

To: Jenkins Gareth GI [GRO]
Cc: ray.jackson [GRO]
From: ian.oakley [GRO] k [GRO]
Sent: Fri 2/16/2007 5:04:51 PM (UTC)
Subject: RE: Fw: T30 Release - Impact on Stock Rems

Gareth

I think we are saying very similar things here Gareth. So no problem with your reply. Should this action or additional resources be required I'm sure this can be discussed with the appropriate people. I'm just please to know that this information is available and may be able to help the current situation.

Regards

Ian Oakley
Project Manager
80 Old Street
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"Jenkins Gareth GI"
<Gareth.Jenkins [GRO]> To: <ian.oakley [GRO]>
[GRO] cc: <ray.jackson [GRO]>, <gary.blackburn [GRO]>, "Stewart
Mike" <Mike.Stewart [GRO]>
16/02/2007 15:01 Subject: RE: Fw: T30 Release - Impact on Stock Rems

Ian,

I don't recall offering to keep an eye on these branches. What I said was that there was data available that was passed to Post Offices Back end system that would show such adjustments, and that we might be able to intercept such data as it flowed through.

I'm not in a position to commit any resources to do additional monitoring of such data on our side. That would need to be discussed with our Operations people (Mike Stewart in the first instance).

Regards

Gareth

Gareth Jenkins
Distinguished Engineer
Applications Architect
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-----Original Message-----

From: ian.oakley/[redacted] GRO [redacted] GRO
Sent: 16 February 2007 14:46
To: gary.blackburn/[redacted] GRO
Cc: ray.jackson/[redacted] GRO; Jenkins Gareth GI
Subject: Re: Fw: T30 Release - Impact on Stock Rems

Gary

I've spoken to Gareth who has confirmed that it would be possible for Fujitsu to keep an eye on the 570 branches for the next month or so, to cover the balancing periods, to see if any of the branches adjust stock in a significant way that then leads to a significant loss. These could then be flagged up and contacted later to help them correct the problem.

Is this feasible or of any help?

Regards

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Gary Blackburn

To: Dave
Hulbert/[redacted] GRO Andy Z McLean/[redacted] GRO
16/02/2007 12:26 cc: Jane E
Smith/[redacted] GRO, Paul Lebeter/[redacted] GRO
Julie
Edgley/[redacted] GRO, Torstein
Godeseth/[redacted] GRO, Ray
Jackson/[redacted] GRO Ian Oakley/[redacted] GRO

Subject: Fw: T30 Release

- Impact on Stock Rems

Dave , Andy
Bad news.

On further investigation today we have established that the POC file actually matches POLFS. This means that we still don't know what value stock has been returned by these 570 branches. Further more the only way

we
could find out would be for someone at Swindon to find the specific
pouches
and physically open each one and count the stock.

This rules out a proactive recovery plan.
I have ensured that both NBSC and HSD have scripts to deal with any
queries
relating to stock from these branches.
Each branch that is identified will be contacted by Paul Lebeter's team
and
a TC will be issued.

4 branches have already been identified through this process.

regards
Gary

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---- Forwarded by Gary Blackburn/e:[GRO] on 16/02/2007 12:14 ----

Dave Hulbert

To: "Andy McLean"
[GRO] >
15/02/2007 17:21 cc: "Gary Blackburn"
[GRO]
Subject: Fw: T30 Release
- Impact on Stock Rems - Monday 12th February

Andy

See update below.

Not much progress to day. The dilemma for Gary is approaching branches
is
proactive but opens the risk of litigation in future ie we're telling
570
branches that horizon may have caused a discrepancy -low risk but a risk
-
being reactive doesn't feel right as we've caused the problem for
branches
but this may be the right option in this situation.

We'll update tomorrow.

Dave

To: Paul Lebeter; Jane Smith
Cc: Dave Hulbert; Torstein Godeseth; Martin Box; Andrew Price; Ray Jackson; Ian Oakley; Julie Edgley; Antonio Jamasb
Subject: T30 Release - Impact on Stock Rems - Monday 12th February

Paul , Jane

Scenario:-
Whilst the T30 release was out in the branch network, Monday 12th Feb only for all bar 120 branches that were incommunicado during the initial regression process. We have a potential situation whereby a branch completing a stock rem out on that day could have a discrepancy due to the fact that not all stock physically returned by the branch may have been deducted by Horizon from the stock on hand table, this despite the fact that the rem slip produced matched the physical stock returned.

Latest position:-
We have a possible 570 branches that were affected by last weekends T30 release, now regressed. The pouch ID's have been identified by Fujitsu. The branches who sent those pouches have also been identified, and the value of the stock returned from each has been established from the POC file. We still don't know which of these branches has actually got a discrepancy due to the problem.

Next Steps:-
Identify which of those branches have a discrepancy between Horizon and the rem slip.- Options here are to contact the branches or wait and react to calls made into NBSC,HSD. - I will arrange a conference call to discuss way forward tomorrow AM. Process for issue of TC's to the branches affected to be agreed and tied in with communication ?

regards
Gary
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