

Message

From: Andrew Winn [GRO]
Sent: 25/07/2013 07:02:21
To: John Dutton [GRO]
Subject: RE: East ham 194002
Attachments: image001.jpg; image002.png; image003.png; image004.png; image005.gif; image006.gif; image007.png

Hi John

It looks like I am going to have to spend some money to get the evidence. I need to talk to Rod.

Andy


From: John Dutton
Sent: 24 July 2013 20:33
To: Andrew Winn
Subject: FW: East ham 194002

Hi Andy issue?


John

Any development on the East Ham


John Dutton I WHSmith National Account Manager




Ground Floor, The Guildhall, 57 Queen Street, Glasgow, G1 3AT




[GRO] Mobex [GRO]




john.dutton@postofficenews



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From: John Dutton
Sent: 24 July 2013 20:31
To: 'Chohan, Ishfak'
Subject: RE: East ham 194002


Yes, I will try again.

John

John Dutton I WHSmith National Account Manager



Ground Floor, The Guildhall, 57 Queen Street, Glasgow, G1 3AT



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From: Chohan, Ishfak [GRO]
Sent: 24 July 2013 19:48
To: John Dutton
Cc: James, Lee
Subject: RE: East ham 194002

John,

Giving the urgency of the matter and losses being linked to our branch manager year end bonus, could you push to get this resolved.

Thanks

Regards

Ish Chohan
Post Office Operations Manager
Tel: [GRO]
[GRO]

From: John Dutton [GRO]
Sent: 22 July 2013 15:21
To: Chohan, Ishfak
Subject: RE: East ham 194002

Hi Ish

Sorry but at the moment I can't authorise this, but will hopefully be able to resolve once all avenues of investigation have been exhausted. I wouldn't want to write off this year, to only find the evidence supports the fact that the branch carried out the transaction incorrectly, and then have to issue another TC asking for the money back again.

I know this is frustrating, but I am hopeful that we will resolve once and for all, into your new financial year.

Thanks

John

John Dutton I WHSmith National Account Manager



Ground Floor, The Guildhall, 57 Queen Street, Glasgow, G1 3AT

[GRO] Mobex [GRO]



john.dutton **GRO**
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From: Chohan, Ishfak **GRO**
Sent: 22 July 2013 14:45
To: John Dutton
Cc: James, Lee
Subject: RE: East ham 194002

John,

We are tidying up our losses accounts in preparation for our financial year end, in absence of any evidence received can you arrange for a TC credit of £2704 to be issued.

Ish

From: Chohan, Ishfak
Sent: 14 June 2013 09:39
To: John Dutton
Cc: James, Lee
Subject: RE: East ham 194002

John,

Sorry to keep nagging you on this, but have you had any updates?

ish

From: John Dutton **GRO**
Sent: 21 May 2013 08:22
To: Chohan, Ishfak
Subject: FW: East ham 194002

Still pushing for answers to the East Ham loss Ish.

John

John Dutton I WHSmith National Account Manager



Ground Floor, The Guildhall, 57 Queen Street, Glasgow, G1 3AT

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From: Andrew Winn
Sent: 21 May 2013 08:10
To: Post Office Security
Cc: Robert N Atkinson; John Dutton
Subject: FW: East ham 194002

Hi
I need an enhanced ARQ to interrogate Horizon records to determine if a debit card authorisation code was system generated or manually input to Horizon for the above branch. The raw logs should indicate a referral message being shown. See detailed requirement in e mail chain below.

Transaction date: - 23/10/12, 9.20, £2,703.95

Many thanks

Andy Winn Relationship Manager
Finance Service Centre, 1 Future Walk, Chesterfield S49 1 PF
Desk: [REDACTED] GRO
Mobile: [REDACTED] GRO

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