

**To:** Bansal, Steve (BRA01)[Steve.Bansal@GRO]; Bell, Gavin[Gavin.Bell@GRO]  
**Cc:** Dunford, Carol[Carol.Dunford@GRO]; Thompson, Peter[Peter.2.Thompson@GRO]  
**From:** Newsome, Pete[O=FUJITSU EXCHANGE ORGANIZATION/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=779E4A5CEAB04DCAB27A43C7FDB]  
**Sent:** Mon 7/11/2016 3:33:26 PM (UTC)  
**Subject:** RE: The Dalmellington Error in Horizon | problemswithpol

Gavin

Suggested email below:

Pete

Here is the history of this Problem:

### The Outreach Issue

The issue was identified by the following being reported to Fujitsu by Post Office:

The Dalmellington Post Mistress who runs a Core and Outreach branch remitted £8,000 out of the Core branch and then attempted to remit the cash into the Outreach Branch. However when the cash was remitted into the Outreach Branch the system repeated the inward remittance transaction 3 times, thus remitting in a total value of £32,000. This was £24,000 more than the actual cash being remitted and so resulted in the system at the Outreach Branch showing a deficit of £24,000. All these transaction show up in the Branch Reports.

### Problem Identification

There are actually 2 separate issues which if occurring in combination leads to the scenario described above:

- The Forced Log Out.
  - Doesn't correctly close down the Post Log On script. This leaves the script on the "stack" of incomplete processes.
- The Pouch Delivery script thinks it has completed doesn't explicitly finish.
  - When the Remittance is complete and all the receipts have been printed, the last screen asks the user to press Enter to complete the Remittance process.

It relies on a mechanism which checks the stack of incomplete processes to see if it is complete. Due to the fact that the stack is not empty (following the first problem) it thinks it has not finished and as a result attempts to repeat the last part of the script, which in this case is to record the remittance transactions and print the receipt

Each repeat press of the enter key causes a new remittance to be recorded but each one appears in the branch reports.

The Dalmellington case was the first time this had been identified to Fujitsu as an issue (even though there had been present in HNGX from day 1).

### Correction

Once the error was identified monitoring was put in place to identify if the error before the fix was in place proactive interventions could take place (as it happened no other cases came to light in this period).

This error was corrected at Counter release 12.88, CTR\_APP\_X1288\_V646 following approval by POL by modifying the logic for these transactions so that the state tracking the progress through the current PDL transaction is reset so that it is not "inherited" by the next PDL use case. The milestones of solution implementation were:

- 4th January 2016 Model office testing.

- 7th January 2016 Pilot phase.
- WC 11th January 2016 Live deployment.

## Wider Context

Fujitsu also discussed in detail with Post Office any further implications of this problem which included:

- Identifying the occurrences where branches had been affected by this issue (since HNGX was deployed) and how they had been corrected either by the branch realising by looking at the reports what had happened and adding a balancing remittance themselves or in some instances contacting the FSC who issued a transaction correction which balanced the extra remittances. (the identified cases information is included at the end of this email)
- Explaining with screen shots how the forced logoff works in settling with fast cash process o was not affected by this issue.
- Completing testing of all the identified use cases where this issue could have had an effect.

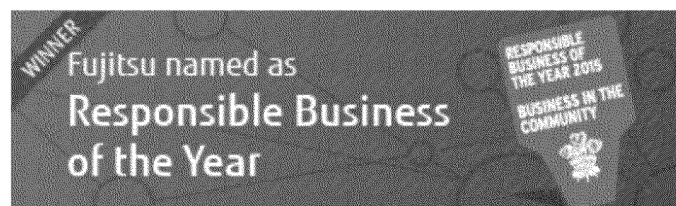
The details of the issue and our test approach were documented in DEV/CNT/CTP/3008 - ODR Further Investigation - Component Test Plan. (attached ? Steve can you add a copy of this document as I don't have a copy)

The ODR exercise did not identify any occurrences of the original issue.

## Occurrences

- 112 occurrences of Duplicate found pouches over the 5 years of HNGX
- 2010 – 63 Incidents
  - Jan 2011 Fix applied - Pouch REM in on 2 counters caused the majority of these incidents. Not related to the later issue
- 2011 – 8 Incidents
- 2012 – 9 Incidents
- 2013 – 7 Incidents
- 2014 – 9 Incidents
- 2015 – 16 Incidents
  - Jan 2016 Fix to be applied no occurrences since have been identified. Daily monitoring has now stopped

Pete Newsome  
Business Change Manager  
Post Office Account, Fujitsu UK&I  
Tel: **GRO**  
E-Mail: [pete.newsome@fujitsu.com](mailto:pete.newsome@fujitsu.com) **GRO**  
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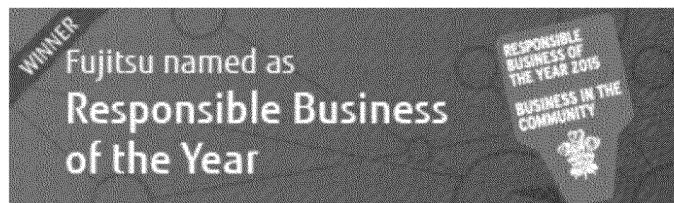
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**From:** Bansal, Steve (BRA01)  
**Sent:** 11 July 2016 15:27  
**To:** Bell, Gavin <Gavin.Bell[GRO]>; Newsome, Pete <pete.newsome[GRO]>  
**Cc:** Dunford, Carol <Carol.Dunford[GRO]>; Thompson, Peter <Peter.2.Thompson[GRO]>  
**Subject:** RE: The Dalmellington Error in Horizon | problemswithpol

Regards

**Steve Bansal**  
Senior Service Delivery Manager  
Business & Application Services  
Post Office Account  
FUJITSU

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**From:** Bansal, Steve (BRA01)  
**Sent:** 08 July 2016 23:15  
**To:** Bell, Gavin <Gavin.Bell[GRO]>; Newsome, Pete <pete.newsome[GRO]>  
**Cc:** Dunford, Carol <Carol.Dunford[GRO]>; Thompson, Peter <Peter.2.Thompson[GRO]>; Bansal, Steve (BRA01) <Steve.Bansal[GRO]>  
**Subject:** RE: The Dalmellington Error in Horizon | problemswithpol

Hi

We implemented a fix for this issue following POL approval to proceed with R12.88.

- 4th January 2016 Model office testing
- 7th January 2016 Pilot phase
- WC 11th January 2016 Live deployment

We also discussed in detail with POL and provided documents that:

- Give the findings of the data extraction
- Explain with screen shots the forced logoff settled with fast cash process
- Explained how we intended to undertake further testing

Internally we produced DEV/CNT/CTP/3008 - ODR Further Investigation - Component Test Plan

The Component Test Report has been updated – currently in SharePoint and Dimensions.

Basic conclusion: The ODR exercise did not identify any new problems.

Regards

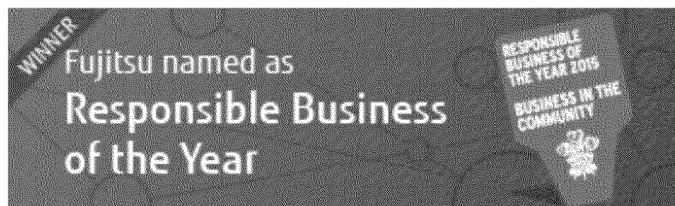
**Steve Bansal**

Senior Service Delivery Manager  
Business & Application Services  
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FUJITSU

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**From:** Bell, Gavin

**Sent:** 07 July 2016 13:42

**To:** Thompson, Peter <[Peter.2.Thompson](mailto:Peter.2.Thompson) [GRO]>; Bansal, Steve (BRA01) <[Steve.Bansal](mailto:Steve.Bansal) [GRO]>

**Cc:** Newsome, Pete <[pete.newsome](mailto:pete.newsome) [GRO]>; Dunford, Carol <[Carol.Dunford](mailto:Carol.Dunford) [GRO]>

**Subject:** FW: The Dalmellington Error in Horizon | problemswithpol

Pete, Steve

Can you come back to me on what was implemented , or what the action was

Thanks

Gavin

Mob: [GRO]  
Email: [Gavin.Bell](mailto:Gavin.Bell) [GRO]

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**From:** Rob Houghton [<mailto:Rob.Houghton>] [GRO]

**Sent:** 07 July 2016 13:39

**To:** Bell, Gavin <[Gavin.Bell](mailto:Gavin.Bell) [GRO]>

**Subject:** Fwd: The Dalmellington Error in Horizon | problemswithpol

Gavin - could you let me know please?

R



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----- Forwarded message -----

From: "Rodric Williams" <[rodric.williams@gro.co.uk](mailto:rodric.williams@gro.co.uk)>  
Date: Thu, Jul 7, 2016 at 11:56 AM +0100  
Subject: FW: The Dalmellington Error in Horizon | [problemswithpol](#)  
To: "Rob Houghton" <[Rob.Houghton@gro.co.uk](mailto:Rob.Houghton@gro.co.uk)>

Rob – please find attached Fujitsu’s report on the “Branch Outreach” issue, which Mr Tim McCormack references in his blog.

I think the first thing to check is whether Fujitsu has implemented a fix for the issue, and if so, when.

Thanks, Rod

-----Original Message-----

From: Jane MacLeod  
Sent: 01 July 2016 12:30  
To: Alisdair Cameron; Rob Houghton  
Cc: Tom Wechsler; Paula Vennells; Rodric Williams  
Subject: RE: The Dalmellington Error in Horizon | [problemswithpol](#)

All

We are on top of this. Mr McCormack regularly writes to us in unpleasant terms and unfortunately he also posts very unpleasant blogs. All the matters of which he complains are the subject of review by the CCRC.

Jane MacLeod  
General Counsel  
Ground Floor

**GRO**

Mobile number: **GRO**

-----Original Message-----

From: Paula Vennells  
Sent: 01 July 2016 09:36  
To: Alisdair Cameron; Rob Houghton  
Cc: Tom Wechsler; Jane MacLeod  
Subject: The Dalmellington Error in Horizon | [problemswithpol](#)

Dear both,  
This needs looking into please.

[https://problemswithpol.wordpress.com/2015/11/10/the-error-in-horizon/?iframe=true&theme\\_preview=true](https://problemswithpol.wordpress.com/2015/11/10/the-error-in-horizon/?iframe=true&theme_preview=true)

Can I have a report that takes the points in order and explains them.

Tim McCormack is campaigning against PO and Horizon. I had another note from him this am which Tom will forward, so you are both in the loop.

We must take him seriously and professionally.

This particular blog is independent of Sparrow but clearly related in that it appears to present similar challenges that were raised in the course of the scheme.

I'm most concerned that we/ our suppliers appear to be very lax at handling £24k. And want to know we've rectified all the issues raised, if they happened as Tim explains.

Thanks.

Paula

Paula Vennells  
Chief Executive

Post Office Ltd

To: **GRO**  
Paula.vennells **GRO**

Sent from my iPad

\*\*\*\*\*

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