
From: Andrew Parsons [GRO]
Sent: Tue 24/04/2018 3:23:33 PM (UTC)
To: Angela Van-Den-Bogerd [GRO]; Mark Underwood1 [GRO]; Jonathan Gribben [GRO]
Subject: RE: Item 21751 [BD-4A.FID26896945]

Mark

Would you mind socialising this with the necessary people and then let us know when we have the green light to proceed.
Thanks
A

Andrew Parsons

Partner
Womble Bond Dickinson (UK) LLP

d: [GRO]
m: [GRO]
t: [GRO]
e: [andrew.parsons@\[GRO\]](mailto:andrew.parsons@[GRO])



womblebonddickinson.com



From: Angela Van-Den-Bogerd [mailto:[GRO]]
Sent: 24 April 2018 16:19
To: Mark Underwood1; Andrew Parsons; Jonathan Gribben
Subject: RE: Item 21751 [BD-4A.FID26896945]

Andy

I agree with the proposed approach. Julie Thomas as Network Ops Director but also Stuart Nesbit as he is responsible for FSC where the TCs are generated from.

Thanks,
Angela



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gyfer Profiad y Cwsmer

Angela Van Den Bogerd
People Services Director

1st Floor, Ty Brwydran,
Atlantic Close, Llansamlet
Swansea SA7 9FJ

[GRO]

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From: Mark Underwood1

Sent: 24 April 2018 14:16

To: Andrew Parsons [GRO] Angela Van-Den-Bogerd [GRO]
[GRO] Jonathan Gribben [GRO]

Subject: RE: Item 21751 [BD-4A.FID26896945]

Hi Andy, I agree and am happy with the approach.

Angela, would the only other person be Julie Thomas? (Andy – Julie Thomas is replacing Mark Ellis as the Network Operations Director)

Mark



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Mark Underwood

Head of Portfolio: Legal, Risk &
Governance

Ground Floor
20 Finsbury Street
London EC2Y 9AQ

Mobile number: [GRO]

From: Andrew Parsons [mailto:[GRO]]

Sent: 24 April 2018 14:09

To: Angela Van-Den-Bogerd [GRO] Jonathan Gribben [GRO]
[GRO]

Cc: Mark Underwood1 [GRO]

Subject: RE: Item 21751 [BD-4A.FID26896945]

All

I think we (the legal team) need to take charge of this process. Whatever documents are produced are likely to be disclosable and I would like as far as possible for this to be covered by privilege or have controlled their content.

1. As a first step, I would like Sree to copy all emails on this topic (past and future to Jonny). Jonny please then keep these someone separate and safe. He should then be instructed to take no further action for now.
2. Second I would like to escalate this to Pete and Torstein at FJ, so that they can produce for us a full (and privileged) note on what has happened and why there is no alternative but to editing the data.
3. Third, we can then make a decision on how to proceed in light of the full facts.

I understand that this is going to cause operational problems and risks in this branch, but if not handled properly this could be disastrous for the Group Litigation.

Angela / Mark - Do you agree with this approach? If so, who else do we need to put in the loop on this?

Kind regards

Andy

Andrew Parsons

Partner

Womble Bond Dickinson (UK) LLP

d: [redacted]
m: [redacted]
t: [redacted]
e: andrew.parsons@wbd.com [redacted]



womblebonddickinson.com



From: Angela Van-Den-Bogerd [<mailto:angela.vandenbogerd@postoffice.co.uk>] [redacted] **GRO**

Sent: 24 April 2018 12:27

To: Andrew Parsons; Jonathan Gribben

Cc: Mark Underwood1

Subject: RE: Item 21751

Andy

No. I asked Sree that last night when he rang me. The issue is that the branch cannot process the TC at all.

Angela



Angela Van Den Bogerd

People Services Director

1st Floor, Ty Brwydran,
Atlantic Close, Llansamlet
Swansea SA7 9FJ

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[redacted] **GRO**

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From: Andrew Parsons [<mailto:andrew.parsons@wbd.com>] [redacted] **GRO**

Sent: 24 April 2018 12:24

To: Jonathan Gribben [redacted] **GRO**

Cc: Mark Underwood1 [redacted] **GRO**; Angela Van-Den-Bogerd [redacted] **GRO**

Subject: RE: Item 21751

J

Can they not settle the TC centrally and then wipe it off the postmaster's account?

A

Andrew Parsons

Partner

Womble Bond Dickinson (UK) LLP

d: 
m: 
t: 
e: andrew.parsons@womblebond.com 



womblebond.com



From: Jonathan Gribben

Sent: 24 April 2018 12:13

To: Andrew Parsons

Cc: Mark Underwood1; angela.van-den-bogerd@womblebond.com 

Subject: FW: Item 21751 [BD-4A.FID27032497]

Andy,

I've spoken to Sree and he has sent me the email chain below by way of further background. In summary, Post Office have exhausted all other possible ways of cancelling this TC and I agree that there is no alternative but for FJ to manually remove it.

Some key points:-

- the TC relates to a redundant product that this branch never sold - Post Office reinstated the product and gave the branch permission to sell it, but it was still not possible for the branch to accept the TC;
- Post Office cannot issue another TC to net the first one off for the same reason (the branch wouldn't be able to accept it);
- the TC was issued due to human error rather than a technical fault;
- the branch is a McColl's branch, so it's less likely that the Claimants in the GL will become aware of the issue and get the wrong end of the stick; and
- in Sree's view the real risk to Post Office is not fixing the issue – as it's preventing the branch from completing its trading period the branch may have been incurring losses and in the circumstances Post Office is likely to have to pick those losses up.

Are you happy for me to give Sree the green light to have FJ remove the TC?

Thanks
Jonny

Jonathan Gribben

Managing Associate

Womble Bond Dickinson (UK) LLP

d: 
m: 

t: [GRO]
e: jonathan.gribben@ [GRO]



womblebonddickinson.com



From: Sree Balachandran [mailto:sree.balachandran@ [GRO]]
Sent: 24 April 2018 09:49
To: Jonathan Gribben
Subject: FW: Item 21751

Thanks and Regards



Sree Balachandran
Lead Branch Availability Manager

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2nd Floor West, Future Walk
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sree.balachandran@ [GRO]

Mobile: [GRO]
Landline: [GRO]

Advance Notice of Annual Leave:

From: Bradley, Eleanor [mailto: [GRO]]
Sent: 18 April 2018 14:05
To: Matthew Warren < [GRO] > Sree Balachandran
[GRO]; Alison Bolsover < [GRO] >
Cc: Dawn.Phillips [GRO]; Robson, Suzanne [GRO]; Sarah Parkes
[GRO]; Debbie Tamburro [GRO]
Subject: RE: Item 21751

Sree – As per Matt's email below, this will need to be raised for the Horizon Helpdesk

In the meantime, should I leave the accounting items as is or revert back to their original set up?

Thanks
Ellie

Eleanor Bradley
Information Services

M [GRO]
L [GRO]
eleanor.bradley@ [GRO]

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Advance Notice Of Annual Leave:

17th May
1st June
8th June
13th – 19th June

From: Matthew Warren [mailto:**GRO**]
Sent: Wednesday, April 18, 2018 1:54 PM
To: Bradley, Eleanor; Sree Balachandran; Alison Bolsover
Cc: Dawn.Phillips; Robson, Suzanne; Sarah Parkes; Debbie Tamburro
Subject: RE: Item 21751

Sounds like one for the Horizon helpdesk I'm afraid

Regards

Matt



Matthew Warren

Senior Data and Process Specialist
Business Information Management

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the Global
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1st Floor West Block,
No 1 Future Walk,
West Bars, Chesterfield, S49 1PF

**GRO**

From: Bradley, Eleanor [mailto:**GRO**]
Sent: 18 April 2018 13:50
To: Sree Balachandran; Alison Bolsover; Matthew Warren
Cc: Dawn.Phillips; Robson, Suzanne; Sarah Parkes; Debbie Tamburro
Subject: RE: Item 21751

Thanks for the update Sree, I'm not sure where else to go at this point. This isn't an issue I've ever come across before (where adding the NCL hasn't corrected the issue)

Matt – Do you have any ideas on this one?

Thanks

Ellie

Eleanor Bradley

Information Services

M L **GRO**
eleanor.bradley@uk.atos.net **GRO**

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Advance Notice Of Annual Leave:

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From: Sree Balachandran [<mailto:>] **GRO**
Sent: Wednesday, April 18, 2018 10:31 AM
To: Alison Bolsover; Matthew Warren; Bradley, Eleanor
Cc: Dawn.Phillips; Robson, Suzanne; Sarah Parkes; Debbie Tamburro
Subject: RE: Item 21751

Hi Ellie,

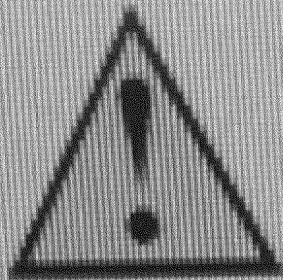
Unfortunately the change did not work ,please see the attached pictures below.

Front Office Home

Select transaction correction to view details

	TPS Date	Prod Name	Amount
21	12/01/18	Post and Go Cash Sales	£ 40
22	16/01/18	Post and Go Cash Sales	£ 40

Invalid Product in current Mo



Product 21751 is inv
to Head Office.

Correction Detail

F1

Product:

Amount:

Inv/Credit:

Settle

History

F1

Press
exit

proces

Correction Det

Product:

Amount:

Inv/Credit:

Date:

Iteration Flag:

SAP Reference ID:

Quantity:

Client Reference:

Message:

Cash centre ref 3031
at the cash centre ple

Kind Regards

Sree Balachandran
Lead Branch Availability Manager

From: Bradley, Eleanor <[redacted] GRO>
Sent: Tuesday, April 17, 2018 2:41:59 PM
To: Sree Balachandran; Alison Bolsover; Matthew Warren
Cc: Dawn.Phillips; Robson, Suzanne; Sarah Parkes; Debbie Tamburro
Subject: RE: Item 21751

Yes that's no problem at all. If someone can chase tomorrow and let me know if / when this has been successful and I will revert the accounting NCLs back to how they should be ☺

Thanks
Ellie

Eleanor Bradley
Information Services

M [redacted] GRO
L [redacted]
[eleanor.bradley@\[redacted\] GRO](mailto:eleanor.bradley@[redacted] GRO)
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Advance Notice Of Annual Leave:

17th May
1st June
8th June
13th – 19th June

From: Sree Balachandran [[mailto:\[redacted\] GRO](mailto:[redacted] GRO)]
Sent: Tuesday, April 17, 2018 2:35 PM
To: Bradley, Eleanor; Alison Bolsover; Matthew Warren
Cc: Dawn.Phillips; Robson, Suzanne; Sarah Parkes; Debbie Tamburro
Subject: RE: Item 21751

Hi Ellie,

Apologies I was in a meeting all day. Just called the agent and he is on leave today and will only be onsite tomorrow. Staff cannot do the TCs as they do not know how to do it. Can we leave it till tomorrow please?

Kind regards

Thanks and Regards



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Lead Branch Availability Manager

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Chesterfield, S49 1PF

sree.balachandran@

GRO

Mobile:

GRO

Landline:

Advance Notice of Annual Leave:

From: Bradley, Eleanor [mailto:

GRO

Sent: 17 April 2018 13:32

To: Sree Balachandran

GRO

Alison Bolsover

GRO

Matthew Warren

GRO

Cc: Dawn.Phillips

GRO

; Robson, Suzanne

GRO

; Sarah Parkes

GRO

GRO

; Debbie Tamburro

GRO

Subject: RE: Item 21751

Hi all,

Do we have any update on this? I need to complete the change in MDM before 3pm to be able to release in time for the changes to be reverted tomorrow

Thanks

Ellie

Eleanor Bradley
Information Services

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Advance Notice Of Annual Leave:

17th May
1st June
8th June
13th – 19th June

From: Sree Balachandran [mailto: [REDACTED] GRO]
Sent: Monday, April 16, 2018 11:11 AM
To: Bradley, Eleanor; Alison Bolsover; Matthew Warren
Cc: Dawn.Phillips; Robson, Suzanne; Sarah Parkes; Debbie Tamburro
Subject: RE: Item 21751

Thank you Ellie. Much appreciated.

Debbie, Can you give the branch a call to see if the changes had made the difference?

Thanks and Regards



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Lead Branch Availability Manager

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[sree.balachandran@\[REDACTED\] GRO](mailto:sree.balachandran@[REDACTED])
Mobile: [REDACTED] GRO
Landline: [REDACTED]

Advance Notice of Annual Leave:

From: Bradley, Eleanor [[REDACTED] GRO]
Sent: 16 April 2018 11:05
To: Alison Bolsover [[REDACTED] GRO]; Sree Balachandran < [REDACTED] GRO >;
Matthew Warren < [REDACTED] GRO >
Cc: Dawn.Phillips [[REDACTED] GRO]; Robson, Suzanne < [REDACTED] GRO >; Sarah Parkes
[[REDACTED] GRO]
Subject: RE: Item 21751

Hi all

Just to confirm that I have now authorised the change to accounting items for FAD 328504 as discussed in the email chain below. This will be effective from tomorrow

Please can someone confirm with the branch tomorrow if this resolves the issue? And then I will change the accounting NCL's back

Thanks
Ellie

Eleanor Bradley
Information Services

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eleanor.bradley **GRO**
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Advance Notice Of Annual Leave:

17th May
1st June
8th June
13th - 19th June

From: Alison Bolsover **GRO**
Sent: Thursday, April 12, 2018 2:55 PM
To: Sree Balachandran; Bradley, Eleanor; Matthew Warren
Cc: Dawn.Phillips; Robson, Suzanne; Sarah Parkes
Subject: RE: Item 21751

Agree Sree lets go with Monday



Kind Regards
Alison

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ALISON BOLSOVER
Senior Debt Recovery Manager

Tel:
Mobile:



Post Office Ltd
1Future Walk
2nd Floor West
Chesterfield
Derbyshire
S49 1PF

alison.bolsover **GRO**

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From: Sree Balachandran
Sent: 12 April 2018 14:54
To: Bradley, Eleanor <[REDACTED]>; Matthew Warren <[REDACTED]>; Alison Bolsover <[REDACTED]>
Cc: Dawn.Phillips <[REDACTED]>; Robson, Suzanne <[REDACTED]>; Sarah Parkes <[REDACTED]>
Subject: RE: Item 21751

Hi Ellie,

Thanks for this. I am happy to authorise the change for Monday so that any issues can be picked up easily and we are not leaving the agent in the dark just in case if anything goes wrong. I believe it is worth taking the risk considering the benefit.

Alison, What are your thoughts on this based on your previous experience? Happy to be overruled if you think of anything I may not have considered?

Thanks and Regards



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[sree.balachandran@\[REDACTED\]](mailto:sree.balachandran@[REDACTED])
Mobile: [REDACTED]
Landline: [REDACTED]

Advance Notice of Annual Leave:

From: Bradley, Eleanor <[REDACTED]>
Sent: 12 April 2018 14:27
To: Sree Balachandran <[REDACTED]>; Matthew Warren <[REDACTED]>; Alison Bolsover <[REDACTED]>
Cc: Dawn.Phillips <[REDACTED]>; Robson, Suzanne <[REDACTED]>; Bradley, Eleanor <[REDACTED]>
Subject: RE: Item 21751

Hi Sree/Matt,

We have had a further look at this and we do not believe that the sell mode being ended for this item has any effect on the branches ability to accept the TC. This is common practice for when an item is ended and as the mode for TCs is still live, they should be able to accept.

However, having looked at the error message provided, it looks like the settlement icons applied to the branch may be the issue. I have checked a number of the other branches that had this item added to them and it looks like it is only allowed for Crown and CTO branches which have different accounting items to Mains (which is what Moorfields is).

Moorfields currently has 6483 & 6487 ncl's which is correct for the branch type (Main multiple) but Crowns and CTOs have the accounting items of 6481, 6484, 6485 & 6488. I believe one of these is the accounting ncl required to allow the branch to accept the TCs but I do not know what the other implications would be of adding these items to the branch.

Therefore I think the possible answer would be to add these accounting NCLs and remove the current ones (as I think these will conflict if the branch has all of them) and then change them back ASAP as this could cause other implications at the branch

I need to travel back to Chesterfield so will be unavailable after 2.30, but I have copied in Suzanne who can allocate the change to someone to complete if this is authorised. I have created worklist XXX/328504/2 in MDM with the change already created in it, so this will just need to be validated authorised if the decision is made to proceed with this option. This will then need to be backed out as soon as the TC has (hopefully) been accepted to resume normal service at the branch

Sree – Please can you confirm if you authorise this change, if so, this will be in place from tomorrow. I've provided Matt and Suzanne the Incident reference if someone could update the POSD, and also let the branch know to try again tomorrow (pending the worklist being authorised before 5pm today). If the branch could also be informed that this may temporarily impact some other areas of accounting with their usual accounting NCLs being ended, but this can then be reverted once TC is confirmed. The other option may be to leave this until Monday as change back would be tomorrow and therefore if there are any issues these wouldn't be resolved until after the weekend

Thanks
Ellie

Eleanor Bradley
Information Services

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eleanor.bradley@uk.atos.net **GRO**

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Berkshire, UK
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Advance Notice Of Annual Leave:

17th May
1st June
8th June
13th – 19th June

From: Sree Balachandran **GRO**
Sent: Thursday, April 12, 2018 11:41 AM
To: Matthew Warren; Alison Bolsover
Cc: Bradley, Eleanor; Dawn.Phillips

Subject: RE: Item 21751

Thank you Matt.

Thanks and Regards



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sree.balachandran [GRO]

Mobile: [GRO]
Landline: [GRO]

Advance Notice of Annual Leave:

From: Matthew Warren

Sent: 12 April 2018 11:40

To: Sree Balachandran [GRO]; Alison Bolsover [GRO]

Cc: Bradley, Eleanor [GRO]; Dawn.Phillips [GRO]

Subject: RE: Item 21751

Hi Sree,

I have spoken to Ellie about this and ATOS think it maybe something else

They are looking into it

Regards

Matt



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Matthew Warren
Senior Data and Process Specialist
Business Information Management

1st Floor West Block,
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[GRO]

From: Sree Balachandran

Sent: 12 April 2018 11:38

To: Matthew Warren; Alison Bolsover
Cc: Bradley, Eleanor; Dawn.Phillips
Subject: RE: Item 21751

Thank you Matt.

Eleanor, Is it possible for you to do this change on the back of the other incident? Or would you need a new ticket for this ? Appreciate your help on this.

Kind regards

Thanks and Regards



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Mobile: **GRO**
Landline:

Advance Notice of Annual Leave:

From: Matthew Warren
Sent: 12 April 2018 11:27
To: Sree Balachandran
Cc: Bradley, Eleanor
Subject: Item 21751

GRO
GRO

Hi both,

Looks like this Item has previously had its sell tm ended

This could prevent the branch from accepting the tc

I suggest the tm is restarted for a finite time to allow the branch to progress

Item	Transaction Mode	Transaction Mode Code Parent	Settlement Item Code parent	New Rev
21751_1	Sell (Normal Transaction)			N
21751_0	Default			N
21751_14	Bulk Input			N

Regards

Matt



Matthew Warren

Senior Data and Process Specialist
Business Information Management

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