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, GI 3AT **GRO** Mobex GRO GRO john.duttor Post Office stories @postofficenews

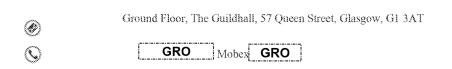
From: John Dutton Sent: 24 July 2013 20:31 To: 'Chohan, Ishfak'

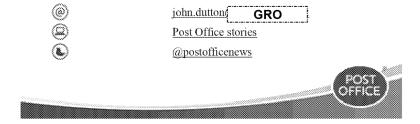
Subject: RE: East ham 194002

Yes, I will try again.

John

John Dutton I WHSmith National Account Manager





GRO

From: Chohan, Ishfak

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

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



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	OFFICE I
From: Chohan, Ishfa	
Sent: 22 July 2013 1 To: John Dutton	14:45
Cc: James, Lee	
Subject: RE: East ha	am 194002
-	
John,	
\$87 203	
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.	
you arrange for a re	credit of £2704 to be issued.
Ish	
From: Chohan, Ishfa	ak
Sent: 14 June 2013	
To: John Dutton	
Cc: James, Lee	
Subject: RE: East ha	am 194002
John,	
~~,,,,	
Sorry to keep naggin	g you on this, but have you had any updates?
ish	
From: John Dutton	GRO
Sent: 21 May 2013	J8:22
To: Chohan, Ishfak Subject: FW: East h	nam 194002
Still pushing for ansv	vers to the East Ham loss Ish.
John	
John Dutton I WHC	with National Assaymt Managan
John Dunon I whish	mith 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

Hí

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.

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 **GRO** Mobile **GRO** This email and any attachments are confidential and intended for the addressee only. If you are not the named recipient, you must not use, disclose, reproduce, copy or distribute the contents of this communication. If you have received this in error, please contact the sender by reply email and then delete this email from your system. Any views or opinions expressed within this email are solely those of the sender, unless otherwise specifically stated. POST OFFICE LIMITED is registered in England and Wales no 2154540. Registered Office: 148 OLD STREET, LONDON EC1V 9HQ. This email has been scanned by the Symantec Email Security.cloud service. For more information please visit http://www.symanteccloud.com ************************ The information contained within this e-mail is confidential and may be privileged. It is intended for the

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