
From: Saf ismail (1)[IMCEAEX-
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+28FYDIBOHF23SPDLT+29_CN=RECIPIENTS_CN=52FB09CB5C8643AE9948
8467591222EF-SAF+20ISMAIL: [GRO]

Sent: Fri 06/10/2023 7:10:18 AM (UTC)

To: Ross Pilgrim [GRO]

Cc: Mark Nash [GRO]; 'Naeem Patel' [GRO]; Saf Ismail [GRO]

Subject: RE: Bolton FAD 3894061 - Ref INC0694237

Thanks Ross, I will get the node tested today with a few transactions.

Regards

Saf Ismail
Non-Executive Director

Post Office Ltd
Finsbury Dials
20 Finsbury Street
London EC2Y 9AQ

From: Ross Pilgrim [GRO]

Sent: 05 October 2023 16:00

To: Saf ismail [GRO]

Cc: Mark Nash [GRO]; 'Naeem Patel' [GRO]; Saf Ismail [GRO]

Subject: RE: Bolton FAD 3894061 - Ref INC0694237

Hi Saf,

DXC have been out and replaced node 3 today and checked all the cabling and witnessed a transaction that went through ok. My team have run some additional checks with the engineer while he was onsite and everything from a hardware side seems ok.

We have spoken with the branch and they have informed us the lady who uses node 3 is not back till Monday now. We will leave the ticket open and call back Monday to check on the status and see if the issue has been fixed. If not we will engage with Fujitsu Monday. Unfortunately we cant do it sooner until we test the running of node 3 for more than a couple of transactions.

Any issues give me a shout.

Ross

Ross Pilgrim
2nd line Technical Hardware Lead
Post Office IT
[GRO]
1 Future Walk

Chesterfield, S49 1PF

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From: Ross Pilgrim
Sent: 04 October 2023 11:37
To: Saf ismail; [REDACTED] GRO
Cc: Mark Nash; [REDACTED] GRO; 'Naeem Patel' [REDACTED] GRO; Saf Ismail [REDACTED] GRO
Subject: RE: Bolton FAD 3894061 - Ref INC0694237

Hi Saf,

We have done some more investigations around the issues and from speaking to the branch node 3 has a fault which wasn't relayed on the original incident (will ask for the call to be checked to see what happened). Branch mentioned node 3 has a bit locker issue which comes up most mornings. We have spoke with DXC and requested a swap for this PX35 to resolve this issue. Engineer is booked for tomorrow between 09:00 and 12:00 and the branch have our number to contact when the engineer is onsite so we can do some checks as the counter builds alongside the engineer.

Once we clear the counter fault we can then understand what is happening with the pin pad talking to horizon. DXC will act onsite tomorrow as our hands over the phone.

We have advised the branch if possible to not use node 3 today until we swap the counter tomorrow.

I will provide an update on the status of the issue tomorrow when DXC have completed the swapout.

Many thanks
Ross

Ross Pilgrim
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From: Saf ismail [GRO]
Sent: 04 October 2023 09:30
To: Ross Pilgrim [GRO]
Cc: Mark Nash [GRO]; 'Naeem Patel' [GRO]; Saf Ismail [GRO]
Subject: Bolton FAD 3894061 - Ref INC0694237

Hi Ross

Hope all is well, please can you look into the following reference number INC0694237, once again we are having issues with the IT kit with solution in sight. This issues has been ongoing for a few months.

The PIN pad is charging customers twice and we have had several customers coming back being abusive and claiming they are facing penalties for being over drawn.

Happy to discuss on the phone or call Naem the branch manager on [GRO]

Regards

Saf Ismail
Non-Executive Director

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