

Message

From: Walton, Daniel [daniel.walton@postoffice.co.uk] **GRO**
Sent: 21/06/2024 11:00:51
To: Simon Oldnall [simon.oldnall@postoffice.co.uk] **GRO**
CC: Matthew Langley [Matthew.Langley@postoffice.co.uk] **GRO**; Neeraj Mittra [neeraj.mittra@postoffice.co.uk] **GRO**; Rajivsinh Rathod [rajivsinh.rathod@postoffice.co.uk] **GRO**; Browell, Steven [steven.browell@postoffice.co.uk] **GRO**
Subject: RE: RQ BULK REQUEST - Tuesday 18/06/24

Hi Simon,

Regarding the 60+ number is referencing the requests that have received and processed on the new form since 20th May. To be specific the actual number is 71.

The use of the POL spreadsheet stopped in March/April 2024, all requests (HSS or otherwise) since, have been received and processed on the previous iteration of the ARQ form.

This change is not related to the recently amended ARQ form. The change was to ensure ARQs were received and processed in a consistent manner.

If you can re-submit the 10 we have received via spreadsheet on the previous ARQ form, we will be able to process them. I will also expedite this. For completeness we also received 1 ARQ on the previous form which we will now process.

The above will enable all outstanding ARQs to be processed whilst discussions continue on the subject.

Thanks,
Dan

From: Simon Oldnall <simon.oldnall@postoffice.co.uk> **GRO**
Sent: Friday, June 21, 2024 11:22 AM
To: Walton, Daniel <daniel.walton@postoffice.co.uk> **GRO**
Cc: Matthew Langley <Matthew.Langley@postoffice.co.uk> **GRO**; Neeraj Mittra <neeraj.mittra@postoffice.co.uk> **GRO**; Rajivsinh Rathod <rajivsinh.rathod@postoffice.co.uk> **GRO**
Subject: RE: RQ BULK REQUEST - Tuesday 18/06/24

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Hi Dan

Can I clarify that this means that the bulk process (which I understand involves the use of a spreadsheet) will be accepted and processed?

I am not clear where the 60 number comes from, but I am aware of the rejection of requests that I forwarded to you, I assume all of these requests will now be processed too?

Many thanks

Simon

Simon Oldnall
Branch Technology Director

Branch Technology

GRO

100 Wood Street
London, EC2V 7ER

postoffice.co.uk



From: Daniel Walton (Fujitsu) <daniel.walton@fujitsu.com> GRO
Sent: Friday, June 21, 2024 9:42 AM
To: Simon Oldnall <simon.oldnall@postoffice.co.uk> GRO
Cc: Matthew Langley <Matthew.Langley@postoffice.co.uk> GRO; Neeraj Mittra <neeraj.mittra@postoffice.co.uk> GRO; Rajivsinh Rathod <rajivsinh.rathod@postoffice.co.uk> GRO
Subject: RE: RQ BULK REQUEST - Tuesday 18/06/24

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Simon,

I refer to our recent correspondence on the issue of ARQs.

We introduced the updated ARQ form to clarify the intended use of ARQs requested by Post Office. FSL does not accept that the introduction of this amended form has caused delay to redress activities. Since it was introduced, the Post Office has requested over 60 ARQs to support redress activities and these have been processed by FSL in the usual way. As you have now clarified that the ARQs referred to in your email below are intended to be used to support postmaster redress, I will instruct the team to process those received on the previous version of the form and they will not be subject to additional charges.

With regards to the provision of a credit for charges the Post Office has incurred in obtaining information used to support redress, based on the confirmations contained in your letter of 10 June 2024, I will arrange for a credit to be raised which reverses the charges for the 10 identified CWOs.

Kind regards,
Dan

Dan Walton
Head of Post Office Account

Fujitsu
Lovelace Road, Bracknell. RG128SN

United Kingdom

Mob: [GRO]
Email: [daniel.walton](mailto:daniel.walton@fujitsu.com) [GRO]
Web: <https://www.fujitsu.com/uk/>

Advance Notice of Unavailability



From: Simon Oldnall <[simon.oldnall](mailto:simon.oldnall@postoffice.co.uk)> [GRO]
Sent: Wednesday, June 19, 2024 10:38 AM
To: Walton, Daniel <[daniel.walton](mailto:daniel.walton@fujitsu.com)> [GRO]
Cc: Matthew Langley <[Matthew.Langley](mailto:Matthew.Langley@postoffice.co.uk)> [GRO], Neeraj Mittra <[neeraj.mittra](mailto:neeraj.mittra@postoffice.co.uk)> [GRO], Rajivsinh Rathod <[rajivsinh.rathod](mailto:rajivsinh.rathod@postoffice.co.uk)> [GRO]
Subject: RE: RQ BULK REQUEST - Tuesday 18/06/24
Importance: High

Post Office Limited - Document Classification: INTERNAL

Dan

Further to my earlier emails on this topic, we are now accumulating a backlog of requests, potentially delaying Postmaster redress.

Can you confirm that FJ will process these requests without further delay please?

Thanks

Simon

Simon Oldnall
Branch Technology Director

Branch Technology

[GRO]

100 Wood Street
London, EC2V 7ER

postoffice.co.uk



From: RemediationTeam <[remediationteam](#)> GRO
Sent: Wednesday, June 19, 2024 9:23 AM
To: Simon Oldnall <[simon.oldnall](#)> GRO; Christopher Elliot <[christopher.elliott](#)> GRO
Cc: Matthew Langley <[Matthew.Langley](#)> GRO; Philip Cleary <[philip.cleary](#)> GRO; Stewart Barclay <[stewart.barclay](#)> GRO
Subject: FW: RQ BULK REQUEST - Tuesday 18/06/24

Hi All,

As you can see below, we again sent our ARQ requests through to Fujitsu using the older process of master tracker and summary table. Again, Sreydy Khun returned our request this morning, refusing to complete the request without us completing the Updated ARQ Form attached.

Could you please advise next steps from us, as we have 10 ARQ requests outstanding now, as per the table below.

Outstanding Requests	HSS3065 – HSS3069	Requested 17/06
New Requests	HSS3070 – HSS3074	Today 18/06

Kind Regards,

Tracey



Tracey Cutts
Remediation Team &
Data Production Support
Post Office Ltd

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From: CSPOA.Security <[CSPOA.Security](#)> GRO <[CSPOA.Security](#)> GRO
Sent: Wednesday, June 19, 2024 8:11 AM
To: RemediationTeam <[remediationteam](#)> GRO
Cc: Farzin Denbali (Fujitsu) <[farzin.denbali](#)> GRO; Stewart Barclay <[stewart.barclay](#)> GRO; Tracey J Cutts <[tracey.cutts](#)> GRO
Subject: RE: RQ BULK REQUEST - Tuesday 18/06/24

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Good morning Kopiga,

Thank you for your recent request. Unfortunately, as it is not on the latest template, we are unable to process it. Please resubmit your request using the attached template.

Kind Regards,

Sreydy Khun
Security Analyst
Post Office Account

Fujitsu
Lovelace Road, Bracknell, RG12 8SN, UK.
Email: Sreydy.Khun **GRO**

From: RemediationTeam <remediationteam> **GRO**
Sent: Tuesday, June 18, 2024 4:45 PM
To: CSPOA Security <CSPOA.Security> **GRO**; Khun, Sreydy <sreydy.khun> **GRO**
Cc: Denbali, Farzin <farzin.denbali> **GRO**; Stewart Barclay <stewart.barclay> **GRO**; Tracey J Cutts <tracey.cutts> **GRO**
Subject: RQ BULK REQUEST - Tuesday 18/06/24

Good Afternoon,

Please find attached an updated ARQ request tracker with a brief summary of all previous and new request(s) since our last ARQ Requests.

This is replacing the ARQ Request Form which you advised us to start completing in April, as I have been instructed to return to our previous, more efficient method with immediate effect. The instruction I received came direct from those within Post Office, responsible for the relationship between Post Office and Fujitsu with regard to ARQ bulk requests submitted from the Remediation Unit.

Outstanding Requests	HSS3065 – HSS3069	Requested 17/06
New Requests	HSS3070 – HSS3074	Today 18/06

Many Thanks

K.Brahatheesan

Kopiga Brahatheesan
Remediation Admin Support Team

Remediation Unit

GRO



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