

Message

From: TrentM [GRO]
on behalf of TrentM
Sent: 07/02/2018 16:18:07
To: 'Rodric Williams' [GRO]
Subject: FW: Post Office Limited - Update

Sorry Rodric, I meant to say Friday 2nd March below, as the date which would suit us.

(The blame for this confusion lies entirely with Anona!)

Thanks

Miles

Miles Trent
Case Review Manager
Criminal Cases Review Commission
Tel: [GRO]

From: TrentM
Sent: 07 February 2018 15:44
To: 'Rodric Williams'
Subject: RE: Post Office Limited - Update

Dear Rodric,

Many thanks for your email and attachments, they are very helpful. I will wait to hear separately regarding my email of 5 February.

The KEL

Thank you for that indication. We would be interested in visiting Fujitsu on 1st March. It would be myself and my colleague Anona Bisping in attendance. We don't plan for Grant Thornton to attend with us, but we would be grateful if the non-disclosure agreement could be drafted in such a way that it enables us to share information with Grant Thornton, if the need arises.

I have had a look at the terms of the Confidentiality Agreement which was used previously, and I don't think we would object to that kind of arrangement. Obviously 'the purpose' set out at 'recital A' would need to be adapted to fit our task, i.e. "to assist the CCRC's review of the criminal convictions of the SPMRs who have applied to it". I imagine the parties listed at 'recital A' in a Confidentiality Agreement for us would need to be: the CCRC, POL, Grant Thornton UK LLP, and the Court of Appeal [that is, of course, no indication of whether or not these cases will ultimately go to the Court of Appeal]. Am I right in thinking that Fujitsu would object to the disclosure of any information from / about the KEL to the applicants to the CCRC (i.e. the former SPMRs) or to their lawyers? We wouldn't necessarily have a problem with that, but we would need to be clear on the point by the time we issue our written decisions to the applicants at the end of our review.

In short, though, yes, we are happy for Fujitsu's lawyers to progress that aspect of our visit. I will wait to hear further.

Hutchings and O'Connell.

Thanks for the update. In answer to your question, no, we will not need any other written response to our S17 notices on those cases.

Kind regards,

Miles

Miles Trent
Case Review Manager
Criminal Cases Review Commission
Tel: **GRO**

From: Rodric Williams [mailto:**GRO**]
Sent: 07 February 2018 11:14
To: TrentM
Subject: RE: Post Office Limited - Update

Dear Miles,

I set out below our response to the various live issues referenced in your 5 December 2017 email, which we discussed on 12 January 2018. Thank you for your patience while we have prepared this reply. I also acknowledge receipt of your 5 February 2018 email, which I will respond to separately.

1. GT QUESTIONS

- i. ***[Arising from paragraph 1.6 of GT's questions document] If we were to provide details of a specific transaction correction would POL be able to provide contemporaneous supporting evidence that was provided to the SPMR at the time the transaction correction was issued? (we recognise that in Ms Misra's case the transaction corrections would be approximately 12 years ago – could you confirm how long such supporting evidence is retained?)***

We would not expect the supporting evidence for a TC to be held for more than 6 years, so it is unlikely that the contemporaneous evidence would still be available for TCs issued to Ms Misra, for example. However, if you were to provide details of a specific TC, I would be happy to ask my colleagues in the Finance Service Centre to check their records in case any such evidence is still held.

- ii. ***POL's written reply to GT's questions referred a number of times to event codes, but there are no event codes on the copy of the Misra branch Event Log that we have (see attached extract). Is any other data available in connection with the Misra Event Log? – i.e. might a version exist which does display the event codes?***

There is no version of the Misra event log which includes event codes, as event codes did not appear in the data when she was a postmaster.

There have been different versions of the event log spreadsheet through the years and, depending on the date, the event codes may not be included (see the response to GT's question at paragraph 1.2.2 in the GT questions document). Event codes started appearing in the spreadsheet from the introduction of Horizon Online in 2010. However, in the pre-2010 event logs, such as the extract you included from Ms Misra's branch, similar information may be provided, albeit in a different format. To take paragraph 1.2.1 of the GT questions document as an example, event code 27 denotes "user logged off from system due to inactivity". In the extract of the 2006 event log you sent us, a log-out due to inactivity can be seen in the "Type" column (see line 1 of the extract).

I can seek further input from Fujitsu on this point if you have any further specific questions about the structure of the event log pre- and post- 2010.

2. KEL

We have spoken to Fujitsu regarding supervised access to the KEL and they can host you and Grant Thornton on **26 or 28 February, or 1 or 2 March 2018**. Please can you let me know which (if any) of these dates work best.

Fujitsu will require any attendees to enter into a non-disclosure agreement, and I attach the (redacted) form used on a similar visit arranged for the Claimants' expert in the Group Action. Please let me know if you are happy with the form of this agreement. If so, I can forward a clean version to Fujitsu's legal team to progress this aspect of your visit.

3. MISRA

We have produced the attached typed versions of AM08 and AM09. I hope these are helpful.

4. LATER APPLICATIONS – HUTCHINGS AND O'CONNELL

Thank you for your confirmation in relation to electronic searches.

We have located green investigation files in relation to both Ms O'Connell and Ms Hutchings as well as electronic documents on both cases. All of these documents have been uploaded onto the data room for your review.

Ms Hutchings was a mediation scheme applicant so we have uploaded the relevant documents to the data room and will release these for your review. Ms O'Connell was not an applicant to the mediation scheme so there are no equivalent documents for her case.

I attach an updated copy of the document tracker covering these new cases.

I have received a letter dated 2 February 2018 and an email dated 6 February 2018 from Miss Pickering at the CCRC concerning the s.17 notices for the Ms O'Connell and Ms Hutchings prosecutions respectively. Can you please let me know whether, in light of the above, you require us to respond formally to that specific correspondence?

5. REPORT BY JONATHAN SWIFT QC

Further to your follow-up requests and the related s.17 notice, please find attached:

1. Advice provided by Brian Altman QC to Post Office on 26 July 2016;
2. Brian Altman QC's advice dated 31 October 2013 As this was provided as a draft, I also attach the final version dated 19 December 2013;
3. Post Office's letter to Jonathan Swift QC dated 18 December 2015; and
4. the Prosecution Policy for England and Wales submitted to Post Office's Board for consideration on 22 January 2016.

I look forward to hearing from you on the Fujitsu visit, and will now look to respond to your 5 February 2018 email. Please let me know if you require anything further in the meantime.

With thanks and kind regards, Rodric

From: TrentM [mailto:GRO]
Sent: 05 December 2017 13:25
To: Rodric Williams [GRO]
Subject: RE: Post Office Limited - Update

Dear Rodric,

Sorry for the delay getting back to you on the below. I had planned to reply much sooner, but it has been a hectic period at this end. I have now had a chance to discuss the various points with my CCRC colleagues, and we can respond as follows:

1. Grant Thornton questions

We note that the reports are no longer available. As matters stand we do not wish to attempt to recreate the reports using codes from the transaction data, thank you.

In discussion with Grant Thornton, however, two other questions have emerged which I don't think you and I have discussed before -

- i. [Arising from paragraph 1.6 of GT's questions document – copy re-attached for your reference] If we were to provide details of a specific transaction correction would POL be able to provide contemporaneous supporting evidence that was provided to the SPMR at the time the transaction correction was issued? (we recognise that in Ms Misra's case the transaction corrections would be approximately 12 years ago – could you confirm how long such supporting evidence is retained?)
- ii. POL's written reply to GT's questions referred a number of times to event codes, but there are no event codes on the copy of the Misra branch Event Log that we have (see attached extract). Is any other data available in connection with the Misra Event Log? – i.e. might a version exist which does display the event codes?

2. KEL

Thanks for looking into this. We understand what you say, and that it appears that it will be difficult to search for / identify issues in the KEL which might have related to Ms Misra's branch. However, in the interests of completeness, we would like to take you up on your offer of having supervised access to the KEL at Fujitsu's premises (with an appropriate non-disclosure agreement in place). This is because a number of the written submissions which we have received in these cases have made reference to the KEL, and we believe that a visit to view the KEL will help us to better understand the nature of the database and, in broad terms, how it works. A better informed understanding of the KEL will inevitably help the CCRC when pulling together our reasoning / making decisions in these cases. Would it possible to arrange a visit for some time in January?

3. Misra – docs AM08 and AM09

Thank you for the better quality versions of these, which I have forwarded to Grant Thornton. Obviously, if typed versions become available that would be even better, many thanks.

4. Other live points

Transaction logs – Noted, many thanks for this information.

Later applications – Thanks for the confirmation. On a connected issue, we have recently begun work on two new applications: Hutchings (our ref 00660/2017) and O'Connell (our ref 00761/2017). I understand that section 17 notices have recently been sent out to you on those cases. As confirmed before, we don't need POL to carry out an extensive trawl for electronic files/drives on these newer applications, although we will need the investigations and prosecution files to be preserved. In addition, the CRM on those two cases has asked whether the core prosecution files and any mediation materials could be added to the data room for those two cases. Would that cause particular difficulties? I'm happy to discuss this further.

5. Report by Jonathan Swift QC

Many thanks for this, and for your explanation of the relevant chronology. At present we would like to make follow-up requests for materials arising out of paragraphs 108 and 111 of Mr Swift QC's report, namely:

- i. Any advice(s) received from counsel (whether from Brian Altman QC or another) about *“whether the bringing of a charge without sufficient evidence to provide a realistic prospect of conviction could be said, under the criminal law, to cast doubt upon the safety of the conviction of a defendant who has pleaded guilty”*
- ii. Paragraph 111 states *“...We have seen the detailed legal advice provided by Brian Altman QC, dated 31 October 2013, on this topic and asked POL for a formal letter explaining how it was responding to the recommendations made by Mr Altman QC. POL provided us that letter on 18 December 2015, along with a detailed Prosecution Policy for England and Wales which is to be submitted to the Board for approval on 22*

January 2016." We have previously been provided with Mr Altman QC's advice dated 15 October 2013 (attached). Is that the same advice, or is there a second document? If so we would be grateful to obtain a copy. We would also like to obtain copies of the other documents referred to at paragraph 111.

I will arrange for S17 notices to go out to you this week in connection with the Swift QC advice and the other documents arising. We also note that S25 CAA 1995 is invoked in relation to all of these documents.

Thanks for your continued help on these cases. Please let me know if it would help to discuss any part of this email.

Kind regards,

Miles

Miles Trent
Case Review Manager
Criminal Cases Review Commission
Tel: GRO

From: Rodric Williams [[mailto:](#)GRO]

Sent: 15 November 2017 17:02

To: TrentM

Subject: RE: Post Office Limited - Update

Dear Miles

I provide an update on the various points below.

1. **Grant Thornton questions**

For 1.3.2 and 1.8, the reports are no longer available and do not appear in the prosecution files against Misra. It may be possible to recreate these reports using the codes from the transaction data. If you want us to try to do this, please let me know and we will have a more detailed look into this with Fujitsu to see what it involves and whether it can be done.

For 1.9 regarding the bank totals receipts, these were not in the prosecution files, and the branch was only required to retain them for 2 years. Bank of Ireland would have had these originally, but given the length of time that has passed we consider it unlikely that they would still have them. These figures are not available on Horizon data as this is not part of the accounting process for balancing the ATM on Horizon. Essentially, the primary figures for the ATM balance on Horizon are: starting cash (which is via a Rem in or transfer in), daily dispensed figures, retracts/ transaction failures, and cash on hand.

2. **KEL**

We have asked Fujitsu whether it is possible to address your follow up request, but there are a number of issues which make this complex and potentially not possible. The KEL is not a document but a live database, and it cannot be downloaded or printed, and so could only be inspected at Fujitsu's premises rather than provided separately. The KEL is also not recorded on a branch-by-branch basis and therefore any information about Misra (if any exists) is not readily accessible/ identifiable, if it is accessible/identifiable at all.

As mentioned above, the KEL is a live and evolving database, so even if there are any potentially relevant entries, they may no longer be held. The date range you have mentioned is also very wide and old (more than 12 years ago) and we are informed this data has been archived and has therefore lost its context and may not be complete. Fujitsu has also told us that since the data is not recorded by branch, there is no easy way of analysing the data either by branch or by type, and this is made more challenging where data has been archived, as it would have been with the date range you have mentioned.

Fujitsu is nonetheless happy to let you have supervised access to the KEL at its premises provided an appropriate Non-Disclosure Agreement is in place. Please let me know if you would like to do this and we will make arrangements with Fujitsu.

3. **Misra**

On the back of your request we went back to the substantial original files and specifically searched for AM08 and AM09. These files were located in the data room as having already been uploaded, and we hold the originals. We attach further scans which are slightly better than those originally supplied, although the originals are clearer still. To enable you to have legible copies, we are copy typing them and are happy to make the originals available for inspection at Womble Bond Dickinson's offices in Bristol.

4. **Other live points**

Transaction logs - The JSNs are not shown in the Session IDs or Transaction IDs. The session ID is not based on JSN, so any gaps in session ID does not imply any gap in JSNs. Typically where Fujitsu submit data in support of a prosecution, it is in the form of an Excel spreadsheet which often has a sheet labelled "Summary" and then one or more sheets containing transaction data. Fujitsu informs us that the completeness of the sequence of JSNs for each ARQ is confirmed on the Summary sheet in the spreadsheet.

The data that Fujitsu provide in the ARQ spreadsheets to support a prosecution shows what has been done at the terminals in a branch for a given period and any other data from the audit log would be supplementary.

The JSNs are not intended for use by the branch and the data is therefore not available to the branch.

Broughton/McDonald – thank you for confirming.

8 later applications – we have asked POL Security/RMG and Cartwright King to retain any further files that may be identified.

5. **Additional point re 04/03/2016 letter from Post Office Limited Chairman, Tim Parker**

The review undertaken by Jonathan Swift QC and Christopher Knight was undertaken directly for Post Office's (then incoming) Chairman, who on taking office wanted an independent assessment of what Post Office had done to date in response to the postmaster/Horizon challenges so that he could determine whether any further action should be taken.

I attach a copy of the report, which as you will see made 8 recommendations.

Work was commissioned on all 8 of the Review's recommendation. While some of that work was relatively straightforward (for example Bond Dickinson LLP produced a report on recommendation 7), a significant portion of it has been complex and time consuming. The Review work also commenced before the Group Litigation began, such that work on it effectively stopped for the purposes of the Review, but is being undertaken in connection with the Group Litigation (for example Deloitte's work on the audit store and suspense accounts, which is ongoing).

If there are any materials arising out of the Swift Report that you would like to see, please let me know. I would also be grateful if you could please send me a s.17 request in respect of those materials, and also for the attached Review. Please treat this email as formal notice under s.25 of the Criminal Appeal Act 1995 that the Review, and any documents arising out of it which you may now request, should not be disclosed without our prior consent.

I hope this has been helpful. As ever, I am happy to discuss this further as you may require.

Kind regards, Rodric



2017 Winner of the Global Postal Award for Customer Experience

Rodric Williams

Head of Legal - Dispute Resolution & Brand
20 Finsbury Street
London EC2Y 9AQ

T: **GRO**

E: rodric.williams

GRO

From: TrentM [<mailto:>] **GRO**

Sent: 29 September 2017 15:48

To: Rodric Williams; **GRO**

Subject: RE: Post Office Limited - Update

Dear Rodric,

Further to our telephone conversation on Tuesday, I write with a further update on some of the points below.

1. Grant Thornton questions

I have supplied Grant Thornton with POL's written reply. I haven't heard any detailed feedback as yet, but they have expressed an interest in the point that you and I discussed briefly on Tuesday, namely, are the reports/documents which are referred to in the written reply (e.g. paragraphs 1.3.2, 1.8 and 1.9) still available for Ms Misra's indictment period and post office branch (June 2005-January 2008 at West Byfleet). Or, if the original reports are not, could they be reconstructed from source data now? I raise this point for information at the moment, as I intend to discuss it further with Grant Thornton in the coming weeks.

2. KEL

Thanks for the information on this. I'm afraid we have a follow up query – is it possible to search for KELs dating from the time of Ms Misra's indictment period? If so, we would be grateful if we could be provided with / given access to all KELs raised or updated in the period June 2005-January 2008. In making this request we remain mindful of paragraph 50(4) of the Post Office's Defence and Counterclaim to the Group Action. However, we believe that this KEL data - if still in existence – is information which we will need to review before we can resolve the applications to the CCRC.

3. Misra

Many thanks for the information on opening hours, and for AM10. We will wait to hear further regarding AM08 and AM09, thanks.

4. Other live points

- We will wait to hear further regarding transaction logs, thanks.
- Regarding the Broughton/McDonald document, we have now discussed at this end. In view of the significant technical difficulties you are facing, we have decided to attempt to address the relevant issues in that case using other documents at our disposal. As matters stand, therefore, efforts to retrieve this document can be suspended. We will let you know if we need to revisit the issue later in our review.
- Regarding electronic documents in the more recent 8 applications to the CCRC, we have now discussed at this end. All that we require for the time being is confirmation that the investigation and prosecution files for those cases (be they in hard copy or electronic) are preserved and will not be destroyed. Does that save POL some of the electronic trawl / extraction exercise you refer to? If I have misunderstood this point in any way, I'm happy to discuss on the phone.

5. Additional point re 04/03/2016 letter from Post Office Limited Chairman, Tim Parker.

In the course of our enquiries we have used S17 CAA 1995 to secure material from UKGI (formally Dept for BIS). Among the materials was the attached letter from Tim Parker to Baroness Neville-Rolfe, dated 4 March 2016. Mr Parker refers to an internal review undertaken with the assistance of Jonathan Swift QC and Christopher Knight or counsel. I don't recall having read about this review before (unless I am missing something?), and would be grateful for further information on this, including any report(s) ultimately produced. Could we discuss when you have a moment? Point of interest to our review might include:

- Reference to taking advice from counsel on the over-charging argument (Theft / False accounting) – bottom of page 2.
- Reference to potential for analysis of transaction logs - second paragraph on page 3.
- The instruction of independent experts to examine "unmatched balances in Post Office's general suspense account" etc – bottom of page 3.

Many thanks for your help.

Kind regards,

Miles

Miles Trent
Case Review Manager
Criminal Cases Review Commission
Tel: GRO

From: Rodric Williams [[mailto:GRO](#)]
Sent: 24 September 2017 23:27
To: TrentM
Subject: Post Office Limited - Update

Dear Miles,

Further to our recent communications, including our telephone conversation on 22 September 2017, I provide in this email a general update on the status of various live matters concerning your investigation. I hope it is useful and please do let me know if there is anything you want to follow up.

1. Grant Thornton questions

Please find attached our response to Grant Thornton's questions, which we hope is of some assistance. Please treat our response as confidential, and ensure that it is not disclosed without our prior consent to anyone other than the Grant Thornton team assisting the CCRC's investigations. To the extent Grant Thornton have follow-up questions, we are of course happy to help with those.

2. KEL

We have now received answers from Fujitsu to your questions on the KEL. Your questions are in black and Fujitsu's responses are in **red** below.

- Paragraph 50(4) of the defence refers to the KEL as a "document" in the singular, am I right in thinking it exists as a single document rather than multiple different logs? **The KEL is a single database which changes with new KELs being added, changed, and removed on a regular basis.**
- In terms of scale, in your email of 13/11/2016 you referred to "thousands of entries" and "voluminous entries" in the KEL, is it possible to say how many pages the document runs to? **Fujitsu has confirmed that the KEL currently runs to 3973 KELs.**
- In your email of 13/11/2016 you stated: "We have asked Fujitsu for some random examples of these entries, and will provide these to you in due course". I don't think we have received any examples to date. I would be grateful if we could see some sample pages, as this would give us a clearer idea of the kind of information the KEL contains, and whether further analysis of the document is likely to be of any relevance to our review. **Examples copied at the bottom of this email.**

3. MISRA

My records suggest there were two outstanding points on Misra: (1) can POL confirm the opening hours for the indictment period (2005-2008)?; and (2) are there any further Branch Trading Statements for Misra other than December 2007-January 2008?

On point 1, please see the attached "Office Transfer" document dated 15 June 2005 which shows that the opening hours were stated as being 9am-5.30pm Monday to Friday and 9am-1pm on Saturday.

On point 2, we have located on the data room the attached list of exhibits and statements. This list refers to branch trading statements covering the following periods: (1) November 2006-December 2006 (Exhibit AM08); (2) May 2007-June 2007

(Exhibit AM09); and (3) November 2007-December 2007 (AM10). I see from past correspondence that you already have access to the BTS covering December 2007 to January 2008.

We have located AM08, AM09 and AM10 on the data room (please see attached) but unfortunately only one of the three documents – AM10 – is legible. We are making enquiries to track down better quality versions of AM08 and AM09 and will let you know as soon as we have any news on this.

4. **OTHER LIVE POINTS**

- Your queries on transaction logs are currently with Fujitsu and we will update you as soon as we have a response.
- Broughton /McDonald document – technical issues are still preventing us from accessing the relevant EFC. We appreciate this issue has been live for some time. Please be assured we are still trying to gain access to the document, but the difficulties we are experiencing are an unfortunate consequence of trying to retrieve historic documentation.
- A search has been carried out for hard copy documents relating to Rubbina Shaheen and I can now confirm that Post Office does not hold any hard copy files for this case. Electronic materials for this case are already available on the data room.
- You will see from the attached tracker that we have completed our document collation process (subject to your thoughts on the point below) but we will, of course keep the position under review. To the extent we become aware of further documents on any of the cases, we will make those documents available to you on the data room.
- With respect to electronic documents generally, you may recall that the original extraction of electronic documents was done in and around June/July 2015. Since that extraction was carried out, 8 further applications have been made to the CCRC: Hedges, Holmes, Trousdale, Shaheen, Joshi, Owen, Parekh and Warren. The original extraction included a large volume of electronic documents relating to these 8 further cases, which information has already been made available to you on the data room. Given this, and our understanding that your current focus is on the earlier cases, we had not proposed to undertake a further exercise of seeking to identify (and if relevant extracting) any additional electronic files/drives for these newer cases. Please however let us know if you would like us to take a different approach.

I trust this has been helpful. We remain available to discuss any aspect of this with you further as you may require.

Kind regards, Rodric

View KEL dsed3033R

Tuesday 15 Nov

PM is getting a system error when trying to produce a despatch report

A despatch report has not been produced and cut off daily so the number of records that are meant to appear in it have grown to the point that the counter is unable to process them.

Symptoms

The PM is unable to print or preview a despatch report as a system error is reported to them some time after pressing the print or preview button.

On Counter: MS090023: SystemError - Error Code: 0291 (or 0991) has occurred
In POC log: java.lang.OutOfMemoryError

Problem

A despatch report had not been produced and cut off daily so the number of records that are supposed to appear in the report are growing by the day. The message.log on the counter shows that these have been received at the counter but it would seem that the counter business application is unable to process them given that a java.lang.OutOfMemoryError error is logged at the time.

Solution

ATOS | SMC | SSC

The problem is caused by the office not following the Post Office procedure: by not producing a cut off despatch report on a regular basis. The Horizon system is working as per agreed design.

SSC:
SSC resolve the issue by [W12395](#). Then close the incident as "user error" so that it is referred back to NBSC as a business issue during monthly reporting.

Counter Eventing Team (CET) should ignore OutOfMemoryError events caused during despatch report printing as these will only be investigated on calls raised by individual offices.

Evidence

PostOfficeCounter.log

+ More details

KEL type:	Information
Title:	PM is getting a system error when trying to produce a despatch report
Summary:	A despatch report has not been produced and cut off daily so the number of records that are meant to appear in it have grown to the point that the counter is unable to process them
Raised:	by Dave Seddon on 02/07/2010
Last updated:	by Steve Parker on 26/10/2016
Release:	HNGX
System product:	CounterBusiness applications
Additional Search Words:	dispatch despatch not working freezing 0991 0291
Status:	Authorised
Visibility:	Medium
PEAK:	PC0206322
Old TFS:	T3162996
Version:	18

Other versions of this KEL:

Version 17 (Deprecated) by Lina Kiang on 02/09/2013	View Changes
Version 16 (Deprecated) by Sudip Sur on 02/09/2011	View Changes
Version 15 (Deprecated) by Steve Parker on 29/03/2011	View Changes

View KEL dsed5448J

Tuesday 15 Nov

PM states that AEI transaction keeps registering as a zero value which is unexpected

As part of the transaction the PM is asked if transaction is zero value and if they select Yes a zero value is registered.

Symptoms

PM is carrying out an AEI transaction, namely a SIA Enrolment, but they have stated that it keeps being registered as a zero value transaction. They are expected it to be registered as a £110 transaction.

Problem

As part of the transaction the PM is asked if the transaction is zero value and is given the option to select Yes or No. If Yes is selected the transaction is registered as being zero value, which is what happened in this instance. If No is selected the PM is asked to enter the amount displayed on the barcode label. Note that at the end of the transaction the PM is also asked to confirm that the amount of the transaction matches the price from the label. They pressed Continue rather than using Prev to correct the amount.

Solution

ATOS | SMC | SSC

When asked if the transaction is zero value the PM must correctly select Yes or No.

+ More details

KEL type:	Information
Title:	PM states that AEI transaction keeps registering as a zero value which is unexpected
Summary:	As part of the transaction the PM is asked if transaction is zero value and if they select Yes a zero value is registered.
Raised:	by Dave Seddon on 25/10/2016
Last updated:	on 26/10/2016
Release:	HNGX
System product:	HNG-XCounter(QNT)
Additional Search Words:	Security Industry Authority biometric
Status:	Authorised
Visibility:	Medium
PEAK:	PC0254779
TFS:	A13851534
Version:	1

View KEL RamanaR5955K Tuesday 15 Nov

IOException URL- Error in postcodeanywhere service

IOException URL- Error in postcodeanywhere service - Error in postcodeanywhere service

Symptoms

URL-Error in postcodeanywhere service may have different errors please review carefully -

Server Name : LPRPCWSnnn
Time of Occurrence : DD/MM/YY HH:MM:SS
Severity : Critical

Alert text1 : IOException URL-Error in postcodeanywhere service]-ALERTID-3009- Error during postcodeanywhere service-IOException URL- Check logs for detail exceptions-@@-
Alert text2 : IOException URL-Error in postcodeanywhere service]-javax.net.ssl.SSLHandshakeException: sun.security.validator.ValidatorException: PKIX path building failed: sun.security.provider.certpath.SunCertPathBuilderException: unable to find valid certification pa
Alert text3 : Open quote is expected for attribute REL associated with an element type LINK.-3009: Error in postcodeanywhere service]-Alert Internal Server Error-@@-
Alert text4 : IOException URL-Error in postcodeanywhere service]-org.apache.sax.SAXParseException: lineNumber: 6; columnNumber: 11: Open quote is expected for attribute REL associated with an element type LINK.- at org.apache.xerces.parsers.DOMParser.parse(Unknown Source)
Alert text5 : The element type meta must be terminated by the matching end-tag </meta>-3009: Error in postcodeanywhere service]-Alert Internal Server Error-

Problem

This alert is raised when QWS unable to connect to postcodeanywhere service. The reasons could be either postcodeanywhere is down or slower response than normal or Internal domain issue like firewall restrictions. Probably Sec Ops issue

Solution

ATOS SMC SSC

SMC Action:
First check with ATOS whether the PostCodeAnywhere service is under maintenance or otherwise having issues. If the PostCodeAnywhere service is confirmed as up and the errors are continuing then:

For Alert text 1 and 2:
Raise a P1 call with SSC and follow normal escalation process of voicing.

As per the TFS#A12629765 For Alert text 3,4 and 5:
Look for clear event which will be like as highlighted below, since alert 3 and 4 trigger together normally. If clear alert found ignore. If no clear alert raise a P1 call with SSC and follow normal escalation process of voicing.

Clear Alert: "postcodeanywhere service is running-ERROR 3009 is resolved-ERROR 3009 is resolved-@@-"

For CWS alerts: ALERTID-3009, please follow KEL ubma1938Q in future. (For more info: refer TFS# A12895875/A13397893/A1397726)

Evidence

Event Text, Date, time Server Name

[+ More details](#)

KEL type:	Information
Title:	IOException URL- Error in postcodeanywhere service
Summary:	IOException URL- Error in postcodeanywhere service - Error in postcodeanywhere service
Raised:	by Ramana Ravula on 25/07/2013
Last updated:	by SriTeja Kalagampudi on 07/11/2016
Release:	HRGX
System product:	CollectandReturnWebServer(CWS)
Server name:	LPRPCWSnnn
Additional Search Words:	URL-Error in postcodeanywhere, URL- Check logs for
Status:	Authorised
Visibility:	Medium
External:	Visible to support teams outside Fujitsu
PEAK:	PC0044660
TFS:	A9196099
Version:	5

Other versions of this KEL:

Version 4 (Deprecated) by Akash Sharma on 24/06/2016	View Changes
Version 3 (Deprecated) by Mark Wright on 02/07/2015	View Changes
Version 2 (Deprecated) by Ramana Ravula on 27/09/2013	View Changes
Version 1 (Deprecated) by Ramana Ravula on 25/07/2013	View Changes



2017 Winner of the Global Postal Award for Customer Experience

Rodric Williams

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