

**Brian Trotter**

06/03/2006 07:40

To: Sandra MacKay/e/[Redacted] GRO  
Area Intervention Office 1 [Redacted]  
cc:  
Subject: UPDATE - Callendar Square - FAD 160868

Sandra

Can you please keep the branch advised.

Jennifer

Please save this to the EFC for future reference.

Thanks

Brian

Contract & Service Manager

Area Intervention Office, 10 Brunswick Road

Edinburgh EH7 5XX

Telephone [Redacted] GRO

Mobile ([Redacted] GRO) External E-Mail brian.trotter@[Redacted] GRO

----- Forwarded by Brian Trotter/[Redacted] on 06/03/2006 07:39 -----

**Shaun Turner**

02/03/2006 16:40

To: Sandra MacKay/e/[Redacted] GRO  
Brian Trotter/e/[Redacted] GRO  
cc:  
Subject: UPDATE - Callendar Square - FAD 160868

Sandra/Brian,

Pretty much the same status with Callendar Square. They need to let Horizon Systems Desk know if they have further problems, and the fix should be down to them with the S90 release as stated in my previous e-mail. As you can see from the e-mail below though, there is now recognition that is a wider issue than just a software "quirk" at just one branch, which means it is now being actively managed as a cross domain problem with Fujitsu.

Regards

Shaun

Service Support Manager

Service Team

Post Office Ltd

Operations

2nd Floor, The Markets DMB, 6/16 New York Street, LEEDS. LS2 7DZ

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----- Forwarded by Shaun Turner/e/[Redacted] on 02/03/2006 16:27 -----

**Gary Blackburn**

01/03/2006 14:26

To:Shaun Turner/e/[redacted] GRO

cc:

Subject:

FW: Callendar Square - FAD 160868

Shaun

It appears that Callendar square is not alone with it's mismatch problem. It also appears that Fujitsu are expecting S90 release to resolve this quirk.

We have opened a cross domain problem record, Lynne Fallowfield is the contact.

Only advice for the branch is to continue logging instances of the problem with HSD.

regards

Gary

Resolution Manager

Post Office Ltd

Operations

1st Floor, Post Office Ltd, Cortonwood Business Park, Cortonwood Drive, BARNSELEY, S73 0TB

Postline: [redacted] GRO STD Phone: [redacted] GRO  
, Fax: N/A, VoiceMail: N/A, Mobex: [redacted] GRO

External Email: gary.blackburn@[redacted] GRO

----- Forwarded by Gary Blackburn/e/[redacted] GRO on 01/03/2006 14:18 -----

**Lynne Fallowfield**

24/02/2006 11:11

To:Gary Blackburn/e/[redacted] GRO

cc:

Subject:FW: Callendar Square - FAD 160868

Gary

I think you may have got involved with the branches that I have asked Liz/Mike to look at- FADs for these branches are 442614, 152508, 059025, 132941

Not sure if you have been copied into the info below.

Lynne

Problem Manager

Post Office Ltd

Operations

Dearne House, Post Office Counters Ltd, Cortonwood Business Park, Cortonwood Drive, BARNSELEY, S73 0TB

Postline: [redacted] GRO STD Phone: [redacted] GRO Fax: [redacted] GRO

External Email: lynne.fallowfield@[redacted] GRO

----- Forwarded by Lynne Fallowfield/e/[redacted] GRO on 24/02/2006 10:11 -----

Stewart Mike

GRO  
GRO

23/02/2006 13:02

To: "lynne.fallowfield@Redacted" <lynne.fallowfield@GRO>

cc:

Subject:FW: Callendar Square - FAD 160868

Lynne, I was waiting for an update on this branch Callendar Sq see the email chain below. The problem is possible the same as the others that still have mis matches and whther thay have been moving Stock units ?.

I think i am inclined as per this issue to wait and see if all these branches are OK after the S90 counter roll out starts 4th after the pilot this week.

I will maybe just get Anne to check these out to see if there is any commonality with this Callendar Sq.

Rgs Mike

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

From: Chambers Anne O

Sent: 23 February 2006 12:09

To: Stewart Mike

Subject: RE: Callendar Square - FAD 160868

Mike,

I believe John has already responded to this, so don't know if you need any more from me...

Haven't looked at the recent evidence, but I know in the past this site had hit this Riposte lock problem 2 or 3 times within a few weeks. This problem has been around for years and affects a number of sites most weeks, and finally Escher say they have done something about it. I am interested in whether they really have fixed it which it why I left the call open - to remind me to check over the whole estate once S90 is live - call me cynical but I do not just accept a 3rd party's word that they have fixed something!

What I never got to the bottom of, having usually had more pressing things to do, was why this outlet was particularly prone to the problem. Possibly because they follow some particular procedure/sequence which makes it more likely to happen? This could still be worth investigating, especially if they have continuing problems, but I don't think it is worthwhile until we know the S90 position.

Please note that KELs tell SMC that they must contact sites and warn them of balancing problems if they notice the event storms caused by the held lock, and advise them to reboot the affected counter before continuing with the balance. Unfortunately in practice it seems to take SMC several hours to notice these storms by which time the damage may have been done.

Anne

\* GRO or GRO

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

From: Stewart Mike  
Sent: 22 February 2006 14:31  
To: Simpkins John  
Cc: Chambers Anne O  
Subject: FW: Callendar Square - FAD 160868  
Importance: High

John, Did you get time to look at this ? do we think all will be well after S90 counter rollout ?.

Rgs Mike

John, As Anne is away could I have your comments as you were involved as well.

Rgs Mike

Anne, You are always a good place to start, having read the call I see you have left the following note:Call E-0510120769

Wed 01 February 2006 15:55 by PINICL / Saved: Wed 01 February 2006 15:55  
Update by Anne Chambers:Category 40 -- Pending -- Incident Under Investigation:The timeout events are apparently fixed in a new Riposte version released at S90 - see PC0126376. I've looked at problems reported on 31st Jan - can't see why the system reported disconnected nodes, nor why the same user could log on twice (except that this followed a session transfer which silently failed, for no obvious reason). I don't think there were any ill-effects. I think the best thing now is to see what happens after S90. I'll continue to keep this call open to remind me that this site should be checked then.

I notice that in the early guise of this problem in the call it states the PM as Female:

Wed 12 October 2005 17:39 by UK956078 / HSH1 Saved: Wed 12 October 2005 17:39 Pm was trying to transfer £2490 from node 7 onto node 2. She states that she has accepted the transfer on node 2 but the system is not showing this. On node 7 it is showing pending transfer but it is not showing on node 2. It appears on her transfer sheet as completed.

At the bottom of this email re a magical £43k appearing and disappearing the PM is Male He reports:

You may recall that in September the above office had major problems with their Horizon system relating to transfers between stock units.

The Spmr has reported that he is again experiencing problems with transfers, (05.01.06) which resulted in a loss of around £43k which has subsequently

rectified itself. I know that the Spmr has reported this to Horizon Support , who have come back to him stating that they cannot find any problem.

Clearly the Spmr is concerned as we have just spent a number of months trying to sort out the first instance and he doesn't want a repeat performance. He is convinced that there is something wrong with his Horizon kit. I would be grateful if you could investigate this and give him any support that you can. I'm due to visit the office tomorrow to have a look at his paperwork and discuss the situation with him.

So apologies for the long windedness but I have been given this by Liz as a problem so:

1. Is there a problem at this branch ? is it Horizon kit or is there an issue with staff there ?
2. If there is an issue is this S90 release the cure ? how confident are you/we it will fix the problem ?
3. S90 counter release due week 4th March. Getting Sarah to check if this site is in the pilot 24th or just part of the general release 4th March.

Appreciate your comments please

Regards Mike

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

From: Evans-Jones Liz  
Sent: 20 February 2006 10:57  
To: Stewart Mike  
Subject: RE: Callendar Square - FAD 160868

Mike

As per previous mail

Liz

Post Office Account: Service Delivery Team Manager  
FUJITSU SERVICES

Mobile Number: [GRO]  
Office Number: [GRO]

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

From: gary.blackburn@[GRO]  
[mailto:[GRO]]  
Sent: 17 February 2006 11:32  
To: Liz.Evans-Jones@[GRO]  
Subject: RE: Callendar Square - FAD 160868

Liz

Please see Shaun's questions below. I'm not aware of other branches having this problem?

If this is an isolated incident how confident are we that the fix will work and can they be moved up the pecking order for release?

regards

Gary

Resolution Manager  
Post Office Ltd  
Operations

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BARNSELEY, S73 0TB

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External Email: gary.blackburn@[GRO]

----- Forwarded by Gary Blackburn/e/[GRO] on 17/02/2006 11:29 -----

Shaun Turner

To: Gary  
Blackburn/e/POSTOFFICE@[GRO] 17/02/2006 10:53  
cc: Sandra  
MacKay/e/[GRO], Brian Trotter/e/[GRO]  
Subject: RE: Callendar Square  
- FAD 160868(Document link: Gary Blackburn)

Gary,

Thanks for looking into this for us. Couple of questions occur: -

Do we understand why this particular branch has been having problems? Or are there other branches in the network that have been having this problem?

Can this branch be front ended on the counter release of S90 such that it gets the fix as soon as possible?

The e-mail from Liz suggests that there may be a reoccurrence following S90. What degree of certainty do we have that it will definitely be fixed?

Sandra/Brian - Appreciate this is frustrating for the branch but from the e-mail below you can see that the branches issue should be fixed with the release of the S90 software. I have asked Gary above to see if we can put this branch to the front of the queue for the S90 release. In the meantime it is important that the branch continues to report any issues into HSD.

Regards

Shaun  
Service Support Manager  
Service Team  
Post Office Ltd  
Operations

2nd Floor, The Markets DMB, 6/16 New York Street, LEEDS. LS2 7DZ

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[GRO]  
External Email: shaun.turner@[GRO]

Gary Blackburn

Turner/e/[GRO] 17/02/2006 10:17  
To: Shaun  
cc:  
Subject: RE: Callendar Square  
- FAD 160868

Shaun  
S90 fix for this problem, in the interim TC correction will have to  
continue. Let me know if you need any further assistance.  
regards  
Gary

Resolution Manager  
Post Office Ltd  
Operations

1st Floor, Post Office Ltd, Cortonwood Business Park, Cortonwood Drive,  
BARNSELEY, S73 0TB

Postline: [GRO] STD Phone: [GRO]  
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[GRO]  
External Email: gary.blackburn@[GRO]  
----- Forwarded by Gary Blackburn/e/[GRO] on 17/02/2006 10:16 -----

Evans-Jones Liz

<Liz.Evans-Jones@[GRO]> To:  
gary.blackburn@[GRO]

GRO

cc:

Subject: RE: Callendar

Square - FAD 160868

16/02/2006 08:54

Hi Gary,

I have checked the call and this issue is scheduled to be resolved in S90.

S90 has already been deployed to the Datacentre and counter release is scheduled to start 04/03/06, due for completion 14/04/06.

3rd line support has been discussing with the PM, and the last contact with the branch (according to Powerhelp) was on 1st Feb. The call has been left open for 3rd line to check to see if the issue reoccurs following s90.

Please let me know if I can provide any other assistance with this matter.

Thanks

Liz

Post Office Account: Service Delivery Team Manager  
FUJITSU SERVICES

Mobile Number:

GRO

Office Number:

GRO

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

From: gary.blackburn([redacted])

[mailto:[redacted]]

Sent: 15 February 2006 14:09

To: Liz.Evans-Jones@[redacted]

Subject: Callendar Square - FAD 160868

Liz

I have had the incident detailed below forwarded to myself by our Service Line. The incident ref no is E- 0510120769, could you please update me on the corrective action plan as this still appears to be occurring within the branch.

regards

Gary

Resolution Manager



Post Office Ltd  
Operations

1st Floor, Post Office Ltd, Cortonwood Business Park, Cortonwood Drive,  
BARNSELEY, S73 0TB

Postline: [GRO], STD Phone: [GRO]  
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[GRO]  
External Email: gary.blackburn@[GRO]  
----- Forwarded by Gary Blackburn/e/[GRO] on 15/02/2006 10:45 -----

Shaun Turner

Blackburn/e/[GRO] 16/01/2006 14:14  
To: Gary  
cc:  
Subject: Callendar Square -  
FAD 160868

Gary,

Need your advise on this branch. There appears to be an ongoing problem at this branch with transfers between SU's causing a receipts and payments mismatch. This first came to my attention some 3 or 4 months ago, when the branch was chasing up an error notice to account for a loss that they had that was related to the R & P mismatch. I believe in that case that FS had taken it on board and were investigating it as a problem (I seem to recall it had a PinICL number). I had to do some chasing around with P & BA to ensure that the error notice got issued, as there was a breakdown in processes between them and FS relating to the BIM report.

Since then it appears to have happened again, although Fujitsu are saying no issue could be detected. I am concerned that there is a fundamental flaw with the branches configuration, and would be interested to know how FS put the first issue to bed.

Let me know your thoughts.

Shaun

Service Support Manager  
Service Team  
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----- Forwarded by Shaun Turner/e/ GRO on 16/01/2006 14:07 -----

Brian Trotter

Turner/e/ GRO  
16/01/2006 08:19  
To: Shaun  
cc:  
Subject: Callendar Square -  
FAD 160868

Shaun

Further to Sandra's email, I visited the branch with Sandra last week and the Spmr provided clear documented evidence that something very wrong is occurring with some of the processors when carrying out transfers between stock units. To be absolutely sure from our side can we either carry out a thorough check of the alleged faulty processors or swap them out.

Thanks

Brian  
Contract & Service Manager  
Area Intervention Office, 10 Brunswick Road  
Edinburgh EH7 5XX  
Telephone GRO  
GRO MOBEX GRO External E-Mail  
brian.trotter@GRO  
----- Forwarded by Brian Trotter/e/ GRO on 16/01/2006 08:15 -----

Sandra MacKay

Turner/e/ GRO  
11/01/2006 21:35  
Trotter/e/ GRO  
FAD 160868  
To: Shaun  
cc: Brian  
Subject: Callendar Square -

Shaun

You may recall that in September the above office had major problems with their Horizon system relating to transfers between stock units.

The Spmr has reported that he is again experiencing problems with transfers, (05.01.06) which resulted in a loss of around £43k which has subsequently rectified itself. I know that the Spmr has reported this to Horizon Support , who have come back to him stating that they cannot find any problem.

Clearly the Spmr is concerned as we have just spent a number of months trying to sort out the first instance and he doesn't want a repeat performance. He is convinced that there is something wrong with his Horizon kit. I would be grateful if you could investigate this and give him any support that you can. I'm due to visit the office tomorrow to have a look at his paperwork and discuss the situation with him.

Regards  
Sandra

Sandra MacKay  
Area Intervention Manager  
Sales & Service

Mobile: [GRO]  
Mobex: [GRO]

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