

Message

From: Elaine Spencer [GRO]
on behalf of [GRO]
Sent: 31/01/2013 07:15:06
To: Dave Pardoe [GRO]
Subject: FW: transaction log

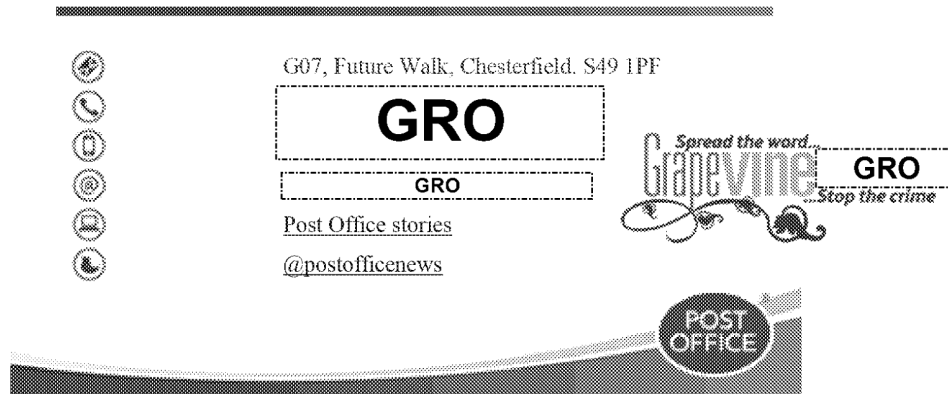
Dave

Please see email below. No intervention from you is required (well I least I don't believe so)

Just wanted you to have visibility of this issue to avoid any awkward corridor conversations that you might be exposed to.

Cheers E

Elaine Spencer | Security Programme Manager
Grapevine Analysis & Support Team



From: Angela Van-Den-Bogerd
Sent: 30 January 2013 20:08
To: Helen Rose; Gareth.Jenkins [GRO]
Cc: Elaine Spencer
Subject: RE: transaction log

Gareth,

Thanks for looking at this but this doesn't give me a complete explanation. What we don't have visibility of is the session in between the transaction and the reversal 537804 – can we see what went through the system against this number? Also isn't there a log somewhere of what did actually fail – so if a break in Comms link isn't this recorded somewhere?

The Spmr is convinced that there is a problem with Horizon as he completed the transaction at the time and other than the system not printing a receipt for the customer he believed all was well with the transaction until several weeks later he learnt the customer's phone had been cut off for non-payment. The Spmr did not show a corresponding surplus on the day of the reversal which he should have as he had taken the money but the bill wasn't subsequently processed. We need to be able to explain exactly what's happened here and at the moment I'm unable to do this. Can you help me with this explanation? If not could you suggest someone who can.

Thanks for your help.

Angela

Angela Van Den Bogerd | Head of Partnerships



148 Old Street, LONDON, EC1V 9HQ

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From: Helen Rose
Sent: 30 January 2013 16:55
To: Angela Van-Den-Bogerd
Cc: Elaine Spencer
Subject: FW: transaction log

Angela

For info

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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From: Jenkins Gareth GI GRO
Sent: 30 January 2013 16:27
To: Helen Rose
Subject: RE: transaction log

Helen,

Attached are the transactions and events for 4th October 2012 from 09:30 to 09:40 GMT (ie 10:30 to 10:40 BST).

This shows that Session 537803 was successfully saved to the BRDB, but when the user JAR001 Logged On again Recovery reversed the session in session 537805.

It isn't clear what failed, but if it was a comms error, then the system would have printed a disconnected session receipt and the Clerk should have given the customer £80 and told him his Bill was unpaid. The fact that there is no indication of such a receipt in the events table suggests the counter may have been rebooted and so perhaps may have crashed in which case the clerk may not have been told exactly what to do.

The reversal was due to recovery (Counter Mode Id = 118) so this was not an explicit reversal by the clerk.

This scenario is fairly rare so it is certainly quite easy for the clerk to have made a mistake and either he or the customer could be in pocket / out of pocket (depending on exactly what happened!).

The system is behaving as it should.

Regards

Gareth

Gareth Jenkins
Distinguished Engineer
Business Applications Architect
Post Office Account

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From: Helen Rose GRO

Sent: 30 January 2013 15:49

To: Jenkins Gareth GI

Subject: RE: transaction log

191320	04/10/2012	10:32:52	JAR001	537803	0	2947	British Telecom	01815098033609517004		1	76.09
							Lloyds TSB			-	-
191320	04/10/2012	10:33:01	JAR001	537803	0	5055	Cash withdrwl		4462720000003046	1	80.00
191320	04/10/2012	10:33:33	JAR001	537803	0	1	Cash			1	3.91
191320	04/10/2012	10:37:44	JAR001	537805	1	2947	British Telecom	01815098033609517004		1	76.09
191320	04/10/2012	10:37:44	JAR001	537805	2	1	Cash			0	76.09

thanks

Helen Rose - Grapevine Analysis & Support team - Security Team



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From: Jenkins Gareth GI [GRO]

Sent: 30 January 2013 15:37

To: Helen Rose

Subject: RE: transaction log

Helen,

Can you give me a more precise Date and Time (say with 10 mins) for the problem? I can look at data up to 6 months old and October 2012 is within that 6 month window. (I don't want to try and trawl through a month's worth of data!)

Regards

Gareth

Gareth Jenkins
Distinguished Engineer
Business Applications Architect
Post Office Account

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From: Helen Rose [GRO]

Sent: 30 January 2013 13:35

To: Jenkins Gareth GI
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



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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
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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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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



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