

From: Martin Smith
Sent: 21 August 2015 10:05
To: Harry Bowyer
Cc: Simon Clarke
Subject: FW: Bi Weekly Call Notes - Horizon Call 26th August

ents: _DOC_31266534(1)_Post Office Limited 12 Aug_ Horizon notes.DOCX

Harry,

Please find attached the Notes from the last Horizon call – The next one will take place on 26th August when I am on the CPC course.

As you will see numerous issues were raised on the last call which are of concern. Andy Winn is still receiving requests to authorise FJ to correct problems.

There appear to be two strands to this; firstly when 'kit' is removed from branches to be re-sited, this can cause issues; secondly there is the "discontinued sessions" issue :-

POL has two new products – a travel money card and lottery. The sessions involving these disconnect and the recovery script is failing. This means that if a customer makes a withdrawal from their account and conducts a lottery transaction at the same time, the session will disconnect after the money has been removed from the customers account and a loss will be shown in the branch. This is apparently standard business as usual and FJ seek authorisation to correct it. It is unclear at the present time whether or not there is process assurance and documentation. I do not know whether POL have full visibility of the actions of Fujitsu and the ways in which they correct the branch data.

Andy Winn also raised the issue of a computer problem with Camelot for which a fix had been issued but pointed out that branches would encounter unexplained losses that Wednesday when they conducted their BTS procedure.

He went on to explain that he had received an e-mail from Fujitsu about an incident which had occurred in June. It was termed a "major incident report" and related to a branch which had an incorrect discrepancy at the time of conducting a Branch Trading Statement. The e-mail suggested that information had been sent to POL. Andy Winn had not previously known about this issue and so asked to whom the information had been sent . He had no response.

Andy went onto say that he did not fully understand the issue and that a maximum of 247 branches would have been affected. 118 of those would have generated reports based on corrupted data. There was only one account in connection with which POL could have held someone responsible for the shortfall.

Rodric Williams asked that Andy find out who or which department within POL that Fujitsu have been dealing.

I have since received a number of e-mails from Andy Winn and will forward them.

M

Martin Smith

GRO

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From: Anne Allaker **GRO**
Sent: 20 August 2015 09:37
To: Dave Posnett; Rodric Williams; Nick Beal; Andrew Winn; Melanie Corfield; Ibrahim Kizildag; 'Martin.smith' **GRO**; 'Alva.leigh-doyle' **GRO**; Craig Tuthill; Helen Dickinson; Joel Watson
Cc: kayleigh-lee.harding **GRO**
Subject: Bi Weekly Call Notes

Hi All,

Call notes attached for our next call on Wednesday 26.08.15.

Thanks
Anne



Anne Allaker
Support Services Transformation
Programme

GRO

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