

To: 'gary.blackburn' [GRO] [gary.blackburn] [GRO]
Cc: Stewart Mike [GRO] Chambers Anne O [GRO]
From: Jenkins Gareth GI
Sent: Tue 2/13/2007 4:49:32 PM (UTC)
Subject: RE: Rem Misbalance
[RemMisbalance.doc](#)

Gary,

I've now had a major re-jig of my note.

In summary, we hope that in those branches that have not tried Pouch Reversals, that everything should be fixed as a result of a phone call from our support staff asking them to process a Dummy Rem. And that NO Transaction Correction will be required.

However if the Branch has attempted to carry out reversals, the situation is more complex. We are still investigating exactly what is the way forward in this case.

Regards

Gareth

Gareth Jenkins
Distinguished Engineer
Applications Architect
Post Office Account

FUJITSU
Lovelace Road, Bracknell, Berkshire, RG12 8SN
Tel: [GRO] Internal: [GRO]
Mobile: [GRO] Internal: [GRO]
email: Gareth.Jenkins [GRO]
Web: <http://uk.fujitsu.com>

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From: Jenkins Gareth GI
Sent: 13 February 2007 12:37
To: gary.blackburn [GRO]
Cc: Stewart Mike; Chambers Anne O
Subject: Rem Misbalance

Gary,

I've tried to capture the problem and the way to carry out the short term fix in the attached.

<< File: RemMisbalance.doc >>
Please can you distribute to other relevant POL people.

Thanks

Regards

Gareth

Gareth Jenkins
Distinguished Engineer
Applications Architect
Post Office Account

FUJITSU
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Tel: [GRO] Internal: [GRO]
Mobile: [GRO] Internal: [GRO]
email: Gareth.Jenkins [GRO]
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