Message

**From**: Steve Allchorn GRO
**Sent**: 20/06/2013 09:48:41
**To**: Parsons, Andrew [/O=BOND PEARCE/OU=First Administrative Group/cn=Recipients/cn=ap6]
**Subject**: Fw: Re SR005

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**From**: Steve Allchorn
**Sent**: Thursday, June 20, 2013 09:40 AM
**To**: 'Parsons,.Andrew. GRO <Parsons,.Andrew. GRO
**Subject**: Fw: Re SR005

Andy

Rods initial response to the questions posed by SS regarding Branch Accounting ability to access branch data.

I'll forward his second email which is an old update and one you may have already seen.

Steve

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**From**: Rod Ismay
**Sent**: Wednesday, June 19, 2013 10:55 PM
**To**: Steve Allchorn
**Subject**: RE: Re SR005

Steve, to answer these questions please see this and my next email too.

As regards the words "...**finance teams can no longer adjust client accounts on site**..." – "On site" meant "on site in Chesterfield P&BA" not "on site in branch".

As Alan suggests, we have indeed responded to this in a previous enquiry – please see the first part of my response in the next email I send you tonight.

That largely answers the specific series of questions below too. However, please see my updates below in bold (below each question)

1. whether, before December 2006, any POL employees were able to input transactions directly into branch accounts... and if so,,,
**No – not into a branches accounts. See next email**

2. whether - and when and how - SPMRs/Branch staff were informed whenever such interventions occurred
**N/A - See next email**

3. where POL staff having that capability were based
**No such capability**

4. what transaction types were involved and, lastly...
**No such capability**

5. what User IDs were applied to the transactions so executed.
**No such capability**

POL00098619

Thanks, Rod

**From:** Steve Allchorn
**Sent:** 19 June 2013 23:09
**To:** Rod Ismay
**Subject:** FW: Re SR005

Hi Rod

My email earlier in the week refers.

Could you provide confirmation that Fujitsu's view below is correct and dig out the necessary process document and forward it onto me.

Thanks
Steve

**From:** Newsome Pete GRO
**Sent:** 19 June 2013 15:25
**To:** Steve Allchorn
**Cc:** Davidson James; Jenkins Gareth GI
**Subject:** FW: Re SR005

Steve

Gareth has pointed out there was never an option to manipulate Branch accounts through Horizon. The description of the process that was in place should be available from P£&BA (FSC).

Hope this is OK.

Pete

Pete Newsome
Business Change Manager
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Tel: GRO
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**From:** Jenkins Gareth GI
**Sent:** 19 June 2013 15:06
**To:** Newsome Pete
**Cc:** Davidson James
**Subject:** RE: Re SR005

Pete,

There was never any capability for POL Staff to manipulate the Branch accounts through Horizon. I think the Ops Manual is badly written.

I do remember the introduction of TCs in 2006 (I was the Architect responsible for this as part of the IMPACT programme). What used to happen before that is that the Branch was sent a piece of paper called an Error Notice. This would then instruct them to carry out some specific transaction at the Branch. These were often ignored. The whole point of TCs was to simplify and speed up the process and enforce conformance.

There may also have been a mechanism by which POL could manipulate the branch accounts in their old accounting system (CBDB – owned and operated by POL or CSC on their behalf), but I never had any real understanding of that system.

Therefore I think this is yet another red herring!

Regards

Gareth

**Gareth Jenkins**
**Distinguished Engineer**
**Business Applications Architect**
**Post Office Account**

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**From:** Newsome Pete
**Sent:** 14 June 2013 14:03
**To:** Jenkins Gareth GI
**Cc:** Davidson James
**Subject:** FW: Re SR005

Gareth

Can you remember this change as it looks like prior to the introduction of POLSAP PO staff were able to make changes to a branches account on site.

I assume this should have been more specific about PO staff making changes to the central record of the branch balance and not affecting any of the transactions.

Pete

Pete Newsome
Business Change Manager
Post Office Account, Fujitsu UK&I
Tel: GRO
E-Mail: pete.newsome GRO
Web: http://uk.fujitsu.com



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**From:** zz pete.newsome GRO
**Sent:** 14 June 2013 13:04

**To:** Newsome Pete
**Subject:** FW: Re SR005

**Pete Newsome**
Business Change Manager
**Fujitsu**
**Liaising with Post Office Ltd**
Mob GRO
Email pete.newsome GRO

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**From:** Steve Allchorn
**Sent:** 14 June 2013 09:54
**To:** Pete Newsome
**Cc:** Simon Baker
**Subject:** FW: Re SR005

Hi Pete

I think Ron's further questions below are – like the majority list of 26 we saw at the meeting earlier this week – covered by the fact that there was no access to live systems from the test area.

Could you however take a look at the operations manual statement attached and Alan Bates reference to "finance teams can no longer adjust client accounts on site". Could you provide some clarity/context around that statement?

Thanks
Steve

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**From:** ron.warmington GRO
**Sent:** 13 June 2013 16:24
**To:** Simon Baker
**Cc:** Steve Allchorn; Henderson Ian
**Subject:** Fwd: Re SR005

Simon/Steve:

Alan Bates is asking a question here that is pretty similar to one of our set of 26.

It is inferred, in the first para of the attached section of POL's Operations Manual, that POL finance people had been able, until December 2006, to access branch accounts directly (presumably to process TCs). Could you please clarify:

1. whether, before December 2006, any POL employees were able to input transactions directly into branch accounts... and if so,,,

2. whether - and when and how - SPMRs/Branch staff were informed whenever such interventions occurred

3. where POL staff having that capability were based

4. what transaction types were involved and, lastly...

5. what User IDs were applied to the transactions so executed.

POL00098619

Many thanks. Ron.

Sent from my iPhone

Begin forwarded message:

> **From:** "Alan Bates" GRO
> **Date:** 13 June 2013 12:37:32 CEST
> **To:** <ron.warmington GRO
> **Cc:** <irh GRO, <kay GRO
> **Subject: Re SR005**
>
> Ron, re SR005, quite some time ago I sent you through a scan from a POL SPMR operations manual, copy attached. With regard to external access to a SPMR's data, it might be worth obtaining clarification from POL about what the first paragraph of section 7 of the attached scan meant where they state "finance teams can no longer adjust client accounts on site". Did that mean that they could before the date of the document and what that actually related to, by whom and from where?
>
> You may have already have covered this point with POL but otherwise it may have some bearing on SR005 or associated issues.
>
> Alan

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POL00098619