

Message

From: Hugh Flemington [/O=MMS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=HUGH.FLEMINGTON14106A9A-9886-403D-BF5B-E08821F432B3]
Sent: 04/07/2013 09:01:44
To: 'martin.smith' GRO 'simon.clarke' GRO
CC: Rodric Williams [/O=MMS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=RODRIC WILLIAMSE9C114F4-B03F-4595-B082-CE89BE5C79D47B]; Jarnail A Singh [/O=MMS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=JARNAIL.A.SINGH6CEADABD-67E9-4ECA-94F2-005716658847]; Susan Crichton [/O=MMS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=SUSAN CRICHTONC5FA6431-DC28-49AB-8F0F-BE4237A4AD4F]
Subject: Fw: Timeline for Local Suspense Problem
Attachments: image001.jpg; image002.png; image003.png; image004.png; image005.png; image006.gif; image007.gif; image008.png

Strictly Private & Confidential - Subject to Privilege - Do Not Forward

Some more info on that timeline.

From: Andrew Winn
Sent: Thursday, July 04, 2013 08:51 AM
To: Rodric Williams
Cc: Rod Ismay; Lesley J Sewell; Hugh Flemington; Simon Baker
Subject: RE: Timeline for Local Suspense Problem

Hi Rodric
 Some comments below.

Andy

GRO

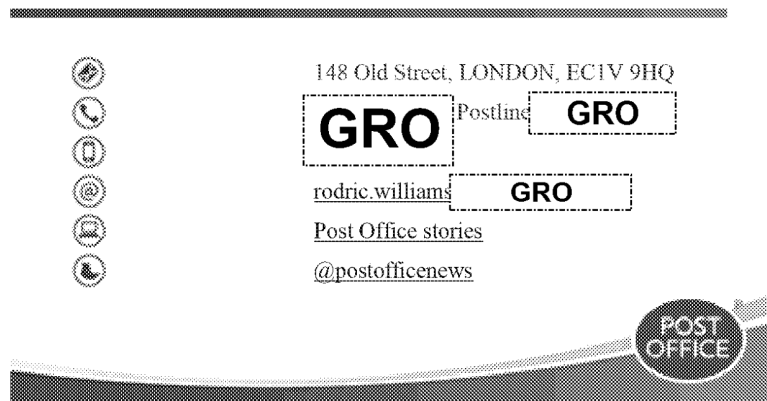
From: Rodric Williams
Sent: 03 July 2013 20:43
To: Rod Ismay; Lesley J Sewell
Cc: Andrew Winn; Hugh Flemington; Simon Baker
Subject: RE: Timeline for Local Suspense Problem

All – here's my summary of my call with Andy Winn. Andy – please make amend / correct as necessary.
 Thanks, Rodric

- Issue first surfaced at POL Finance Service Centre (FSC) on 6 February 2012, at the close of a Branch Trading period
- The Issue raised concerned the £9799.88 discrepancy at the Willen branch
- FSC might have proactively contacted SPM given the size of the discrepancy
- FSC investigated, saw that it looked wrong, and brought the account back to balance (i.e. £0) at no cost to the SPMR
- FSC would have monitored the Willen branch to see what happened the following month
- Over the next few weeks, as the rest of the Branch Trading data for the same period was processed, the other 13 branch anomalies were noted
- Those other branches' accounts were brought to balance, again at no cost to the subpostmaster beyond the incorrect values resolved at their branch trading.
- This was not perceived to be a significant issue given the small number of branches affected and the small sums involved

- On 6 February 2013, the Willen SPMR contacted POL National Business Support Centre (NBSC) to report the same discrepancy in his Branch Trading as the previous year
- NBSC passed this on to Fujitsu between 6 and 8 February 2013 – FSC became aware of the branch issue during this period.
- Fujitsu then notified FSC of the problem on 28 February 2013
- Fujitsu resolved B14 on 25 April 2013

Rodric Williams I Litigation Lawyer



From: Rod Ismay
Sent: 03 July 2013 17:19
To: Lesley J Sewell; Rodric Williams
Subject: FW: Timeline for Local Suspense Problem

Lesley – one of your other questions was for further information on the timeline here.

Andy has advised me that he has discussed timeline with Rodric today.

Rodric – you may already have shared that with Lesley, but if not please would be able to do so and copy me too.

Thanks, Rod

From: Lesley J Sewell
Sent: 03 July 2013 14:36
To: Rod Ismay
Subject: Fwd: Timeline for Local Suspense Problem

Sent from my iPad

Begin forwarded message:

From: Jenkins Gareth GI [GRO]
Date: 3 July 2013 14:10:38 BST
To: Lesley J Sewell [GRO]
Cc: Davidson James [GRO], Simon Baker
Subject: RE: Timeline for Local Suspense Problem

Lesley,

Call was raised to HSD at 4:51pm on 25th February from NBSC (ie POL's Service Desk). From what I can make out there was somebody called Ibrahim in NBSC who raised it. Perhaps NBSC can track it back from there?

Call log at Horizon Service Desk says:

```
=====
=
INCIDENT MANAGEMENT
Date/Time Raised: Feb 25 2013 4:51PM
Priority: C
Contact Name: Ibrahim at NBSC
Contact Phone: GRO
Originator: XXXXXX@TFS01
Originator's reference: A2401368
Product Serial No:
Product Site: 011458
=====
=
```

Transfer Note: Transfer Group from 'POA-HSD IMT' to 'POA-FJ-PEAK'

:

The Branch as an unexplained discrepancy. They balanced and rolled trading period on 6 Feb, they have one stock unit AA and this was balanced with a loss of £39.57 which was transferred to local suspense however the figure that was cleared out from local suspense was much higher £9839.45.

I have carried out transaction logs for all transactions from date range 31 Jan to 06 Feb. Branch has submitted copies of the final balance reports from TP 10 BP4 and TP10 BP 5 the balance report for TP10 BP5 shows discrepancy transferred of £39.57 and then discrepancy resolved £9839.45. The transaction log completed for all transaction does not show any other figures being entered into or removed from housekeeping/local suspense account.

Node 1

06/02/2013 16:50 to 16:51

AA TP 10 BP4/5

HAS001

Incident History:

2013-02-25 16:51:20 [Richardson, Mark]

INIT : Create a new request/incident/problem/change/issue

2013-02-25 16:54:19 [Richardson, Mark]

zneun_en_poa : Open Notification

2013-02-25 16:54:19 [Richardson, Mark]

zneut_en_poa : Transfer Notification

2013-02-25 16:54:54 [Richardson, Mark]

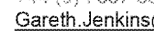
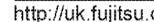
zneut_en_poa : Transfer Notification

Regards

Gareth

Gareth Jenkins
Distinguished Engineer
Business Applications Architect
Post Office Account

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From: Lesley J Sewell 
Sent: 03 July 2013 13:47
To: Jenkins Gareth GI
Cc: Davidson James; Simon Baker
Subject: Re: Timeline for Local Suspense Problem

Gareth

Can we get details of this call - I'm interested in the detail and who raised it.

I do need this today if possible.

Many thanks

Sent from my iPad

On 28 Jun 2013, at 10:41, "Jenkins Gareth GI"  wrote:

Lesley,

The Local suspense Problem was first raised as a call on the Horizon Help Desk by NBSC at 4:51pm on Monday 25th February 2013. HSD Ref is A2401368. Internal Ref PC0223870.

Problem diagnosed by Thursday 28th February and a conf call held with POL to brief them as to the issue and its scope.

Final set of info sent to POL on 15th March 2013.

I hope that gives you what you need.

Regards

Gareth

Gareth Jenkins
Distinguished Engineer
Business Applications Architect

Post Office Account

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GRO

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Mobile:

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<Picture (Device Independent Bitmap) 4.jpg>

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