
From: Gareth Jenkins[gi.jenkins@GRO]
Sent: Wed 30/01/2019 2:52:46 PM (UTC)
To: pete.newsome@GRO; pete.newsome@GRO; 'Jonathan Gribben'[jonathan.gribben@GRO]; Christopher.Jay@GRO; [Christopher.Jay@GRO]; Legal.Defence@GRO; [Legal.Defence@GRO]
Cc: 'Andrew Parsons'[andrew.parsons@GRO]; Dave.Ibbett@GRO; [Dave.Ibbett@GRO]; 'Lucy Bremner'[lucy.bremner@GRO]; ParkerSP@GRO; [ParkerSP@GRO]
Subject: RE: SP Second Witness Statement: Possible examples to use - effective software fixes [WBDUK-AC.FID27032497]

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Hi Jonny,

To add to Pete's response, we wouldn't have been aware of EPOSS transactions either. All transactions were effectively controlled by Reference data which was managed by POL. All the offline Banking and Giro Bank transactions I mentioned were EPOSS Transactions. As far as Horizon was concerned, a button was visible at the counter which allowed the transaction to be recorded and enabled a value (and often an associated fee) to be captured and then Horizon would settle the stack. What the transaction meant in the "real world" or what other associated paper work was produced was totally outside of our knowledge. At the end of the customer session the stack could then be settled – initially using cash or cheques, but after late 2003, Debit Cards were also supported. One key difference between a Post Office and most retail stores is that some transactions resulted in money being paid to the customer rather than the customer paying. It was this additional complexity that meant a standard retail solution wasn't appropriate.

In particular, the set of transactions in each branch would vary (again controlled by Ref Data).

Best wishes

Gareth

From: pete.newsome@GRO [mailto:pete.newsome@GRO]
Sent: 30 January 2019 14:06
To: Jonathan Gribben <jonathan.gribben@GRO>; Gareth Jenkins <gi.jenkins@GRO>; Christopher.Jay@GRO; Legal.Defence@GRO
Cc: Andrew Parsons <andrew.parsons@GRO>; Dave.Ibbett@GRO; Lucy Bremner <lucy.bremner@GRO>; ParkerSP@GRO
Subject: RE: SP Second Witness Statement: Possible examples to use - effective software fixes [WBDUK-AC.FID27032497]

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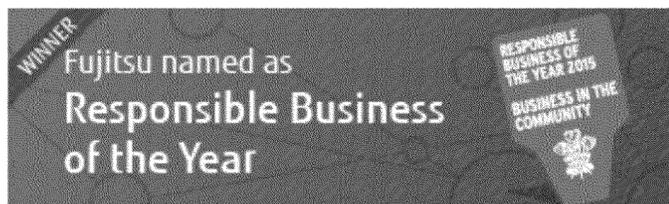
Jonny

There are a number of transactions that are controlled by the Mails or on line banking software that Fujitsu would have knowledge of but since the introduction of AP and APADC Fujitsu would not necessarily know for what organisations or details of the business outcomes of a many of the transactions on Horizon. Post Office may have a current and past list of these transactions on the system.

Pete

Pete Newsome
Account Manager
DHL and Post Office Account, Fujitsu UK&I
Tel: [redacted] GRO
E-Mail: [redacted] GRO
Web: <http://uk.fujitsu.com>
Web: uk.fujitsu.com

My normal working week is Monday to Thursday



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From: Jonathan Gribben <[jonathan.gribben@\[redacted\]](mailto:jonathan.gribben@[redacted]) GRO >
Sent: Wednesday, January 30, 2019 1:41 PM
To: Gareth Jenkins <[gi.jenkins@\[redacted\]](mailto:gi.jenkins@[redacted]) GRO >; Newsome, Pete <[pete.newsome@\[redacted\]](mailto:pete.newsome@[redacted]) GRO >; Jay, Christopher <[Christopher.Jay@\[redacted\]](mailto:Christopher.Jay@[redacted]) GRO >; Defence Legal (Chris Jay,) <[Legal.Defence@\[redacted\]](mailto:Legal.Defence@[redacted]) GRO >
Cc: Andrew Parsons <[andrew.parsons@\[redacted\]](mailto:andrew.parsons@[redacted]) GRO >; Ibbett, Dave <[Dave.Ibbett@\[redacted\]](mailto:Dave.Ibbett@[redacted]) GRO >; Lucy Bremner <[lucy.bremner@\[redacted\]](mailto:lucy.bremner@[redacted]) GRO >; Parker, Steve <[ParkerSP@\[redacted\]](mailto:ParkerSP@[redacted]) GRO >
Subject: RE: SP Second Witness Statement: Possible examples to use - effective software fixes [WBDUK-AC.FID27032497]

Hi Gareth,
Thank you for this.
Is there a list of transactions that could be conducted in Post Office branches? Or a list of transactions that Post Office asked FJ to make possible on Horizon?

Kind regards
Jonny

Jonathan Gribben
Managing Associate
Womble Bond Dickinson (UK) LLP

d: [redacted]
m: [redacted]
t: [redacted] GRO

e: GRO

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From: Gareth Jenkins [mailto:gi.jenkins@GRO]
Sent: 30 January 2019 12:52
To: Jonathan Gribben; pete.newsome@GRO; Christopher.Jay@GRO; Legal.Defence@GRO
Cc: Andrew Parsons; Dave.Ibbett@GRO; Lucy Bremner; ParkerSP@GRO
Subject: RE: SP Second Witness Statement: Possible examples to use - effective software fixes [WBDUK-AC.FID27032497]

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Hi Jonny,

Please see responses below prefixed [GIJ].

NB these are all really process questions which need to be considered by POL. I have no real knowledge of the paper trails that exist and how they are reconciled, though I have been involved in projects to try and remove some of the paper trails more recently.. I know POL were trying to remove as much of that as possible and this was certainly possible with online banking, but back in 2000 to 2004 (which is what we are looking at) there was a lot more paper about.

Best wishes

Gareth

From: Jonathan Gribben [mailto:jonathan.gribben@GRO]
Sent: 30 January 2019 11:31
To: Gareth Jenkins <gi.jenkins@GRO>; pete.newsome@GRO; Christopher.Jay@GRO; Legal.Defence@GRO
Cc: Andrew Parsons <andrew.parsons@GRO>; Dave.Ibbett@GRO; Lucy Bremner <lucy.bremner@GRO>
Subject: RE: SP Second Witness Statement: Possible examples to use - effective software fixes [WBDUK-AC.FID27032497]
Importance: High

Hi Gareth,

Further to my email below, please would you be able to answer the following questions ASAP today?

1. Could FJ have inserted transactions which had the effect of making deposits into PO savings accounts, ISAs etc.?

[GIJ] I don't think these existed back in 2000 to 2004. It really comes down to the paper trail.

2. If so, would they have been detectable (like a Giro Bank transaction would be detectable due to the reconciliation between Horizon records and the paper trail)

[GIJ] need to check with POL

3. If not, why was it not possible for FJ have inserted transactions which had the effect of making deposits into

PO savings accounts, ISAs etc.?

[GIJ] Main reason is such products didn't exist then, and I would have expected there to be some sort of paper trail. NB POL would also be concerned about Postmasters injecting such transactions.

4. What is the significance of the introduction of online banking in 2003? Could FJ have injected a transaction into a third party bank account after the introduction of online banking? If not, why not?

[GIJ] No they couldn't. With online banking any Banking transaction (including deposits) was initially sent electronically to the bank before it was completed at the counter. The daily banking reconciliation then compared the details that the banks had of all transactions with the horizon feed. The electronic feed to the bank was digitally signed and so couldn't be generated by support staff, only the horizon record of the completed transaction could be injected, and reconciliation would soon pick that up, and more importantly, it was the signed electronic version that the banks accepted as a deposit!

Kind regards
Jonny

Jonathan Gribben
Managing Associate
Womble Bond Dickinson (UK) LLP



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From: Jonathan Gribben
Sent: 30 January 2019 10:07
To: 'Gareth Jenkins'; pete.newsome@GRO; Christopher.Jay@GRO; Legal.Defence@GRO
Cc: Andrew Parsons; Dave.Ibbett@GRO
Subject: RE: SP Second Witness Statement: Possible examples to use - effective software fixes [WBDUK-AC.FID27032497]

Hi Gareth,
Thank you for the clarification. We will pick this up with Post Office.
No need for you to re-read Steve's statement, but thanks for the offer.

Kind regards
Jonny

From: Gareth Jenkins [<mailto:gi.jenkins@GRO>]
Sent: 30 January 2019 07:22
To: pete.newsome@GRO; Christopher.Jay@GRO; Legal.Defence@GRO; Jonathan Gribben
Cc: Andrew Parsons; Dave.Ibbett@GRO
Subject: RE: SP Second Witness Statement: Possible examples to use - effective software fixes

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Hi Jonny,

Sorry, but you didn't send me the actual question until I'd gone off line around 4ish yesterday, so other than the phone call I had from Pete, I didn't see the emails until late last night.

A further clarification:

1. The Giro Bank Transactions are not AP, but standard EPOSS Transactions. I don't know how info on them got to Giro Bank – it may well be that Giro Bank worked off the paper trail and then sent summaries to POL which they then reconciled with the Horizon feed. POL would need to provide the details.
2. Prior to online banking (introduced in 2003), POL did support some (but not all) other banks with deposit and cheque cashing facilities. Again these were EPOSS (not AP) transactions. I assume that there was also a paper trail here and it would work in a similar way to Giro Bank. Again it is POL that need to define the process. All Horizon did was provide the buttons to record the electronic part of the transaction.

Is there any point in me re-reading Steve's statement? I'm out this morning, but could do so this afternoon.

Hope this helps.

Best wishes

Gareth

From: pete.newsome@[GRO] [mailto:pete.newsome@[GRO]]
Sent: 29 January 2019 19:45
To: Christopher.Jay@[GRO]; Legal.Defence@[GRO]; jonathan.gribben@[GRO]
Cc: andrew.parsons@[GRO]; Dave.Ibbett@[GRO]; gi.jenkins@[GRO]
Subject: RE: SP Second Witness Statement: Possible examples to use - effective software fixes

Jonny

I read out the questions and then interpreted Gareth's answers into my own words.

Pete

Sent from my Android phone using Symantec TouchDown (www.symantec.com)

-----Original Message-----

From: Jonathan Gribben [jonathan.gribben@[GRO]]
Received: Tuesday, 29 Jan 2019, 17:33
To: Newsome, Pete [pete.newsome@[GRO]]; Jay, Christopher [Christopher.Jay@[GRO]]; Defence Legal (Chris Jay,) [Legal.Defence@[GRO]]
CC: Andrew Parsons [andrew.parsons@[GRO]]; Ibbett, Dave [Dave.Ibbett@[GRO]]; Gareth Jenkins [gi.jenkins@[GRO]]
Subject: RE: SP Second Witness Statement: Possible examples to use - effective software fixes

Pete,

Thanks. When you say you have had to interpret, do you mean interpret my email and/or what Gareth has said, or do you mean you passed on my email and Gareth confirmed that it is correct?

Kind regards

Jonny

Jonathan Gribben
Managing Associate
Womble Bond Dickinson (UK) LLP



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From: pete.newsome@GRO [mailto:pete.newsome@GRO]
Sent: 29 January 2019 17:22
To: Jonathan Gribben; Christopher.Jay@GRO; Legal.Defence@GRO
Cc: Andrew Parsons; Dave.Ibbett@GRO; Gareth Jenkins
Subject: RE: SP Second Witness Statement: Possible examples to use - effective software fixes [WBDUK-AC.FID27032497]

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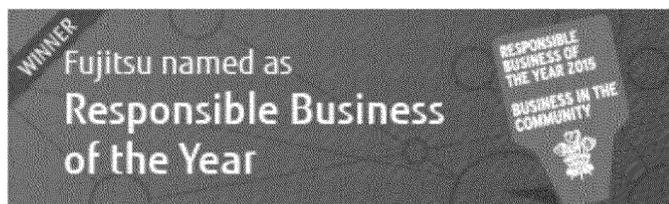
Jonny

I talked to Gareth and the answer is below. I have had to interpret as Gareth was not able to send a response.

Pete

Pete Newsome
Account Manager
DHL and Post Office Account, Fujitsu UK&I
Tel: [02037533333](tel:02037533333)
E-Mail: pete.newsome@GRO
Web: <http://uk.fujitsu.com>
Web: uk.fujitsu.com

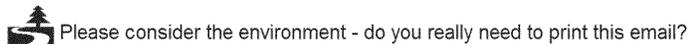
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From: Jonathan Gribben <jonathan.gribben@GRO>
Sent: Tuesday, January 29, 2019 5:04 PM
To: Newsome, Pete <pete.newsome@GRO>; Jay, Christopher <Christopher.Jay@GRO>
Cc: Andrew Parsons <andrew.parsons@GRO>; Ibbett, Dave <Dave.Ibbett@GRO>
Subject: RE: SP Second Witness Statement: Possible examples to use - effective software fixes [WBDUK-AC.FID27032497]

Yes it has been sent to Gareth, but it is:

How is it possible for SSC to inject a GIRO bank transfer into a set of branch accounts but it isn't possible to inject another bank deposit? Gareth's answer Giro Bank paying in was possible into accounts by AP as it was introduced before on line banking so you needed was the account number and detailed knowledge of the system so theoretically it was possible. But there was a paper work trail to back this up that the sub-postmaster had to send in to POL which should then reconcile to the AP transaction file from Horizon. (Post Office would understand how it worked). A report was produced daily to reconcile against the Horizon feed, any discrepancy Post Office may find where the paper work was not present would be discussed with the branch at the time. Post Office can describe what would happen if the paperwork was not available.

Steve thinks the answer is:

I think the answer is that Giro bank is also an AP transaction (like bill payments). It is the only type of bank account that is. All other banking deposits go through a totally different path. There may have been other banks who had similar facilities before on line banking was introduced in 2004? but you would have to ask Post Office as they were AP transactions.

Thanks

Jonny

Jonathan Gribben
Managing Associate
Womble Bond Dickinson (UK) LLP



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From: pete.newsome@GRO [<mailto:pete.newsome@GRO>]
Sent: 29 January 2019 16:59

To: Jonathan Gribben; Christopher.Jay@GRO
Cc: Andrew Parsons; Dave.Ibbett@GRO
Subject: RE: SP Second Witness Statement: Possible examples to use - effective software fixes [WBDUK-AC.FID27032497]

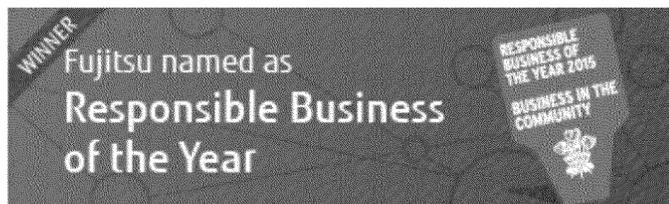
Hi

What is the question? Has it been sent to Gareth already?

Pete

Pete Newsome
Account Manager
DHL and Post Office Account, Fujitsu UK&I
Tel: GRO
E-Mail: pete.newsome@GRO
Web: <http://uk.fujitsu.com>
Web: uk.fujitsu.com

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From: Jonathan Gribben <jonathan.gribben@GRO>
Sent: Tuesday, January 29, 2019 4:58 PM
To: Newsome, Pete <pete.newsome@GRO>; Jay, Christopher <Christopher.Jay@GRO>
Cc: Andrew Parsons <andrew.parsons@GRO>
Subject: RE: SP Second Witness Statement: Possible examples to use - effective software fixes [WBDUK-AC.FID27032497]

Pete,

Steve has signed his statement and we are holding it subject to one point that Gareth Jenkins needs to check. Can you make contact with Gareth and ask him to do that ASAP please?
Kind regards

Jonny

Jonathan Gribben
Managing Associate
Womble Bond Dickinson (UK) LLP

d: **GRO**
m:
t:
e:

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From: pete.newsome@GRO [mailto:pete.newsome@GRO]
Sent: 29 January 2019 16:49
To: Jonathan Gribben; Christopher.Jay@GRO
Cc: Andrew Parsons
Subject: RE: SP Second Witness Statement: Possible examples to use - effective software fixes [WBDUK-AC.FID27032497]

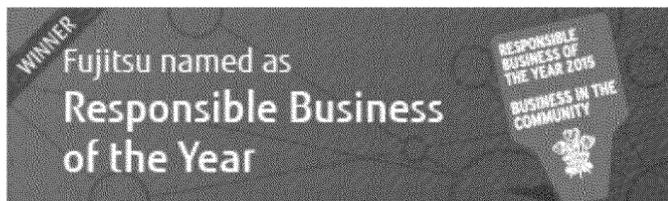
Jonny

Is available for a call now. Try his mobile. 5.30 is when he needs to stop.....

Pete

Pete Newsome
Account Manager
DH and Post Office Account, Fujitsu UK&I
Tel: [GRO](tel:GRO)
E-Mail: pete.newsome@GRO
Web: <http://uk.fujitsu.com>
Web: uk.fujitsu.com

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From: Jonathan Gribben <jonathan.gribben@GRO>
Sent: Tuesday, January 29, 2019 4:41 PM
To: Jay, Christopher <Christopher.Jay@GRO>; Newsome, Pete <pete.newsome@GRO>
Cc: Andrew Parsons <andrew.parsons@GRO>
Subject: FW: SP Second Witness Statement: Possible examples to use - effective software fixes [WBDUK-AC.FID27032497]

Chris, Pete,
We are close to finalising Steve's statement and it really needs to go today, but he is saying he isn't available after 5:30. Would you be able to speak to him to explain the importance of this please?

Kind regards
Jonny

Jonathan Gribben
Managing Associate
Womble Bond Dickinson (UK) LLP



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From: ParkerSP@GRO <<mailto:ParkerSP@GRO>>
Sent: 29 January 2019 16:27
To: Jonathan Gribben
Subject: RE: SP Second Witness Statement: Possible examples to use - effective software fixes

No, can't be available after 5:30

From: Jonathan Gribben <jonathan.gribben@GRO>
Sent: Tuesday, January 29, 2019 4:21 PM
To: Parker, Steve <ParkerSP@GRO>
Subject: RE: SP Second Witness Statement: Possible examples to use - effective software fixes

Steve,
I should have said, we really do need to get this out today. Are you available this evening?

Thanks
Jonny

Jonathan Gribben
Managing Associate
Womble Bond Dickinson (UK) LLP



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From: Jonathan Gribben
Sent: 29 January 2019 16:13
To: 'ParkerSP@GRO'
Cc: Matthew.Lenton@GRO; Dave.Ibbett@GRO; Lucy Bremner; John.Simpkins@GRO; Andrew Parsons
Subject: RE: SP Second Witness Statement: Possible examples to use - effective software fixes [WBDUK-AC.FID27032497]

Steve,
Thank you for this. Updated version attached. We are down to one point to bottom out, which is the GIRO bank theory in para. 35. The bit we are struggling with is that it if it is possible to deposit money in a Giro bank account, how is it not possible to deposit money in a normal account. Why is a paper slip necessary for this type of account?

It might be worth having a quick call on this. Are you free?

Kind regards

Jonny

From: ParkerSP@GRO [mailto:ParkerSP@GRO]
Sent: 29 January 2019 14:47
To: Jonathan Gribben
Cc: Matthew.Lenton@GRO; Dave.Ibbett@GRO; Lucy Bremner; John.Simpkins@GRO; Andrew Parsons
Subject: RE: SP Second Witness Statement: Possible examples to use - effective software fixes [WBDUK-AC.FID27032497]

[Latest comments / change marked](#)

Steve

From: Jonathan Gribben <jonathan.gribben@GRO>
Sent: Tuesday, January 29, 2019 12:07 PM
To: Parker, Steve <ParkerSP@GRO>
Cc: Lenton, Matthew <Matthew.Lenton@GRO>; Ibbett, Dave <Dave.Ibbett@GRO>; Lucy Bremner <lucy.bremner@GRO>; Simpkins, John <John.Simpkins@GRO>; Andrew Parsons <andrew.parsons@GRO>

Subject: RE: SP Second Witness Statement: Possible examples to use - effective software fixes [WBDUK-AC.FID27032497]
Importance: High

Steve,

Please see attached the updated version of your statement and a comparison showing the changes made.

Can we discuss the comments at 2:00pm please?

Kind regards
Jonny

Jonathan Gribben
Managing Associate
Womble Bond Dickinson (UK) LLP



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From: ParkerSP@GRO [mailto:ParkerSP@GRO]

Sent: 29 January 2019 10:52

To: Jonathan Gribben

Subject: RE: SP Second Witness Statement: Possible examples to use - effective software fixes [WBDUK-AC.FID27032497]

Yes, will do

From: Jonathan Gribben <jonathan.gribben@GRO>

Sent: Tuesday, January 29, 2019 10:40 AM

To: Parker, Steve <ParkerSP@GRO>

Cc: Lenton, Matthew <Matthew.Lenton@GRO>; Ibbett, Dave <Dave.Ibbett@GRO>; Lucy Bremner <lucy.bremner@GRO>; Simpkins, John <John.Simpkins@GRO>; Gareth Jenkins <gi.jenkins@GRO> (gi.jenkins@GRO) <gi.jenkins@GRO>

Subject: RE: SP Second Witness Statement: Possible examples to use - effective software fixes [WBDUK-AC.FID27032497]

Steve,

Thank you for this.

I'm working on the statement now – next (and hopefully final version) will be with you within 30 minutes. We need to get it out today, so please can you review on receipt? I'll send you a comparison so you can easily see the changes made.

Kind regards

Jonny

Jonathan Gribben
Managing Associate
Womble Bond Dickinson (UK) LLP



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From: ParkerSP@ GRO [mailto:ParkerSP@ GRO]
Sent: 29 January 2019 09:10
To: Jonathan Gribben
Cc: Matthew.Lenton@ GRO; Dave.Ibbett@ GRO; Lucy Bremner; John.Simpkins@ GRO
Gareth Jenkins <gi.jenkins@ GRO> (gi.jenkins@ GRO)
Subject: SP Second Witness Statement: Possible examples to use - effective software fixes

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Jonny, we've been looking at some potential examples to use within the witness statement. Suggest WBD have a look and decide if it is useful to add them as examples?

Effective Software Fixes

PC0089918: PSteed2847N - reverse a rem, but when this has been reversed it is doubling up on a balance

+ve: Already mentioned in statement but still shows a quick software error turn round

28/04/03: SSC (Paul Steed) identified error

28/04/03: Paul Steed updated and sent to MSU to handle discrepancy with FAD & POL

30/04/03: Development identify error

01/05/03: Work Package generated: PWY_WP_16353 B3S30R

07/05/03: Tested on LST. Fix released.

09/05/03: I have spoken to the PM to say that the software fix was sent down and became active on 07-May-2003 and so there should be no recurrences of the original problem.

PC0123699: 28/07/05 ...payments and receipts are mismatched...PM states he was balancing on node 2 but there was discrepancies...

-ve: Initial SSC response was erroneous, to send back to Helpdesk.

+ve: Fast fix to live for financial issue

+ve: Demonstrates passing to MSU to tie up financial impact with POL

+ve: Example of looking at more than one site, diligence identifying other sites with issue

+ve: Shows how an initial R&P error is seen by PM and support are subsequently able to identify other events that tie it in to other sites

28/07/05: Incorrectly sent back by SSC ...Balancing problems should be dealt with initially by NBSC...

28/07/05: ...Have spoken with the PM and advised...All that remains now is for us to try and identify the root cause of the discrepancy which may take a while. As per usual we will forward our findings on to the MSU who will advise POL accordingly...

29/07/05 With development. Work Package PWY_WP_22602 generated

01/08/05: BI3S80R_WP22602 is now ready for test

02/08/05: Release PinICL [PC0123865](#)

08/08/05: This has passed testing in LST and is being returned to RM for live pilot.

09/08/05: sent out to the Pilot 100 successfully

05/09/05: Applied to all live outlets and now in the live Generic Prodlists roll-outs using both S70 and S80 spares

When the PM went to produce a trail balance a discrepancy was shown but at the bottom the receipts and payment totals did not match.

The £170 discrepancy was down to an APS txn message that had no product number and no primary or secondary mappings. There was a critical event raised on 21st Jul on counter 9 which helped to identify this (Event Id:4 with the text "**Error Message: Failed to generate EPOSSCore transaction grammar**").

As the txn message was incomplete it was omitted from the rollover 'calculations' and thus caused the discrepancy reported.

When I checked the tivoli event archives yesterday I found that 216 of these events had been logged in the past 7 days at different offices/counters

Looks like whenever the event is raised it is either down to a cancelled quantum txn

Have checked out a sample of 40 to 50 sites and they're all at S80 so its probably safe to assume its an S80 problem.

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