



Audit Record Query (ARQ) Request Form

FUJITSU RESTRICTED (COMMERCIAL IN CONFIDENCE)



Please complete all relevant fields (highlighted in orange).

POL Reference Details			
ARQ No.:			
Case No.:			
Date submitted to Fujitsu:			
POL Requestor Details			
Requester Name:			
Requester Team:			
Requester Address:			
Contact Telephone Number:			
Signature:			
Mandatory Information			
POL Branch Name:		POL Branch/FAD Code:	
Date From:		Date To:	
Specific Requirements			
An ARQ includes a report of all transactions and events. Please confirm what is required ⁱ	Transactions only/Events only/Transactions & Events/Neither (delete as applicable)		
Help desk call logs can also be provided. Are these required?	Yes/No (delete as applicable)		
If the date range for help desk call logs is different to the mandatory information above, please state – otherwise leave blank:	Date From:		Date To:
Are Pouch IDs required	Yes/No (delete as applicable)		
If the date range for Pouch IDs is different to the mandatory information above, please state – otherwise leave blank:	Date From:		Date To:
Are PAN details required (i.e., credit/debit card details)	Yes/No (delete as applicable)		
If PAN details are required, please specify:	Session ID:		
	Other unique identifier:		
Is an address needed for a recorded delivery?	Yes/No (delete as applicable)		
If address details are required, please specify:	Tracking barcode:		
Other information: (Please note that requests that cannot be specified in the fields above may need new queries to be written by Fujitsu. Fujitsu will confirm in its response.)			

Interface Interaction logs are not part of the contracted ARQ process but are provided on a goodwill basis using the ARQ request form:

Are Interface Interaction logs required? ⁱⁱ	Yes/No (delete as applicable)	
If Interface Interaction logs are required, please specify:	Node(s) ⁱⁱⁱ :	
	Date and Time From:	
	Date and Time To:	

Please forward the completed form to CSPOA.Security **GRO** from an authorised POL email sender account.

ⁱ The Service Description: Security Managed Service (SVM/SDM/SD/0017) Section 2.1.15 describes the format of ARQ responses that are to be provided to POL.

ⁱⁱ Interface Interactions are not subject to any SLA

ⁱⁱⁱ Please do not specify "ALL". Node numbers must be provided