
From: "ParkerSP@ [GRO]"
Sent: Wed 30/01/2019 7:40:49 AM (UTC)
To: Gareth Jenkins [GRO]
Subject: RE: SP Second Witness Statement: Possible examples to use - effective software fixes [WBDUK-AC.FID27032497]

Morning Gareth,

Did you miss me out on the earlier reply to Jonny covering the answer to the GIRO question or have I "filed it"?

Steve

From: Gareth Jenkins [GRO]
Sent: Wednesday, January 30, 2019 7:32 AM
To: Newsome, Pete [GRO]; Lenton, Matthew [GRO]
Cc: Simpkins, John [GRO]; Parker, Steve [GRO]; Ibbett, Dave [GRO]
Subject: RE: SP Second Witness Statement: Possible examples to use - effective software fixes [WBDUK-AC.FID27032497]

Hi Pete,

I think this supports my previous email to Jonny. It describes the original process for GiroBank transactions on Horizon. However it doesn't cover the back office processes mat end of day, which we also need to find (or get POL to provide)

Sorry, I'd missed this email when I replied earlier.

Best wishes

Gareth

From: Matthew.Lenton [GRO]
Sent: 29 January 2019 18:16
To: ParkerSP@ [GRO]; Dave.Ibbett@ [GRO]; John.Simpkins [GRO]; Gareth Jenkins [GRO]
Subject: RE: SP Second Witness Statement: Possible examples to use - effective software fixes [WBDUK-AC.FID27032497]

There is a set of POL procedures dating from 1996 that includes one (attached, IM/PRO/042) that seems to be for paying cash or a cheque into your own bank account, and it does state that a slip is needed.

This seems however to refer back to a Girobank procedure; the Girobank Functional Spec we have logged was paper only, I'm not too sure if it is in the basement... maybe this is really a question for POL?

Matthew Lenton
Post Office Account Document Manager
P&PS, Digital Technology Services

Fujitsu
Lovelace Road, Bracknell, Berkshire, RG12 8SN
Phone: [GRO]
Email: matthew.lenton@ [GRO]
Web: <https://www.fujitsu.com/global/>

From: Lucy Bremner [GRO]
Sent: 29 January 2019 16:32
To: Parker, Steve [GRO]
Cc: Jonathan Gribben [GRO]; Lenton, Matthew [GRO]
Ibbett, Dave [GRO]; Simpkins, John [GRO]; Andrew Parsons
[GRO]; Gareth Jenkins [GRO] m)
[GRO]
Subject: Re: SP Second Witness Statement: Possible examples to use - effective software fixes [WBDUK-AC.FID27032497]

Steve,

Thank you.

Gareth - can you confirm that this is correct as soon as possible or provide a different explanation if necessary?

King regards

Jonny

Lucy Bremner
Associate
Womble Bond Dickinson (UK) LLP

d: [GRO]
m: [GRO]
t: [GRO]
e: [lucy.bremner@\[GRO\]](mailto:lucy.bremner@[GRO])

[Stay informed: sign up to our e-alerts](#)



womblebonddickinson.com



Sent from my iPhone

On 29 Jan 2019, at 16:25, "ParkerSP [GRO]" wrote:

Jonny

I am free but you'll need someone like Gareth to give you a definitive answer, it was his idea after all.
I think the answer is that Giro bank is ALSO an AP transaction (like bill payments). It is the only type of bank account that is. All other banking deposits go through a totally different path.

Steve

From: Jonathan Gribben [GRO]
Sent: Tuesday, January 29, 2019 4:13 PM
To: Parker, Steve [GRO]

Cc: Lenton, Matthew [GRO]; Ibbett, Dave [GRO]
Lucy Bremner [GRO] Simpkins, John [GRO] Andrew
Parsons [GRO]
Subject: RE: SP Second Witness Statement: Possible examples to use - effective software fixes [WBDUK-AC.FID27032497]

Steve,

Thank you for this. Updated version attached. We are down to one point to bottom out, which is the GIRO bank theory in para. 35. The bit we are struggling with is that it if it is possible to deposit money in a Giro bank account, how is it not possible to deposit money in a normal account. Why is a paper slip necessary for this type of account?

It might be worth having a quick call on this. Are you free?

Kind regards

Jonny

Jonathan Gribben
Managing Associate
Womble Bond Dickinson (UK) LLP

d: [GRO]
m: [GRO]
t: [GRO]
e: jonathan.gribben@[GRO]

Stay informed: sign up to our e-alerts

womblebond Dickinson.com

<image001.png>

<image002.png> <image003.png>

From: ParkerSP [GRO]
Sent: 29 January 2019 14:47
To: Jonathan Gribben
Cc: Matthew.Lenton [GRO]; Dave.Ibbett [GRO] Lucy Bremner;
John.Simpkins [GRO]; Andrew Parsons
Subject: RE: SP Second Witness Statement: Possible examples to use - effective software fixes [WBDUK-AC.FID27032497]

Latest comments / change marked

Steve

From: Jonathan Gribben [GRO]
Sent: Tuesday, January 29, 2019 12:07 PM
To: Parker, Steve [GRO]
Cc: Lenton, Matthew [GRO]; Ibbett, Dave [GRO]
Lucy Bremner [GRO] Simpkins, John [GRO]; Andrew
Parsons [GRO]
Subject: RE: SP Second Witness Statement: Possible examples to use - effective software fixes [WBDUK-

AC.FID27032497]

Importance: High

Steve,

Please see attached the updated version of your statement and a comparison showing the changes made.

Can we discuss the comments at 2:00pm please?

Kind regards

Jonny

Jonathan Gribben

Managing Associate

Womble Bond Dickinson (UK) LLP

d: [REDACTED]
m: [REDACTED]
t: [REDACTED]
e: jonathan.gribben@womblebond.com [REDACTED]

Stay informed: sign up to our e-alerts

womblebond.com

<image001.png>

<image002.png> <image003.png>

From: ParkerSP@ [REDACTED]
Sent: 29 January 2019 10:52
To: Jonathan Gribben
Subject: RE: SP Second Witness Statement: Possible examples to use - effective software fixes [WBDUK-AC.FID27032497]

Yes, will do

From: Jonathan Gribben <[REDACTED]>
Sent: Tuesday, January 29, 2019 10:40 AM
To: Parker, Steve <[REDACTED]>
Cc: Lenton, Matthew <[REDACTED]>; Ibbett, Dave <[REDACTED]>; Lucy Bremner <[REDACTED]>; Simpkins, John <[REDACTED]>; Gareth Jenkins <[REDACTED]>
Subject: RE: SP Second Witness Statement: Possible examples to use - effective software fixes [WBDUK-AC.FID27032497]

Steve,

Thank you for this.

I'm working on the statement now – next (and hopefully final version) will be with you within 30 minutes. We need to get it out today, so please can you review on receipt? I'll send you a comparison so you can easily see the changes made.

Kind regards

Jonny

Jonathan Gribben
Managing Associate
Womble Bond Dickinson (UK) LLP

d: **GRO**
m: **GRO**
t: **GRO**
e: jonathan.gribben@womblebond.com **GRO**

Stay informed: sign up to our e-alerts

womblebond.com

<image001.png>

<image002.png> <image003.png>

From: ParkerSP@womblebond.com **GRO**
Sent: 29 January 2019 09:10
To: Jonathan Gribben
Cc: Matthew.Lenton@womblebond.com **GRO**; Dave.Ibbett@womblebond.com **GRO**; Lucy Bremner;
John.Simpkins@womblebond.com **GRO**; Gareth Jenkins <gareth.jenkins@womblebond.com> **GRO**
Subject: SP Second Witness Statement: Possible examples to use - effective software fixes

IMPORTANT - This email or attached documents contains legal advice (or relates to litigation or anticipated litigation) and is being provided in circumstances for which Legal Privilege may be claimed. Do not copy or forward this document without permission.

Jonny, we've been looking at some potential examples to use within the witness statement. Suggest WBD have a look and decide if it is useful to add them as examples?

Effective Software Fixes

PC0089918: PSteed2847N - reverse a rem, but when this has been reversed it is doubling up on a balance

+ve: Already mentioned in statement but still shows a quick software error turn round

28/04/03: SSC (Paul Steed) identified error

28/04/03: Paul Steed updated and sent to MSU to handle discrepancy with FAD & POL

30/04/03: Development identify error

01/05/03: Work Package generated: PWY_WP_16353 B3S30R

07/05/03: Tested on LST. Fix released.

09/05/03: I have spoken to the PM to say that the software fix was sent down and became active on 07-May-2003 and so there should be no recurrences of the original problem.

PC0123699: 28/07/05 ...payments and receipts are mismatched...PM states he was balancing on node 2 but there was discrepancies...

-ve: Initial SSC response was erroneous, to send back to Helpdesk.

+ve: Fast fix to live for financial issue

+ve: Demonstrates passing to MSU to tie up financial impact with POL

+ve: Example of looking at more than one site, diligence identifying other sites with issue

+ve: Shows how an initial R&P error is seen by PM and support are subsequently able to identify other events that tie it in to other sites

28/07/05: Incorrectly sent back by SSC ...Balancing problems should be dealt with initially by NBSC...
 28/07/05: ...Have spoken with the PM and advised...All that remains now is for us to try and identify the root cause of the discrepancy which may take a while. As per usual we will forward our findings on to the MSU who will advise POL accordingly...
 29/07/05 With development. Work Package PWY_WP_22602 generated
 01/08/05: BI3S80R_WP22602 is now ready for test
 02/08/05: Release PinICL [PC0123865](#)
 08/08/05: This has passed testing in LST and is being returned to RM for live pilot.
 09/08/05: sent out to the Pilot 100 successfully
 05/09/05: Applied to all live outlets and now in the live Generic Prodlists roll-outs using both S70 and S80 spares

When the PM went to produce a trail balance a discrepancy was shown but at the bottom the receipts and payment totals did not match.

The £170 discrepancy was down to an APS txn message that had no product number and no primary or secondary mappings. There was a critical event raised on 21st Jul on counter 9 which helped to identify this (Event Id:4 with the text "**Error Message: Failed to generate EPOSSCore transaction grammar**").

As the txn message was incomplete it was omitted from the rollover 'calculations' and thus caused the discrepancy reported.

When I checked the tivoli event archives yesterday I found that 216 of these events had been logged in the past 7 days at different offices/counters

Looks like whenever the event is raised it is either down to a cancelled quantum txn

Have checked out a sample of 40 to 50 sites and they're all at S80 so its probably safe to assume its an S80 problem.

Unless otherwise stated, this email has been sent from Fujitsu Services Limited (registered in England No 96056); Fujitsu EMEA PLC (registered in England No 2216100) both with registered offices at: 22 Baker Street, London W1U 3BW; PFU (EMEA) Limited, (registered in England No 1578652) and Fujitsu Laboratories of Europe Limited (registered in England No. 4153469) both with registered offices at: Hayes Park Central, Hayes End Road, Hayes, Middlesex, UB4 8FE.

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.

Please consider the environment! Do you need to print this email?

The information in this e-mail and any attachments is confidential and may be legally privileged and protected by law. [parkersp4.GRO](#) only is authorised to access this e-mail and any attachments. If you are not [parkersp4.GRO](#), please notify [jonathan.gribben@GRO](#) as soon as possible and delete any copies. Unauthorised use, dissemination, distribution, publication or copying of this communication or attachments is prohibited and may be unlawful. Information about how we use personal data is in our [Privacy Policy](#) on our website.

Any files attached to this e-mail will have been checked by us with virus detection software before transmission. Womble Bond Dickinson (UK) LLP accepts no liability for any loss or damage which may be caused by software viruses and you should carry out your own virus checks before opening any attachment.

Content of this email which does not relate to the official business of Womble Bond Dickinson (UK) LLP, is neither given nor endorsed by it.

This email is sent by Womble Bond Dickinson (UK) LLP which is a limited liability partnership registered in England and Wales under number OC317661. Our registered office is 4 More London Riverside, London, SE1 2AU, where a list of members' names is open to inspection. We use the term partner to refer to a member of the LLP, or an employee or consultant who is of equivalent standing. Our VAT registration number is GB123393627.

Womble Bond Dickinson (UK) LLP is a member of Womble Bond Dickinson (International) Limited, which consists of independent and autonomous law firms providing services in the US, the UK, and elsewhere around the world. Each Womble Bond Dickinson entity is a separate legal entity and is not responsible for the acts or omissions of, nor can bind or obligate, another Womble Bond Dickinson entity. Womble Bond Dickinson (International) Limited does not practice law. Please see www.womblebond dickinson.com/legal notices for further details.

Womble Bond Dickinson (UK) LLP is authorised and regulated by the Solicitors Regulation Authority.

Unless otherwise stated, this email has been sent from Fujitsu Services Limited (registered in England No 96056); Fujitsu EMEA PLC (registered in England No 2216100) both with registered offices at: 22 Baker Street, London W1U 3BW; PFU (EMEA) Limited, (registered in England No 1578652) and Fujitsu Laboratories of Europe Limited (registered in England No. 4153469) both with registered offices at: Hayes Park Central, Hayes End Road, Hayes, Middlesex, UB4 8FE.

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.

Unless otherwise stated, this email has been sent from Fujitsu Services Limited (registered in England No 96056); Fujitsu EMEA PLC (registered in England No 2216100) both with registered offices at: 22 Baker Street, London W1U 3BW; PFU (EMEA) Limited, (registered in England No 1578652) and Fujitsu Laboratories of Europe Limited (registered in England No. 4153469) both with registered offices at: Hayes Park Central, Hayes End Road, Hayes, Middlesex, UB4 8FE.

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.

Unless otherwise stated, this email has been sent from Fujitsu Services Limited (registered in England No 96056); Fujitsu EMEA PLC (registered in England No 2216100) both with registered offices at: 22 Baker Street, London W1U 3BW; PFU (EMEA) Limited, (registered in England No 1578652) and Fujitsu Laboratories of Europe Limited (registered in England No. 4153469) both with registered offices at: Hayes Park Central, Hayes End Road, Hayes, Middlesex, UB4 8FE.

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.

Unless otherwise stated, this email has been sent from Fujitsu Services Limited (registered in England No 96056); Fujitsu EMEA PLC (registered in England No 2216100) both with registered offices at: 22 Baker Street, London W1U 3BW; PFU (EMEA) Limited, (registered in England No 1578652) and Fujitsu Laboratories of Europe Limited (registered in England No. 4153469) both with registered offices at: Hayes Park Central, Hayes End Road, Hayes, Middlesex, UB4 8FE.

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.