

From: Angela Van-Den-Bogerd [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=5A43D95D6E034A4E98DB9BFC7AD2FE7D-A.VANDENBOG]
Sent: Thur 04/07/2019 1:41:02 PM (UTC)
To: Huw Williams [GRO]
Cc: Kathryn Alexander [GRO] Shirley Hailstones [GRO]
Subject: Error Update [WBDUK-AC.FID26896945]
Attachment: RE: Horizon helpdesk ref 804298
Attachment: RE: Horizon helpdesk ref 804298
Attachment: Bug 5 - extract from PO HIT Closing Submission.docx
Attachment: RE: Branch Impacting Incidents Summary

Huw

As discussed:

- Below is the email from Tim McCormack to Al.
- I attach my request to Dean Whitehead (and his subsequent responses) for the detail of the Helpdesk reference number as supplied by TC
- I attach Ben Cooke's update on the known CWC related remming issue.

Could you please confirm:

1. what the remming in process is for outreach from the core (is it as stated by Dean?)
2. is there a safety net in the remming process between core and outreach? From cash centre to branch and vice versa there is the automatic reconciliation process. For transfers within branch there is the transfer reconciliation report (not sure what the correct terminology is)/the process that won't allow roll over (is it BP as well as TP?) until transfers balance out.

Thanks,
Angela



Angela Van Den Bogerd
Business Improvement Director

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GRO

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From: Andrew Parsons [mailto:GRO]
Sent: 04 July 2019 11:03
To: Ben Foat <GRO>; Rodric Williams <GRO>; Zoe Brauer <GRO>; Angela Van-Den-Bogerd <GRO>; Patrick Bourke <GRO>
Subject: RE: Error Update [WBDUK-AC.FID26896945]

All

I don't think WBD can add much substantively to this at the moment. I would recommend that some looks into the call reference below and sees what was said. If the branch calling the helpline is a Claimant, then we should immediately interview (and note) the helpline operator's recollection before their memory fades, as this point may come back later.

Kind regards
Andy

Andrew Parsons
Partner
Womble Bond Dickinson (UK) LLP



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From: Ben Foat <GRO>
Sent: 04 July 2019 09:37
To: Rodric Williams <GRO>; Andrew Parsons <GRO>; Zoe Brauer <GRO>; Angela Van-Den-Bogerd <GRO>; Patrick Bourke <GRO>
Subject: Fwd: Error Update

See below

Ben Foat
General Counsel
Post Office Limited



From: Alisdair Cameron
Sent: Thursday, July 4, 2019 6:58:05 AM
To: Rob Houghton; Julie Thomas; Ben Foat
Subject: Fwd: Error Update

Thoughts? Al

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From: Tim McCormack <GRO>
Sent: Thursday, July 4, 2019 6:49 am
To: Alisdair Cameron
Subject: Error Update

Good Morning Al

Thought I would just give you a quick update on the error based on what I am hearing.

The error looks as if it is quite prevalent throughout the whole network but you will have a better idea of that than me. What is surprising though is that the Help Desk in several instances since the MBS was issued seem unaware of the problem. You might be interested to examine an example (Horizon helpdesk ref 804298) where even Tier 2 support were confused it seems and asked for photographic evidence (this was from yesterday I believe)

Could I draw your attention to the Closing Statement remarks of your legal team in the Horizon Trial and have a look at what they say about Error 5 (it is in the appendix page 420 or thereabouts) If the processes they state are in place then this error could not have lasted long in the system.

Until the matter is resolved you might consider a couple of options:

- a) Use only one denomination in each pouch
- b) Temporarily use clear plastic pouches (leads to witness evidence from delivery driver)
- c) Remove the Scan Barcode function for Rem Acceptance - one way would be to produce labels with just the number and no barcode and allow manual entry - advantage of this solution would be to determine if the actual scanner is to blame which would make lot of sense given the intermittent nature of the problem.

Kind regards

Tim

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