

## Message

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**From:** Andrew Winn [REDACTED] **GRO**  
**on behalf of** Andrew Winn [REDACTED] **GRO**  
**Sent:** 16/04/2013 09:46:34  
**To:** Bansal Steve (BRA01); [REDACTED] **GRO**  
**CC:** David H Wright; [REDACTED] **GRO**; Scott Somerside; [REDACTED] **GRO**; Jenkins  
Gareth GI; [REDACTED] **GRO**; Alison Bolsover; [REDACTED] **GRO**; Machin  
[REDACTED] **GRO**  
**Subject:** RE: Post Office Finance Service Centre enquiries. Strictly Private and Confidential – Subject to Legal Privilege

Strictly Private and Confidential – Subject to Legal Privilege

Hi Steve  
Yes it does thanks.

However I'm far more concerned about the outstanding enquiry relating to the receipts & payments problem back in 2010 where we have two branches (113459 & 122946) who appeared on the initial list of branches but not on the list of those resolved. We still have a large unexplained credit on one branch whilst we have recovered money from pay on the other despite them recording a significant surplus at the time.

I need to be clear that there is no unresolved problem in case either branch appears in the ongoing Horizon integrity review.

I know you have previously stated that a work plan was set up to do some further analysis on 122946 but POL requested this not to proceed but I need to understand why they disappeared from the resolved spreadsheet.

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

[REDACTED] **GRO**

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**From:** Bansal Steve (BRA01); [REDACTED] **GRO**  
**Sent:** 15 April 2013 16:37  
**To:** Machin Leighton; David H Wright  
**Cc:** Scott Somerside; Andrew Winn  
**Subject:** RE: Post Office Finance Service Centre enquiries.

Firstly please accept my apologies as I thought I'd sent this mail some weeks ago.

I think the question that Mr Winn and the Sub postmaster want answering is about the Paystation transactions appearing on the Transaction Log on 20<sup>th</sup> August. The £500 discrepancy was mentioned on a TfS call from May and Andy said that was not relevant.

So to answer the question about Paystation transactions

When Paystation data is received by Horizon, two things are done with it:

1. TA's are created for each branch to accept when they next logon. When accepted, these will affect the branch cash position and the branch should put in the Paystation cash in order to balance.

- 2. Individual transactions done on Paystation (the previous day) are inserted into the branch transaction table at the data centre. The timestamp is the time the transaction was done on the Paystation. The first part of the transaction ref is a high number (in this case 98) instead of the normal node number. The transactions are settled to product 29494 Paystation +cash (long name Paystation +cash contra) – this does not affect the branch cash holding.

This allows individual Paystation transactions to be included or summarised on various reports, and was mentioned in an edition of Branch Focus.

So when they printed out the transaction log on 21<sup>st</sup> August, this included the Paystation transactions done on the 20<sup>th</sup>, which had been inserted into the branch transactions table on the evening of the 20<sup>th</sup>.

I hope this covers your request, if there is anything I can assist with further please let me know

Regards

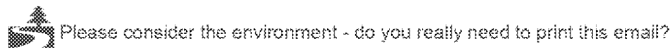
**Steve Bansal**

Lead SDM Problem & Major Incident  
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**From:** David H Wright [GRO]  
**Sent:** 13 March 2013 09:09  
**To:** Machin Leighton  
**Cc:** Scott Somerside; Andrew Winn  
**Subject:** RE: Post Office Finance Service Centre enquiries.

Hi Leighton,

Did a response get issued on Thursday? I have not received it - did it just go to Andy?

Thanks,

David Wright I IT Service Advisor, Service Management

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Deame House, Barnsley, S73 0UF

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**From:** Machin Leighton [GRO]  
**Sent:** 05 March 2013 20:26  
**To:** David H Wright  
**Cc:** Scott Somerside; Andrew Winn  
**Subject:** RE: Post Office Finance Service Centre enquiries.

Apologies David – It seems it was not not cascaded at the point of your last request (I will cascade it now!)

A response in one form or another will be provided by COP Thursday.

Regards

**Leighton Machin**  
Lead SDM – End User Services  
Engineering, Service Desk and Operational Business Change

**FUJITSU**  
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**From:** David H Wright [GRO]  
**Sent:** 05 March 2013 17:27  
**To:** Machin Leighton  
**Cc:** Scott Somerside; Andrew Winn  
**Subject:** FW: Post Office Finance Service Centre enquiries.  
**Importance:** High

Hi Leighton,

Were you able to escalate this on our behalf?

Thanks,

David Wright I IT Service Advisor, Service Management



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**From:** David H Wright  
**Sent:** 22 February 2013 11:34  
**To:** 'Machin Leighton'  
**Cc:** Scott Somerside; Andrew Winn  
**Subject:** FW: Post Office Finance Service Centre enquiries.  
**Importance:** High

Hi Leighton,

I've just picked up a reply from an enquiry I made to Andy Winn in our Finance Service Centre (he has been on leave) and disappointingly he has not yet heard anything from the contacts you suggested last month.

Can you escalate the enquiry on our behalf?

I would like to be copied in on replies sent to Andy – thanks.

David Wright I IT Service Advisor, Service Management



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**From:** David H Wright  
**Sent:** 18 January 2013 15:35  
**To:** **Andy Dunks** **Penny Thomas**  
**Cc:** Andrew Winn; 'Bansal Steve (BRA01)'; Scott Somerside  
**Subject:** Post Office Finance Service Centre enquiries.

Andy/Penny,

Andrew Winn (Relationship Manager, Financial Service Centre) has requested Service Management assistance in re-opening Fujitsu investigations for two outstanding enquiries he has been dealing with for our branches.

At our recent service review meeting held with Leighton Machin he suggested your names as the appropriate contacts. Gareth Jenkins has also been approached in the past.

I have attached some information previously shared via email but if you need more detail to help you resolve these incidents, please approach Andy Winn direct. His contact details are as follow:

Andy Winn Relationship Manager

Finance Service Centre, 1 Future Walk, Chesterfield S49 1 PF

Desk [GRO]  
Mobile [GRO]  
[GRO]

Thank you.

Regards,

David Wright I IT Service Advisor, Service Management



Dearne House, Bamsley, S73 0UF

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