

Message

From: Parker Steve (PostOfficeAccount); GRO
Sent: 08/08/2013 15:08:49
To: Andrew Winn; GRO
CC: Louise S Wilkins; GRO
Subject: RE: Gilmerton 148824
Attachments: image001.png; image002.png; image003.png; image004.png; image005.jpg; image006.png; image007.png; image008.png; image009.png; referral1.doc

Andy,

See attached Word document – Referral screen and preceding warning message. These have been taken from a test system.

Steve

From: Andrew Winn; GRO
Sent: 08 August 2013 09:19
To: Parker Steve (PostOfficeAccount)
Cc: Louise S Wilkins
Subject: RE: Gilmerton 148824

Steve

The branch have come back to request a “screen shot” of the authorisation request. How much angst would be involved in recreating what it would have looked like?

Cheers
Andy

GRO

From: Parker Steve (PostOfficeAccount); GRO
Sent: 17 July 2013 13:06
To: Andrew Winn
Subject: Gilmerton and East Ham

For Gilmerton, Dave has a bit more info which may be of interest. Having checked the file AIS in more detail:

W_032026.TP_

```
DCS 2775 21AA 593086 3 2RAB003 2013020113511201352120 30NN 34197 1 1 -
371.00 -1 HX 37100589 GBP 0100-148824-2-3584068-
1 21 71154881 475116000000303920130201010 117543 0171000698001111
```

The highlighted text (589) is the authorisation code as entered by the Clerk. As you know, this is usually six digits whereas in this case it was just three. Either the clerk did the referral and then incorrectly entered the auth code or just entered a random number. No way to tell the difference.

As for the original East Ham: 194002, Transaction date: 23/10/12, 09:20 Value: £2,703.95. As mentioned previously, we don't have direct access to audit to allow us to pull back the Credence feed file but we have managed to determine which feed file to Credence the transaction you want would have been in. If you're unable to get anything out of Credence for it, best suggestion I have is if you get your security team to make an ARQ request saying that you want

"Any TIP feed files for Credence on 23/10/12 with a file name starting with "W_297036.TP_". Put my name in the frame as well and then if our litigation team are not sure they can contact me.

The litigation bit is all to do with chain of evidence for prosecutions and delivery in court. I'm sensitive about it because in the distant past one of my team was "persuaded" (by our side, not yours) to write an evidence statement without fully understanding the implications. As you know, our "professional witness" for these types of cases is Gareth Jenkins but in this case, because process was not followed, Gareth couldn't do it and preparation for court became very difficult.

I would think that HSD would send the call to us for guidance or have a script that says similar, I'm too remote from them to be sure. Anyway, always happy to send you details that allow you to complete the investigation. At least then you'll know that the information required is there and what form it takes. You can define the evidence to your security team for any subsequent litigation request and they can just re-obtain the detail the official way. All transaction data is in the audit trail for 7 years. The only thing that disappears after a given time is support information – that includes detailed counter diagnostic logs (from which we can determine button press information) which are only on the counter 30 days.

Right, must stop being diverted by more interesting things like this and get on with my finance forecast (yawn!)

Steve

From: Andrew Winn; [redacted] GRO
Sent: 17 July 2013 12:08
To: Parker Steve (PostOfficeAccount)
Subject: RE: Gilmerton 148824

Steve

I think that is all I need. It is all I would pull if it was within 3 months.

Good point about litigation. I am aware that any evidence we put in front of a court must come through the right channel. I am dealing well before this point but have to be aware that any case may end up in court. I will typically say something like "I've asked Fujitsu to investigate and they have confirmed that a referral was made to your Horizon system....." So something like that might get waved around in court but the transactional data presented would need to come through approved channels.

Clearly it gives more weight to my responses if I can show I have investigated properly. I guess if an enquiry like this came through HSD they would give a similar but verbal response?

Appreciate this.

Andy

From: Parker Steve (PostOfficeAccount); [redacted] GRO
Sent: 17 July 2013 09:52
To: Andrew Winn
Subject: Gilmerton 148824

Andy,

Initial information on Gilmerton (148824) shows that the transaction was a referral. Still working

NOTE: Not trying to teach you to suck eggs but thought I'd remind you that none of the information we dig out for you like this can be used in litigation. Anything required for evidential purposes MUST come from the litigation support team.

Steve

Steve Parker
Software Support Centre Manager
Business & Application Services, Post Office Account

Fujitsu
Lovelace Road, Bracknell, Berkshire. RG12 8SN
Tel: [Redacted]
Mob: [Redacted] **GRO**
E-m: [Redacted]
Web: <http://uk.fujitsu.com>

Sent: 17 July 2013 09:21
To: Parker Steve (PostOfficeAccount)

Tracked down TIP file (Credence?) for 148824 as we have six months of files on the SSC server and found entry for the £371 debit card MOP...

W_032026.TP_

```
DCS 2775 21AA 593086 3 2RAB003 2013020113511201352120 30NN 34197 1 1 -
371.00 -1 HX 37100589 GBP 0100-148824-2-3584068-
1 21 71154881 475116000000303920130201010 117543 0171000698001111
```

Has a response code of 10 to indicate it was a referral.

From: Andrew Winn; [Redacted] **GRO**
Sent: 16 July 2013 16:01
To: Parker Steve (PostOfficeAccount)
Cc: Louise S Wilkins
Subject: FW: East ham 194002

Hi Steve

Would you be able to assist with this one? I've been trying for months to get the referral info from the raw logs as per Gareth's advice without success.

Ironically I have had a subsequent challenge from fad 148824 relating to a debit card MOP of £371 on 1st Feb. Is this something that can be relatively easily pulled within the 6 month window when detailed data moves into archive?

Appreciate any help

Andy
[Redacted] **GRO**

From: Andrew Winn
Sent: 03 July 2013 08:32
To: Post Office Security
Cc: John Dutton
Subject: FW: East ham 194002

Hi
I've received ARQ 61 but I still cannot see a response code field to show if a card referral was made on a bureau sale.
Andy

GRO

From: Andrew Winn
Sent: 24 June 2013 15:09
To: Post Office Security
Cc: John Dutton
Subject: FW: East ham 194002

Hi
Were you able to progress this request?
Cheers
Andy

GRO

From: Andrew Winn
Sent: 21 May 2013 08:10
To: Post Office Security
Cc: Robert N Atkinson; John Dutton
Subject: FW: East ham 194002

Hi
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.

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:
Mob:

GRO

From: Jenkins Gareth GI
Sent: 20 May 2013 16:59
To: Andrew Winn
Cc: Robert N Atkinson
Subject: RE: East ham 194002

Andy,

When requesting an ARQ, POL can ask for additional info. When that happens, the guys in Fujitsu processing the request often come to me asking if the request can be made. At that point I can then tell them if the info is in the raw logs and advise of any additional charges to pull that out as a 1-off. If this is the sort of thing you might want regularly, then the POL security team could raise a CR (Change Request) to enhance the info in the standard report to include an additional field (eg resp_code).

Does that give you what you need?

Regards

Gareth

Gareth Jenkins
Distinguished Engineer
Business Applications Architect
Post Office Account

FUJITSU
Lovelace Road, Bracknell, Berkshire, RG12 8SN

Tel:
Mobile:
email:
Web:



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Please consider the environment - do you really need to print this email?

From: Andrew Winn

Sent: 20 May 2013 16:20

To: Jenkins Gareth GI

Cc: Robert N Atkinson

Subject: RE: East ham 194002

Hi Gareth

We have found the field in Credence but the report only goes back 90 days so we can't access summary data it seems. I was hoping that if there was only the one transaction in the day I would have seen enough.

Do you know what route I should take to request the raw logs? Don't go hunting if you don't, I can start trawling here.

Cheers
Andy

From: Jenkins Gareth GI

Sent: 29 April 2013 09:53

To: Andrew Winn

Cc: Robert N Atkinson

Subject: RE: East ham 194002

Andy,

The field you want is Resp_code.

This isn't in the standard ARQ extract, but is available in the raw logs. It is also passed to Credence (as RESPONSE_CODE), but I don't know if it is visible in the Credence reports.

A value of 10 indicates that the MA has requested a Referral, which means the Branch phoning up for an Auth Code which they then key in. There is no way we can confirm if the bank was phoned or a random value keyed in, but this would at least indicate that there was a Referral.

I have access to data up to 6 month old (which should have included resp_code), but I see that we've just missed that timeframe.

If you can't get RESPONSE_CODE from Credence, then you could request the raw logs (not part of the standard ARQ). If this is likely to be a common requirement, then amending the standard ARQ to include Resp_code would be a simple change, but require a CR.

Regards

Gareth

Gareth Jenkins
Distinguished Engineer
Business Applications Architect
Post Office Account

FUJITSU
Lovelace Road, Bracknell, Berkshire, RG12 8SN
Tel:
Mobile:
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From: Andrew Winn; **Sent:** 29 April 2013 09:01
To: Jenkins Gareth GI
Cc: Robert N Atkinson
Subject: East ham 194002

Hi Gareth

This is a scenario I have had before where we have issued a TC to a branch on a bureau card payment where our card processor state that no authorisation call was made (implying that the branch manually input an authorisation code that was not provided from the card processor) whereas the branch are adamant that authorisation was automatically provided.

We normally do not progress these but I'm being put under pressure to provide evidence on this one. This may be the type of enquiry we get from 2nd Sight anyway so thought I would raise an ARQ.

I can't see any more detail from what I got in Credence. Is there any way we can see the key strokes that would support a manual authorisation being input?

Cheers

Andy Winn Relationship Manager



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



GRO



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