

From: Harvey Michael [GRO]
To: Mark Underwood1 [GRO]
Cc: Newsome Pete [GRO], "Parsons, Andrew"
[GRO], Patrick Bourke [GRO]
Subject: RE: Questions from the Call
Date: Fri, 10 Apr 2015 08:02:12 +0000
Importance: Normal
Inline-Images: image001.gif; image002.gif; image003.gif; image004.gif; image005.png; image006.gif; image007.png

Mark,

It would appear in the Post Masters report as a transaction but would not be immediately identifiable as a transaction inserted at the data centre. When examined in the audit trail, which has a higher level of detail, the exact nature of the transaction is apparent.

Kind regards,

Mike

From: Mark Underwood1 [mailto:[GRO]]
Sent: 09 April 2015 17:12
To: Harvey Michael
Cc: Newsome Pete; Parsons, Andrew; Patrick Bourke
Subject: RE: Questions from the Call

Thanks Michael,

In respect of the 3rd paragraph, if it does not show up as an insertion – what makes its identifiable?
Apologies if this is a stupid question.

Mark

Mark Underwood

Complaint Review and Mediation Scheme

GRO

From: Harvey Michael [[mailto:](#)]
Sent: 09 April 2015 17:03
To: Mark Underwood1
Cc: Newsome Pete
Subject: Questions from the Call

GRO

Mark,

Pete is on leave for the rest of the week and he asked me to respond on his behalf.

Having spoken with the team, an example transaction would not be a trivial activity. It would be necessary to get rig time and a tester allocated in etc.to set up and run a dummy correction and produce reports and therefore we propose that this is not done.

If such a transaction was inserted by the correction tool, the Post Masters reporting does not go down to the level of granularity to show that the transaction was an insertion. However, the effect would be clearly visible. In this 2010 case, the Post Master was asked to produce the report showing the balancing error, Fujitsu applied the requested correction and then the Post Master re-produced the report to confirm that the desired effect had been achieved.

As previously discussed with Post Office, in the event of a challenge raised by a Post Master or, for example, a prosecution, the Core Audit Process provides the definitive detail of the transaction. It should be noted that within the associated audit log the use of the transaction correction tool would be clearly apparent and it would therefore be obvious that the transaction had not originated from the Post Master or his/her team. If this were the source of the discrepancy or potential issue then clearly it would not have originated from Post Master themselves.

I hope this answers your need. In the event you require any further information, please do not hesitate to contact me.

Kind regards,

Mike

From: Mark Underwood1 [[mailto:](#)]
Sent: 09 April 2015 09:02
To: Newsome Pete
Cc: Harvey Michael
Subject: RE: Questions from the Call

GRO

Many thanks. And thank you for the quick turnaround on the other bits. Much appreciated.

Mark

Mark Underwood

Complaint Review and Mediation Scheme

GRO

From: Newsome Pete [[mailto:](#)]
Sent: 08 April 2015 18:48
To: Mark Underwood1
Cc: Harvey Michael
Subject: RE: Questions from the Call

GRO

Mark

I have asked the team to look into this.

Pete

Pete Newsome

Business Change Manager

Post Office Account, Fujitsu UK&I

Tel: GRO

E-Mail: GRO

Web: <http://uk.fujitsu.com>



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From: Mark Underwood1 [[mailto:](#)]
Sent: 08 April 2015 16:12
To: Newsome Pete
Cc: Harvey Michael
Subject: RE: Questions from the Call

GRO

One final question

It would be good to know how the BT is identified on the branch printout / ARQ data eg. does it say "Balancing Transaction for £xx"?

Put another way, how obvious is it?

An example would be good if that is not too difficult to produce.

Mark Underwood

Complaint Review and Mediation Scheme

GRO

From: Newsome Pete [[mailto:](#)]
Sent: 08 April 2015 16:02
To: Mark Underwood1
Cc: Harvey Michael
Subject: RE: Questions from the Call

GRO

Yes that is true.

Pete

Pete Newsome

Business Change Manager

Post Office Account, Fujitsu UK&I

Tel: **GRO**

E-Mail: **GRO**

Web: <http://uk.fujitsu.com>



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Sent: 08 April 2015 16:00
To: Newsome Pete
Cc: Harvey Michael
Subject: RE: Questions from the Call

Also, and just to be 100%, presumably any BTP is also included on the ARQ data?

Mark

Mark Underwood

Complaint Review and Mediation Scheme

GRO

From: Newsome Pete [<mailto:> **GRO**]
Sent: 08 April 2015 15:51
To: Mark Underwood1
Cc: Harvey Michael
Subject: FW: Questions from the Call

Hi

The following questions came up on the call:

Pilot number of branches in Q1 2010

- Still to be confirmed

Would the transaction appear in the branch print out

- This type of transaction will appear in the branch printout

Post Office want to see OCP 25882

- See document attached

Describe process with controls for a Injecting Balancing Transaction

- See below

If the Post Office have a requirement for the Fujitsu SSC to update the Branch Database by injecting a balancing transaction the process is:

Issue is described on a Peak incident (the incident reporting system)

Requirement for financial correction identified by Post Office and discussed with Sub Postmaster

Peak transferred from SSC to Development team to write required correction as a script

MSC generated and signed off by Post Office to provide audit trail and authorisation for change

Development upload script to MSC (previously OCP)

SSC verify script as attached to MSC, download and copy to live system

SSC change role from read only to read / write access

SSC perform the data correction

Any change would be a new transaction in the audit log and can be identified under a separate identifiable login in the branch audit record. All existing transactions are unchanged.

It is Post Office's responsibility to explain the need for the change and the change that took place with the Sub Postmaster.

During all stages above marked "SSC" one member of the SSC will perform the action while a second member of the SSC will witness ("four eyes rule" – see WI). Both names must be recorded on the MSC for audit purposes.



Pete Newsome

Business Change Manager

Post Office Account, Fujitsu UK&I

Tel: **GRO**

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