

Area Intervention Manager Visit Log

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

Date and issue	6/9/05				
Branch	Fazakerley	Postcode	L9 9DB	Fad Code	214420
Details of visit	<p>The above office has a loss from week 19 of £592.21. OIC states this is something to do with an upgrade of Horizon and a problem with the declaration of the cash. There is no errors so I am unable to put in suspense. OIC is unable to make good as the Pm on holiday until 12/09/05. Please contact office and reply within 7 days. Ann Wilde</p> <p>I attended the office today to find that the loss has now cleared for no apparent reason. The office balanced £1330 short last week but this was due to a £1250 entry with the ATM meaning that this should straighten itself out on balancing today. This will make a shortage of £80 which the spmr will make good.</p>				
Date of visit	14/9/05	Name AIM	Kevin Ryan		
Length of visit	1 hour	Segment	Diamond	Actively Account Managed ?	
Hardship Y/N		ATM? (note type, eg self fill)	Yes, Post Office fill		

Mandatory requirement on all visits (to be completed by AIM)				
Bal/ Suspense. Check last 4 weeks CA (record amounts)				1300 short last week
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	
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

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

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EXPAND ON ANY LETTER REQUESTED/CLARIFY ANY POINT Future of office letter sent 13/9/05
