

Message

**From:** Anne Allaker [anne.allaker@GRO]  
**on behalf of** Anne Allaker <anne.allaker@GRO> [anne.allaker@GRO]  
**Sent:** 03/11/2015 15:42:12  
**To:** Melanie Corfield [melanie.corfield@GRO]  
**Subject:** FW: I7991774 | 2248433 | Dalmellington Outreach Service - horizon | transaction discrepancies # 1358666

Hi Mel,

Re your email about the computer weekly article.

The below may be the scenario that's being described.

Let me know what you think but we can raise it on the call tomorrow if needed as this is the only example I have had raised to me.

Thanks

Anne



**Anne Allaker**  
Support Services Transformation Programme

LJW.  
Mobile

GRO

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**From:** Andrew Winn  
**Sent:** 21 October 2015 10:07  
**To:** Anne Allaker  
**Subject:** FW: I7991774 | 2248433 | Dalmellington Outreach Service - horizon | transaction discrepancies # 1358666

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**From:** Austin, Katie (ext) [mailto:katie.austin@GRO]  
**Sent:** 20 October 2015 17:02  
**To:** Andrew Winn  
**Cc:** PostOfficeServiceDesk; Rod Ismay; Alison Bolsover; Kendra Dickinson; ESG; Clive Burton  
**Subject:** RE: I7991774 | 2248433 | Dalmellington Outreach Service - horizon | transaction discrepancies # 1358666

Thank you for the comprehensive update Andy.

With regard to the root cause, I have today received further information from Fujitsu as follows:

- This issue is caused by the user forcing log off when the post-login checks have not fully completed.
- Whilst this is a process issue and not a technical one, the ability for this to occur can be addressed by a code change.
- The code change will be included within Release 13.05 which is targeted for deployment in March 2016.
- Previous instances of this issue have been caused in the same way (forced log off).

I will continue to monitor progress of this particular code change and keep you updated with regard to implementation dates, meanwhile if you have any other questions please don't hesitate to contact me.

Best regards,  
Katie

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**From:** Andrew Winn [mailto:andrew.winn] **GRO**  
**Sent:** Tuesday, October 20, 2015 3:11 PM  
**To:** Austin, Katie (ext)  
**Cc:** Post Office Service Desk; Rod Ismay; Alison Bolsover; Kendra Dickinson; ESG; Clive Burton  
**Subject:** FW: I7991774 | 2248433 | Dalmellington Outreach Service - horizon | transaction discrepancies # 1358666

Hi  
The appropriate process to resolve this scenario would be for the branch to create 3 "phantom" rem's out of the outreach. They would need a spare barcode to allow them to generate the rem.  
At present we have 3 uncleared rem's out from the Core sat in POLSAP.  
Provided we were alerted to the phantom rem's we would simply net these off against those outstanding and everyone is clear.  
There would be no further action required at the Core.

Our cash team have been in contact with Anne who is not comfortable with creating these phantom rem's.

As an alternate approach we could normally issue transaction corrections to clear the duplicated rem's.  
Anne has informed us that she would prefer to wait for a transaction correction.  
We are unable to do this at present as no Customer Account has yet been allocated to this branch.

This is a recurring theme for outreaches at present. We will try to get one allocated.  
Anne is aware of this.

I don't think there is a specific system issue to resolve here. That said branch to branch rem's always seem to be messy to resolve when an error has been made and I think both NBSC & FSC could benefit from some clarity around the constraints of the process.

Andy

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**From:** Alison Bolsover  
**Sent:** 20 October 2015 14:35  
**To:** Andrew Winn  
**Subject:** FW: I7991774 | 2248433 | Dalmellington Outreach Service - horizon | transaction discrepancies # 1358666



Kind Regards  
*Alison*

**ALISON BOLSOVER**  
Senior Debt Recovery Manager

Tel: **GRO**  
Mobile:

Finance Service Centre  
Post Office Ltd  
1Future Walk  
1<sup>st</sup> Floor West  
Chesterfield  
Derbyshire  
S49 1PF

alison.bolsover **GRO**

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**From:** Rod Ismay  
**Sent:** 20 October 2015 13:11  
**To:** Dawn Brooks; Alison Bolsover  
**Subject:** RE: I7991774 | 2248433 | Dalmellington Outreach Service - horizon | transaction discrepancies # 1358666

Hi Dawn – I don't think you should be. Thank you but this needs IT to respond on root cause. I am trying to get Ian Thomas. I am also just seeking a little clarity on the basic scanning process with Sean Farrow. Hoping to speak to him in next few minutes  
Thanks, Rod

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**From:** Dawn Brooks  
**Sent:** 20 October 2015 12:56  
**To:** Rod Ismay; Alison Bolsover  
**Subject:** FW: I7991774 | 2248433 | Dalmellington Outreach Service - horizon | transaction discrepancies # 1358666

Rod/Alison  
Is Andy Winn taking a look at this at all? I'm not sure that I can offer much support from my team at the moment.  
Dawn

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**From:** Austin, Katie (ext) [<mailto:katie.austin>], **GRO**  
**Sent:** 20 October 2015 10:36  
**To:** Kendra Dickinson; Rod Ismay; Dawn Brooks  
**Cc:** John Cawthorn; IT-Solutions R SMC PostOffice Incident Management; Thomas, Ian; Ian Humphries; Ibrahim Kizildag; Anne Allaker; Austin, Katie (ext)  
**Subject:** RE: I7991774 | 2248433 | Dalmellington Outreach Service - horizon | transaction discrepancies # 1358666

Thank you Kendra.

I've asked Fujitsu to advise regarding the root cause however my immediate concern is rectifying the reported loss.

Fujitsu have provided the following information which may be useful:

*As per Fujitsu, they have found found 4 other instances (outreach branches 214869, 106444, 110444, 207828) and all but the last removed the discrepancy by completing a rem out for the excess, which corrected the system cash holding. Branch 224843 may be able to do the same but NBSC should advise on this*

Many thanks,  
Katie

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**From:** Kendra Dickinson [<mailto:kendra.dickinson>], **GRO**  
**Sent:** Tuesday, October 20, 2015 10:32 AM  
**To:** Rod Ismay; Dawn Brooks  
**Cc:** John Cawthorn; IT-Solutions R SMC PostOffice Incident Management; Thomas, Ian; Humphries, Ian; Austin, Katie (ext); Ibrahim Kizildag; Anne Allaker  
**Subject:** RE: I7991774 | 2248433 | Dalmellington Outreach Service - horizon | transaction discrepancies # 1358666

Hi Rod/Dawn

Could I enlist your help and support on the below issue please?

Whilst I am happy for NBSC to try and support where they can, the concern I have with the below is we have no process for managing this type of issue and we are unable to see any of the back end accounting for this Branch. Therefore, any advice that we try and provide could end up making matters worse – this is already showing a £24k loss. I am not happy for NBSC to give advice on something that is not a process that exists within the knowledgebase.

Similar to a disconnected session, NBSC would have no understanding as to the implications on branch accounting if they were to advise the branch as suggested below.

From the explanation below, this appears to be a technical issue, however, I don't know if you have any other previous similar scenarios that would advise on what the correct process should be for this particular situation?

Many thanks

Rgds

kendra



### Kendra Dickinson

Senior Contact Centre Relationship Manager

Support Services

Mobile GRO  
Email kendra.dickinson GRO

**From:** Austin, Katie (ext) [<mailto:katie.austin>]

**GRO**

**Sent:** 20 October 2015 09:53

**To:** Kendra Dickinson; Ibrahim Kizildag

**Cc:** John Cawthorn; IT-Solutions R SMC PostOffice Incident Management; Thomas, Ian; Ian Humphries; Austin, Katie (ext)

**Subject:** RE: I7991774 | 2248433 | Dalmellington Outreach Service - horizon | transaction discrepancies # 1358666

Hi Kendra,

I can provide some background here which will hopefully explain why I suggested this call. The below issue was raised with Ian Thomas by Helen Baker on 8<sup>th</sup> October:

*This morning Anne Remmed £8000 from core branch to outreach using barcode.*

*When she accepted into outreach, and settled, horizon printed receipt, then another, then another, then another..she managed to stop it at four receipts of £8000 from the one barcode rem in transaction.*

*She was concerned as she had never seen this before. She balanced core and it was correct, but outreach was £24,000 short.*

*Although the core had sent only one lot of £8000, the outreach had accepted 4 lots of £8000 in one transaction!*

*She has spoken to NBSC ref 1358666 who told her it was a technical issue.*

*She then phoned the IT help desk ref: I7972295. She was unconvinced they understood the problem although they said they would probably 'rectify remotely'. After waiting till the end of day, she called back and escalated to option 7 and spoke to Rich who told her to phone NBSC.*

*I don't think the helpline understood what's happened. I can understand that as you would think it not possible. But, incredibly, Anne's outreach horizon now shows £24,000 short and it doesn't exist. As you can imagine, Anne is concerned and I have told her not to touch the outreach unit until this is resolved for her.*

The incident was passed to Fujitsu who have advised that in order to resolve the issue, the branch/NBSC must 'complete a rem out for the excess to correct the cash holding' which Fujitsu are unable to do. The NBSC has subsequently advised

that they cannot assist as this is an IT issue however Fujitsu are also advising that they cannot assist. As a result, the issue has been passed back and forward for over a week.

In order to resolve this as quickly as possible for the branch and avoid any further delays, I suggested a call between all parties to discuss and agree a way forward.

I hope this helps.

Thanks,  
Katie

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**From:** Kendra Dickinson [mailto:kendra.dickinson@postoffice.co.uk] **GRO**  
**Sent:** Tuesday, October 20, 2015 9:45 AM  
**To:** Ibrahim Kizildag; Austin, Katie (ext)  
**Cc:** John Cawthorn  
**Subject:** RE: I7991774 | 2248433 | Dalmellington Outreach Service - horizon | transaction discrepancies # 1358666

Hi Ib

No can you please hold fire on this as I don't think this is something NBSC potentially should be getting involved in. I need to read through this in detail.

Rgds

kendra



**Kendra Dickinson**  
Senior Contact Centre Relationship Manager  
**Support Services**

Mobile **GRO**  
Email **kendra.dickinson@postoffice.co.uk** **GRO**

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**From:** Ibrahim Kizildag  
**Sent:** 20 October 2015 09:28  
**To:** 'Austin, Katie (ext)'  
**Cc:** Kendra Dickinson  
**Subject:** RE: I7991774 | 2248433 | Dalmellington Outreach Service - horizon | transaction discrepancies # 1358666

Hi Kendra;

Please see attached email below , are you ok for NBSC team to join this conference call ?

Kind Regards;  
Ibrahim Kizildag Team Leader

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NBSC  
Dearne House  
Cortonwood Drive  
Brampton  
Barnsley  
S73 0UF  
Phone Number **GRO**



ibrahim.kizildag

GRO

POST  
OFFICE

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**From:** Austin, Katie (ext) [mailto:katie.austin]

GRO

**Sent:** 19 October 2015 17:35

**To:** IT-Solutions R SMC PostOffice Incident Management; Ibrahim Kizildag

**Cc:** Jaisinghani, Pavan; Austin, Katie (ext)

**Subject:** RE: I7991774 | 2248433 | Dalmellington Outreach Service - horizon | transaction discrepancies # 1358666

Thank you Abhishek.

Ibrahim – I've suggested we have this teleconference as this issue has been bouncing between Fujitsu and NBSC for some time. Can you please confirm who from the NBSC would be best placed to participate in order that we can schedule the call? The Incident Management Team will chair it.

Many thanks,  
Katie

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**From:** IT-Solutions R SMC PostOffice Incident Management

**Sent:** Monday, October 19, 2015 5:33 PM

**To:** ibrahim.kizildag

GRO

**Cc:** Walker, Rob; Austin, Katie (ext)

**Subject:** RE: I7991774 | 2248433 | Dalmellington Outreach Service - horizon | transaction discrepancies # 1358666

Hi Ibrahim,

As this incident is not getting resolved can we have con-call set up between NBSC & Fujitsu.

The Site had transaction discrepancy,

As per Fujitsu, they have found 4 other instances (outreach branches 214869, 106444, 110444, 207828) and all but the last removed the discrepancy by completing a rem out for the excess, which corrected the system cash holding. Branch 224843 may be able to do the same but NBSC should advise on this.

Please can your team contact branch & check if your team can remove the discrepancy by 'completing a rem out for the excess to correct the system cash holding'

Regards,

**Abhishek Rane**

Incident Management

T

GRO

abhishek.rane

GRO

Embassy Tech Zone,

Hinjewadi, Phase-2, Pune-411057

**Atos India**

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**From:** IT-Solutions R SMC PostOffice Incident Management

**Sent:** Monday, October 19, 2015 5:09 PM

**To:** 'nbscenquires' [GRO]  
**Cc:** Walker, Rob  
**Subject:** RE: I7991774 | 2248433 | Dalmellington Outreach Service - horizon | transaction discrepancies

Hi Team,

Please can your team contact branch & check if your team can remove the discrepancy by 'completing a rem out for the excess to correct the system cash holding'

I've found 4 other instances (outreach branches 214869, 106444, 110444, 207828) and all but the last removed the discrepancy by completing a rem out for the excess, which corrected the system cash holding. Branch 224843 may be able to do the same but NBSC should advise on this.

Regards,

**Abhishek Rane**  
Incident Management  
T [GRO]  
[abhishek.rane] [GRO]  
Embassy Tech Zone,  
Hinjewadi, Phase-2, Pune-411057  
**Atos India**

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**From:** IT-Solutions R SMC PostOffice Incident Management  
**Sent:** Monday, October 19, 2015 12:39 PM  
**To:** 'nbscenquires' [GRO]  
**Cc:** Walker, Rob  
**Subject:** RE: I7991774 | 2248433 | Dalmellington Outreach Service - horizon | transaction discrepancies

Hi Team,

Please can your team contact branch & check if your team can remove the discrepancy by 'completing a rem out for the excess to correct the system cash holding'

Regards,

**Abhishek Rane**  
Incident Management  
T [GRO]  
[abhishek.rane] [GRO]  
Embassy Tech Zone,  
Hinjewadi, Phase-2, Pune-411057  
**Atos India**

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**From:** IT-Solutions R SMC PostOffice Incident Management  
**Sent:** Friday, October 16, 2015 3:35 PM  
**To:** NBSC Admin Team (nbsc.admin.team) [GRO]  
**Cc:** Walker, Rob  
**Subject:** I7991774 | 2248433 | Dalmellington Outreach Service - horizon | transaction discrepancies

Hi Team,

As per Fujitsu, please can your team contact branch & check if your team can remove the discrepancy by 'completing a rem out for the excess to correct the system cash holding'

Regards,

**Abhishek Rane**  
Incident Management  
T GRO  
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Embassy Tech Zone,  
Hinjewadi, Phase-2, Pune-411057  
**Atos India**

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