

**To:** Butts Geoff [GRO] Cooke David [GRO]  
**Cc:** Andrews Mark (GD HQ) [GRO] Allen Graham (BRA01) [GRO] Welsh  
Graham [GRO]  
**From:** Jenkins Gareth GI  
**Sent:** Fri 25/06/2010 2:10:51 PM (UTC)  
**Subject:** RE: ARQs

Geoff,

The reason POL have not raised this on the call this morning is that we haven't told them there is a problem yet. On Guy's advice, Penny has not said anything to POL until you give us the say so. This was really to allow you to avoid it becoming an Acceptance Incident.

The work around would require us to tell POL about the issue. Whether they feel it is acceptable is a different matter. We need to be careful, since this does relate to evidence used for prosecutions, so I feel that now we know there is an issue we do need to tell POL about it asap. (The problem was found by Penny and Alan Holmes earlier this week.)

Regards

Gareth

Gareth Jenkins  
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**From:** Butts Geoff  
**Sent:** 25 June 2010 14:29  
**To:** Cooke David  
**Cc:** Andrews Mark (GD HQ); Allen Graham (BRA01); Welsh Graham; Jenkins Gareth GI  
**Subject:** FW: ARQs  
**Importance:** High

Dave,

FYI. This issue has been raised by Graham Welsh. POL did not mention this on the call this morning, but be aware this may become an Acceptance Incident. Gareth is checking on the viability of the workaround but we do not have any capacity to include this in Release 1.

Regards,

Geoff

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**From:** Wilkerson Guy  
**Sent:** 25 June 2010 14:21  
**To:** Beresford Peter

**Cc:** Butts Geoff; Thomas Penny  
**Subject:** ARQs  
**Importance:** High

Peter,

Please can you keep an eye on this while I'm away. The issue is that I don't want to be telling POL that they can't rely on Branch numbers or that there's a risk of more complaints from Post masters. They could regard this as a serious issue and delay acceptance on HNG-X. Geoff Butts tells me he's aware and that they are working on a permanent fix.

Guy