



Audit Record Query (ARQ) Request Form



FUJITSU RESTRICTED (COMMERCIAL IN CONFIDENCE)

Please complete all relevant fields (highlighted in orange).

MANDATORY ¹	
1. Is this request related to either (i) the investigation of or (ii) action being taken or intended to be taken by the Post Office against a postmaster or Post Office worker in connection with a potential fraud, theft, breach of contract or any other potential impropriety which is suspected to have occurred at relevant Post Office branches?	Yes/No (delete as applicable)
2. Will this information be used to support either a postmaster or a Post Office worker to achieve financial redress, including under the compensation schemes such as the Horizon Shortfall Scheme established or administered by either the UK Government or the Post Office, for action (whether civil, criminal, or disciplinary) taken against them by the Post Office?	Yes/No (delete as applicable)

POL Reference Details			
ARQ No.:			
Case No.:			
Date submitted to Fujitsu:			
POL Requester 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 transactions and events, and which are subject to the various limitations and matters described in the Third Witness Statement of William Paul Patterson dated 14 September 2023 produced in the Post Office Horizon IT Inquiry chaired by Sir Wyn Williams. Please confirm what is required ²	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:

¹ Both of these questions MUST be answered Yes or No, or the request will be returned to POL² 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.



Audit Record Query (ARQ) Request Form



FUJITSU RESTRICTED (COMMERCIAL IN CONFIDENCE)

Are Interface Interaction logs required? ³	Yes/No (delete as applicable)	
If Interface Interaction logs are required, please specify:	Node(s): ⁴	
	Date and Time From:	
	Date and Time To:	

Please note that when Interface Interaction logs are provided, the response to POL will state:

*Fujitsu has included Interface Interaction logs in this ARQ response. These are not “keystrokes” as this is not captured.
Fujitsu recommends in the strongest possible terms that the Post Office should not rely on Interface Interaction records it has received from Fujitsu in any investigation of potential fraud, theft, breach of contract or any other impropriety which is suspected to have occurred at relevant Post Office branches. Interface Interactions were created by and are used by Fujitsu for internal support purposes only and we would refer you to Simon Oldnall who has received a fuller explanation of the purpose of this content and its use.*

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

³ Interface Interactions are not subject to any turnaround SLA and are provided on a reasonable endeavours basis

⁴ Please do not specify “ALL”. Node numbers must be provided