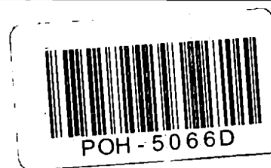


Thomas Penny

From: Thomas Penny
Sent: 04 August 2010 08:24
To: Lillywhite Tom; Munro Donna
Subject: FW: Duplication of Transaction Records in ARQ Returns



We are back in business!

Penny Thomas
Security Analyst, Customer Services

Fujitsu Services Retail & Royal Mail Group Account
Lovelace Road, Bracknell, Berks RG12 8SN

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From: Thomas Penny
Sent: 04 August 2010 08:22
To: 'Mark Dinsdale'
Cc: 'Jane M Owen'; 'Alan X Simpson'
Subject: RE: Duplication of Transaction Records in ARQ Returns

Mark

I am pleased to report that following the deployment of R2 we have re-retrieved a selection of transaction records were duplicate transactions were previously identified. These records have been checked and we can confirm duplicates are not now present.

We will start retrieving records for ARQ requests and will do so in accordance with your priorities.

Kind regards
Penny

Penny Thomas
Security Analyst, Customer Services

Fujitsu Services Retail & Royal Mail Group Account
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From: Thomas Penny
Sent: 26 July 2010 10:58
To: 'Mark Dinsdale'
Cc: Jane M Owen; Alan X Simpson
Subject: RE: Duplication of Transaction Records in ARQ Returns

Mark

Thank you for your confirmation. I will report progress early next week.

Kind regards
Penny


Penny Thomas
Security Analyst, Customer Services

Fujitsu Services Retail & Royal Mail Group Account
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GRO


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From: Mark Dinsdale 
Sent: 26 July 2010 10:28
To: Thomas Penny
Cc: Jane M Owen; Alan X Simpson
Subject: RE: Duplication of Transaction Records in ARQ Returns

Penny, as discussed since the fix will be in place 1 August, as agreed we will wait for that date rather than plough through the work-around for a week.

Jane and Maureen will arrange to check the existing ARQs and prioritise them for you.

Regards
Mark

From: Thomas Penny 
Sent: 21 July 2010 12:16
To: Mark Dinsdale
Cc: Jane M Owen; Alan X Simpson
Subject: FW: Duplication of Transaction Records in ARQ Returns

Mark

I can now advise that the enhancement to delete duplicated records from our returns has been developed and is with test and is expected to be deployed on our application on Sunday, 1 August.

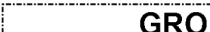

Once this has happened we will re-run retrievals where duplication is known to have been present and report the outcome to you.

We have not yet received confirmation from POL that the proposed workaround for duplicated records is acceptable; we await your instruction.

Kind regards
Penny

Penny Thomas
Security Analyst, Customer Services

Fujitsu Services Retail & Royal Mail Group Account
Lovelace Road, Bracknell, Berks RG12 8SN

Tel: 
Mob: 

GRO

05/08/2010

Fax: GRO
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From: Thomas Penny
Sent: 16 July 2010 14:29
To: 'Mark Dinsdale'
Subject: RE: Duplication of Transaction Records in ARQ Returns

Mark

The attached spreadsheet is the best I can do; this shows all ARQ returns affected by duplicate transactions. As to whether litigation has commenced in any other cases aside from Porters and West Byfleet, I'm afraid I do not know.

Kind regards
Penny

Penny Thomas
Security Analyst, Customer Services

Fujitsu Services Retail & Royal Mail Group Account
Lovelace Road, Bracknell, Berks RG12 8SN

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From: Mark Dinsdale GRO
Sent: 16 July 2010 14:13
To: Thomas Penny
Subject: FW: Duplication of Transaction Records in ARQ Returns

Penny, do you have visibility of which of these frauds took place since HNGX migration

Cheers
Mark

From: Juliet McFarlane
Sent: 16 July 2010 12:58
To: Mark Dinsdale
Subject: RE: Duplication of Transaction Records in ARQ Returns

Mark

Are these cases where the Fraud has taken place since the commencement of HNG-X? Could you give me the name of the person being prosecuted

Juliet

Juliet McFarlane
Principal Lawyer
Legal Services, Criminal Law Team

From: Mark Dinsdale

05/08/2010

Sent: 16 July 2010 12:52
To: Juliet Mcfarlane
Cc: Jane M Owen
Subject: RE: Duplication of Transaction Records in ARQ Returns

Yes, quite a few.

I believe, West Byfleet and Porters Avenue and these below.

- Riverhead 130/948 New Cheltenham 263/511
- Fleetville 113/033
- Carryduff 186/704
- Kirkoswald 250/410
- Addiscombe Exchange 055/013
- Tudor Parade 189/116
- Sidcup 134/014
- Stourbridge 150/208
- Tresco 386/555
- Essex Road 201/004
- Rainford 300/434
- Rinkfield 252/418
- Castleton 234/424
- Melsonby 279/309

Fujitsu will progress with replacing statements on our go-ahead.

Regards
Mark

From: Juliet Mcfarlane
Sent: 16 July 2010 12:02
To: Mark Dinsdale
Subject: RE: Duplication of Transaction Records in ARQ Returns

Mark

Do you know whether we have any cases affected by duplicate transactions, here I mean New Cases commenced since HNG-X came into operation?

Juliet

Juliet McFarlane
Principal Lawyer
Legal Services, Criminal Law Team

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