

Karen Arnold
19/08/2009 13:04

To:
cc:
Subject:

NSA HoBD42 [Redacted]
Hogsthorpe 200202 - For filing on the EFC

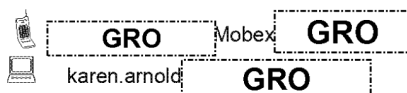
Andy

Please can you copy this string of e-mails on to a word doc and file on the EFC

Thanks

Regards
Karen

Karen Arnold
Contract Manager - North Central England
Post Office Ltd - Network
Second Floor, The Markets Crown Office, 6 – 16 New York Street, Leeds, LS2 7DZ



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----- Forwarded by Karen Arnold/e/POSTOFFICE on 19/08/2009 13:03 -----

John Breeden
03/07/2009 20:49

To:
cc:
Arnold/e/
Subject:

Gary Blackburn/e/
David Southall/e/
Re: Hogsthorpe 200202Notes Link

[Redacted]
[Redacted]

Gary,

I have read the recent emails on the above and considered the information I am concerned if we swap the processor now and the errors stop this could lead to (i) a claim that Horizon has problems in its accuracy and fuel some of the recent press articles and (ii) the SPMR will claim that all previous errors are down to Horizon and we have no way to disprove this if everything is resolved when the new processor is installed.

Point (i) above would also concern me as I have no doubt this individual is not the only one that uses Smartpost in this way so we could end up with other claims in respect of this issue where we have insisted the SPMR makes the loss good.

I would prefer a more staged approach be taken to this issue where we try to identify the problem by a method that will eliminate potentially different scenarios - I am not sure how easy or difficult this would be to do but if this SPMR was for example removing money from the till and he stopped doing this when the processor is removed we have not proved it was the processor that was at fault all we have stopped is money going missing.

I think we need to think this one through carefully and the SPMR should be providing evidence to support his claims which can be investigated before we change pieces of equipment.

If you wish to discuss please give me a ring.

Regards

John

John Breeden

National Contract Manager North

Post Office Ltd - Network Support

2nd Floor, The Markets Crown Office, 6/16 New York Street, Leeds LS2
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GRO

john.breeden

GRO

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Gary Blackburn

02/07/2009 16:57

To:

cc:

Breeden/e/f

Subject:

Karen Arnold/e/f

David Southall/e/f

Re: Hogsthorpe 200202Notes Link

Redacted

Redacted

Redacted

Karen

Fujitsu have always had a preventative maintenance policy and therefore sometimes will swap out kit without actually finding a fault, also it generally helps with customer perception of the service they have received.

I accept in this instance that this policy could work against us, but are you suggesting that if after swapping the processor, and all discrepancies cease that Tom will claim that is clear proof of Horizon creating discrepancies?. I strongly suggest that Tom obtains the necessary evidence now, if it is available.

I'm not trying to be obstructive but at present we have nothing to work on.

regards
Gary
Live Service and Business Continuity Manager
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Service Delivery

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Karen Arnold
02/07/2009 14:53

To: Gary Blackburn/e [Redacted]
cc: John Breeden/e [Redacted]
Southall/e [Redacted]
Subject: Re: Hogsthorpe 200202Notes Link

Gary

I am not sure why Fujitsu would be changing the processor if they didn't think there was a problem.

Having spoken to Tom today, once the new processor is install he is going do a BP rollover and then keep a tally manually of every Smartpost item to check against Horizon. This however won't help with anything that has gone previously.

Regards
Karen

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Gary Blackburn

02/07/2009 14:14

To: Karen Arnold/e [Redacted]
cc: David Southall/e [Redacted]
Breedon/e [Redacted]
Subject: Re: Hogsthorpe 200202Notes Link

Karen

- Fujitsu would not check a replaced processor automatically but I don't believe that would add any value in this instance.
- As we discussed last week the most likely explanation was / is user error but given the calls into NBSC and HSD we should assume that this is not the root cause at this time.
- However Kicking off any other type of investigation is dependant on transactional evidence of Smartpost suspend creating discrepancies. Does Tom have any ? I assume he believes that Horizon is committing each mail item/costs each time that he goes into suspend and therefore on multiple occasions?

If Tom has specific information such as transaction time and values ,please send this across and I will get Fujitsu to investigate immediately.If has no evidence them I'm afraid there is nothing for Fujitsu to investigate.

regards
Gary

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Karen Arnold

02/07/2009 09:35

To: Gary Blackburn/e [Redacted]
cc: David Southall/e [Redacted]
Breedon/e [Redacted]
Subject: Hogsthorpe 200202

Gary

Further to our conversation last week regarding the losses at Hogsthorpe, the spmr, David Hedges (who likes to be known as Tom) has contacted the NBSC to establish what the bau/correct process is for suspending a session of Smartpost. Tom tells me that the NBSC said it was okay to use either of the methods he describes, as a reminder I have copied information below in respect of what described to me last week.

Tom said that he does a lot of postage and customers come in leave their items of mail and a blank cheque, so they don't have to wait. He then processes the items in between serving other customers. Previously he would have several items on the sales stack, items for which labels had been printed and if a customer came in he would suspend the session, from the Smartpost screen and serve other customers before going back and swapping back into the suspended session. This would take him straight back to the Smartpost screen, but when he initially suspended the session it would take a long time, as it also did when he swapped to go back into the suspended session. Around the time the losses started he changed how he suspended the session. Items in the sales stack and in Smartpost, when a customer came in he started going back to serve customer, suspending the session from there, would serve other customers and then swap to go back into the suspended session, by doing it this way it took him back to the serve customer screen and both the suspending of the session and returning back into the suspended session was far quicker this way, than how he did it previously.

Tom also spoke to HSH yesterday about this and also the losses which he believes have started since he changed his procedures, ref E-1318562. I understand from Tom that a visit has now been arranged for today to swap the central processor. Once this swap out has been completed can you tell me whether any investigation is carried out with the old processor.

As I mentioned last week if losses continue then I could end up with a conduct case. If this does happen then the spmr will have the opportunity of attending an interview, in which I am sure he will raise what he believes is an issue with Smartpost suspended session contributing to losses at the branch. At this point it will have to be investigated, I therefore feel it would be beneficial to do this now and would appreciate your help with this.

I have cc'd David Southall in as I am on annual leave from tomorrow and do not return until 22.07.09, David will be covering any urgent matters in my area during my absence.

Thanks

Regards
Karen

Karen Arnold

Contract Manager - North Central England

Post Office Ltd - Network

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