
From: Thomas Penny[/O=EXCHANGE/OU=ADMINGROUP1/CN=RECIPIENTS/CN=THOMASP]
Sent: Tue 05/10/2010 7:36:29 AM (UTC)
To: Card Cheryl[GRO]; Wright Mark[GRO]; Simpkins John[GRO]; Seddon Dave (BRA01)[GRO]
Cc: Bains Rajbinder[GRO]
Subject: FW: URGENT - ARQ request - Ferndown 282508

All

The bulk (may be all) of the events for this urgent request have now been retrieved and sent via PEAK to EDSC. The PEAK numbers are:-

PC0205005 - ARQ 292
PC0205007 - ARQ 282
PC0205021 - ARQ 283-4
PC0205022 - ARQ 285-6
PC0205023 - ARQ 287-8
PC0205024 - ARQ 289-90
PC0205025 - ARQ 291 and 3

As I explained, there is a lot of senior management focus on this request from both Fujitsu and POL so I would be extremely grateful if you could view this as a priority.

Kind regards
Penny

-----Original Message-----

From: Thomas Penny
Sent: 04 October 2010 11:01
To: Simpkins John
Cc: Card Cheryl; Chambers Anne O; Wright Mark
Subject: RE: URGENT - ARQ request - Ferndown 282508

John

We, as a matter of course, check all system events before returning transaction records to POL. Their trawl is to do with transaction records, which, I'm sure you're aware is a totally different kettle of fish.

Kind regards
Penny

-----Original Message-----

From: Simpkins John
Sent: 04 October 2010 10:40
To: Thomas Penny; Card Cheryl; Chambers Anne O; Wright Mark
Subject: RE: URGENT - ARQ request - Ferndown 282508

Penny,

Of course we can look at the provided data but it will take some time to trawl through the potential number of events.

The comment in the trail below "We have Helen Rose (POL) on stand-by to decipher the data and this will be her priority when received, but we need to feed back a delivery date and time to Mark, Lynn and Paula." implies that they would like to do the trawl themselves.

Regards
John

-----Original Message-----

From: Thomas Penny
Sent: 04 October 2010 10:35
To: Card Cheryl; Chambers Anne O; Simpkins John; Wright Mark
Subject: FW: URGENT - ARQ request - Ferndown 282508

All

I can see Steve is out this week by his out of office - please see mail string - I'm not sure who to forward this to - but this is really urgent and I'd be grateful for any help SSC can provide.

Kind regards
Penny

-----Original Message-----

From: Thomas Penny
Sent: 04 October 2010 10:23
To: Parker Steve (PostOfficeAccount)
Subject: FW: URGENT - ARQ request - Ferndown 282508

Hi Steve

I hope all is well with you.

Please see mail string. A forewarning that we will be sending SSC thirteen months worth of events for this outlet (Ferndown Fad 282508) just as soon as we retrieve. Would SSC please be able to review and return comments asap?

Kind regards
Penny

-----Original Message-----

From: Thomas Penny
Sent: 04 October 2010 08:42
To: Thompson Peter; Munro Donna
Subject: RE: URGENT - ARQ request - Ferndown 282508

Please see attached, Pete

I can't do more until we identify size of outlet and number of counters.

-----Original Message-----

From: Thompson Peter
Sent: 04 October 2010 08:40
To: Thomas Penny; Munro Donna
Subject: RE: URGENT - ARQ request - Ferndown 282508

Can u inform the customer of the perceived timescales at this initial stage just to provide some perspective of timescales

-----Original Message-----

From: Thomas Penny
Sent: 04 October 2010 08:35
To: Thompson Peter; Munro Donna
Subject: RE: URGENT - ARQ request - Ferndown 282508

Pete

We are looking at a request for 13 months of data received at 4.30 on Friday afternoon. It is not possible to return this

request today.

I will provide an update with an estimated return timeframe later in the day.

Kind regards
Penny

-----Original Message-----

From: Thompson Peter
Sent: 04 October 2010 08:26
To: Munro Donna; Thomas Penny
Subject: FW: URGENT - ARQ request - Ferndown 282508

Ladies top priority

-----Original Message-----

From: emma.langfield [GRO] On Behalf Of
Duty_Manager [GRO]
Sent: 01 October 2010 17:48
To: Thompson Peter
Cc: Thomas Penny; dave.hulbert [GRO]
Subject: URGENT - ARQ request - Ferndown 282508

Hello Peter

Despite the miserable journey to us, I hope today's meeting in Dearne proved to be beneficial.

My apologies for the late notification of the following but I am hoping that you will be able to assist in rapid turn around for an ARQ request.

Our Security Team who forward ARQ requests to yourselves for extraction (Mark Dinsdale and Jane M Owen), have this afternoon sent an emergency ARQ to Penny's team for processing. This has come from Lynn Hobbs, Branch Network Manager, which in turn was passed into Lynn by Paula Vennells, Post Office Ltd (POL) Network Director.

This request is a data extract for the above branch from 01 September 2009 - 30 September 2010. I understand from Mark Dinsdale that the agreed turnaround for ARQ requests is 7-14 working days, but the ARQ above (I have no ARQ reference at the moment) is a business priority.

Given the resource at your disposal and your teams existing workload is there anyway that the 12 month extract can be completed Monday 04 October 2010. We have Helen Rose (POL) on stand-by to decipher the data and this will be her priority when received, but we need to feed back a delivery date and time to Mark, Lynn and Paula.

I am out of the office and without email until Monday morning, however, given the high profile of this request could you contact Dave Hulbert [GRO] to discuss any re sourcing issues or turn around times for this.

Once again I am sorry for the late notification.

Kind regards
Emma

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0HQ

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