

**Thomas Penny**

**From:** Thomas Penny  
**Sent:** 13 September 2010 08:58  
**To:** 'Mark Dinsdale'  
**Subject:** RE: HORIZON/POST OFFICE SYSTEMS  
**Attachments:** Gareth - Duplicated Records.doc; image004.wmz



Hi Mark

Unfortunately we did not start work on the tools to capture the BTS and Gareth is now on leave for 2 weeks, returning week commencing 27 September. I spent a fair amount of time on Friday trying to locate a previous copy we had provided, unfortunately without luck.

I attach a copy of Gareth's statement supporting duplicated transactions.

Kind regards  
Penny

**Penny Thomas**  
Security Analyst, Customer Services

Fujitsu Services Retail & Royal Mail Group Account  
GRO

Tel: GRO / GRO  
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Fax: GRO  
E-Mail: penny.thomas@fujitsu.com GRO  
Web: <http://uk.fujitsu.com>

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**From:** Mark Dinsdale [GRO]  
**Sent:** 13 September 2010 08:40  
**To:** Thomas Penny  
**Subject:** FW: HORIZON/POST OFFICE SYSTEMS

Penny, I have a real live request for a copy of a BTS, however this is beyond the 6 months for migrated branches, so I guess we are unable to retrieve a copy direct from the branch.

Did you manage to progress any further with the process you were looking at to produce BTS at your end, thank you.

Also, I'm looking for a copy of the expert witness statement that Gareth completed for our solicitors in respect of the duplicated data. I have to ring Juliet today, as one of the investigators (re: Rinkfield) requires to use the statement, however I understand Juliet wanted a couple of amendments, but I can't locate the draft.

Regards  
Mark

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**From:** Andy Bayfield  
**Sent:** 11 September 2010 10:32  
**To:** John Longman; Mark Dinsdale  
**Subject:** RE: HORIZON/POST OFFICE SYSTEMS

Mark

13/09/2010

I am the appeals manager dealing with the case for FERNDOWN 282508 2 the BTS for Period 11 is missing I am trying to establish how and how is responsible for this, the issue is that the subpostmaster is suggesting that false figures have appeared in the office account and this has caused them losses, as you can see I have Period 10 of last year and Period 12 but not period 11 if this could be provided it would be very helpful in my appeal deliberations, however if this is going to cost a fortune to achieve them I am happy to not proceed with the request, any help or advice on this gratefully received.

Andy

GRO

Mobex

GRO

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**From:** John Longman  
**Sent:** 10 September 2010 10:45  
**To:** Andy Bayfield  
**Subject:** FW: HORIZON/POST OFFICE SYSTEMS

Andy

With regard to your enquiry about the missing Branch Trading Account, please contact Mark Dinsdale as he is our PO contact with Fujitsu. He may be able to get Fujitsu to provide one although as you can see from the attached e-mails this is an ongoing issue.

Enjoy your holiday and see you on the 11th October.

Regards

Jon Longman

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**From:** Gary R Thomas  
**Sent:** 10 September 2010 09:12  
**To:** John Longman  
**Subject:** FW: HORIZON/POST OFFICE SYSTEMS

John





As requested.....

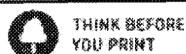
Regards

*Gary Thomas*

Fraud Strand  
Post Office Ltd, National Security Team

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 : GRO  
 : GRO (Post-line: GRO) Fax: GRO  
 : GRO (Mobex: GRO)  
 : gary.r.thomas@GRO



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**From:** Gary R Thomas  
**Sent:** 03 September 2010 12:29  
**To:** Mark Dinsdale  
**Cc:** Jason G Collins  
**Subject:** RE: HORIZON/POST OFFICE SYSTEMS

Mark

Yes I believe Penny is referring to the Branch Trading Statements (BTS for short) stating they can be reprinted which is news to me as I was always under the impression they could not.

However it does appear that this is only for either 12 or now 6 months when often the requests are historical for perhaps 2-3 years.





If this can be clarified by Penny it would be very useful for everyone to be aware of this being available.

Regards

*Gary Thomas*

Fraud Strand  
Post Office Ltd, National Security Team

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**From:** Mark Dinsdale  
**Sent:** 02 September 2010 22:21  
**To:** Gary R Thomas  
**Subject:** FW: HORIZON/POST OFFICE SYSTEMS

Gary, hope you can further assist on this one. This is an extract from Penny. Is this the same thing as the Branch Trading Statement, or is she referring to something else. She appears to be on the same page which means that it is possible to obtain a reprint, but from Fujitsu.

Cheers

Mark

On Horizon it was possible to reprint the Balance Reports and BTS for up to 12 months. On HNG-X we believe it is possible to do this for 6 months. Also, it is only BTS reports that were migrated from Horizon to HNG-X.

We believe we could provide some assistance here, but it would not be part of the standard service.

13/09/2010

Before our application migrated to HNG-X we developed and used a specific tool to print out Balance report and BTSs from audit records. We should be able to develop something similar around the HNG-X retrieval tools that we now have for Horizon data.

For HNG-X this data is also in the audit trail and we should be able to extract it.

Are you looking for Balance reports for a Horizon office?

At this stage we are not sure about costs, but we should be able to develop a tool with approximately 5 man days of effort - which we could book to the Litigation Support CT for Gareth Jenkins.

Kind regards  
Penny

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**From:** Gary R Thomas  
**Sent:** 26 August 2010 11:12  
**To:** Mark Dinsdale  
**Subject:** RE: HORIZON/POST OFFICE SYSTEMS

Mark

It appears that this person (Philip de Nahlik) is talking about the Branch Trading Statements and I don't think these are able to be re created by Fujitsu as he states. The information on the Horizon data will show the actual trading period discrepancy but that's about all.





Perhaps a phone call to him may establish the office he is dealing with and in turn allow us to identify the Fraud Advisor who is actually dealing with the case. It may be then that better copies could be supplied or arrangements can be made for the originals to be viewed.

Regards

*Gary Thomas*

Fraud Strand  
Post Office Ltd, National Security Team

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 :  (Mobex:   
 : gary.r.thomas@

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**From:** Mark Dinsdale  
**Sent:** 26 August 2010 10:39

13/09/2010

**To:** Andrew Daley; Adrian Morris; Paul Whitaker; Robert Daily; Suzanne Winter; John Longman; Gary R Thomas; Christopher G Knight; Colin Price; Graham Brander; Helen Dickinson; Lisa Allen; Mike Wilcox; Natasha Bernard; Sharron L Jennings; Steve Bradshaw; Adrian Morris; Jason G Collins; Andrew Daley  
**Subject:** FW: HORIZON/POST OFFICE SYSTEMS  
**Importance:** High

All,

Can you all please check to see if you are currently dealing with a case that may be connected to this one below and let me know. Cheers

Regards  
Mark

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**From:** Philip de Nahlik [GRO]  
**Sent:** Tuesday, August 24, 2010 11:36 AM  
**To:** Ask Fujitsu  
**Subject:** HORIZON/POST OFFICE SYSTEMS

By Email: askfujitsu [GRO]

To: Fujitsu

Dear Sirs

HORIZON/POST OFFICE SYSTEMS

I am London partner of Begbies Traynor accountants in charge of forensic accountancy.

I have over the years carried out a number of Post Office investigations.

I have a situation where in a current case the monthly management statement print outs are too faint to read (even the originals). My memory of an earlier job is that you at Fujitsu can re create these monthly management statements and reprint them.

Please could you confirm this and at the same time please also supply a name and contact telephone number so I can follow up.

Many thanks, this is I regret as ever an urgent issue.

Yours sincerely

Philip de Nahlik

Philip de Nahlik  
Partner

BTG Forensic

[GRO]

T. [GRO]  
F. [GRO]

[www.btg-forensic.com](http://www.btg-forensic.com)

13/09/2010



**Witness Statement**

(CJ Act 1967, s9; MC Act 1980, ss  
5A(3)(a)  
and 5B, MC Rules 1981, r 70)

**Statement of** GARETH IDRIS JENKINS

Age if under 18      Over 18      (If over 18 insert 'over 18')

This statement (consisting of two pages each signed by me) is true to the best of my knowledge and belief and I make it knowing that, if it is tendered in evidence, I shall be liable to prosecution if I have wilfully stated in it anything which I know to be false or do not believe true.

Dated the    8      day of    July 2010

Signature

I have been employed by Fujitsu Services, working on the Post Office Account, formally ICL Pathway Ltd, since 1996 as a Customer Solutions architect, involved in many aspects of design and implementation of the computer system known as Horizon. This is a computerised accounting system used by Post Office Ltd.

Fujitsu have a Security Department which is responsible for providing audit data to the Post Office Limited's Fraud Team.

An audit of all information handled by the TMS is taken daily by copying all new messages to archive media. This creates a record of all completed outlet transaction details including its origin - outlet and counter, when it happened, who caused it to happen and the outcome. The TMS journal is maintained at each of the Fujitsu Services Data Centre sites and is created by securely replicating all completed transaction records that occurred in every Outlet. They therefore provide the ability to compare the audit track record of the same transaction recorded in two places to verify that systems were operating correctly. Records of all transactions are written to audit archive media.

With Horizon counters, the mechanism by which data is audited has always worked on the

Signature

Signature witnessed by

## Witness Statement

(CJ Act 1967, s9; MC Act 1980, ss 5A(3)(a) and 5B, MC Rules 1981, r 70)

Continuation of statement of **GARETH IDRIS JENKINS**

principle that it is acceptable to audit the same data more than once – in particular if in doubt as to whether or not it has been previously audited successfully. The Mechanism used on Horizon to retrieve the audit data took this into account and only presented one instance of such duplicate data in the ARQ extracts. The Audit Mechanism cannot alter the base information and therefore a re-running of the audit process will always produce the same result.

In January 2010 a new HNG-X application was introduced to filter transaction records for presentation to Post Office Limited. It has recently been noticed that this HNG-X retrieval mechanism does not remove such duplicates. An enhancement to the extraction toolset will be developed, tested and deployed and will remove such duplicate data in the future. However until this enhancement is deployed, there is a possibility that data is duplicated. The reliable way to identify a duplicate transaction is to use the <Num> attribute that is used to generate the unique sequence numbers. This will be included in all future transaction record returns until the retrieval mechanism is enhanced. A semi-automated process to copy the returned data, and then to identify and remove any duplicated records which may be present from this copy by using the <NUM> attribute, has been agreed with Post Office Limited for use in the interim period.

It is emphasised that the duplication of audited records has not, in any way, affected actual physical transactions recorded on any counter at any outlet. The duplication of records has occurred during the auditing process when records were in the process of being recorded purely for audit purposes from the correspondence servers to the audit servers.

There is no reason to believe that the information in this statement is inaccurate because of the improper use of the computer. To the best of my knowledge and belief at all material times the computer was operating properly, or if not, any respect in which it was not operating properly, or was out of operation was not such as to effect the information held on it. I hold a responsible position in relation to the working of the computer.

Signature

Signature witnessed by

## **Witness Statement**

*(CJ Act 1967, s9; MC Act 1980, ss 5A(3)(a) and 5B, MC Rules 1981, r 70)*

Continuation of statement of **GARETH IDRIS JENKINS**

Signature

CS011A

Signature witnessed by

Version 3.0 11/02