
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

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]; **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 them 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
Sent: 10 August 2011 13:34
To: Graham Brander
Cc: Jane M Owen
Subject: FW: ARQ Retrieval Data

GRO

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

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From: Jane M Owen [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

GRO

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From: Thomas Penny [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
Sent: 08 August 2011 14:21
To: Thomas Penny
Subject: RE: ARQ Retrieval Data

GRO



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

GRO

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From: Thomas Penny
Sent: 08 August 2011 13:36

GRO

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 **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

✓
✓

GRO

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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

GRO

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

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

Crime Risk
3rd Floor
Clippers Quay
SALFORD
M50 3NW

GRO

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