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**From:** Bains Rajbinder  
**Sent:** Wed 10/08/2011 2:15:58 PM (UTC)  
**To:** Thomas Penny GRO  
**Subject:** RE: ARQ Retrieval Data

Hi Penny,

Yep i made a mistake :(, have ran the spreadsheet again and new pgp file on the Security Ops sharefolder for you to send ;),

Thanks  
Raj

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**From:** Thomas Penny  
**Sent:** 10 August 2011 15:05  
**To:** Bains Rajbinder  
**Subject:** FW: ARQ Retrieval Data

Hi Raj

Please see note from Graham – I don't have the password for August with me to check the returns, could I please ask you to do so?

Kind regards  
Penny

**Penny Thomas**  
**Security Analyst, Customer Services**

Fujitsu Services Retail & Royal Mail Group Account  
Lovelace Road, Bracknell, Berks RG12 8SN

GRO

Web: <http://uk.fujitsu.com>

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**From:** Graham Brander [mailto:[graham.brande@fujitsu.com](mailto:graham.brande@fujitsu.com)] GRO  
**Sent:** 10 August 2011 14:55  
**To:** Thomas Penny  
**Cc:** Jane M Owen  
**Subject:** RE: ARQ Retrieval Data

  
Penny

Thanks for this. A couple of points:

- 1> Can you advise which type of reversal '1' entries relate to in the 'Reversal' column and likewise for '2' entries, I'm assuming one of then will reflect new reversals the other existing reversals but I just need this confirmed and which no. relates to which.
- 2> The October data is duplicated in both ARQ 066 & 067. As such can you supply September data please which relates to ARQ 066.

I have only looked at this from a perspective of identifying reversals and now having the additional 'Reversal' column it would appear that this has resolved the issue.

Thanks.

Regards

Graham Brander  
Security Manager  
Security Operations  
Post Office Ltd

**GRO**

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**From:** Thomas Penny  **GRO**  
**Sent:** 10 August 2011 13:34  
**To:** Graham Brander  
**Cc:** Jane M Owen  
**Subject:** FW: ARQ Retrieval Data

Hi Graham

Please find enclosed detail for Bishops Hull, as agreed.

Kind regards  
Penny

**Penny Thomas**  
Security Analyst, Customer Services

Fujitsu Services Retail & Royal Mail Group Account  
Lovelace Road, Bracknell, Berks RG12 8SN

**GRO**

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**From:** Jane M Owen [REDACTED] **GRO**  
**Sent:** 08 August 2011 15:20  
**To:** Thomas Penny  
**Subject:** RE: ARQ Retrieval Data



Oh that's great Penny  
Thanks for your help

Kind regards

Jane

Jane Owen  
Security Manager  
Crime Risk  
Post Office Ltd

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**GRO**

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**From:** Thomas Penny [REDACTED] **GRO**  
**Sent:** 08 August 2011 14:55  
**To:** Jane M Owen  
**Cc:** Graham Brander  
**Subject:** RE: ARQ Retrieval Data

Jane

I have agreed to provide these records via email for Graham this week to analyse - prior to test completing their checks. We will provide post-tested records for Court use asap.

Kind regards  
Penny

**Penny Thomas**  
**Security Analyst, Customer Services**

Fujitsu Services Retail & Royal Mail Group Account  
Lovelace Road, Bracknell, Berks RG12 8SN

**GRO**

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**From:** Jane M Owen [REDACTED] **GRO** [REDACTED]  
**Sent:** 08 August 2011 14:21  
**To:** Thomas Penny  
**Subject:** RE: ARQ Retrieval Data



Penny

I have spoken to Graham and the office concerned is Bishops Hull 157/549  
He goes on leave on Friday so would like the data before then in order for him to do the analysis, will this give you chance to "test" it?  
Also can I ask that the discs are sent direct to him.

Graham Brander  
Security Office  
POL Operations  
Swindon Stock Centre  
Wheatstone Road, Dorcan  
SWINDON  
SN3 5HG

In addition do you need me to do anything else for this request? I will work through the list and let you know the priorities but to be honest Penny it won't be today

Regards

Jane

Jane Owen  
Security Manager  
Crime Risk  
Post Office Ltd

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**GRO**

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**From:** Thomas Penny [REDACTED] **GRO** [REDACTED]  
**Sent:** 08 August 2011 13:36

**To:** Jane M Owen  
**Subject:** RE: ARQ Retrieval Data

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**

Fujitsu Services Retail & Royal Mail Group Account  
Lovelace Road, Bracknell, Berks RG12 8SN

**GRO**

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**From:** Jane M Owen [REDACTED] **GRO**  
**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

# GRO

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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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# GRO

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**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

**GRO**

Crime Risk  
3rd Floor  
Clippers Quay  
Salford  
M50 3NW

**GRO**

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**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

**GRO**

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Crime Risk  
3rd Floor  
Clippers Quay  
Salford  
M50 3NW

**GRO**

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