

**Thomas Penny**

**From:** Thomas Penny  
**Sent:** 03 February 2009 08:20  
**To:** Chambers Anne O  
**Subject:** RE: Outlet Checking List - Audit Issue



Hi Anne

I'm in the office today and have started retrieving these days.

Question - you have three events highlighted in light blue (Tonbridge 6 Dec 07 and 12 Dec 07, Craigpark 27 Dec 07) do you need messagestores for these also?

Kind regards  
Penny

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**From:** Chambers Anne O  
**Sent:** 02 February 2009 09:50  
**To:** Thomas Penny  
**Subject:** RE: Outlet Checking List - Audit Issue

Penny, I should have said - the spreadsheet attached to previous mail shows which branches/days are required.

**IRRELEVANT**

*Anne*

**GRO**

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**From:** Thomas Penny  
**Sent:** 02 February 2009 09:38  
**To:** Chambers Anne O; Denham Steve; Peach Mik  
**Cc:** Sewell Peter (FEL01); Pritchard Howard  
**Subject:** RE: Outlet Checking List - Audit Issue

Hi Anne

Thanks for the update. I do not have any of the riposte messages saved so all will need to be re-retrieved, but hopefully this will be just odd days. Let me know what you need when you can.

Kind regards  
Penny

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**From:** Chambers Anne O

**Sent:** 02 February 2009 09:27  
**To:** Thomas Penny; Denham Steve; Peach Mik  
**Subject:** RE: Outlet Checking List - Audit Issue

Good morning,

I'm working from home today, but I did complete most of the event checks on Friday. There are 6 or possibly 7 events which I cannot immediately rule out and so we will need the messages for the day to see if anyone was logged on and what they were doing (unless you still have the Riposte event/transaction logs available in which case I'll look at them first).

This doesn't mean that the 4/5 branches are likely to have had the problem, just that I can't rule it out yet.

It should only take about half a day to check all the message extracts, once available, so I think actually getting the extracts is the bit that will take time now (especially as you aren't in the office!)

There's no point progressing with the two ringers (141832 and 005948 I think) although my check did trap them.

*Anne*

 GRO

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**From:** Thomas Penny  
**Sent:** 02 February 2009 08:06  
**To:** Denham Steve; Chambers Anne O; Peach Mik  
**Subject:** RE: Outlet Checking List - Audit Issue

Hi Anne

Hope all is well with you.

I've received an e-mail from POL on Friday chasing for status on this exercise. Can you give me an estimate for completion?

That said, I have been unable to get into the office today because of the weather conditions and that may also be the case for you. Forecasts are that tomorrow may be just as bad.

Kind regards  
Penny

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**From:** Denham Steve  
**Sent:** 28 January 2009 17:02  
**To:** Chambers Anne O; Peach Mik  
**Cc:** Thomas Penny  
**Subject:** RE: Outlet Checking List - Audit Issue

Ok thanks, just curious that it recurs at so few branches

**Steve Denham**

**Head of Service Management  
Royal Mail Group Account (POL)**

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**From:** Chambers Anne O  
**Sent:** 28 January 2009 16:33  
**To:** Peach Mik  
**Cc:** Thomas Penny; Denham Steve  
**Subject:** RE: Outlet Checking List - Audit Issue

Mik, Steve,

Most if not all of these will be caused by Riposte checkpoints failing to be written (a benign failure), which I should be able to confirm in most cases from the SSC event archives. This is a quick check - a few minutes per event/day. If I can't confirm it, then Penny will have to get the messagestore back for the day or possibly longer, and I'll have to look in more detail - but I hope there won't be many instances for which this is necessary. I'll reassess the scale of the job once I've done the first step.

Where the cause is the checkpoint failing to write, there are two background processes colliding, and nothing to do with what the clerk is (or isn't) doing at the time.

*Anne*

GRO

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**From:** Peach Mik  
**Sent:** 28 January 2009 13:31  
**To:** Chambers Anne O  
**Cc:** Thomas Penny; Denham Steve  
**Subject:** RE: Outlet Checking List - Audit Issue

Anne,  
I don't know how long each of these takes.  
If you could give me some idea of the timescales, then, if necessary, I will allocate some help for you.  
Regards  
Mik

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**From:** Denham Steve  
**Sent:** 28 January 2009 13:26  
**To:** Chambers Anne O  
**Cc:** Peach Mik; Thomas Penny  
**Subject:** FW: Outlet Checking List - Audit Issue

Hi Anne, hope you are well

Just following up the audit issue from a couple of weeks past.

There are 27 instants on the list, 2 of which were the original ones, interestingly only 10 sites.

I've had a chat with Mik, to get authorisation for you to do this and he is ok, albeit a little concerned around the amount of time it will take.

Whilst it is urgent, I appreciate that you have a tonne of other stuff to, so as and when you can fit these in.

Would also be interested in understanding, is there a conversation that we need to have with the PO'S?, since there are a number that have frequent occurrences.

Thanks

Steve

**Steve Denham**

**Head of Service Management**  
**Royal Mail Group Account (POL)**

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**From:** Thomas Penny  
**Sent:** 19 January 2009 09:28  
**To:** Denham Steve  
**Cc:** Pritchard Howard; Sewell Peter (FEL01); Holmes Alan; Evans Steve (FEL01); Chambers Anne O; Allen Graham (BRA01)  
**Subject:** FW: Outlet Checking List - Audit Issue

Hi Steve

Not sure whether this info has been passed on to you in my absence.

Can confirm the 2 ringers are included.

Kind regards  
Penny

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**From:** Holmes Alan  
**Sent:** 12 January 2009 09:52  
**To:** Thomas Penny  
**Cc:** Evans Steve (FEL01); Barnes Gerald  
**Subject:** RE: Outlet Checking List - Audit Issue

Penny

I have compared your ARQs with the event data constrained as follows:

1. Only the specific Riposte timeout event

2. Events between 1st May 07 and 30th Nov 08 inclusive
3. Events logged between 19:00 and 19:10
4. Events logged by Counter 1

I have added a worksheet into your original spreadsheet with the results - 27 matches. Can you confirm that your ringers are in there.

Alan

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**From:** Evans Steve (FEL01)  
**Sent:** 09 January 2009 16:11  
**To:** Barnes Gerald; Holmes Alan  
**Subject:** FW: Outlet Checking List - Audit Issue

**Stephen A Evans**

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 Before printing, think about the environment

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**From:** Thomas Penny  
**Sent:** Thursday, January 08, 2009 2:42 PM  
**To:** Evans Steve (FEL01)  
**Subject:** Outlet Checking List - Audit Issue

Hi Steve

Please find attached outlet checking list. Thought it best to send to you so you can explain to Gerald.

Kind regards  
Penny

**Penny Thomas**  
**Security Analyst, Customer Services**

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Great Britain 006009  
30 May 07 ② A

And04 Wigan

PWSSC072W

St 3.2.09 End 3.2.09

Basildon Crown 008104  
17 May 07 ④ B

And06 Bootle

PWSSC092B

St 3.2.09 End 3.2.09

5 Jun 07 ④ C

And02 Bootle

PWSSC093B

St 3.2.09 End 3.2.09

Stoke Newington ② D 020004  
12 Oct 07

And01 Wigan

PWSSC073W

St 3.2.09 End 3.2.09

Exeter ③ E 021519

WB0 Wigan 17 Sep 07

PWSSC074W End 3.2.09

St 3.2.09 13 Nov 07

And02 Wigan

PWSSC075W F

St 3.2.09 End 3.2.09

Brighton ③ ④ 261907

And02 Bootle 13 Mar 08

PWSSC094B

St 3.2.09

End 3.2.09

Count	PostOffice	FAD	ARQ	Start Date	End Date	Event Date	Status	Further action
+ X A	4 Tonbridge	5948	222	01/12/2007	12/12/2007	06/12/2007 19:01:05	standalone	Ringer ✓
+ X B	4 Tonbridge	5948	222	01/12/2007	12/12/2007	12/12/2007 19:00:59	standalone	
+ X C	5 Great Portland St	6009	2	01/05/2007	23/11/2007	30/05/2007 19:00:39	standalone	Check messages
+ X D	5 Great Portland St	6009	2	01/05/2007	23/11/2007	10/07/2007 19:00:40	checkpoint	
+ X E	5 Great Portland St	6009	2	01/05/2007	23/11/2007	10/07/2007 19:00:40	checkpoint	
+ X F	10 Basildon Crown Office	8104	313	10/05/2007	23/08/2007	17/05/2007 19:00:48	close to checkpoint	Check messages
+ X G	10 Basildon Crown Office	8104	313	10/05/2007	23/08/2007	17/05/2007 19:00:58	checkpoint	
+ X H	10 Basildon Crown Office	8104	313	10/05/2007	23/08/2007	05/07/2007 19:01:08	standalone	Check messages
+ X I	17 Ilford	11026	304	06/06/2007	14/06/2007	11/06/2007 19:01:09	checkpoint	
+ X J	18 Belfast city	11704	543	07/04/2007	07/06/2007	01/06/2007 19:00:59	checkpoint	
+ X K	18 Belfast city	11704	543	07/04/2007	07/06/2007	01/06/2007 19:01:00	checkpoint	
+ X L	22 Stoke Newington	20004	142	17/04/2007	21/05/2008	25/05/2007 19:00:46	close to checkpoint	
+ X M	22 Stoke Newington	20004	142	17/04/2007	21/05/2008	25/05/2007 19:00:48	checkpoint	
+ X N	22 Stoke Newington	20004	142	17/04/2007	21/05/2008	06/08/2007 19:00:28	checkpoint	
+ X O	22 Stoke Newington	20004	142	17/04/2007	21/05/2008	12/10/2007 19:01:02	standalone	Check messages
+ X P	23 Exeter	21519	9	02/08/2007	12/03/2008	07/09/2007 19:00:58	close to checkpoint	Check messages
+ X Q	23 Exeter	21519	9	02/08/2007	12/03/2008	07/09/2007 19:01:12	checkpoint	
+ X R	23 Exeter	21519	9	02/08/2007	12/03/2008	13/11/2007 19:00:56	close to checkpoint	Check messages
+ X S	23 Exeter	21519	9	02/08/2007	12/03/2008	13/11/2007 19:01:00	checkpoint	
+ X T	23 Exeter	21519	9	02/08/2007	12/03/2008	15/11/2007 19:00:53	checkpoint	
+ X U	23 Exeter	21519	9	02/08/2007	12/03/2008	22/11/2007 19:01:11	checkpoint	
+ X V	23 Exeter	21519	9	02/08/2007	12/03/2008	31/12/2007 19:00:44	checkpoint	
+ X W	23 Exeter	21519	9	02/08/2007	12/03/2008	14/02/2008 19:00:58	checkpoint	
+ X X	75 Craigpark	141832	222	14/12/2007	27/12/2007	27/12/2007 19:00:37	standalone	Ringer ✓
+ X Y	140 Camberwell Green	237007	686	01/10/2007	03/03/2008	17/12/2007 19:00:58	close to checkpoint	
+ X Z	140 Camberwell Green	237007	686	01/10/2007	03/03/2008	17/12/2007 19:01:00	checkpoint	
+ X AA	148 Brighton	261907	189	10/03/2008	09/04/2008	13/03/2008 19:00:54	????	check events



Count	PostOffice	FAD	ARQ	StartDate	EndDate	Event Date	Status	Further action
	4 Tonbridge	5948	222	01/12/2007	12/12/2007	06/12/2007 19:01:05	standalone	Known problem
	4 Tonbridge	5948	222	01/12/2007	12/12/2007	12/12/2007 19:00:59	standalone	Known problem
	5 Great Portland St	6009	2	01/05/2007	23/11/2007	30/05/2007 19:00:39	standalone	Check messages
	5 Great Portland St	6009	2	01/05/2007	23/11/2007	10/07/2007 19:00:40	checkpoint	
	5 Great Portland St	6009	2	01/05/2007	23/11/2007	10/07/2007 19:00:40	checkpoint	
	10 Basildon Crown Office	8104	313	10/05/2007	23/08/2007	17/05/2007 19:00:48	close to checkpoint	Check messages
	10 Basildon Crown Office	8104	313	10/05/2007	23/08/2007	17/05/2007 19:00:58	checkpoint	
	10 Basildon Crown Office	8104	313	10/05/2007	23/08/2007	05/07/2007 19:01:08	standalone	Check messages
	17 Ilford	11026	304	06/06/2007	14/06/2007	11/06/2007 19:01:09	checkpoint	
	18 Belfast city	11704	543	07/04/2007	07/06/2007	01/06/2007 19:00:59	checkpoint	
	18 Belfast city	11704	543	07/04/2007	07/06/2007	01/06/2007 19:01:00	checkpoint	
	22 Stoke Newington	20004	142	17/04/2007	21/05/2008	25/05/2007 19:00:46	close to checkpoint	
	22 Stoke Newington	20004	142	17/04/2007	21/05/2008	25/05/2007 19:00:48	checkpoint	
	22 Stoke Newington	20004	142	17/04/2007	21/05/2008	06/08/2007 19:00:28	checkpoint	
	22 Stoke Newington	20004	142	17/04/2007	21/05/2008	12/10/2007 19:01:02	standalone	Check messages
	23 Exeter	21519	9	02/08/2007	12/03/2008	07/09/2007 19:00:58	close to checkpoint	Check messages
	23 Exeter	21519	9	02/08/2007	12/03/2008	07/09/2007 19:01:12	checkpoint	
	23 Exeter	21519	9	02/08/2007	12/03/2008	13/11/2007 19:00:56	close to checkpoint	Check messages
	23 Exeter	21519	9	02/08/2007	12/03/2008	13/11/2007 19:01:00	checkpoint	
	23 Exeter	21519	9	02/08/2007	12/03/2008	15/11/2007 19:00:53	checkpoint	
	23 Exeter	21519	9	02/08/2007	12/03/2008	22/11/2007 19:01:11	checkpoint	
	23 Exeter	21519	9	02/08/2007	12/03/2008	31/12/2007 19:00:44	checkpoint	
	23 Exeter	21519	9	02/08/2007	12/03/2008	14/02/2008 19:00:58	checkpoint	
	75 Craigpark	141832	222	14/12/2007	27/12/2007	27/12/2007 19:00:37	standalone	Known problem
	140 Camberwell Green	237007	686	01/10/2007	03/03/2008	17/12/2007 19:00:58	close to checkpoint	
	140 Camberwell Green	237007	686	01/10/2007	03/03/2008	17/12/2007 19:01:00	checkpoint	
	148 Brighton	261907	189	10/03/2008	09/04/2008	13/03/2008 19:00:54	standalone	Check messages

