

**Andrea Gignac**

**From:** Mark Underwood1 **GRO**  
**Sent:** 12 November 2014 16:29  
**To:** Belinda Crowe; Patrick Bourke  
**Cc:** Parsons, Andrew  
**Subject:** RE: March 2010 - Incident Details

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

**Categories:** Red Category

Hi all,

I am extremely pleased to say it does not relate to any of the branch's in the scheme.

For information, below is the affected branch (courtesy of Kath)

<b>FAD</b>	228542	<b>Branch Name</b>	Bishopdown
<b>Postcode</b>	SP1 3JD	<b>Address1</b>	35 Barrington Road
<b>Phone</b>	<b>GRO</b>	<b>Address2</b>	Bishopdown
<b>Type</b>	POe2	<b>Address3</b>	
<b>Status</b>	Open	<b>Address4</b>	Salisbury
<b>Country</b>	England	<b>Address5</b>	Wiltshire
<b>Acquired Status</b>	08-Feb-13	<b>Sub Status</b>	Open
<b>Temp Spmr</b>	N	<b>Location Type</b>	Urban
<b>Mailwork</b>	N	<b>Multiple</b>	One Stop Stores Ltd
<b>Counter Terminals</b>	1	<b>Back Office Terminals</b>	1
<b>Total Hours (p/w)</b>	112	<b>Agent</b>	One Stops Stores PM
<b>Strategic Branch</b>		<b>Segment</b>	Agency Branches
<b>PCD Access</b>	N	<b>Overscale</b>	N
<b>Core</b>	N	<b>FWW</b>	N

**From:** Belinda Crowe  
**Sent:** 12 November 2014 14:25  
**To:** Patrick Bourke; Mark Underwood1  
**Cc:** Belinda Crowe; Parsons, Andrew **GRO**  
**Subject:** FW: March 2010 - Incident Details

Details of the transaction insertion by FJ.

Mark, could you please check the Branch against applications in the Scheme.

Best wishes  
 Belinda

Belinda Crowe

148 Old Street, LONDON, EC1V 9HQ



---

**From:** Davidson James [GRO]  
**Sent:** 12 November 2014 12:12  
**To:** Belinda Crowe  
**Cc:** Harvey Michael; Newsome Pete  
**Subject:** March 2010 - Incident Details

Belinda,

As discussed, please find enclosed the details requested regarding the incident in March 2010.

#### Background:

HNGX was being piloted early in 2010 and was deployed to a limited amount of branches. In March of 2010, an issue was reported by a sub-postmaster that resulted in a duplicate transaction being generated when the application went off line unexpectedly.

When the transaction correction tool is used as described below, it is completed in a unique auditable event is captured in the audit trail and can be searched for in the audit archive. Only 1 event of this nature has been identified from scanning all records since go live of HNGX.

The following timeline summarises the event.

#### 2/3/2010: Error Occurs

While the Post Master was performing a cash transfer Horizon went offline unexpectedly. Horizon automatically detected the failure and included a warning on the receipt that the results of this session would need to be checked by the Sub Post-Master. The Sub Post-Master duly checked and discovered the transfer had been doubled.

#### 4/3/2010: Incident raised

Helpdesk call raised by Sub- Post Master and sent to Fujitsu software support team for investigation

#### 5/3/2010: Error confirmed

Fujitsu software support team confirmed the doubling up of the transfer. Work round design and root case analysis started, Sub-postmaster informed of progress.

#### 10/3/2010: Data fix script designed

Fujitsu software support proposed to repair accounts by insertion of auditable records into branch database to negate the duplicate transaction

#### 11/3/2010: Data fix executed under change control

Change control raised and approved by POL (Emma Langfield – See Attached) – Sub-Postmaster informed.

Actions taken by Fujitsu software support while coordinating with Sub Post Master: A Balance Snapshot was taken (showing the error), the Transaction Correction Tool was run by (inserting the negation records with appropriate logging) and a subsequent balance snapshot was run. Post Master happy that accounts show the correct balance.

Output from the Transaction Correction Tool added to incident record.

12/3/2010: Fujitsu Software Support check effect of fix

Fujitsu software support checked the summarised accounts (produced overnight) for this branch to confirm that the correction had been propagated correctly through the system.

Work round to correct accounts confirmed as complete.

04/04/2010: Root cause resolution

The problem was caused by a rare combination of circumstances that occurred in the early pilot phase for HNGX. A code fix was made to remedy the root cause and implemented across HNGX via the BAU process.

Any questions, please advise.

**James Davidson**  
Post Office

**Fujitsu**

Lovelace Road, Bracknell, RG12 8SN

Mob: +

Email:

**GRO**

Web: <http://uk.fujitsu.com>



Fujitsu is proud to partner with [Shelter](#), the housing and homeless charity

Reshaping ICT, Reshaping Business in partnership with [FT.com](#)



Please consider the environment - do you really need to print this email?

Unless otherwise stated, this email has been sent from Fujitsu Services Limited, from Fujitsu (FTS) Limited, or from Fujitsu Telecommunications Europe Limited, together "Fujitsu".

This email is only for the use of its intended recipient. Its contents are subject to a duty of confidence and may be privileged. Fujitsu does not guarantee that this email has not been intercepted and amended or that it is virus-free.

Fujitsu Services Limited, registered in England No 96056, registered office 22 Baker Street, London W1U 3BW.

Fujitsu (FTS) Limited, registered in England No 03808613, registered office 22 Baker Street, London W1U 3BW.

PFU Imaging Solutions Europe Limited, registered in England No 1578652, registered office Hayes Park Central, Hayes End Road, Hayes, Middlesex, UB4 8FE.

Fujitsu Telecommunications Europe Limited, registered in England No 2548187, registered office Solihull Parkway, Birmingham Business Park, Birmingham, B37 7YU.

\*\*\*\*\*

This email and any attachments are confidential and intended for the addressee only. If you are not the named recipient, you must not use, disclose, reproduce, copy or distribute the contents of this communication. If you have received this in error, please contact the sender by reply email and then delete this email from your system. Any views or opinions expressed within this email are solely those of the sender, unless otherwise specifically stated.

POST OFFICE LIMITED is registered in England and Wales no 2154540. Registered Office: 148 OLD STREET,  
LONDON EC1V 9HQ.

\*\*\*\*\*