
From: Thomas Penny[/O=EXCHANGE/OU=ADMINGROUP1/CN=RECIPIENTS/CN=THOMASP]
Sent: Mon 08/08/2011 12:35:49 PM (UTC)
To: Jane M Owen [REDACTED] **GRO** [REDACTED]
Subject: RE: ARQ Retrieval Data
Attachment: Reversal Indicator Return List.xls

Jane

Thank you for your note.

I have investigated this issue and find that unfortunately, for the HNG-X migrated outlets for which we have returned transaction records, the reversal cannot be directly linked to the original transaction. In HNG-X there is a reversal indicator which needs to be included in our returns in order to identify whether the reversal is directly linked to another transaction or not.

Our queries have been modified and are in the process of being tested; we are expecting these enhanced queries to be available at the beginning of next week.

We have identified that 68 of our returns are for HNG-X migrated outlets and a comprehensive list is attached. In the event that this detail is required for previously returned records we will be in a position to do so shortly. Should there be multiple records to reproduce then we will need to identify priorities.

Kind regards
Penny

Penny Thomas
Security Analyst, Customer Services

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GRO

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From: Jane M Owen [REDACTED] **GRO** [REDACTED]
Sent: 04 August 2011 15:15
To: Thomas Penny
Subject: FW: ARQ Retrieval Data



Penny

Sorry to bother you with another issue.

Email string below but the gist of it is that Graham Brander wants to know how to identify reversals and why they don't now appear as one of the modes?

I'm afraid it means nothing to me which is why I asked someone else to contact Graham but clearly the answer isn't sufficient.

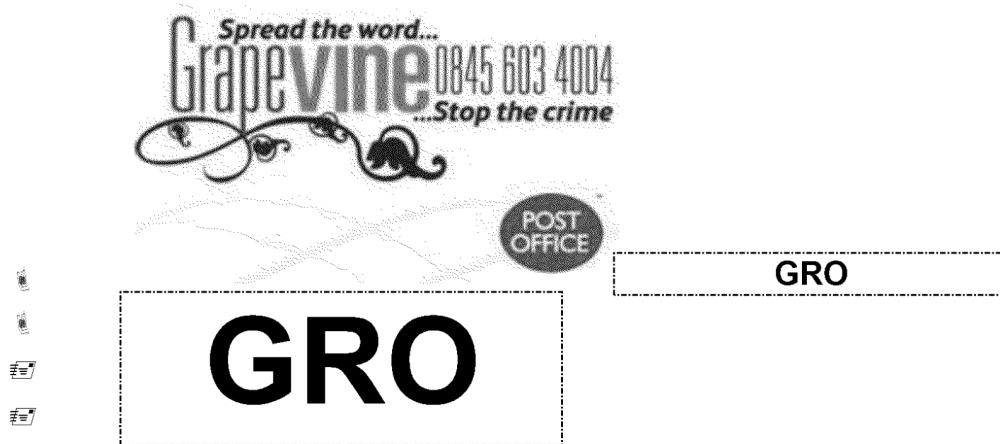
Is this something that you would be able to help me with?

Regards

Jane

PS Is it home time yet?

Jane Owen
Security Manager
Crime Risk
Post Office Ltd



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From: Graham Brander
Sent: 04 August 2011 12:12
To: Helen Rose
Cc: Jane M Owen
Subject: RE:

Helen

Thanks for looking into.

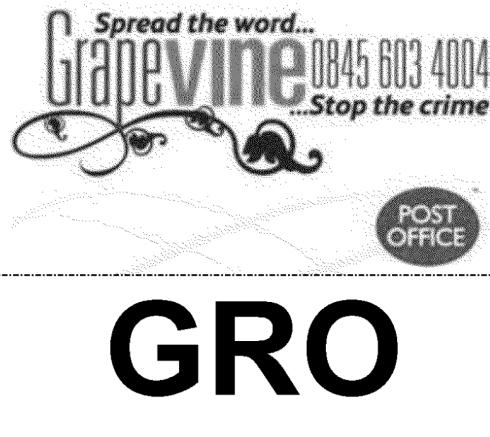
Jane

I've had a chat with Helen and it isn't clear at all how we identify reversals. As this is going to be needed for just about every data request made can you ask Fujitsu to explain in simple terms how we identify reversals and why these don't now appear as one of the modes?

Thanks.

Regards

Graham Brander
Security Manager
Security Operations
Post Office Ltd



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----- Please consider the environment before printing this e-mail

From: Helen Rose
Sent: 04 August 2011 11:09
To: Graham Brander
Subject: RE:

If you filter all 21 item id you will see some negative amounts I think these will be reversals..

regards

Helen Rose

Crime Risk
3rd Floor
Clippers Quay
Salford
M50 3NW

GRO

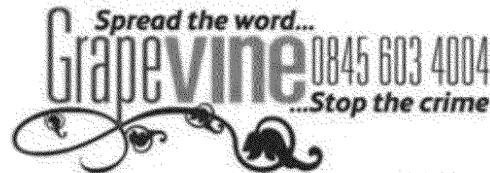
From: Graham Brander
Sent: 04 August 2011 11:03
To: Helen Rose
Subject: RE:

Can't find a column for reversals. One of the schedules supplied by fujitsu above.

Ta

Regards

Graham Brander
Security Manager
Security Operations
Post Office Ltd



GRO



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From: Helen Rose
Sent: 04 August 2011 10:57
To: Graham Brander
Subject:

GB

Have you managed, if not send me one of the new fujitsu logs on and I will find out for you..

regards

Helen Rose

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GRO

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