To:	Steve Allchorn‎ _____GRO_____
Subject:	wrong place at the wrong time...
Attachment:	Balancing Issues in 2010
Attachment:	FW: Questions from the Call
Attachment:	FW: March 2010 - Incident Details
Attachment:	OCP25882.pdf
Attachment:	Questions from the Call
Attachment:	RE: Questions from the Call
Attachment:	ReceiptsPaymentsv0 4.doc
Attachment:	TFS Example Call
Attachment:	WI3649S.pdf
Attachment:	Horizon Integrity 2 faults.pptx
Attachment:	LocalSuspense v0 5.docx
Attachment:	Bugs
Attachment:	RE: March 2010 - Incident Details
Attachment:	FW: March 2010 - Incident Details

Steve,

This morning I mentioned there are a few things I want to get done by keep slipping due to other bits getting in the way.

One of them is a summary of the 3 'bugs' said to have existed in Horizon

1) The 2010 incident that led to a balancing transaction injection
2) The 2013 incident that was something to do with 'local suspenses'
3) The 'Falkirk bug' which was described in a couple of court cases – though found not to be relevant as I think it only affected one branch (callendale)

We have gone back and forth to fujitsu on this, but never really nailed, in simple non tech language:

- Type of 'bug'
- Date of 'bug'
- Impact of 'bug' (e.g. no. of branches affected)
- Resolution of 'bug'

Do you have any capacity to pull something together on this? No worries if not, I will pull it together over the next couple of weeks – but if you can, it would be a great help.

I have attached the body of emails and docs I have on these, which would need wading through...if you have the capacity to do it

Mark

Mark Underwood
Complaint Review and Mediation Scheme

_____GRO_____