

Message

From: John Breeden [REDACTED] GRO
Sent: 14/08/2012 06:47:26
To: Craig Tuthill [REDACTED] GRO
CC: Lin Norbury [REDACTED] GRO
Subject: RE: IN CONFIDENCE - Semilong - 226226 - NN2 6BT
Attachments: image001.gif; image002.jpg; image003.gif; image004.jpg

Craig,

I have 10 cases listed on the site at present but the point you make about this being a judgement call is absolutely right and we either go 'belt and braces' on this and every time there is the briefest mention of Horizon being at fault put this on the spreadsheet or leave it down to a judgement call by the CA/Lin/myself. The danger with the latter is something could always happen like this.

I have no problem with this being raised as part of AOB next week and I have no problem in either Angela or you having access to the Sharepoint site.

Regards

John

John Breeden
Agents Contracts Deployment Manager North
Post Office Ltd – Network Services
2nd Floor, The Markets Crown Office, 6/16 New York Street, Leeds LS2 7DZ
Tel [REDACTED] GRO [REDACTED] Mobex [REDACTED] GRO
Email [REDACTED] GRO

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From: Craig Tuthill
Sent: 08 August 2012 09:01
To: John Breeden; Lin Norbury
Subject: Re: IN CONFIDENCE - Semilong - 226226 - NN2 6BT

John. Have a look on site and let me know, what happens with info? We could raise as AOB next week. Really the criticism I'm getting here is that I wasn't aware of the issue at this branch but unfortunately nor was Lin despite the scale of losses and underlying claim in was a systems fault - this has left Lin and I exposed and questioned why Anita wasn't raising too and I do not want a repeat where it appears after 18month. Just need to ensure that CA's are raising all potential high profile cases with you both although I do recognise this can be a judgement call. Craig

Sent By Blackberry

Craig Tuthill

Network Services National Support Manager

[REDACTED] GRO

From: John Breeden
Sent: Wednesday, August 08, 2012 09:18 AM
To: Craig Tuthill
Subject: RE: IN CONFIDENCE - Semilong - 226226 - NN2 6BT

Craig,

I believe my team are recording all potential Horizon issue cases on a Sharepoint site but I don't flag to Angela each time an entry is raised – how do we want to play this because Horizon gets raised almost as a throw away comment in some instances whereas others like the one below may be more serious.

I will have a look at the site and see what is on there.

Regards

Jiohn

John Breedon
Agents Contracts Deployment Manager North
Post Office Ltd – Network Services
2nd Floor, The Markets Crown Office, 6/16 New York Street, Leeds LS2 7DZ
Tel GRO Mobex GRO
Email GRO

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From: Craig Tuthill
Sent: 07 August 2012 17:42
To: Lin Norbury; John Breedon
Subject: FW: IN CONFIDENCE - Semilong - 226226 - NN2 6BT
Importance: High

Lin, John

The whole e-mail trail is not for forward communication but I wanted you to see it as it deals with connectivity. Angela uis waiting for the detailed history of the case from Anita as previously requested via Lin and was after it by the end of the week. I've just dropped Anita line to see how it is progressing.

I know Lin you told me that because this was not a losses case (she was making good) it hadn't been flagged up and although you knew there were issues you were not aware of the scale at £18k!
Going on for 18months without us knowing is a concern as it makes me wonder if there are any others out there?

I know you have both already told all of your CA's to flag up any Horizon arguments to Angela but perhaps we need a reminder to yours team from yourselves especially if losses like this are involved – as I said I'd never heard of a connectivity argument before but for it to arise after 18months and for Anita to have been aware doesn't look good for us. Concern now is that this agent thinks she has found £18k!!!

Can you just ensure it is s emphasised how important this is to all of the CA's
Angel is getting more information re Gareth's comments but I think the approach and outline you are drawing yup based on Thorney would have been relevant here as well as the route we follow and I would guess Anita has been following a similar path but without informing you/us?

Regards

Craig

Craig Tuthill
Network Services National Support Manager
Network & Sales Directorate
Post Office Ltd



✉ c/o Stephanie Lawrie
1st Floor Bunhill Row Wing
148 Old Street
LONDON EC1V 9HQ
Mobile: **GRO** Mobex: **GRO**
Email: **GRO**

Supporting and improving branch performance

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From: Angela Van-Den-Bogerd
Sent: 07 August 2012 16:58
To: Craig Tuthill
Subject: FW: IN CONFIDENCE - Semilong - 226226 - NN2 6BT

Angela Van Den Bogerd
Head of Network Services
Post Office Ltd

1st Floor Admin, Swansea Mail Centre,
Siemens Way, SWANSEA, SA1 1AA
Mobile: **GRO** Mobex: **GRO**
Email: **GRO**

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From: Andy Garner
Sent: 07 August 2012 11:49
To: Angela Van-Den-Bogerd
Subject: Fw: IN CONFIDENCE - Semilong - 226226 - NN2 6BT

Hi Angela

Got your voicemail. I am in with Royal Mail until 3pm. I will call after then to discuss the below & next steps

Thanks
Andy

From: Jenkins Gareth GI **GRO**
Sent: Tuesday, August 07, 2012 12:32 PM

To: Andy Garner; Angela Van-Den-Bogerd; Lesley J Sewell
Cc: Simon Baker; Steve Beddoe; Parker Steve (PostOfficeAccount) GRO; Welsh Graham
GRO
Subject: RE: IN CONFIDENCE - Semilong - 226226 - NN2 6BT

Hi Andy,

I tried ringing you but got through to your voice mail.

In terms of how this is now being progressed, I've raised an internal call which our 3rd line support unit (SSC) is looking at.

For further updates, I suggest you contact the Manager of the SSC who is Steve Parker. I've copied him on this email so you have his email address for further contacts if necessary.

As I'm writing this, I have just received some initial findings:

1. A check has been made for timeouts due to comms errors. There have been a number (which confirms the finding yesterday about some issues with the comms), but in the majority of cases the automatic retry works successfully so this would just appear at the branch as a slow response. This would not result in losses.
2. A check has been made as to any possible losses due to Recovery in the last 6 months (which I did suggest yesterday was an outside possibility of a problem). There have been 8 potential recovery sessions in the last 6 months all of which indicated no recovery was required. Of these 2 were due to a general issue across the estate and one resulted in a counter being swapped which is the incident that started this investigation. Again this indicates nothing to create a loss,
3. At the start of the email trail there was a mention of two different reports showing significantly different cash levels. Investigation shows that these were probably taken around 30 mins apart and that transactions had taken place in the stock unit in between to account for the cash differences. That Stock Unit had a gain of £170 (as stated below), but the other stock units had large losses.

All this indicates that there is nothing amiss in the system itself, but there are clearly issues in the Branch and perhaps the way in which they are using the system.

Regards

Gareth

Gareth Jenkins
Distinguished Engineer
Business Applications Architect
Post Office Account

FUJITSU
Lovelace Road, Bracknell, Berkshire, RG12 8SN
Tel: GRO Internal GRO
Mobile: Internal
email: Internal
Web: <http://uk.fujitsu.com>

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From: Andy Garner GRO
Sent: 07 August 2012 09:15
To: Angela Van-Den-Bogerd; Lesley J Sewell; Jenkins Gareth GI
Cc: Simon Baker; Steve Beddoe
Subject: Re: IN CONFIDENCE - Semilong - 226226 - NN2 6BT

Hi Gareth

I will pick this up on behalf of Post Office now that Lesley is effectively unavailable. Please can you give me a quick call to discuss the normal support processes so I can help progress on behalf of the Network teams.

Thanks

Andy

GRO

From: Angela Van-Den-Bogerd
Sent: Monday, August 06, 2012 05:38 PM
To: Lesley J Sewell
Cc: Simon Baker; Andy Garner
Subject: Re: IN CONFIDENCE - Semilong - 226226 - NN2 6BT

Lesley,

Thank you; will do.

Angela

From: Lesley J Sewell
Sent: Monday, August 06, 2012 05:32 PM
To: Angela Van-Den-Bogerd
Cc: Simon Baker; Andy Garner
Subject: FW: IN CONFIDENCE - Semilong - 226226 - NN2 6BT

Angela

If the normal processes don't work for you can you have a chat with Andy or Simon to pick up with Steve - I'm not going to be able to really pick this up now with being off.

Thx

Lesley J Sewell
Chief Information Officer, Post Office Ltd
148 Old Street LONDON EC1V 9HQ
Tel: **GRO** or **GRO**
Mob: **GRO**
Email: **GRO**

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From: Jenkins Gareth GI **GRO**
Sent: 06 August 2012 15:58
To: Lesley J Sewell
Cc: Angela Van-Den-Bogerd; Andy Garner; Simon Baker; Long Stephen; Welsh Graham
Subject: RE: IN CONFIDENCE - Semilong - 226226 - NN2 6BT

Hi Lesley,

We have checked out the comms line and there do seem to be timeouts when trying to contact the counters in the Branch and so this has been passed over to our engineers to investigate.

However as I said on Friday, this would not directly result in any losses to the Branch.

The only way I can see where there might be an indirect loss is if the Branch connectivity to the Data Centre was so poor that the Counters were frequently timing out, which results in staff being asked to recover failed transactions as part of the Recovery Log On. This process is fairly robust, but it does occasionally give staff an opportunity to respond incorrectly to questions which might possibly result in an error in the accounts (either a loss or a gain). Such manual recoveries would be pretty obvious to the staff involved and it would be pretty obvious that a potential problem has occurred. It is highly unlikely that this would result in the losses that the branch appear to be having.

I've passed a request onto our 3rd line support team to investigate to see if there is any evidence of excessive Forced Log out and consequential recovery taking place in this Branch. This will now be progressed using the normal support processes.

Regards

Gareth

Gareth Jenkins
Distinguished Engineer
Business Applications Architect
Post Office Account

FUJITSU
Lovelace Road, Bracknell, Berkshire, RG12 8SN
Tel: GRO Internal: GRO
Mobile: GRO Internal: GRO
email: <http://uk.fujitsu.com>
Web:

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From: Lesley J Sewell GRO
Sent: 03 August 2012 15:58
To: Jenkins Gareth GI
Cc: Angela Van-Den-Bogerd; Andy Garner; Simon Baker; Long Stephen
Subject: Re: IN CONFIDENCE - Semilong - 226226 - NN2 6BT

Hi Gareth

I think it would be useful to help look at the comms. In particular what I don't understand is the nuances with the AP transactions and pay station and whether or not this could impact.

Regards Lesley

Sent from my iPad

On 3 Aug 2012, at 15:55, "Jenkins Gareth GI" GRO > wrote:

Angela,

Stephen has asked me to respond to you on this.

In simple terms, Horizon attempts to store a complete basket of a customer's transactions to the Data Centre in one comms interaction (which may get broken down into a number of separate packets). This should be either fully processed or entirely lost. There is a digital signature on the whole basket (included in the same interaction) to ensure that the data has not been corrupted en route. If the entire transaction is lost, then there are retries and if these fail the user is made aware of the problem and is logged out, so I am very sceptical as to whether comms issues can be the cause of the loss.

If required, we can try and help you further in investigating exactly what has been going on in this Branch.

Regards

Gareth

Gareth Jenkins
Distinguished Engineer
Business Applications Architect
Post Office Account

FUJITSU
Lovelace Road, Bracknell, Berkshire, RG12 8SN
Tel: GRO Internal: GRO
Mobile: GRO Internal: GRO
email: GRO
Web: <http://uk.fujitsu.com>



Please consider the environment - do you really need to print this email?

From: Long Stephen
Sent: 03 August 2012 15:09
To: Jenkins Gareth GI; Angela Van-Den-Bogerd
Cc: Lesley J Sewell; Andy Garner; Simon Baker
Subject: RE: IN CONFIDENCE - Semilong - 226226 - NN2 6BT

Gareth,

Could you take a look at the attached emails; as you will see, the matter is sensitive.

I have a very clear view on Lesley's question regarding the possibility of a network fault causing such discrepancies over such a long period; however, you have far more knowledge and experience than me. What do you think?

Regards,

Stephen

From: Lesley J Sewell GRO
Sent: 03 August 2012 14:44
To: Long Stephen
Cc: Angela Van-Den-Bogerd; Andy Garner; Simon Baker
Subject: Fwd: IN CONFIDENCE - Semilong - 226226 - NN2 6BT

Stephen

Can you please help with this issue - it is obviously quite sensitive.

The branch has had issues over a period of months and the engineer has just found a fault on the line. We would like a view on whether or not this type of fault would cause an issue of this nature - as you will see from the email that this is to the tune of 18k.

Angela is leading the investigation from Post Office and I would be grateful if one of your team could contact her directly.

I realise that this is probably outside of the usual process but there is a nervousness around this one and the fact that the branch now believe that the cause has been found.

Andy: I have copied you in with my absence next week and Simons. Simon will pick up when he's back.

Regards Lesley

Sent from my iPad

Begin forwarded message:

From: Angela Van-Den-Bogerd [REDACTED] **GRO**
Date: 3 August 2012, 12:45:23 GMT+01:00
To: Lesley J Sewell [REDACTED] **GRO**
Subject: IN CONFIDENCE - Semilong - 226226 - NN2 6BT

Hi Lesley,

I have left you a voicemail also. Could we discuss please as soon as you are able.

Thanks,
Angela

Angela Van Den Bogerd
Head of Network Services
Post Office Ltd

1st Floor Admin, Swansea Mail Centre,
Siemens Way, SWANSEA, SA1 1AA
Mobile [REDACTED] **GRO** Mobex [REDACTED] **GRO**
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From: Angela Van-Den-Bogerd
Sent: 03 August 2012 10:53

To: Simon Baker
Subject: FW: Semilong - 226226 - NN2 6BT

Simon,

I'm sending this to you at this stage so that this is on the radar. As I've said in the note below we need to understand this properly before we jump to any conclusions; I've left Lesley a voicemail as I want to get her view on the engineer's findings and what further work we need to do in respect of Horizon.

Thanks,
Angela

Angela Van Den Bogerd
Head of Network Services
Post Office Ltd

1st Floor Admin, Swansea Mail Centre,
Siemens Way, SWANSEA, SA1 1AA
Mobile **GRO** Mobex **GRO**
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From: Angela Van-Den-Bogerd
Sent: 03 August 2012 10:49
To: Craig Tuthill; Lin Norbury
Subject: FW: Semilong - 226226 - NN2 6BT

Lin,

I have not (to my knowledge) been made aware of this branch previously and their ongoing claims that discrepancies incurred were as a result of the Horizon system. The content of the e-mail chain below has the potential to set the hares running before we properly understand what has gone on here and what the potential consequences are. Therefore can I have as a matter of urgency the background on this branch, including the balancing records since the agent was appointed; TCs; NBSC and Horizon helpline logs and all associated correspondence. I will flag this to the JFSA working group and in particular raise with Lesley Sewell in relation to the Horizon system.

Thanks,
Angela

Angela Van Den Bogerd
Head of Network Services
Post Office Ltd

1st Floor Admin, Swansea Mail Centre,
Siemens Way, SWANSEA, SA1 1AA

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Email GRO

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From: Lin Norbury
Sent: 03 August 2012 09:25
To: Patricia Bursi
Cc: Anita Bravata; Craig Tuthill; Angela Van-Den-Bogerd
Subject: FW: Semilong - 226226 - NN2 6BT

Pat

If this branch is not already on your Horizon problems log can you add it on please? I will be interested to see the response regarding the potential impact of the fault.

Thanks

Lin

Lin Norbury

Agents Contracts Deployment Manager - South
Post Office Ltd - Network Services
2nd Floor Post Office Ltd The Markets 6-16 New York Street LEEDS LS2 7DZ

 GRO
Mobex GRO

 GRO

From: Anita Bravata
Sent: 02 August 2012 16:59
To: duty manager GRO
Cc: Lin Norbury
Subject: Semilong - 226226 - NN2 6BT

Hi

This branch has been reporting losses for approximately 18 months and has always claimed it was due to the Horizon system.

Today John Seymore, a Fujitsu Engineer, visited the branch today and found a problem with the Broadband which meant it was on a continuous loop.

When I spoke to him he explained that this could be caused by the ADSL plate and/or cable which he replaced or the Paystation. He also said that this could mean that transactions are not going through the system properly.

Please could you look into this case for me. I need to know what the impact of this fault is and whether it would generate losses in the branch.

If these losses are found to be due to this fault, what would the position be regarding reimbursing the problem.

Regards
Anita

Anita Bravata
Contract Advisor South
Post Office Ltd - Network
C/O The Markets Crown Office, Upper Floors, 6-16 New York Street, LEEDS, LS2 7DZ



GRO



GRO



GRO

From: Contract Admin Team
Sent: 02 August 2012 13:18
To: Anita Bravata
Cc: Contract Admin Team
Subject: Contact Request:Semilong - 226226 - NN2 6BT

Hi Anita - I rang the PM, Jane, at Semilong PO this morning just as an engineer had arrived at her branch. She explained that she has had an ongoing problem with discrepancies at her branch for the last 18 months and you were aware of the situation. She said yesterday on Position 3 there was less than £1000 working cash. The clerk did a balance snapshot and was £170 over - she immediately did a printout and it was then showing as £700 under. So she knows there is a fault on the Horizon system. I agreed I would ring her back at 1.00pm to see what the engineer had found out.

I have just rang Jane back and she was so happy she said she could cry with relief. The engineer said there is a definite fault on the line - there was a bad noise on the line and this was probably causing a 'loop' - he said it may be caused by her Paystation. He has changed the faceplate and the ADCL cable and is hoping this solves the problem. Horizon Team will now keep an eye on it and may ring her to tell her to disconnect her Paystation and then send her a new one.

She has always known that the TC's were not hers but has always settled centrally - a total of approximately £18,000.00 over the last 18 months - she has even had to cash in her pension to pay these off and now is asking for this money back.

Can you advise how we go about seeing how much money this lady is due back please

Thanks, Trudy
[REDACTED]
GRO

From: Andrew Morley **On Behalf Of** NBSC Admin Team
Sent: 01 August 2012 17:46
To: Contract Admin Team [REDACTED] **GRO**
Subject: RING BACK JUST BEFORE 1.00PM - Contact Request:Semilong - 226226 - NN2 6BT

Fujitsu there when I rang her at 11.15 - agreed to ring back at 1.00pm to see if anything sorted - Anita been aware of the problems over last 18 months

Good afternoon,

The above office has requested contact. Callers name is Jane. Tel number is [REDACTED]
GRO Call details below:-

PM IS INSISTING ON SPEAKING TO ANITA BRAVA. LAST 18 MONTHS HAVING LARGE DISCREPANCIES. BASE UNIT HAS BEEN CHANGED & ROUTER IS TO BE CHANGED. TODAY THE DISCREPANCIES AGAIN DONT ADD UP . NOBODY SUPPORTING PM HSD REFUSING TO DO ANYTHING. PLEASE PASS ON

For further assistance please call [REDACTED] **GRO**

Kind Regards

Andrew Morley

NBSC Tier 1 Admin/Incident Support Team

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