

**From:** Mark Underwood [GRO]  
**To:** 'Newsome Pete' [GRO]  
**Cc:** 'Harvey Michael' [GRO]  
**Subject:** RE: Questions from the Call  
**Date:** Wed, 8 Apr 2015 15:12:26 +0000  
**Inline-Images:** image001.gif; image002.gif; image003.gif; image004.gif; image005.png; image006.gif; image007.png

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### One final question

It would be good to know how the BT is identified on the branch printout / ARQ data eg. does it say "Balancing Transaction for £xx"?

Put another way, how obvious is it?

An example would be good if that is not too difficult to produce.

Mark Underwood

### Complaint Review and Mediation Scheme

[GRO]

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**From:** Newsome Pete [GRO]  
**Sent:** 08 April 2015 16:02  
**To:** Mark Underwood [GRO]  
**Cc:** Harvey Michael  
**Subject:** RE: Questions from the Call

Yes that is true.

Pete

Pete Newsome

Business Change Manager

Post Office Account, Fujitsu UK&I

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**From:** Mark Underwood [GRO]  
**Sent:** 08 April 2015 16:00  
**To:** Newsome Pete

**Cc:** Harvey Michael  
**Subject:** RE: Questions from the Call

Also, and just to be 100%, presumably any BTP is also included on the ARQ data?

Mark

Mark Underwood

Complaint Review and Mediation Scheme

**GRO**

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**From:** Newsome Pete **GRO**  
**Sent:** 08 April 2015 15:51  
**To:** Mark Underwood **GRO**  
**Cc:** Harvey Michael  
**Subject:** FW: Questions from the Call

Hi

The following questions came up on the call:

Pilot number of branches in Q1 2010

- o Still to be confirmed

Would the transaction appear in the branch print out

- o This type of transaction will appear in the branch printout

Post Office want to see OCP 25882

- o See document attached

Describe process with controls for a Injecting Balancing Transaction

- o See below

If the Post Office have a requirement for the Fujitsu SSC to update the Branch Database by injecting a balancing transaction the process is:

Issue is described on a Peak incident (the incident reporting system)

Requirement for financial correction identified by Post Office and discussed with Sub Postmaster

Peak transferred from SSC to Development team to write required correction as a script

MSC generated and signed off by Post Office to provide audit trail and authorisation for change

Development upload script to MSC (previously OCP)

SSC verify script as attached to MSC, download and copy to live system

SSC change role from read only to read / write access

SSC perform the data correction

Any change would be a new transaction in the audit log and can be identified under a separate identifiable login in the branch audit record. All existing transactions are unchanged.

It is Post Office's responsibility to explain the need for the change and the change that took place with the Sub Postmaster.

During all stages above marked "SSC" one member of the SSC will perform the action while a second member of the SSC will witness ("four eyes rule" – see WI). Both names must be recorded on the MSC for audit purposes.



Pete Newsome

Business Change Manager

Post Office Account, Fujitsu UK&I

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