



Thomas Penny

From: Jane M Owen [GRO]
Sent: 19 September 2011 16:35
To: Thomas Penny
Subject: FW: Horizon Integrity Challenges - Alderley Edge Post Office (Scott Darlington) & Astwood Bank Post Office (Julian Wilson)
Attachments: image004.jpg; image005.jpg; image001.jpg

FYI

Jane Owen
Security Manager
Crime Risk
Post Office Ltd

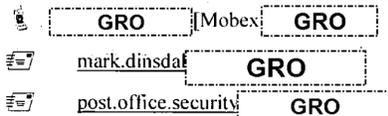


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From: Mark Dinsdale
Sent: 19 September 2011 16:34
To: Jane M Owen; John Longman
Cc: Jason G Collins
Subject: RE: Horizon Integrity Challenges - Alderley Edge Post Office (Scott Darlington) & Astwood Bank Post Office (Julian Wilson)

Sorry, I can't find this information as to why various questions were not to be answered. From memory, I'm sure it was because of the sheer scale of the request, and that Fujitsu do not have a list of all update patches, so a report request would be required at great expense and resource.

Mark Dinsdale
Security Programme Manager
Crime Risk, Security Team
Post Office Ltd



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From: Jane M Owen
Sent: 16 September 2011 11:30
To: John Longman
Cc: Jason G Collins; Mark Dinsdale
Subject: FW: Horizon Integrity Challenges - Alderley Edge Post Office (Scott Darlington) & Astwood Bank Post Office (Julian Wilson)

Hi Jon
I could do to speak to you about this next week.

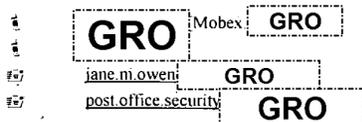
At a Fujitsu meeting this week Penny did mention the issue that she has highlighted below and in fact Mark has taken an action away. What Penny said was that she thought that in the West Byfleet case we were asked for similar information and where told not to provide it but Mark was going to see if he still had an email that related to this?

Anyway I will catch up with you next week. Have a good weekend

Regards

Jane

Jane Owen
Security Manager
Crime Risk
Post Office Ltd



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From: Thomas Penny [mailto:] GRO
Sent: 15 September 2011 16:45
To: Jane M Owen
Cc: John Longman; Munro Donna
Subject: FW: Horizon Integrity Challenges - Alderley Edge Post Office (Scott Darlington) & Astwood Bank Post Office (Julian Wilson)

Jane

We have been working on this request but need clarification from POL on items iii) and vii):-

Details of any firmware and software updates of Horizon between 2005 – 2009 and the reason for those updates

This is a vast area and we would be grateful if you could ascertain precisely what the requirement is.

As you know, I am on leave from close of play today so I copy in Donna Munro who will be picking this request up in my absence.

Kind regards
Penny

Penny Thomas
Security Analyst
Customer Services, Post Office Account

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From: John Longman [mailto:] GRO
Sent: 01 September 2011 11:02
To: Thomas Penny
Subject: RE: Horizon Integrity Challenges - Alderley Edge Post Office (Scott Darlington) & Astwood Bank Post Office (Julian Wilson)

Penny

FAD code for Alderley Edge is 301432 and Astwood Bank is 346246.

Regards

Jon Longman
Security Manager
Security Operations - South

Address: Post Office@ Ltd Security, 2nd Floor Banner Wing, 148 Old Street, London, EC1V 9HQ.

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From: Thomas Penny [mailto:] GRO
Sent: 01 September 2011 10:57
To: John Longman
Cc: Jane M Owen
Subject: FW: Horizon Integrity Challenges - Alderley Edge Post Office (Scott Darlington) & Astwood Bank Post Office (Julian Wilson)

Jon

Just to make sure there is no confusion, please can you provide FAD codes for both outlets.

Many thanks
Penny

Penny Thomas
Security Analyst, Customer Services

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From: Thomas Penny
Sent: 01 September 2011 10:43
To: 'John Longman'
Cc: 'Jane M Owen'
Subject: RE: Horizon Integrity Challenges - Alderley Edge Post Office (Scott Darlington) & Astwood Bank Post Office (Julian Wilson)

Hi Jon

OK. I've read the requirements and spoken to an expert. We do not understand the question and need clarification on:-

The documents relating to the assessment of the pilot testing of Horizon Mark 2 and Horizon Mark 3, the results of those assessments, the losses that were found within the system and details of how those losses were reconciled or otherwise dealt with.

If you are talking about Horizon pilot we believe you will need to address your question to POL technical experts. If it's something else, please qualify.

I will proceed with identifying which information we will be able to provide and the estimated costs for so doing.

Speak soon.

Kind regards
Penny

Penny Thomas
Security Analyst, Customer Services

Fujitsu Services Retail & Royal Mail Group Account
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From: John Longman [mailto:[GRO]]
Sent: 01 September 2011 10:13
To: Thomas Penny
Subject: RE: Horizon Integrity Challenges - Alderley Edge Post Office (Scott Darlington) & Astwood Bank Post Office (Julian Wilson)

Hi Penny

I am keeping well thank you –and hope you are also.

I am sorry to bother you again with these information requests but there are still Spmr's out there who are raising Horizon-integrity issues without exactly specifying which transactions caused the problems, just like the West Byfleet case. However, for the Alderley Edge case, there is a suggestion that a delivery of £1,700 worth of stamps to this PO on the 3rd May 2008 was incorrectly recorded by Horizon. I have ordered transaction log data and will examine the transaction but may possibly need Gareth to assist on this one point.

You have everything – point viii was the last request other than the subsequent e-mail that I sent you relating to the hardware information.

Thank you for your continued assistance.

Regards

John Longman
Security Manager
Security Operations - South

Address: Post Office@ Ltd Security, 2nd Floor Banner Wing, 148 Old Street, London, EC1V 9HQ.

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From: Thomas Penny [mailto:] GRO
Sent: 01 September 2011 09:07
To: John Longman
Cc: Jane M Owen; Jason G Collins; Graham C Ward
Subject: RE: Horizon Integrity Challenges - Alderley Edge Post Office (Scott Darlington) & Astwood Bank Post Office (Julian Wilson)

Hi John

I hope you are well.

I have not received anything after item viii) – am I missing any of your note?

Kind regards
Penny

Penny Thomas
Security Analyst, Customer Services

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From: John Longman [mailto:] GRO
Sent: 30 August 2011 10:19
To: Thomas Penny
Cc: Jane M Owen; Jason G Collins; Graham C Ward
Subject: Horizon Integrity Challenges - Alderley Edge Post Office (Scott Darlington) & Astwood Bank Post Office (Julian Wilson)

Hi Penny

I have been asked to assist Post Office® solicitors who are dealing with the above two cases whereby Horizon integrity is being called into question. Both subpostmasters have been prosecuted but are refusing to repay the audit shortages found during the investigation. The subpostmasters have both employed the same firm of Solicitors who are alleging amongst a whole list of concerns raised, that the Horizon system suffers with inherent defects.

Post Office® Ltd has been asked to produce a large amount of information similar to the West Byfleet case. Some of the information requested can be provided by Post Office® Ltd but some can only be provided by Fujitsu.

Could the following items be provided by Fujitsu for both Post Offices and if there is to be a cost to Post Office® Ltd for this information could an approximate costing be provided before the data is obtained.

ASTWOOD BANK

- i) Details of Horizon system testing with respect to the ability of the Horizon system to produce information with sufficient clarity to allow a Subpostmaster to reconcile discrepancies.
- ii) Horizon System Helpdesk (HSH) calls made from Astwood Bank Post Office® for the period 1st November 2002 to 11th September 2008.
- iii) Details of any firmware and software updates of Horizon between 2005 – 2009 and the reason for those updates.
- iv) The documents relating to the assessment of the pilot testing of Horizon Mark 2 and Horizon Mark 3, the results of those assessments, the losses that were found within the system and details of how those losses were reconciled or otherwise dealt with.

ALDERLY EDGE

- v) Details of Horizon system testing with respect to the ability of the Horizon system to produce information with sufficient clarity to allow a Subpostmaster to reconcile discrepancies.
- vi) Horizon System Helpdesk (HSH) calls made from Alderly Edge Post Office® for the period 12th March 2005 to 28th February 2009.
- vii) Details of any firmware and software updates of Horizon between 2005 – 2009 and the reason for those updates.
- viii) The documents relating to the assessment of the pilot testing of Horizon Mark 2 and Horizon Mark 3, the results of those assessments, the losses that were found within the system and details of how those losses were reconciled or otherwise dealt with.



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