

Message

From: Helen Rose [GRO]
on behalf of [GRO]
Sent: 30/01/2013 13:35:08
To: Jenkins Gareth GI [GRO]
Subject: RE: transaction log

Thanks Gareth, that sounds great.

From the credence data it just looks like an AP transaction and 5 minutes later a reversal, however the banking withdrawal went through for £80 and was debited from the customers account. PMR did a banking withdrawal rather than payment by debit card. From the data I can see, I would have just said that this was a reversal at the counter,

He denies transacting the reversal and has involved a forensic accountant to prove horizon fault.

I would have expected the office to be £76 up due to the reversal but it wasn't. (Customer was give the change for £3.61 for the difference from the withdrawal and the BT bill)

Helen Rose - Grapevine Analysis & Support team - Security Team



Post Office Ltd, Security Team, 3rd Floor, Clippers Quays, Salford, Manchester, M50 3NW



GRO



helen.rose@gro



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From: Jenkins Gareth GI [GRO]
Sent: 30 January 2013 13:27
To: Helen Rose
Subject: RE: transaction log

Helen,

I've tracked it down and it has been received here but not processed. I've asked if the raw lag can be returned as well as the normal stuff so that I can confirm exactly what happened.

If you can show what you need from the normal extract then fine. If not I can probably help you find the info in the raw log.

Regards

Gareth

Gareth Jenkins
Distinguished Engineer
Business Applications Architect
Post Office Account

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Please consider the environment - do you really need to print this email?

From: Helen Rose [GRO](#)
Sent: 30 January 2013 13:22
To: Jenkins Gareth GI
Subject: FW: transaction log

Gareth

This is the ARQ request I logged last week.

Helen Rose - Grapevine Analysis & Support team - Security Team



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[GRO](#)



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From: Helen Rose
Sent: 25 January 2013 14:44
To: Post Office Security
Cc: Andrew Winn; Angela Van-Den-Bogerd; Elaine Spencer [GRO](#)
Subject: transaction log

Hi

Could I please order the fujitsu transaction log for Lepton 191320 for 4th October 2012 to 25th October 2012. (please let me know if these dates fall outside one disc)

Could we please request that **all** session numbers are included not just sales and transactions - including any reason for those not showing in sales, i.e. background comments, error messages, receipt printed or receipt not printed etc

POS, could you please let me know roughly the timescales on ordering these (as you know it's a long time since I needed one).

Many thanks

Helen Rose - Grapevine Analysis & Support team - Security Team

 Post Office Ltd, Security Team, 3rd Floor, Clippers Quays, Salford, Manchester, M50 3NW

  
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