

To: Parker, Steve[redacted]; McKeown, Kevin[redacted]; Bansal, Steve (BRA01)[redacted]; SSC Duty Manager[redacted]
From: Chambers, Anne O[redacted]
Sent: Thur 11/12/2015 5:20:07 PM (UTC)
Subject: Outreach rems - further instances
remin_2.txt

Not sure who needs to know this, but just in case anyone is interested...

I have found 4 more instances of the problem by scanning all the available BLE files (back to 14th May 2015). The analysis shows that the scan I did might not be sufficient to pick up all instances (if they remmed in currency but not cash at the same time). It could be redone if we need to be more confident that we have picked up all problems of this type.

2 of the branches received TCs to correct the 'miskeyed rems' (presumably after contacting NBSC, or as a result of FSC noting an anomaly?). The other 2 remmed out a corresponding amount, to remove the discrepancy.

If the branches raised calls, they didn't make it as far as TfS.

Details attached (Gareth already has a copy of this).

Anne

[redacted] GRO
external [redacted] GRO

From: Chambers, Anne O
Sent: 09 November 2015 11:31
To: Parker, Steve <[redacted]>
Cc: McKeown, Kevin <[redacted]>; Bansal, Steve (BRA01) <[redacted]>; SSC Duty Manager <[redacted]>
Subject: RE: I7991774 | 2248433 | Dalmellington Outreach Service - horizon | transaction discrepancies # 1358666 -

I have changed the wording as it is not as clear-cut as you would like.

The issue affects only manual remittances and so is most likely to be encountered at outreach branches when completing a branch-to-branch remittance in. Out of the estate of around 11075 branches, there are currently around 950 branches where branch-to-branch rems are enabled; 473 of these are outreach branches.

Examining the system, we have seen 5 occurrences in the last 3 months, all at outreach branches. We are not able to look back further.

A receipt is printed for each rem in, and a transaction log search will show multiple rems for the same amount, each with different session numbers, so the branch is able to see that this problem has occurred.

As I suspect the next thing I will be asked for is the affected branches, here they are:

BRANCH	Date	AMOUNT (£)	POUCH	First session	Last session	Number of rems
106444	09-SEP-15	150	905002496885	820887	820888	2
110444	14-SEP-15	3000	905002717331	816360	816362	3
214869	15-SEP-15	4000	905002570066	23794	23797	4
224843	08-OCT-15	8000	905002216551	12440	12443	4
207828	12-OCT-15	500	905001209592	68289	68293	5

Anne

[redacted] GRO

external [GRO]

From: Parker, Steve
Sent: 06 November 2015 08:54
To: Chambers, Anne O <[GRO]>
Cc: McKeown, Kevin <[GRO]>; Bansal, Steve (BRA01) <[GRO]>; SSC Duty Manager <[GRO]>
Subject: RE: I7991774 | 2248433 | Dalmellington Outreach Service - horizon | transaction discrepancies # 1358666 -

Anne,

When we were talking about this last, you had some numbers which put the issue into perspective. Can you dig them out again on Monday please, I'm looking for something like: This issue is only seen at outreach branches, of which there are xxxxx (out of an estate of 11075 branches). Examining the system, we have seen x occurrences in the last 6 months.

Thanks

Steve

From: McKeown, Kevin
Sent: 05 November 2015 17:40
To: Bansal, Steve (BRA01) <[GRO]>; Parker, Steve <[GRO]> SSC Duty Manager <[GRO]>
Subject: FW: I7991774 | 2248433 | Dalmellington Outreach Service - horizon | transaction discrepancies # 1358666 -

Steve B

Following on from the Computer Weekly article, we are aware of this issue. There is a fix pencilled in for release 13.05 – Peak 246997.

Kevin

<http://www.computerweekly.com/news/4500256860/Communication-Workers-Union-warns-subpostmasters-of-flaw-in-Post-Office-Horizon-accounting-system>

From: Chambers, Anne O
Sent: 05 November 2015 17:36
To: McKeown, Kevin
Subject: FW: I7991774 | 2248433 | Dalmellington Outreach Service - horizon | transaction discrepancies # 1358666 -

PC0246997 – fix proposed for 13.05

Anne

[GRO]
external [GRO]

From: Chambers Anne O
Sent: 26 October 2015 11:11
To: Wicks Tony <[GRO]>
Cc: Bansal Steve (BRA01) <[GRO]>; SSC Duty Manager <[GRO]> Parker Steve <[GRO]>
Subject: RE: I7991774 | 2248433 | Dalmellington Outreach Service - horizon | transaction discrepancies # 1358666 -

Tony,

As Steve pointed out, I raised KEL aha621P. I will amend it to include the avoidance action but I don't think it is realistic to expect

postmasters to avoid the problem by not pressing Enter multiple times; they are presented with a screen which tells them to press Enter to exit and so they do.

To get out of the loop they have to press Cancel which gives them an error message saying they have not printed all their receipts (not true).

I also tried to be careful about any recommendations as to what they should do about the discrepancy, we cannot advise on this as we don't know whether there would be any knock-on effects (for example on POLSAP). All I did was point out what had happened elsewhere. NBSC (probably with POL FSC) need to advise on this. If it is found that remming out again does cause additional problems, other alternatives may need to be considered.

I'm surprised this has not been reported to us before. Although it's not in an area that has been changed in recent years, it may be that the info left lying around after the incomplete logon is now different and is more likely to result in the wrong screen being displayed.

Anne

external GRO
external GRO

From: Parker Steve
Sent: 23 October 2015 12:42
To: Wicks Tony <GRO>
Cc: Bansal Steve (BRA01) <GRO>; Chambers Anne O <GRO>
Subject: RE: I7991774 | 2248433 | Dalmellington Outreach Service - horizon | transaction discrepancies # 1358666 -

Tony

Anne raised [acha621P](#) before going on leave

Steve

From: Wicks Tony
Sent: 21 October 2015 10:05
To: Chambers Anne O <GRO>
Cc: Bansal Steve (BRA01) <GRO>; Parker Steve <GRO>
Subject: FW: I7991774 | 2248433 | Dalmellington Outreach Service - horizon | transaction discrepancies # 1358666 -

Hi Anne,

I'm aware you are on leave until Monday 26th October and I'm on leave on the Monday to Wednesday next week (W/C 26th).

Please see the e-mail chain below. From Peak and the e-mail chain I can see you did much of the investigation on this incident and as you can see in the following e-mail it was concluded that Post Master could be advised how to avoid this happening and what to do if they did get into a transaction discrepancy situation.

Could you please produce a KEL covering this incident advising of the avoidance actions.

Thank you
Tony

Tony Wicks
Problem Manager
Managed Infrastructure Services
FUJITSU
Lovell Road, Bracknell, Berkshire. RG12 8SN
Tel: +GRO or Internally: GRO
Mobile: GRO
E-mail: GRO
Web: <http://uk.fujitsu.com>

From: Wicks Tony
Sent: 20 October 2015 15:25
To: Bothick Sandie <[redacted] GRO >; POA DutyManager <[redacted] GRO >
Cc: Bansal Steve (BRA01) <[redacted] GRO >; SSC Duty Manager <[redacted] GRO >; Chambers Anne O <[redacted] GRO >; Arain Tariq <[redacted] GRO >
Subject: RE: I7991774 | 2248433 | Dalmellington Outreach Service - horizon | transaction discrepancies # 1358666 -

Hi Sandie,

Looking at Peak PC0246949 it appears to be derived from I7991774 and I found TfS incident A105041260. There is no Problem Record raised for this, however Peak PC0246997 was used by Development to investigate this. A code fix has been developed, but requires official testing and releasing. I've made enquires and unfortunately LST are unable to take the fix for testing in Release 12.88 without significantly impacting that release to live.

As the condition can be avoided by Post Masters, i.e., by making them aware of the condition and advising them not to press enter multiple times, I propose that this is KEL'ed and included in the counter Release 13.05.

Regards
Tony

Tony Wicks
Problem Manager
Managed Infrastructure Services
FUJITSU
Lovelace Road, Bracknell, Berkshire. RG12 8SN
Tel: [redacted] GRO or Internally: [redacted] GRO
Mobile: [redacted] GRO
E-mail: [redacted] GRO
Web: <http://uk.fujitsu.com>

From: Bothick Sandie
Sent: 20 October 2015 12:06
To: POA DutyManager <[redacted] GRO >
Cc: Bansal Steve (BRA01) <[redacted] GRO >; SSC Duty Manager <[redacted] GRO >
Subject: FW: I7991774 | 2248433 | Dalmellington Outreach Service - horizon | transaction discrepancies # 1358666 -

Hi POA DM

Have PEAK make you aware of this issue?

Do you have a PR open – please see below from Atos in RED.

Below is what I sent to Atos earlier –
Hi Katie

Im coming in blind on this – Looking at the incident this is our update from PEAK

<u>TfS Connector</u>	15/10/2015 15:57	00:00:00	<u>Provider Desk Resolution</u>	POA-Horizon
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Provider Ref: PC0246949
Resolution Details: Update by Anne Chambers:Category 70 -- Final -- Avoidance Action Supplied:We have found that if there is a logout before a user has fully logged on, then subsequently a pouch is remmed in manually (most likely at an outreach branch), then after the rem in slip has been printed, the same screen is redisplayed and the user is likely to press Enter again and duplicate the remittance, possibly several times. A different screen should be displayed which would prevent this happening.

A rem in slip is printed each time, showing the same details but different session numbers, and a transaction log search confirms the repeated rems.

This is not an area that has changed for several years so it likely to have happened before but we have no record of it having been reported to us. I can only check back two months; I've found 4 other instances (outreach branches 214869, 106444, 110444, 207828) and all but the last

removed the discrepancy by completing a rem out for the excess, which corrected the system cash holding. Branch 224843 may be able to do the same but NBSC should advise on this.

We are continuing to investigate the problem (PC0246997), but any fix will not retrospectively change the branch accounts.

So we are aware of the issue and are continuing to investigate but NBSC should be able to sort the discrepancy out in the meantime.

By the sounds of it NBSC are just saying it our issue – which we are investigating – BUT they are missing the fact that they can sort the discrepancy out.

Thanks Sandie

From: Austin, Katie (ext) [GRO]
Sent: 20 October 2015 12:02
To: Bothick Sandie <GRO>
Cc: Austin, Katie (ext) <GRO>
Subject: FW: I7991774 | 2248433 | Dalmellington Outreach Service - horizon | transaction discrepancies # 1358666

Hi Sandie,

Am looking for your assistance please! See below response from NBSC in regards to the issue at Dalmellington Outreach...

Can you please let me know:

- ∇ Is this issue an open problem (if so is there a PR reference?)
- ∇ When was this issue first observed?
- ∇ Do we have any indications as to the potential root cause?
- ∇ What is the current action plan and associated timescales for resolution?

I'd be really grateful if you could share all the detail we have at this stage in order that I can respond to Anne and set expectations.

Thank you!
Katie

From: Anne Allaker [GRO]
Sent: Tuesday, October 20, 2015 11:57 AM
To: Austin, Katie (ext); Kendra Dickinson; Rod Ismay; Dawn Brooks
Cc: John Cawthorn; IT-Solutions R SMC PostOffice Incident Management; Thomas, Ian; Humphries, Ian; Ibrahim Kizildag
Subject: RE: I7991774 | 2248433 | Dalmellington Outreach Service - horizon | transaction discrepancies # 1358666

Thankyou Katie,

If this incident is caused by the branch action it may be right and proper for NBSC to offer the advice given below however I am concerned that there have been 4 incidents identified by Fujitsu with no explanation sitting behind them.
NBSC cannot check what the branch has done on their Horizon system and do not understand the impact to the Branch Account hence the request for support from our colleagues in Finance Service Centre.

Where incidents like this occur I would expect an explanation of the root cause to be supplied by Fujitsu via Atos so that both our Finance Service Centre and NBSC colleagues can be assured that the right advice is given, there is no impact to the branch account and a full audit trail is available. It does not feel right for Atos and Fujitsu to be giving instruction to NBSC to speak to branches with advice with insufficient information.

If this has happened in this case it would be useful to see that in this email trail.

Thanks

Anne



Anne Allaker

Support Services Transformation
Programme

LIW.

Mobile: **GRO**

From: Austin, Katie (ext) **GRO**
Sent: 20 October 2015 10:36
To: Kendra Dickinson; Rod Ismay; Dawn Brooks
Cc: John Cawthorn; IT-Solutions R SMC PostOffice Incident Management; Thomas, Ian; Ian Humphries; Ibrahim Kizildag; Anne Allaker; Austin, Katie (ext)
Subject: RE: I7991774 | 2248433 | Dalmellington Outreach Service - horizon | transaction discrepancies # 1358666

Thank you Kendra.

I've asked Fujitsu to advise regarding the root cause however my immediate concern is rectifying the reported loss. Fujitsu have provided the following information which may be useful:

As per Fujitsu, they have found found 4 other instances (outreach branches 214869, 106444, 110444, 207828) and all but the last removed the discrepancy by completing a rem out for the excess, which corrected the system cash holding. Branch 224843 may be able to do the same but NBSC should advise on this

Many thanks,
Katie

From: Kendra Dickinson **GRO**
Sent: Tuesday, October 20, 2015 10:32 AM
To: Rod Ismay; Dawn Brooks
Cc: John Cawthorn; IT-Solutions R SMC PostOffice Incident Management; Thomas, Ian; Humphries, Ian; Austin, Katie (ext); Ibrahim Kizildag; Anne Allaker
Subject: RE: I7991774 | 2248433 | Dalmellington Outreach Service - horizon | transaction discrepancies # 1358666

Hi Rod/Dawn

Could I enlist your help and support on the below issue please?

Whilst I am happy for NBSC to try and support where they can, the concern I have with the below is we have no process for managing this type of issue and we are unable to see any of the back end accounting for this Branch. Therefore, any advice that we try and provide could end up making matters worse – this is already showing a £24k loss. I am not happy for NBSC to give advice on something that is not a process that exists within the knowledgebase.

Similar to a disconnected session, NBSC would have no understanding as to the implications on branch accounting if they were to advise the branch as suggested below.

From the explanation below, this appears to be a technical issue, however, I don't know if you have any other previous similar scenarios that would advise on what the correct process should be for this particular situation?

Many thanks

Rgds

kendra

**Kendra Dickinson**Senior Contact Centre Relationship
Manager**Support Services**

Mobile 0 [REDACTED] GRO

Email [REDACTED] GRO

From: Austin, Katie (ext) [REDACTED] GRO**Sent:** 20 October 2015 09:53**To:** Kendra Dickinson; Ibrahim Kizildag**Cc:** John Cawthorn; IT-Solutions R SMC PostOffice Incident Management; Thomas, Ian; Ian Humphries; Austin, Katie (ext)**Subject:** RE: I7991774 | 2248433 | Dalmellington Outreach Service - horizon | transaction discrepancies # 1358666

Hi Kendra,

I can provide some background here which will hopefully explain why I suggested this call. The below issue was raised with Ian Thomas by Helen Baker on 8th October:

This morning Anne Remmed £8000 from core branch to outreach using barcode.

When she accepted into outreach, and settled, horizon printed receipt, then another, then another, then another..she managed to stop it at four receipts of £8000 from the one barcode rem in transaction.

She was concerned as she had never seen this before. She balanced core and it was correct, but outreach was £24,000 short.

Although the core had sent only one lot of £8000, the outreach had accepted 4 lots of £8000 in one transaction!

She has spoken to NBSC ref 1358666 who told her it was a technical issue.

She then phoned the IT help desk ref: I7972295. She was unconvinced they understood the problem although they said they would probably 'rectify remotely'. After waiting till the end of day, she called back and escalated to option 7 and spoke to Rich who told her to phone NBSC.

I don't think the helpline understood what's happened. I can understand that as you would think it not possible. But, incredibly, Anne's outreach horizon now shows £24,000 short and it doesn't exist. As you can imagine, Anne is concerned and I have told her not to touch the outreach unit until this is resolved for her.

The incident was passed to Fujitsu who have advised that in order to resolve the issue, the branch/NBSC must 'complete a rem out for the excess to correct the cash holding' which Fujitsu are unable to do. The NBSC has subsequently advised that they cannot assist as this is an IT issue however Fujitsu are also advising that they cannot assist. As a result, the issue has been passed back and forward for over a week.

In order to resolve this as quickly as possible for the branch and avoid any further delays, I suggested a call between all parties to discuss and agree a way forward.

I hope this helps.

Thanks,

Katie

From: Kendra Dickinson [REDACTED] GRO**Sent:** Tuesday, October 20, 2015 9:45 AM**To:** Ibrahim Kizildag; Austin, Katie (ext)**Cc:** John Cawthorn**Subject:** RE: I7991774 | 2248433 | Dalmellington Outreach Service - horizon | transaction discrepancies # 1358666

Hi Ib

No can you please hold fire on this as I don't think this is something NBSC potentially should be getting involved in. I need to read through this in detail.

Rgds

kendra



Kendra Dickinson

Senior Contact Centre Relationship

Manager

Support Services

Mobile: [GRO]
Email: [GRO]

From: Ibrahim Kizildag
Sent: 20 October 2015 09:28
To: 'Austin, Katie (ext)'
Cc: Kendra Dickinson
Subject: RE: I7991774 | 2248433 | Dalmellington Outreach Service - horizon | transaction discrepancies # 1358666

Hi Kendra;

Please see attached email below , are you ok for NBSC team to join this conference call ?

Kind Regards;
Ibrahim Kizildag Team Leader

NBSC
Dearne House
Cortonwood Drive
Brampton
Barnsley
S73 0UF
Phone Number: [GRO]
[GRO]



From: Austin, Katie (ext) [GRO]
Sent: 19 October 2015 17:35
To: IT-Solutions R SMC PostOffice Incident Management; Ibrahim Kizildag
Cc: Jaisinghani, Pavan; Austin, Katie (ext)
Subject: RE: I7991774 | 2248433 | Dalmellington Outreach Service - horizon | transaction discrepancies # 1358666

Thank you Abhishek.

Ibrahim – I've suggested we have this teleconference as this issue has been bouncing between Fujitsu and NBSC for some time. Can you please confirm who from the NBSC would be best placed to participate in order that we can schedule the call? The Incident Management Team will chair it.

Many thanks,
Katie

From: IT-Solutions R SMC PostOffice Incident Management
Sent: Monday, October 19, 2015 5:33 PM
To: ibrahim.kizildag@ **GRO**
Cc: Walker, Rob; Austin, Katie (ext)
Subject: RE: I7991774 | 2248433 | Dalmellington Outreach Service - horizon | transaction discrepancies # 1358666

Hi Ibrahim,

As this incident is not getting resolved can we have con-call set up between NBSC & Fujitsu.

The Site had transaction discrepancy,

As per Fujitsu, they have found found 4 other instances (outreach branches 214869, 106444, 110444, 207828) and all but the last removed the discrepancy by completing a rem out for the excess, which corrected the system cash holding. Branch 224843 may be able to do the same but NBSC should advise on this.

Please can your team contact branch & check if your team can remove the discrepancy by 'completing a rem out for the excess to correct the system cash holding'

Regards,

Abhishek Rane
Incident Management
T: **GRO**
GRO
Embassy Tech Zone,
Hinjewadi, Phase-2, Pune-411057
Atos India

From: IT-Solutions R SMC PostOffice Incident Management
Sent: Monday, October 19, 2015 5:09 PM
To: 'nbscenquires@' **GRO**
Cc: Walker, Rob
Subject: RE: I7991774 | 2248433 | Dalmellington Outreach Service - horizon | transaction discrepancies

Hi Team,

Please can your team contact branch & check if your team can remove the discrepancy by 'completing a rem out for the excess to correct the system cash holding'

I've found 4 other instances (outreach branches 214869, 106444, 110444, 207828) and all but the last removed the discrepancy by completing a rem out for the excess, which corrected the system cash holding. Branch 224843 may be able to do the same but NBSC should advise on this.

Regards,

Abhishek Rane
Incident Management
T: **GRO**
GRO
Embassy Tech Zone,
Hinjewadi, Phase-2, Pune-411057
Atos India

From: IT-Solutions R SMC PostOffice Incident Management
Sent: Monday, October 19, 2015 12:39 PM
To: 'nbscenquires@atosteam.com' (GRO)
Cc: Walker, Rob
Subject: RE: I7991774 | 2248433 | Dalmellington Outreach Service - horizon | transaction discrepancies

Hi Team,

Please can your team contact branch & check if your team can remove the discrepancy by 'completing a rem out for the excess to correct the system cash holding'

Regards,

Abhishek Rane
Incident Management
T (GRO)
(GRO)
Embassy Tech Zone,
Hinjewadi, Phase-2, Pune-411057
Atos India

From: IT-Solutions R SMC PostOffice Incident Management
Sent: Friday, October 16, 2015 3:35 PM
To: NBSC Admin Team (GRO)
Cc: Walker, Rob
Subject: I7991774 | 2248433 | Dalmellington Outreach Service - horizon | transaction discrepancies

Hi Team,

As per Fujitsu, please can your team contact branch & check if your team can remove the discrepancy by 'completing a rem out for the excess to correct the system cash holding'

Regards,

Abhishek Rane
Incident Management
(GRO)
(GRO)
Embassy Tech Zone,
Hinjewadi, Phase-2, Pune-411057
Atos India

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