal with the death of the card holder and was given an answer from the knowledge base.

84. + <sup>TB12 P4176</sup> **24 February 2004, call reference H21305347**, (page 38) the sub-postmaster called asking for Mrs Oglesby to call him regarding the previous conversation about the ongoing system problem. NBSC advised Mrs Oglesby that the sub-postmaster had called.
85. # <sup>TB12, P4177</sup> **25 February 2004, call reference H13071268**, (page 39) the sub-postmaster called to state that he had been having problems with the system and balance for about six weeks. The sub-postmaster wanted to know whether they have started or completed a system check. Sandra at NBSC spoke to HSH team leader who advised that they were now looking into this for the sub-postmaster. NBSC called the clerk on Tuesday and she confirmed that HSH had been in touch. She was given a call reference and asked to call back if she had any further problems.
86. + <sup>TB12, P4178</sup> **25 February 2004, call reference H21307127**, (page 40) the sub-postmaster called and wanted to speak to HSH regarding system problems. He was transferred to HSH.
87. \* <sup>TB12, P4178</sup> **26 February 2004, call reference H13073926**, (page 40) the branch reported a discrepancy and wanted a call from service support reference H13071268 because there was a £3,509.68 shortage and they wanted to use the suspense account. The sub-postmaster was advised that the suspense account team would not deal with this until the sub-postmaster "been to the correct cap" i.e. had actually rolled over and committed the discrepancy. NBSC advised that HSH was still investigating the problem.
88. # <sup>TB12, P4179</sup> **26 February 2004, call reference H13073981** (page 41) the sub-postmaster reported £3,509.68 unauthorised losses for week 48. He said that he had an ongoing problem which HSH were investigating. The sub-postmaster was completing an I&E form to start the hardship process for previous discrepancies. Accordingly, although the losses were unauthorised, they were entered into the suspense account pending the hardship process.
89. <sup>TB12, P4180</sup> **26 February 2004, call reference H13076461**, (page 42) the sub-postmaster called and stated that he was entering into a smart post item on the system and it was an airture going to the USA with the value of £300. The sub-postmaster put the value into the system but the price did not increase and wanted to know why. NBCS discussed with the sub-postmaster and went through the procedure with him. It transpired that the sub-postmaster was erroneously entering the high value at the start of the transaction, so it set the price at the high value compensation rate.

- 7B12.p4180
90. **3 March 2004, call reference H21311213**, (page 42) the branch reported that a customer had called and asked for a change of name on the CAPO card (Card Account at Post Office) since it had the wrong names. The branch was given an answer from the knowledge base.
- 7B12.p4181
91. **# 4 March 2004, call reference H13093812**, (page 43) Mrs Oglesby reported that she had called HSH as a branch was constantly showing losses every week and the sub-postmaster thought this may be down to software as the amount was getting worse each week. HSH had put her straight through to NBSC without checking any incidents. This is when Sarah Pennington was asked to outline what investigations she had already made (as set out in paragraphs 26 to 33 above).
- 7B12.p4182
92. **\* 8 March 2004, call reference H13103904**, (page 44) the branch was asking about a cash declaration on the system as he had £7,579. The sub-postmaster was going to send through snapshots from Saturday today.
- 7B12.p4182
93. **8 March 2004, call reference H21316443**, (page 44) the branch called and asked who the cheque should be made payable to for premium bonds. An answer was given from the knowledge base.
- 7B12.p4182
94. **8 March 2004, call reference H21317317**, (page 44) the branch called and asked what to do with impounded Department of Works and Pensions (**DWP**) allowance docketts. The sub-postmaster was advised that DWP makes the policy, not the Post Office.
- 7B12.p4182
95. **9 March 2004, call reference H13104579**, (page 44) the branch called and asked what the process was for a buy back pre-order accounting and dispatch. They were given an answer from the knowledge base.
- 7B12.p4182
96. **10 March 2004, call reference H21319565**, (page 44) the branch called and asked for the telephone number for Chesterfield and were given the answer from the knowledge base.
- 7B12.p4183
97. **15 March 2004, call reference H13118632**, (page 45) the branch called and stated that the balance on the card account was less than what is in the account and wanted to know what to do. They were given an answer from the knowledge base.
- 7B12.p4183
98. **15 March 2004, call reference H13118984**, (page 45) the branch called and asked for the address for Nairn Post Office and were given an answer from the knowledge base.



- TB12 P4183
99. **18 March 2004, call reference H21330891**, (page 45) the sub-postmaster called and wanted the branch details for Post Office No. 225840. They were given an answer from the knowledge base.
- TB12 P4183
100. **22 March 2004, call reference H21334863**, (page 45) the sub-postmaster wanted to know how to issue a vault card to a customer. The advisor followed the procedure from the knowledge base.
- TB12 P4184
101. **23 March 2004, call reference H13135176**, (page 46) the branch had to close and other nominated branches were informed and told to serve customers from the Marine drive branch.
- TB12 P4185
102. **+ 23 March 2004, call reference H13137225**, (page 47) the auditor called and wanted to know if the office had had a new base unit. They were told to try calling HSH.
- TB12 P4185
103. **+ 23 March 2004, call reference H13137311**, (page 47) it appears that the sub-postmaster forgot his password so could not log on to Horizon and telephoned NBSC for a One Shot Password (OSP).
- TB12 P4185
104. **23 March 2004, call reference H13138654**, (page 47) the sub-postmaster or a post office clerk called NBSC to confirm that the branch would be open tomorrow at 9am.
- TB12 P4186
105. **23 March 2004, call reference H21335725**, (page 48) the auditor called and wanted to know if there were any losses that had been authorised from about week 40. They were told that there were three losses and all were unauthorised.
- TB12 P4186
106. **+ 23 March 2004, call reference H21335832**, (page 48) the auditor wanted to speak to HSH to confirm that the sub-postmaster had a new base unit fitted. The auditor was transferred to HSH.
- TB12 P4186
107. **24 March 2004, call reference H21338715**, (page 48) it appears that the sub-postmaster called to ask how to declare his Bureau De Change (foreign currency). The select edit F10 is the procedure to follow when declaring the bureau in the balance screen. I can only assume the Hung Up means the SPMR hung up.
- TB12 P4187
108. **30 March 2004, call reference Q13154531**, (page 49) NBSC spoke to the new, relief sub-postmaster, Ruth Simpson. They took NS & I details and would pass to the customer when and if they came in.



109. <sup>7812, p4187</sup> **31 March 2004, call reference H13156650**, (page 49) the branch called and asked for what the concession number was for a disabled rod licence. They were given an answer from the knowledge base.
110. <sup>7812, p4188</sup> **1 April 2004, call reference H13160189**, (page 50) the new sub-postmaster stated that she could not balance a roll over as the system was stating that she had negative/re-valued stock figures. She was advised to complete the re-valuation during Cash Account period week 1 (**CAP01**). This would then permit the system to allow her to roll over into week 02.
111. <sup>7812, p4188</sup> **1 April 2004, call reference H13160947**, (page 50) the branch called and asked how to correct errors, this was relating to revaluation. Revaluation happens when the price of postage goes up or down and certain activities have to be undertaken on the Horizon system. They were given an answer from the knowledge base.
112. <sup>7812, p4188</sup> **2 April 2004, call reference H13165379**, (page 50) the branch had received ocean liners stamps with the incorrect price. The sub-postmaster was told to rem in and contact Hemel Hempstead to notify them. Hemel Hempstead is the National Secure Stock Centre where all stock and cash is sent from and to.
113. <sup>7812, p4189</sup> **13 April 2004, call reference H13183357**, (page 51) the branch called and wanted an office address. They could have been asking for another post office address or they could be asking for the address of Transaction Processing at Chesterfield or other business owned locations.
114. <sup>7812, p4189</sup> **15 April 2004, call reference H13189227**, (page 51) the office wished to contact their retail line manager. The call was passed to the admin team and a message was left for the retail Line Manager to contact the office.
115. <sup>7812, p4189</sup> **19 April 2004, call reference H21367957**, (page 51) the branch called and asked for a telephone number of Transaction Processing and was given an answer from the knowledge base.
116. <sup>7812, p4189</sup> **19 April 2004, call reference H21367958**, (page 51) the branch called and asked for the telephone number of National Savings and was given an answer from the knowledge base.
117. <sup>7812, p4190</sup> **20 April 2004, call reference H21370451**, (page 52) the sub-postmaster called and wanted to speak to the retail line manager regarding a problem that she is already dealing with. This call is a Page RLM (Retail Line Manager) call. These calls are passed to the Administrative team to contact the RLM. In the

resolution it says "RLM Cath Oglesby Left Message on Voicemail @ 14.28." This means the administrative team left a message on Catherine Oglesby's voicemail at 2.28pm that day.

118. <sup>TB12, P4190</sup> **21 April 2004, call reference H13203075**, (page 52) the branch called to report a change in the opening hours and the details were logged.

119. <sup>TB12, P4191</sup> **22 April 2004, call reference H13207786**, (page 53) Mr Castleton's father-in-law called and stated that his son-in-law and daughter had been suspended and somebody else had been put in and was losing business. He wanted to speak to somebody more senior to Mrs Oglesby. His message was passed to the area office for Head of Area (**HOA**) i.e. Mrs Oglesby's Line Manager to get in touch with Mr Franks.

120. <sup>TB12, P4191</sup> **22 April 2004, call reference H21373442**, (page 53) the branch called and asked the retail line manager to contact the branch regarding a problem that they were all dealing with. The message was passed on by NBSC to Mrs Oglesby.

121. <sup>TB12, P4191</sup> **22 April 2004, call reference H21374711**, (page 53) a call was taken from the sub-postmaster's father-in-law and he was given an answer from the knowledge base.

122. <sup>TB12, P4192</sup> **23 April 2004, call reference H13210290**, (page 54) Mr Castleton wanted to know if there was any way of printing out all the calls he had made to NBSC and for them to be sent to him. He was advised that if he wanted information regarding calls made to NBSC, he should make his request in writing to Adele Kilcoyne of NBSC.

**Conclusion**

115. <sup>TB3, P329</sup> Having reviewed the email dated 20 April 2004 (page 13), I can see that we did not find anything to suggest that the Horizon system was not working properly or causing the unauthorised losses. The NBSC call logs do not themselves reveal the existence of any computer faults.

I believe that the facts stated in this witness statement are true.

Signed **GRO**  
ANDREW WISE

Date 13/10/2006

Filed on behalf of the: Claimant  
Witness: Andrew Wise  
Statement: 1  
Exhibits: "AW1"  
Date made: 12/10/06

**Claim No. HQ05X02706**

**IN THE HIGH COURT OF JUSTICE  
QUEENS BENCH DIVISION**

**BETWEEN:**

**POST OFFICE LIMITED**

**Claimant/Part 20  
Defendant**

**- and -**

**LEE CASTLETON**

**Defendant/Part 20  
Claimant**

**WITNESS STATEMENT OF ANDREW  
WISE**

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**Solicitors for the Claimant/Part 20  
Defendant**

Filed on behalf of the: Claimant  
Witness: A Wise  
Statement: 1  
Exhibits: "AW1"  
Date made: 12/10/06

**IN THE HIGH COURT OF JUSTICE  
QUEENS BENCH DIVISION**

**Claim No.**

**BETWEEN:**

**POST OFFICE LIMITED**

**Claimant**

**- and -**

**LEE CASTLETON**

**Defendant**

**EXHIBIT "AW1"**

This is the Exhibit marked "AW1" referred to in the Witness Statement of Andrew Wise  
dated <sup>13<sup>th</sup></sup> October 2006.

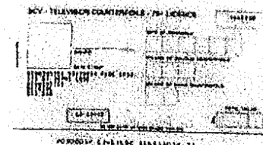
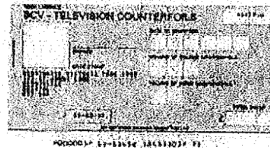
## Daily procedures and Horizon Reports

The following items must be despatched on the last collection of the day:  
**TV Licences - Non Barcoded**

Enter details on green Daily Summary P5744 which is retained in the office (use P5743 if it is a Blind Concession).

From the desktop menu select

- Reports (F2)
- Counter Daily (F1)
- TV Licences (F11)
- Print (F4)
- Check that the totals of the counterfoils agree
- If so, select cut off (F12) and Exit (F16)



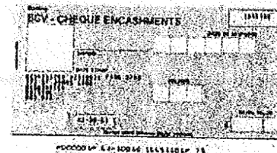
Paperclip non barcoded TV counterfoils and non barcoded Over 75 TV counterfoils behind the relevant BCV & place in the orange & white striped envelope to EDS Processing Centre \*

### Personal Banking

Lloyds TSB, Co-operative Bank, Barclays, Cahoot, Smile, Bank of Ireland & Clydesdale (First Direct - Scotland only)

From the desktop menu select

- Reports (F2)
- Counter Daily (F1)
- Pers Finance (F15)
- Select Cash Deposits (F1), Cheque Dep Envelopes (F2) or Encashments (F3) as required
- Print (F4)
- Check that the totals on the print out agree with the documents on hand
- If so, select cut off (F12) and Exit (F16)

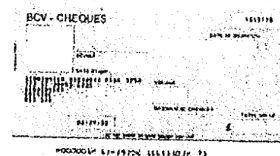


Paperclip Cash deposit slips, Cheque deposit envelopes and Encashed cheques behind the relevant BCV and place in the orange & white striped envelope to EDS Processing Centre \*

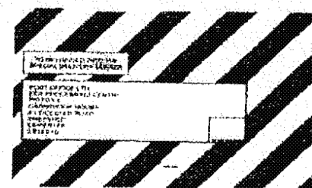
### Cheques

From the desktop menu select

- Reports (F2)
- Counter Daily (F1)
- Cheques Listing (F10)
- Print (F4)
- Check that the cheques agree with the printout #
- EXIT (F16) and return to the desktop
- Transactions (F1)
- Remittances (F3)
- Out to EDS (F7)
- Cheques (F2)
- Type in the total amount of cheques and finish
- Return to desktop and select Reports (F2)
- Counter Daily (F1)
- Cheque Listing (F10)
- Print (F4) - the total should be zero
- Cut off (F12) and Exit (F16)



Paperclip cheques behind BCV and place in the orange & white striped envelope to EDS Processing Centre \*



# If the cheques do not agree, return to the desktop: Select Stock Balancing (F4), Adjust Stock (F4) and type in correct cheque figure and finish and then continue above from Transactions (F1)

\* Place an elastic band around the whole contents of the envelope to EDS Processing Centre  
REMEMBER to include all POCA documentation in ENV P6224



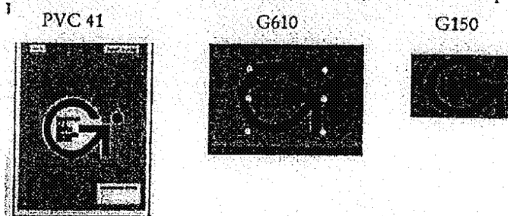
## Girobank Deposits & Withdrawals

From the desktop menu select:

- Reports (F2)
- Counter Daily (F1)
- Giro Deposits (F1) or Giro Withdrawals (F2)
- Print (F4)
- Insert deposit or withdrawal summary form into printer when prompted to do so
- Check that the deposit or withdrawal slips appear on the printed form and that the amounts are correct
- If so, cut off (F12)
- Exit (F16)



Place the Girobank Deposit and Withdrawal slips behind the relevant summary and despatch in either of the envelopes shown below. Use PVC41 or G610 if you have any Business Cheque



The following reports should be completed at the close of business:

**Daily Cash Declaration (this must be declared within 25 minutes of the branch closing)**

From the desktop menu select

- Reports (F2)
- Counter Daily (F1)
- Daily Cash Dec (F9)
- Enter details of cash on hand & finish
- Give the declaration a number (usually 01)
- Print (F4)
- Exit (F16)

### Shared stock unit:

It is recommended that you compare your cash declaration with the system derived figure by selecting Cash Variance (F12) to view any differences that may occur. It is easier to rectify any discrepancy on a daily basis.

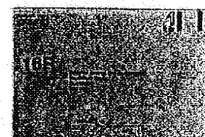
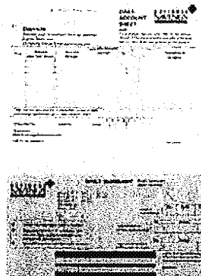
### Individual stock unit:

The system will automatically display any cash discrepancy

## Savings Bank Deposits and Withdrawals

From the desktop menu select

- Report (F2)
- Counter Daily (F1)
- NS& I Deposits (F5) or NS& I Withdrawals (F6)
- Print (F4)
- Check that the deposit or withdrawals appear on the print out and that the amounts are correct
- If so, cut off (F12)
- Exit (F16)



Daily Summary NSA 56MA, Deposit & Withdrawal slips and Daily Account Sheet NSA 53MA should be paper clipped and placed in orange envelope NSA 16R for despatch to NSB, Glasgow next day. Remember to record details on the blue Weekly Summary NSA 54MA which is retained in the office until Wednesday

## APS Transactions

From the desktop menu select

- Reports (F2)
- Counter Daily (F1)
- APS Transactions (F4)
- Print (F4)
- Check that you have the correct number of APS slips
- If so, cut off (F12)
- Exit (F16)

Staple the Horizon APS Daily Report to your receipts or alternatively wrap the summary around the receipts and retain in the office

### Balance Procedure

ENSURE CASH & STOCK IS SECURED IN SAFE UNLESS BEING USED OR COUNTED, TAKING OUT SMALL AMOUNTS AT A TIME, MAKING SURE SAFE IS LOCKED AS SECURITY PROCEDURES.

You can prepare for balancing throughout the day in order to save time later. This should only be done at quiet times and should not impact on customer service. This includes checking any Bulk Stock you may hold in your safe, with a recent copy of a Balance Snapshot, and/or listing any Bulk Cash and Stamps on a sheet of paper or a locally designed form.

**1. Check outstanding Transaction corrections**

- F1 Transactions
- F13 Housekeeping
- F3 Txn Corrections



Outstanding Transaction Corrections must be resolved before the end of the Trading Period.

**2. Complete Counter Daily Reports**

From the Desktop, Select Reports F2



**3. Complete Counter Weekly Reports**

From the Desktop, Select Reports F2



DWP Cash Cheques



Postal Orders



Redeemed Stamps



Misc. Transactions



**4. Print a Balance Snapshot**

From the Desktop

- F4 Stock Balancing
- F5 Bal Snapshot
- F4 Print



Using this Balance Snapshot you produced, carefully check figures.

Check all receipt and payment transaction totals with the supporting vouchers / documentation. It is wise to check ALL transactions, the more you check, the less chance that you will incur Transaction Correction notices.

Check the Snapshot carefully against the actual stock in your office, ensuring that the system held stock figures match your actual stock holdings. If there are any major differences, it is advisable to re-check that item of stock.

**5. Amend Stock Discrepancies**

To Reduce Stock Holdings

Transactions (F1) - Serve Customer (F1) – then sell the difference between your figures and the systems figures. (eg: The system thinks you have 225 1<sup>st</sup> class stamps, you actually have 221 1<sup>st</sup> class stamps You will then put in Quantity 4 and touch the F1 1<sup>st</sup> Class stamp icon. This will alter your system figure to 221)

To Increase Stock Holdings

Transactions (F1) – Reversals (F5) – New Reversal (F2) - then sell the difference between your figures and the system figures. (eg: The system thinks you have 400 2nd class stamps, you actually have 432 2nd class stamps. You will then put in Quantity 32 and touch the F2 2nd Class stamp icon. This will alter your system figure to 432.) The go back to the Riposte Screen.

**6 Print the mandatory Office Weekly Reports**

From the Desktop, select Reports F2, Office Weekly F6

Postage Labels



Associate all rejected labels and ensure report is signed. Retain in office.

Suspense Account



Print and retain in office

**7. Complete all other outstanding manual summaries and Reconciliations including**

- National Savings Weekly summary
- Change Giving Return
- Electric Tokens
- Promotional/Payment Vouchers
- MVL Weekly Reconciliation
- Rod Licences Reconciliation

- Gift Voucher Weekly Reconciliation
- DVLA Premium Service Summaries
- UKPA Check and Send Summaries
- Electric Schemes
- National Lottery Cheque Prize payments

**8. From the Desktop - F4 STOCK BALANCING**

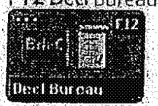
On Demand Branches will need to complete 1a and 1b each week. All other Branches if a Buyback has taken place.

**Print Foreign Currency**

And carefully check the figures against your actual stock holdings.

- F2 Reports
- F1 Counter Daily
- F16 Fgn Currency
- F4 Print

**1b. Declare Bureau**



F10 Edit to enter actual stock holding.



F10 Edit - Check figures to stock on hand  
(Travellers Cheques are for offices that hold supplies for On demand Sales ONLY)

**Declare Cash**  
F1 Decl Cash



Make a new declaration, and enter on the system the cash denominations you have. F1 - Finish, enter a Declaration Number and Print. You must keep this report with your office under copies

**Declare Stamps**  
F2 Decl Stamp



Make a new declaration, and enter on the system the number of each different type of stamp you have. F1 - Finish, enter a Declaration Number and Print. You must keep this report with your office under copies

**Produce Balance Report**  
F6 Bal Report



Check and accept messages until you arrive at the 'Produce Report' screen. F4 Print the Balance report. Once the Balance report has been produced, check that all totals are correct.

On the last Wednesday in the Trading Period the lottery figures must be included, prior to final rollover into next TP

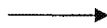
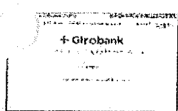
**Roll Stock Units**  
Balance Period F1  
Trading Period Enter



At End of Trading Period the discrepancy settlement screen appears on last stock to Roll Over into next TP

**What Goes Where**

**Department for Works and Pensions – Cheques (Green Giros)**



or



**National Savings & Investments**



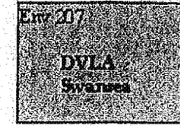
**ELECTRIC KEY RECHARGING**

TOP COPY OF SUMMARY FORM & UNDERCOPIES OF PRINTOUTS IN AN ENVELOPE SEALED WITH RELEVANT LABEL ADDRESSED TO CHESTERFIELD

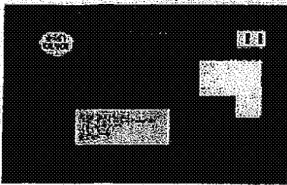


**DVLA — MVL Transactions**

All and V5C's retained due to change of details



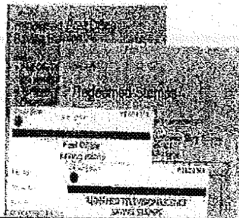
**Weekly Despatch - To Chesterfield in the one trip Brown Pouch**



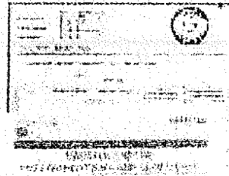
**Paid Postal Orders and Money Orders**  
Securely fastened together.  
Postal Orders (in value order) first then Money Orders.  
**UNTIL 31<sup>st</sup> Dec 2006**

**Girobank Change Giving TOP COPY OF SUMMARY P3873.**  
Bottom copy and change cards retain in office

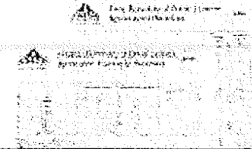
**UKPA Check and Send**  
All top copies of daily Summaries



**Redeemed Post Office & TV Savings Stamps**  
Each scheme in separate envelopes sealed with correct label.  
Keep scheme envelopes together and then bundle all envelopes together with rubber bands



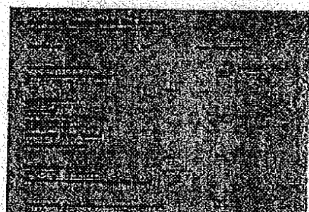
**National Lottery Prize Payments (£500+)**  
Form P4801 contains information on how to despatch these items.  
Seal envelope with label P4811(MA)



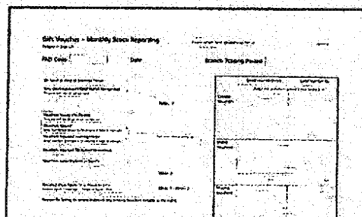
**DVLA Premium Service**  
Bottom copies of Daily Summary (D762) and Weekly summary (D764).  
Staple together.  
Note:  
(Top copy of weekly summary goes to DVLA with Wednesday's daily summaries and Applications)



**End Of Branch Trading Period**



**MVL Monthly Stock Report (P6524)  
(and spoilt MVL discs)**  
To be completed at the end of each Branch Trading Period. Place form (and discs) in a plain envelope and seal with label P5444



**Gift Voucher - Monthly Stock Report Form (P6526)**  
To be completed at the end of each Branch Trading Period. Place form and spoilt Vouchers (stapled to form) in your office for 2 years  
**NIL return are not required!**

**End of Trading Period**

**1. WHEN ALL STOCK UNITS HAVE BEEN BALANCED YOU CAN NOW COMPLETE THE Branch Trading Statement**

ktop - F8 Office Balancing



**2. Produce Trial Trading statement Report**  
F6 Trading statement



You can either 'F8 - Preview' or 'F4 - Print' or 'this report but you should check all relevant information before selecting...

**3. ROLL OVER**  
F12 Roll Over



The system will print the Branch trading Statement. Remember to sign and date stamp and retain in a suitable folder for **SIX** years.

**4. Check Office rollover into next TP**  
F10 Branch TP



**Optional - but can be used for checking your remuneration**

**5 Sales Report**  
F8 Office Weekly  
F8 Sales Report  
F12 Enter To and From Dates for Trading Period



*Please note: All of the above information is subject to change. Please refer to Operational Focus or telephone the NBSC for current status.*

8

Cath Oglesby  
05/05/2004 15:59

To: Jean Sokell/e/POSTOFFICE@POSTOFFICE  
cc:  
Subject: Marine Drive

Jean,

Please print.

----- Forwarded by Cath Oglesby/e/POSTOFFICE on 05/05/2004 15:58 -----



Andrew Price  
20/04/2004 11:57

To: Cath Oglesby/e/POSTOFFICE@POSTOFFICE  
cc:  
Subject: Marine Drive

Cath,

I have asked both Sarah Pennington and Andrew Wise to provide a form of words and actions taken whilst dealing with the PM at the above branch:-

When I spoke to the PM at Marine Drive he was unsure what was causing these errors. He told me that he has been using the slave machine for his rem's and I assured him that wouldn't cause a problem as long as he was attached to the correct stock unit.

The PM thought there would be some errors relating to National Lottery. I phoned the Lottery team at Transaction Processing who confirmed that there were some errors relating to Lottery, but for every charge error there was a corresponding claim error, this was due to the lottery figures been entered on Horizon in the wrong CAP.

PM was also concerned that when entering the lottery figures, it was as though the terminals were not communicating, but if that was the case the PM would have large number of errors on every report and product.

The PM sent cash account information to NBSC and it was looked at by Andrew Wise, he was unable to find any errors. The only amount questioned was a large amount on the cheques to processing centre which Andrew was able to confirm was a cheque payment for the purchase of Premium Bonds. The PM was advised there was nothing more we could do and we suggested he works a manual system at the side of Horizon to see if any problems were highlighted.

Also when doing the rem's the PM should take a snapshot before and after to see if any problems were occurring when doing a remittance.

Andrew Wise and I both feel that the Horizon system is working properly and we are unable to help the PM any further.

I hope this information helps, please contact me if you want to clarify anything.

Regards  
Andrew

Service Support Team Leader  
Network Business Support Centre  
Cortonwood Business Park  
BARNLEY  
S73 0UF

GRO

~~247~~

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