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**From:** Jones Tim[/O=EXCHANGE/OU=ADMINGROUP1/CN=RECIPIENTS/CN=JONESTJ]  
**Sent:** Thur 16/12/2010 12:54:27 PM (UTC)  
**To:** Membre Bill   
**Cc:** Startin Andy   
**Subject:** RE: Info for BNB pack (Loss Prevention/IntelliQ)

Bill,

What's an ARQ request and what's a BQ?

Many thanks,  
Tim

**Tim Jones, Principal Customer Solution Architect**  
**Application Services**  
FUJITSU



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**From:** Membre Bill  
**Sent:** 14 December 2010 17:41  
**To:** Jones Tim  
**Subject:** RE: Info for BNB pack (Loss Prevention/IntelliQ)

Hi Tim

Below is a copy of the monthly report from Penny Thomas which should give you an indication of the current Litigation services and also have attached structure of PO LTD which contains John Scott's organisation although this is about to change in the new year.

## LITIGATION SUPPORT SERVICE

**Actual V Contract End Nov 10 - ARQ Requests**  
**End Nov 10 - BQ Requests**

**Actual V Contract**

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<< OLE Object: Microsoft Office Excel Chart >>

**Audit Requests November 10**

Date Received	No Received	Type
4.11.10	1	ARQ
5.11.10	1	ARQ
5.11.10	1	BQ
8.11.10	10	ARQ
9.11.10	9	ARQ
9.11.10	1	Ad Hoc
11.11.10	4	ARQ
12.11.10	1	BQ
15.11.10	12	ARQ
16.11.10	3	BQ
16.11.10	3	ARQ
16.11.10	1	ARQ
17.11.10	1	ARQ
17.11.10	1	Ad Hoc
19.11.10	3	BQ
22.11.10	6	ARQ
22.11.10	1	BQ
23.11.10	10	ARQ
24.11.10	1	ARQ
24.11.10	1	ARQ
24.11.10	8	ARQ
25.11.10	7	BQ

**Litigation Support**

Witness statements requested this month	3	Witness statements requested this month
ARQs for Litigation Support this month	17	ARQs for Litigation Support this month
Days in court this month	9	Days in court this month

**Current Month and Forthcoming Court Commitments**

Outlet	Date	Court location	
Multiple	1 Nov 10	Glasgow High Court	Witness on sta
Porters Avenue	8 Nov 10	Snaresbrook Crown	Witnesses atte
Bradwell	15 Nov 10	Norwich Crown Court	Witnesses atte
Rivenhead	8 Dec 10	Maidstone Crown Court	Witness reques
Dunure	5 Jan 11	Sheriff Court House, Ayr	Witness reques
Lazy Hill	17 Jan 11	Wolverhampton Crown	Witness reques
Newsome	7 Feb 11	Bradford Crown Court	Witness reques
Rinkfield	28 Feb 11	Carlisle Crown Court	Witness reques

## Helpdesk Call Analysis/Witness Statements

There is one outstanding witness statement request.

### Summary:

Court attendance in support of POL's prosecution activity saw 4 witnesses attending Court over 9 days during the month of November.

*Andy Dunks attended Snaresbrook Crown court on the 9<sup>th</sup> and 10<sup>th</sup> November and Norwich Crown court on the 15<sup>th</sup> November as a witness on behalf of a POL prosecution.*

*1 Witness statement for Help Desk calls (Riverhead PO) was completed and posted to POL this month.*

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Kind Regards

Bill Membery  
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**From:** Jones Tim  
**Sent:** 14 December 2010 17:24  
**To:** Worrell Jeremy; Membery Bill  
**Subject:** Info for BNB pack (Loss Prevention/IntelliQ)

Jeremy, Bill,

I'm after some bullet points/other material I can use in the Bid/No Bid slide deck on the following subjects:

- Estimated cost of systematic fraud/losses in the POL Network
- How successful are POL currently at detecting and prosecuting fraud
- John Scott's organisation
- History (rough) of what we've pitched so far in this space and to whom

Many thanks,  
Tim

**Tim Jones, Principal Customer Solution Architect**  
**Application Services**

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