

**To:** Atkinson Tony [GRO] [GRO]  
**Cc:** Jenkins Gareth GI [GRO] [GRO] Salawu Saheed [GRO] [GRO] Thompson Peter [GRO] [GRO] Long Stephen [GRO] [GRO]; Antonio Jamasb [GRO] [GRO]  
**From:** Will Russell [GRO] [GRO]  
**Sent:** Tue 2/22/2011 11:41:07 AM (UTC)  
**Subject:** RE: Receipts & Payments Issue

Thanks Tony much appreciated. In Rod's absence we need to co-ordinate with another P&BA member (Matt Hibbard) so I'll check he's available.

Mike Young was briefed yesterday by Andy McLean so we just need to make sure that P&BA (Rod) is happy with the document and responses, plus any comms/responses we make should we be challenged on this matter.

Thanks also to the team for reacting so quickly to this.  
Regards

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**Will Russell**  
Commercial Advisor

**Service Delivery - Post Office Ltd**  
148 Old Street LONDON EC1V 9HQ



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**From:** Atkinson Tony [mailto:[GRO]]  
**Sent:** 22 February 2011 10:30  
**To:** Will Russell  
**Cc:** Jenkins Gareth GI; Salawu Saheed; Thompson Peter; Long Stephen  
**Subject:** RE: Receipts & Payments Issue

Will,

As discussed, we are treating this as a high priority issue. A follow up meeting with Gareth has been arranged for 14:30 today, and he has replied this morning to the points in Rod's email of Friday afternoon.

If there is anything you need in the meantime please give me a call.

Regards,

Tony

Tony Atkinson  
Royal Mail Group Business Unit

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**From:** Will Russell [mailto:[GRO] [GRO]]  
**Sent:** 20 February 2011 15:27  
**To:** Thompson Peter  
**Subject:** FW: Receipts & Payments Issue

Peter,

James has an out of office on, hence I have forwarded to you for action please.

Regards

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**Will Russell**  
Commercial Advisor

**Service Delivery - Post Office Ltd**  
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**GRO**

**GRO**

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**From:** Will Russell  
**Sent:** 20 February 2011 15:24  
**To:** James Davidson; GRO  
**Cc:** Andy Z Mclean  
**Subject:** FW: Receipts & Payments Issue

James,

Dave Hulbert is off as you're no doubt aware and I need to make you are of an issue that's bubbling away, and likely to escalate quite quickly.

Salawu and Tony Jamasb on our side have been dealing with the Receipts and Payments issue that happened in Sepetember 2010. There was a small team dealing with this and had got to the point of resolution. However, given the current noise in the press over Horizon, Rod Ismay has picked up this issue and is concerned that there are still some unanswered questions around what happened in branches. Can I ask you to get involved please as I need to brief Mike on the implications of this issue so that we can check it against statements we have previously made. One of Rod's concerns was that this issue could be detrimental in how we approach future comms and cases pending.

I know Salawu and Gareth are confident that events generated on the system can prove this is nothing unusual, however we will need to articulate that simply and quickly to senior management and no doubt the legal team. Unfortunately Gareth was pulled from the call with Rod on Friday, due to the POLSAP issue. However, I need to make sure that we give this one the priority it needs over next few days.

Can you please give me a call Monday to discuss.

Many thanks.

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**GRO**

**GRO**

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**From:** Will Russell  
**Sent:** 20 February 2011 15:09  
**To:** Mike Young

**Cc:** Andy Z Mclean  
**Subject:** RE: Receipts & Payments Issue

Mike,

I will pull you together a summary on Monday.

The issue Rod refers to, and outlined in the paper, was an issue that occurred in September 2010, post Go-Live of HNG. This issue was not encountered during testing, model office or pilot, and came to light in live through Fujitsu alerting. As per the normal process, Fujitsu reported the issue into the SD Live Service Desk once the discrepancies were identified by the HNG system. SD pulled together a team of stakeholders to assess the issue and track through to resolution, this included; Fujitsu, P&BA, IT&C, Security, Network and Legal.

This issue affected 62 branches and a peak was raised and quickly closed by Fujitsu. The issue only affected branches that followed a set sequence of button depressions, and this sequence was not a normal action that branches would have followed. The resultant error arising from the unusual events caused the receipts and payments line on the branch accounts to mismatch (eg they were not equal as they should be). This can be seen in the reports in the attached document.

Letters to branches had been prepared, and signed off by legal, and the team were looking to issue these shortly, as we need to communicate to the branches involved what has happened. However, these letters have been held back, pending Rod's intervention.

Fujitsu are confident that they can show and prove that nothing has been lost on the system, as events have been generated to show what has happened for each individual branch. However I have escalated the concerns into Fujitsu at senior level.

I will make sure nothing happens on communication until you have been briefed.

Regards

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**Will Russell**  
Commercial Advisor

**Service Delivery - Post Office Ltd**  
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**From:** Mike Young  
**Sent:** 18 February 2011 19:58  
**To:** Will Russell  
**Cc:** Andy Z Mclean  
**Subject:** Fw: Receipts & Payments Issue

Will

I need to sit down with you and possibly several others just to understand these latest issues on Horizon and where we are with them. This is very important as there's a lot of media interest in Horizon at the moment.

What would be helpful is if you could send me a written summary on what the integrity issues are and what's been done about them.

Thanks  
Mike

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**From:** Rod Ismay  
**To:** Mike Young  
**Sent:** Fri Feb 18 17:48:26 2011  
**Subject:** Receipts & Payments Issue

Mike – please find attached the paper from Fujitsu that I referred to.  
In particular please see the last 2 paragraphs of page 1 and the trial balance on page 13.  
Thanks, Rod

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**GRO**

Head of Product & Branch Accounting - Finance - Post Office Ltd  
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**GRO**

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