

**From:** "Brett, James" <GRO>  
**To:** Katie Simmonds <GRO>, "Smithurst, Erika" <GRO>  
**Cc:** "Cooke, David" <GRO>, Jonathan Gribben <GRO>

**Subject:** RE: URGENT: Bug 28 - Drop and Go Bug [WBDUK-AC.FID123887118]

**Date:** Fri, 10 May 2019 08:50:36 +0000

**Importance:** Normal

**Attachments:** Review\_of\_v18.2\_DESGENMAN0002.zip

**Inline-Images:** image001.png; image002.png; image003.png; image004.png; image005.png; image006.png; image007.png; image008.png; image009.png; image010.png; image011.png; image012.png; image013.png; image014.png; image015.png; image016.png

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Hi Katie,

Attached is the APADC Reference Manual, which describes the APADC functions and gives an overview of the recovery process (subject of your second email). This document describes the generic APADC functionality rather than the specific sequence of APADC functions used to implement the various Drop & Go transactions – to my knowledge no such document exists for Drop & Go.

It's the first time I have seen this peak, but in normal operation, live incidents relating to APADC are sent to the resolving team, who are the Information Services Team, which is an Atos function lead by Erika Smithurst, cc'd.

[@Smithurst, Erika](#) : can you confirm if PC0273234 was ever received by the Information Services Team? I'll send on details of the PEAK separately.

I have helped the Information Services Team with resolution to Drop & Go live incidents in the past, as I have some awareness of the operation of the scripts due to the testing performed of previous changes.

I agree with your summary in terms of frequency of Top Up's made during Count Mails.... The Count Mails transaction was I believe intended to be a quick transaction for the clerks to take receipt of a number of Drop & Go items, registering the number of items received, and issuing a receipt to the customer for the number of items. The clerk would then use a separate transaction (called Start Mails) to process the items individually after the Customer had left the office – i.e. at a quiet moment when no other customers are present. It is only at processing the individual mails items would a clerk identify whether there was sufficient balance on the account to process the items. So it would be unusual for a customer to request a top up as part of the Count Mails process – i.e. they would need to have prior knowledge of their account balance before doing the Count Mails process to know that a Top Up would be needed in order to process all of the items.

Kind regards,



**James Brett**  
Principal Test Manager - Post Office Account  
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M: GRO  
1020 Eskdale Road – Winnersh Triangle RG41 5TS – UK



---

**From:** Katie Simmonds <[REDACTED] GRO>  
**Sent:** 10 May 2019 08:41  
**To:** Brett, James <[REDACTED] GRO>  
**Cc:** Cooke, David <[REDACTED] GRO>; Jonathan Gribben <[REDACTED] GRO>  
**Subject:** RE: URGENT: Bug 28 - Drop and Go Bug [WBDUK-AC.FID123887118]  
**Importance:** High

Hi James

Firstly, thank you for coming back to me so quickly in relation to the below with such a thorough response. I have a couple of, hopefully small, follow-on questions:

1. Is there a document that explains the different AP-ADC script functionality and/ or the AP-ADC functionality generally?

(often with FJ we are able to obtain a design document that explains different scripts and functions – if you have a document it would therefore be helpful but I appreciate from your email below which explains that the analyst has left the business and that there is no available documentation that this is unlikely)

2. In terms of PC0273234 from August 2018, can I just check my understanding is correct:

- a. Page 3 of the Peak identifies the issue as being to do with the AP-ADC script and includes the keystrokes and messages from the Counter to assist ATOS. Your email below confirms that this is the first time you have seen the keystroke log evidence. Can I check whether or not the incident was actually passed from FJ to ATOS? If so, can you please provide us with copies of any relevant correspondence/ details that were provided.
- b. I understand that you are now in the process of urgently fixing the CountMails script as a result of reviewing the keystroke log evidence. If it is the case that this log evidence was previously provided to ATOS (as the Peak indicates), can I ask why it is only now that this issue is being fixed?

3. Are you able to comment on how often the Top Up functionality in the CountMails script would be likely to have been used in practice?

Is it the case that this would only be used in unusual events, for example when the customer wants to leave a number of items with the branch to process later AND then also purchases a Top Up at the same time? We're keen to try to show that ATOS fixed the majority of the problem here and that the issue with the CountMails script was unlikely to have manifested in practice very frequently.

Kind regards

Katie

**Katie Simmonds**

Associate

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**From:** Brett, James [<mailto:GRO>]  
**Sent:** 08 May 2019 16:39  
**To:** Katie Simmonds  
**Cc:** Cooke, David; Jonathan Gribben  
**Subject:** Re: URGENT: Bug 28 - Drop and Go Bug [WBDUK-AC.FID123822914]

Hi Katie,

To put the response below into context, AP-ADC (Automated Payment - Additional Data Capture) are a series of modular functions that are provided with the Horizon codeset. The APADC functions allow control of the user interface and allow transaction designers to build an 'APADC transaction script' which calls a series of APADC functions to capture transactional data. For example; a 'NameLong' function displays a GUI on Horizon to capture all of the individual elements of a Name (e.g. Title, forename, middle initial, surname) on a single screen. Adding NameLong, along with various other functions, to a transaction script allows us to build complex transactions without requiring counter code changes by Fujitsu.

The fix deployed in April 2018 corrected the issue with two known Drop & Go functions, namely;

1) OpenAccount - An APADC transaction script that captures and transmits data when a Customer wants to Open a Drop & Go Account. As part of the Account Opening journey, the APADC script displays a prompt to ask the customer if they want to top up the balance of their account at the same time, and if so, processes the account top up.



2) Balance&TopUp - An APADC transaction script that captures and transmits data when a Customer wants to Top Up the balance of a Drop & Go Account.

From the keystroke log evidence in PC0273234 (which I have seen for the first time today), I can see that the transaction being attempted is a different Drop & Go Function, namely;

3) Count Mails - An APADC transaction script that captures the number of items that a Customer wants to leave with the branch to process later.

From the keystroke logs I can see that the Count Mails script also offers the Customer the opportunity to Top Up their account as part of the Count Mails transaction. Atos were unaware of this additional mechanism to perform a top up at the time the fix was deployed in April 2018, therefore no changes were made to the Count Mails APADC transaction script. Atos responded to an original incident relating to the Balance&TopUp journey. A fix was identified and this was also applied to the OpenAccount script as we were aware that OpenAccount also offered Top Up facilities. We missed the fact that Count Mails also offers Top Up facilities, and therefore the fix will also need to be deployed to the Count Mails transaction as a matter of urgency. The original author of the suite of Drop & Go transaction scripts was a Post Office Business Analyst who has since left the business. There is no documentation available that would have clearly identified a link to Top Up within the Count Mails transaction.

The statement in the test report alludes to the fact that there are existing issues with Recovery which were still evident after the fix to the Top Up problem was implemented. As the fix successfully resolved the Account Opening and Top up issue, and did not introduce additional issues during recovery, the fix was deployed. For context, Recovery is a process that is triggered whenever the Horizon counter system has problems, specifically;

a) the counter PC crashes midway through a transaction or

b) loss of network connectivity occurs and the counter PC cannot communicate with the data centre. In this instance Horizon automatically logs the user out.

On Horizon PC restart and/or user log in - Horizon checks to see if any transactions were in progress at the point of PC/comms failure (by checking for incomplete transaction records in a 'recovery' transaction table held within the data centre). If records are found, Horizon then triggers a Recovery APADC transaction script. The transaction designer can create bespoke recovery scripts for each transaction type. The purpose of the script is to make online calls to third party systems if required, and prompt the clerk for input (e.g. 'was cash payment taken for the transaction before failure'? or 'was a receipt produced?'). Based on the information received from the clerk or third party, the recovery script can then complete the original transaction if required, or finish cleanly if no recovery actions are required. The clerk can then continue with their business.

I've just received a separate call relating to recovery last week and have been provided keystroke logs that detail the issue. This issue was originally raised as a Service Incident, but the resolving team (Information Services) were unable to identify the issue. As I have some awareness of the Drop & Go transaction scripts, I agreed to look into the issue amongst other workload. I will prioritise this now and will work with the resolving team to implement a fix to the Count Mails transaction.



Regards

James

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**From:** Katie Simmonds <[GRO]>  
**Sent:** 08 May 2019 15:08  
**To:** Brett, James  
**Cc:** Cooke, David; Jonathan Gribben  
**Subject:** URGENT: Bug 28 - Drop and Go Bug [WBDUK-AC.FID123822914]

Hi James

Thank you for sending through the test report and for your time during our call last month, both of which have been really useful. I have a couple of very important, but hopefully small, follow-on questions that I'd be grateful if ATOS could come back to us on this week, ideally tomorrow:

Peak PC0273234, attached, indicates that a further instance of the issue occurred in August 2018, four months after the changes to the scripts were released to live on 19 April 2018. Can ATOS please confirm:

- a. If this was a further instance of the problem or an unrelated problem.
- b. If this was a further instance of the problem, why it occurred after the earlier fix? Was it the case that the script didn't go live in April 2018? Was it the case that it wasn't released to all branches?

We need a full response to these points, together with relevant supporting documentation to evidence how ATOS dealt with the August 2018 issue, as currently it looks as though a fix was implemented that didn't work in practice.

What does the APADC script do?

What does the Open Account script do?

Section 3 of the Test Report, extract below, is confusing and implies as though there is a separate issue here. Can you explain the below note please as simply as possible for us?

**Note: Recovery scenarios working same as earlier. We observed that with the transaction where cash was not taken from the customer horizon behaved correctly, processing the zero value transaction. But the customers Drop & Go account has the increased the balance. This is the live behaviour and not connected with this fix.**

Whilst writing, a separate query has arisen that you may be able to help me with. This relates to an issue involving the ATOS recovery script. I may need to send you some more information but I wondered as an initial point whether you would be able to explain what the recovery script does please?

Kind regards

Katie

**Katie Simmonds**  
Associate  
Womble Bond Dickinson (UK) LLP

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**From:** Brett, James [<mailto:GRO>]  
**Sent:** 02 April 2019 16:25  
**To:** Cooke, David; Katie Simmonds  
**Subject:** RE: Bug 28 Drop and Go Bug [WBDUK-AC.FID123822914]

Hi Katie,

Attached is the test report issued by a member of my team at the time of the issue resolution.

Following review of the test report, the Information Services Team released the change as follows;

*These script versions were processed as a single change RADC/1804/006, which was submitted, processed and loaded by Fujitsu on 11/04/18.*

*This change was released to live on 19/04/18 (ver18065)*

Kind regards,



**James Brett**  
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**From:** Cooke, David  
**Sent:** Tuesday, April 02, 2019 4:02 PM  
**To:** Brett, James <[REDACTED]>  
**Subject:** FW: Bug 28 Drop and Go Bug [WBDUK-AC.FID123822914]

Thanks,

David



**David Cooke**  
Client Executive  
Tel: [REDACTED]  
Mob: [REDACTED]

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**From:** Cooke, David  
**Sent:** Tuesday, April 02, 2019 3:47 PM  
**To:** 'Katie Simmonds' <[REDACTED]>  
**Cc:** Michael Wharton <[REDACTED]>; Mark Underwood1 <[REDACTED]>; Barry Lumsden <[REDACTED]>; Angus McDonald <[REDACTED]>  
**Subject:** RE: Bug 28 Drop and Go Bug [WBDUK-AC.FID123822914]

Katie,

I have spoken to the person who made the change and here are summary answers. If you want to call to talk these through with us please do call me.

1. How the issue was fixed

- Atos were alerted to the error by Fujitsu on 2 March 2018.




- Previous errors had occurred but this was the first time that Fujitsu were able to capture the key logs. This enabled Atos to recreate the error and identify the bug.
- Once this was identified a fix was developed, tested and delivered into production using the normal change management processes.
- Delivery to live took place on 19 April 2018.

## 2. An explanation of the issue





- The underlying issue was that the system did not manage time-outs for Drop and Go properly. When a message was sent to a banking system and no reply was received the Horizon transaction carried on 'assuming' that a reply had been received.
- The fix ensured that the Horizon system waited for the response and where none was received put up an error message so that the transaction could be safely redone.

Kind regards,

David



**David Cooke**  
Client Executive – Government Sector  
Tel: **GRO**  
Mob: **GRO**

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**From:** Katie Simmonds <<b>GRO>  
**Sent:** Tuesday, April 02, 2019 2:52 PM  
**To:** Cooke, David <<b>GRO>  
**Cc:** Michael Wharton <<b>GRO>; Mark Underwood1 <<b>GRO>; Barry Lumsden <<b>GRO>; Angus McDonald <<b>GRO>  
**Subject:** RE: Bug 28 Drop and Go Bug [WBDUK-AC.FID123822914]

David

Thank you for your email. We're looking to complete the attached bug note and largely need your help with the points highlighted in yellow, including:

### 1. How the issue was fixed.

2. A simple explanation of the issue – currently we have " Reconciliation between the Horizon feed and the Accenture CDP system identified that only one top-up had been received by Accenture CDP but two were being shown in the Horizon Batch Feed. The second Horizon transaction matched the CDP transaction, confirming the problem was with the first transaction." – it would be helpful if this could be expanded on/ explained as fully as possible.

Happy to have a call if the above and attached are still unclear – I can be free for a call between 3.30 and 4.30 today if you let me know when is best for you.

Kind regards

Katie

**Katie Simmonds**

Associate

Womble Bond Dickinson (UK) LLP

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**From:** Cooke, David [<mailto:GRO>]  
**Sent:** 02 April 2019 14:46  
**To:** Katie Simmonds  
**Cc:** Michael Wharton; Mark Underwood1; Barry Lumsden; Angus McDonald  
**Subject:** RE: Bug 28 Drop and Go Bug [WBDUK-AC.FID123822914]

Katie,

I have done some digging on this and it doesn't look like we have a lot of information relating to this issue. It would be helpful to understand what you are looking for so we can see if there is anything that could be useful.

If you want to discuss this please do give me a call.

Kind regards,

David



**David Cooke**

Client Executive – Government Sector

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**From:** Katie Simmonds <[redacted] GRO >  
**Sent:** Friday, March 29, 2019 11:39 AM  
**To:** Cooke, David <[redacted] GRO >  
**Cc:** Michael Wharton <[redacted] GRO >; Mark Underwood1 <[redacted] GRO >; Barry Lumsden <[redacted] GRO >; Angus McDonald <[redacted] GRO >  
**Subject:** RE: Bug 28 Drop and Go Bug [WBDUK-AC.FID123822914]

Hi David

Further to the helpful introduction from Angus below, I wanted to reach out with copies of the relevant documents. If you consider it would be useful to discuss any points by telephone, please let me know when works best for you and we can get a call set up.

Kind regards

**Katie Simmonds**

Associate

Womble Bond Dickinson (UK) LLP

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**From:** Angus McDonald [[mailto:](#) GRO]  
**Sent:** 29 March 2019 11:28  
**To:** Cooke, David  
**Cc:** Katie Simmonds; Michael Wharton; Mark Underwood1; Barry Lumsden  
**Subject:** Bug 28 Drop and Go Bug [WBUDK-AC.FID123822914]  
**Importance:** High

Hi David

Barry is out of the office today, I've been asked to communicate to you directly. Barry has been in touch with your team separately on this.

I wondered if you would be able to come back to me today in terms of an ETA for a full response from atos please on the Bug 28 response for the ongoing litigation? The plan is currently to include these bug summaries as part of the Counsel team's written closings in the Horizon Issues Trial so we just want to be sure on timings of response.

Who's the lawyer?

**Katie Simmonds**  
Associate  
Womble Bond Dickinson (UK) LLP

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What's this all about?

. One of the bugs that we need atos' support with has been called the 'Drop and Go' bug. Fujitsu have confirmed they are not aware of the Drop and Go business process and are therefore unable to comment on whether the issue was caused by user error or a fault with the APADC script. Ideally we want to understand what happened in this particular instance, if it is a known issue with the script and, if so, how this was resolved. In terms of relevant documents, please find attached:

Draft Drop and Go Bug summary

Relevant KEL and Peak

The experts' second joint statement

Kind regards

Katie

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