

Message

From: Helen Dickinson [helen.dickinson@GRO]
on behalf of Helen Dickinson <helen.dickinson@GRO> helen.dickinson@GRO
Sent: 19/10/2015 06:29:12
To: Anne Allaker [anne.allaker@GRO]
CC: Andrew Wise [andrew.wise@GRO]; Sharron Logan [sharron.logan@GRO]
Subject: RE: SSKs

Morning Anne,

Can you please bear with me with this one as Mark Dennett has left the business and Dave Posnett no longer work for Security.

Sharron & Andrew – can you please assist.

Many thanks

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Helen Dickinson

Security Operation Team Leader North

Accredited Financial Investigator

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For Government Security Classifications OFFICIAL please use:

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From: Anne Allaker
Sent: 18 October 2015 15:44
To: Helen Dickinson; Andrew Winn
Cc: Craig Tuthill
Subject: FW: SSKs

Hi Helen,

This attached report, as well as a couple of other SSK Crown branch incidents, has caused a few concerns on the Wednesday morning call.

I noted the attached report stated that "At this time no allegations have been substantiated or evidence gained worthy of further investigation".

Would this mean that the alleged replacement of the SSK at Yeovil wasn't substantiated either? Do you know how this was left with the Crown Team would Mark have provided his report to someone in Crown too for any further action they deemed necessary? Do you know whether or not anyone requested or received a report from NCR regarding the specific issues relating to the SSK in question at Yeovil?

Also I understand that conference calls were taking place between Crown, Atos, FSC regarding SSK machines, do you know whether anyone from Security was engaged in any of these calls? For info I asked Sharon Brearley (Service Manager Atos) for a report on Yeovil and this is the response I received:-

"At my meeting with NCR this month, I asked them to provide details of the fault history from the time the kiosks were installed at Yeovil, below is the information provided.

NCR Overview

History at Yeovil from when it was installed (14/08/14) is below up to and including April a total of 25 calls , below that are the 9 calls since 1st May of which 3 were chargeable. April rather than March was the problem month and could be put down to bad practice in the engineers attending and clearing the jam on the printers but not actually diagnosing the root cause. Only one call logged for touchscreen which was in April not August to December as suggested.

- 8 Network calls either damaged cable or being pulled out the wall
- 11 Printer calls which tended to be cleared and then repeat calls as all happened within 6 weeks before eventually replaced
- 2 rebuilds of software
- 2 No fault founds
- 1 Cabinet door loose
- 1 Touchscreen issue

Calls per Month

- Sep 14 : 6 Mainly due to new machine and network cabling issue
- Oct 14 : 1
- Nov 14 : 1
- Dec 14 : 1
- Jan 15 : 0
- Feb 15 : 2
- Mar 15 : 3
- Apr 15 : 11 of which 6 were for stamp printers

Work Order NumAer (wo)	WO Type GloAal (wo)	Entered Date & Time (excel format)	Remarks
W505050977	CHGC	05-05-15 12:27	KIOSK 67 Note Jam
W505050997	CHGC	05-05-15 12:30	KIOSK 68 No fault found
W505130322	2	13-05-15 9:34	SSK 68 BNR issue replaced cash loader cassette
W507060769	2	06-07-15 11:43	SSK 69 Printer issue at first then system board failure , replaced both parts
W507200169	2	20-07-15 8:32	SSK 68 Certificate issue
W507220187	2	22-07-15 9:09	SSK 68 UPS failed
W508060388	2	06-08-15 9:56	SSK 67 Pinpad COM port error
W509010831	CHGC	01-09-15 11:55	SSK 69 No fault found
W509140626	2	14-09-15 11:33	SSK 67 Coin jam

This report from NCR does not actually mention a replaced SSK machine. Looking at the list of replaced parts and rebuilds this may amount to a new SSK?

Hi Andy,

I'd like to get this one bottomed out rather than leave it rumbling along so can you let me know:-

- Are conference calls still ongoing regarding incidents for SSKs please?
- If Yes Who attends the calls (names if you have them please)?
- Are FSC still receiving reported losses or enquiries from Crown Network related to SSKs?
- To date and as a result of the conf calls, has anyone provided any reports on the incidents raised at Crowns that you're aware of?
- Is there any report that you know of that would provide MI on Crown Network losses relating to SSK terminals? (Not suggesting you would have that in FSC but it may have been discussed?)

Thanks
Anne

Error! Cannot read or display file. **Anne Allaker**
Support Services Transformation Programme

LIW.
Mobile: GRO

From: Dave Posnett
Sent: 09 July 2015 16:39
To: Nick Beal; Andrew Winn
Cc: Anne Allaker; Craig Tuthill; Rodric Williams; martin smith <martin.smith@cartwrightking.co.uk>
(martin.smith@cartwrightking.co.uk)
Subject: SSKs

Nick/Andy,

I note you are dealing with SSKs re the Horizon bi-weekly call notes.
For info, associated is the case closure for Yeovil ... appears one SSK was faulty rather than Horizon affected.

Regards,

Error! Cannot read or display file. **Dave Posnett**
Security & Investigation Team
Manager South
Accredited Financial Investigator

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