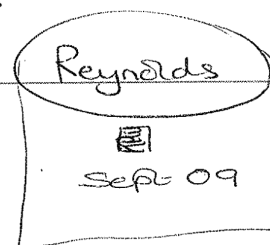31/8/10

Reynolds

圀

Sept 09

Juliet Mcfarlane

From: Sharron L Jennings
Sent: 26 July 2010 11:16
To: Juliet Mcfarlane
Subject: FW: Rainford - Duplication of Transaction Records in ARQ Returns

For info

Sharron Jennings
Fraud Investigator
Post Office Ltd Security Team
3rd Floor, Clippers House
Clippers Quay
Salford
M50 3NW
[GRO] (Mobex [GRO]
[GRO]

From: Jane M Owen
Sent: 23 July 2010 17:29
To: Sharron L Jennings
Subject: RE: Rainford - Duplication of Transaction Records in ARQ Returns

Sharron
Please see copy of email to Mark from Penny

Mark

I can now advise that the enhancement to delete duplicated records from our returns has been developed and is with test and is expected to be deployed on our application on Sunday, 1 August.

Once this has happened we will re-run retrievals where duplication is known to have been present and report the outcome to you.

We have not yet received confirmation from POL that the proposed workaround for duplicated records is acceptable; we await your instruction.

Kind regards
Penny

Penny Thomas
Security Analyst, Customer Services

Once this has been completed I have to prioritise all outstanding requests before Penny will undertake the re-work. Obviously yours is going to be a high priority but I am unable to say at this stage if the information will be available in time for you to submit the committal papers

Any problems please give me aring

Regards

Jane

Jane Owen
Security Team Advisor
Security Team, Post Office Ltd

POST OFFICE

Royal Mail, Clippers House, 3rd Floor, Clippers Quay, SALFORD. M50 3NW

GRO Postline: [GRO]
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26/07/2010

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From: Sharron L Jennings
Sent: 22 July 2010 12:19
To: Jane M Owen
Subject: Rainford - Duplication of Transaction Records in ARQ Returns

Hi Jane

I have just received news that Rainford has been sent to Crown Court for Commital on 31st August. I need to submit the committal papers by 16th August 2010.

Can you let me know if I will receive the requested data by this date and also if the data I have already received is accurate.

Many thanks

Sharron Jennings
Fraud Investigator
Post Office Ltd Security Team
3rd Floor, Clippers House
Clippers Quay
Salford
M50 3NW
GRO 8 (Mobex - GRO
sharron.l.jennings GRO

From: Jane M Owen
Sent: 06 July 2010 10:40
To: Sharron L Jennings
Subject: RE: FW: Duplication of Transaction Records in ARQ Returns

Sharron
Thats why I sent you another email with the password and instructions how to decrypt it - did you not get that one?
Let me know and I can send it again

Thanks

Jane Owen
Security Team Advisor
Security Team, Post Office Ltd

POST OFFICE

Royal Mail, Clippers House, 3rd Floor, Clippers Quay, SALFORD. M50 3NW
☎ GRO Postline: GRO

26/07/2010

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jane.m.owen | GRO

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Sharron L Jennings

Sharron L Jennings To: Jane M Owen/e/POSTOFFICE
cc:
05/07/2010 Subject: RE: FW: Duplication of Transaction Records in ARQ
16:16   Returns

The attachment came through as a load of gobbledegook I'm afraid.

Sharron Jennings
Fraud Investigator
Post Office Ltd Security Team
3rd Floor, Clippers House
Clippers Quay
Salford
M50 3NW

| GRO | (Mobex - | GRO |

GRO

From: Jane M Owen
Sent: 05 July 2010 14:16
To: Sharron L Jennings
Cc: Thomas Penny
Subject: Re: FW: Duplication of Transaction Records in ARQ Returns

Hi Sharron
I am attaching a file which shows how the duplicate entries look on the ARQ requests - they are at the bottom highlighted in yellow.
Do you know how to decrypt the requests because you will need to do this on the attachment - I will send you instructions and the password.
Penny has very kindly offered to talk you through this in preparation for the second interview as I am still just getting to grips with it myself.

26/07/2010

(See attached file: Sample IOP for POL.xls.txt)

Regards

Jane

Jane Owen
Security Team Advisor
Security Team, Post Office Ltd

Royal Mail, Clippers House, 3rd Floor,
Clippers Quay, SALFORD. M50 3NW

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Sharron L Jennings

Sharron L Jennings	To: Jane M Owen/e/POSTOFFICE
05/07/2010	cc:
12:11	Subject: FW: Duplication of Transaction Records in ARQ Returns

Jane

26/07/2010

Tow of the offices on the below list are mine. New Cheltenhamand Rainford. Rainford is about to go to Magistrates court (booked for 20th July). New Cheltenhaml am due to do a second interview (he was arrested and bailed) on Thursday. I·don't really understand the below email and wondered if you could let me know what I need to do. Is the data still okay for me to question him on Thursday?

Thanks

Sharron Jennings

Fraud Investigator

Post Office Ltd Security Team

3rd Floor, Clippers House

Clippers Quay

Salford

M50 3NW

GRO (Mobex **GRO**

GRO

From: Andrew Daley
Sent: 05 July 2010 10:51
To: Christopher G Knight; Helen Dickinson; Paul Whitaker; Robert Daily; Sharron L Jennings; Steve Bradshaw; Suzanne Winter
Subject: FW: Duplication of Transaction Records in ARQ Returns

FYI

26/07/2010

From: Jane M Owen
Sent: 02 July 2010 16:30
To: Jason G Collins; Andrew Daley
Cc: Mark Dinsdale
Subject: Fw: Duplication of Transaction Records in ARQ Returns

Dear Both
Please see email below from Penny Thomas.

Mark, Alan Simpson and myself have had a conference call today to
look at potential problems that this is likely to cause. Firstly the
suggested workaround will need to be put to our Legal Team and until
that has been agreed any further ARQ requests, including those which
have already been submitted, will be suspended.

There are 2 cases currently with the court - West Byfleetand Porters
Avenueand I will speak to Lisa and Jon about these as we need to
know what in the way of ARQs and the corresponding statements have
been presented to court. In addition I have identified the following
offices from the casework spreadsheet as ones that potentially could
have already had information presented to the court. Could you please
confirm whether or not this is the case and also whether there are any
that I have missed as Fujitsu will need to take corrective action.

Riverhead 130/948 New Cheltenham263/511
Fleetville 113/033
Carryduff 186/704
Kirkoswald 250/410
Addiscombe Exchange 055/013
Tudor Parade 189/116
Sidcup 134/014
Stourbridge 150/208
Tresco 386/555
Essex Road201/004
Rainford 300/434 — Reynolds — Sept .

26/07/2010

Rinkfield 252/418
Castleton 234/424
Melsonby 279/309

I realise that this is a lot to digest but if you need to speak to me for any clarification before you forward to your teams then please give me a ring. Also can you let me know if you think of any further problems that this could cause.

Regards

Jane

Jane Owen
Security Team Advisor
Security Team, Post Office Ltd

Royal Mail, Clippers House, 3rd Floor, Clippers Quay, SALFORD. M50 3NW

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----- Forwarded by Jane M Owen/e/POSTOFFICE on 02/07/2010 14:31 -----

Thomas Penny

GRO

To: Sue Lowther/e/POSTOFFICE, Mark Dinsdale/e/POSTOFFICE, Jane M Owen/e/POSTOFFICE

26/07/2010

cc:
30/06/2010 13:33   Subject: Duplicatation of Transaction Records
                             in ARQ Returns

Sue/Mark/Jane

We have identified that a number of recent ARQ returns contain duplicated transaction records.

With Horizon counters, the mechanism by which Data is audited has always worked on the principle that it is acceptable to audit the same data more than once – in particular if in doubt as to whether or not it has been previously audited successfully.

The Mechanism used on Horizon to retrieve the data took this into account and only presented one instance of such duplicate data in the ARQ extracts.

However it has recently been noticed that the HNG-X retrieval mechanism does not remove such duplicates and a quick scan of the ARQs provided to Post Office Ltd since the change to the new system indicates that about 35% of the ARQs might contain some duplicate data. A Peak has been raised to enhance the extraction toolset and remove such duplicate data in the future. However until the fix is developed, tested and deployed, there is a possibility that data is duplicated.

The reliable way to identify a duplicate transaction is to use the <Num> attribute that is used to generate the unique sequence numbers. This attribute is not currently included in the Excel version of ARQ data that has been passed to Post Office Ltd in the past. This will be included in all future ARQs until the problem is fixed. A workaround, using the <NUM> attribute is suggested, and a detailed process is attached.

Note that we have identified a scenario with Postal Services

26/07/2010

transactions where multiple, identical mails items are accepted (ie the Quantity button is set to greater than 1), but Postage Labels are printed for each individual item. This results in separate transactions being generated for each item, which are identical in the ARQ extracts (there is another minor difference in the raw data apart from the <Num> attribute, but this different attribute is not currently included in the ARQ extract).

I've put together a spreadsheet detailing affected ARQs, which is also attached.

Mark/Jane I've tried to call you both this morning but I understand you are both tied up. Please call and we can discuss.

Kind regards
Penny/Tom

Penny Thomas **Tom Lillywhite**
Security Analyst, Customer Services **Principal Security Consultant**

Information & Security Services

Fujitsu Services Retail & Royal Mail Group Account
Lovelace Road, Bracknell, Berks RG12 8SN

E-mail: **GRO**

Tel: **GRO** Tel: **GRO**
Mob: **GRO** Mob: **GRO**
Fax: **GRO**
E-Mail: **GRO**
Web: http://uk.fujitsu.com

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(See attached file: Detailed process for removal of duplicate

26/07/2010

transactions.doc)(See attached file: ARQ Report.xls)

>>>> ARQ Report.xls attachment was removed from this email <<<<

>>>> Detailed process for removal of duplicate transactions.doc attachment was removed from this email <<<<

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