

To: Harvey Michael[GRO]
From: Newsome Pete[/o=Exchange/ou=AdminGroup1/cn=Recipients/cn=Blagg-NewsomeP]
Sent: Wed 6/24/2015 12:40:27 PM (UTC)
Subject: FW: Updated Information
RE: Callendar Square - FAD 160868

Mike

We need to discuss.

Pete

Pete Newsome
Business Change Manager
Post Office Account, Fujitsu UK&I
Tel: [GRO]
E-Mail: pete.newsome@fujitsu.com [GRO]
Web: <http://uk.fujitsu.com>



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

From: Chambers Anne O
Sent: 24 June 2015 13:22
To: Newsome Pete
Cc: Bansal Steve (BRA01); Holmes Alan; Parker Steve
Subject: RE: Updated Information

They would have seen different figures on different counters, and would not necessarily have realised they had processed the transfer twice.

I would not be happy to blame any resulting problem on the branch not following procedure.

I've found a long email chain from 2006 which I've attached, and three calls raised by the branch for the original problem: PC0126042, PC0126376, PC0127246

Having looked at these, I slightly disagree with Gareth's description of the problem below. My wording would be

2. It manifested itself by the Receiving Stock Unit not being able to "see" that the Transfer made by the "sending" Stock Unit had already been accepted in, and compounded by accepting it again. Other transactions might have been omitted from the balance but would have been included in the following week's balance instead.

But this is all a very long time ago and it is hard to be entirely accurate. Not helped by the various spellings of Callendar/dar etc!

Anne

[GRO]
external [GRO]

From: Newsome Pete
Sent: 24 June 2015 11:35
To: Chambers Anne O
Cc: Bansal Steve (BRA01); Holmes Alan; Parker Steve
Subject: RE: Updated Information

Thanks Anne

I assume from this answer that if the branches followed correct procedure there would be no balancing issues?

Pete

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

From: Chambers Anne O
Sent: 23 June 2015 16:30
To: Newsome Pete
Cc: Bansal Steve (BRA01); Holmes Alan; Parker Steve
Subject: RE: Updated Information

Pete,

I have found a summary of the problem that Gareth produced when preparing evidence for a court case in 2010. I have made a few amendments to make it more generally applicable.

1. The problem occurred when transferring Cash or Stock between Stock Units.
2. It manifested itself by the Receiving Stock Unit not being able to "see" the Transfer made by the "sending" Stock Unit and could be compounded by attempting to make a further transfer. Note that such transactions usually reappeared the next day.
3. It was clearly visible to the User as a "Receipts and Payments mismatch" at the time that one of the Stock Units was Balanced.
4. The problem was also visible when looking at system events associated with the Branch.
5. The problem was fixed in the S90 Release which went live in March 2006.

Receipts and payments mismatches normally showed up on one of the reconciliation reports and would have been investigated and reported to Post Office at the time (though of course we don't know what action they took).

Anne



[GRO]
external [GRO]

From: Newsome Pete
Sent: 23 June 2015 15:27
To: Chambers Anne O
Cc: Bansal Steve (BRA01); Holmes Alan; Parker Steve
Subject: RE: Updated Information

Hi

Sorry about the misunderstanding. Just need a concise description of the problem and the solution if possible.

Thanks

Pete

Pete Newsome
Business Change Manager
Post Office Account, Fujitsu UK&I

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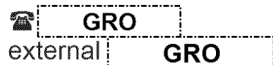


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From: Chambers Anne O
Sent: 23 June 2015 15:08
To: Newsome Pete
Cc: Bansal Steve (BRA01); Holmes Alan; Parker Steve
Subject: RE: Updated Information

Sorry Pete, hadn't realised you were expecting me to supply anything else. What exactly do you need?

Anne



From: Newsome Pete
Sent: 23 June 2015 15:00
To: Chambers Anne O
Cc: Bansal Steve (BRA01); Holmes Alan; Parker Steve
Subject: RE: Updated Information

Anne

Did you find the info on this issue or do I need to contact Gareth?

Thanks

Pete

Pete Newsome
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Web: <http://uk.fujitsu.com>



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

From: Chambers Anne O
Sent: 16 June 2015 13:36
To: Newsome Pete
Cc: Bansal Steve (BRA01); Holmes Alan; Parker Steve
Subject: RE: Updated Information

Pete,

As I said on the phone, the 'Callender Square' problem was a Horizon issue, not HNG-X (the Castleton trial was at the end of 2006, long before HNG-X went live).

I have various emails relating to this, though haven't so far found a concise summary. A fix was applied in March 2006. However

this problem, when it occurred, caused repeated NT events. When data is retrieved for audit requests, SSC check for these specific NT events and whether the branch could have been affected by this problem.

Anne.

Anne Chambers
Systems Support Centre, Post Office Account

Fujitsu
Lovelace Road, Bracknell, Berkshire RG12 8SN
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From: Newsome Pete
Sent: 16 June 2015 13:07
To: Chambers Anne O
Cc: Bansal Steve (BRA01); Holmes Alan; Parker Steve
Subject: FW: Updated Information

Hi Anne

Post Office have asked us to confirm the following which I have extracted from Anne Chambers evidence in the Castleton trial relates to one of the two disclosed bugs in HNGX:

‘She immediately recognized the branch with confidence as being a branch at Callendar Square in Falkirk. The problem at Callender Square had, she said, arisen from an error in the Horizon system, but there was no evidence of such a thing at Mr. Castleton's branch. I found Mrs. Chambers to be a clear, knowledgeable and reliable witness, and I accept her evidence.’

Thanks

Pete

Pete Newsome
Business Change Manager
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Please consider the environment - do you really need to print this email?

From: Mark Underwood1 GRO
Sent: 16 June 2015 12:15
To: Newsome Pete; Melanie Corfield
Cc: Harvey Michael; Goulden Graham; Patrick Bourke
Subject: RE: Updated Information

Hi Pete, Thank you for the below.

In terms of the TFS – is the attached the TFS call for the 2010 incident?

In terms of the third bug – this was said to have occurred at the Callender Square Branch in Falkirk, so I presume it does exist – not least because it was reference in two separate court procedures? Could you do some digging please?

I believe you are at PO today so if easier, happy to speak in person

Mark

Mark Underwood
Complaint Review and Mediation Scheme

GRO

From: Newsome Pete [GRO]
Sent: 16 June 2015 09:19
To: Melanie Corfield
Cc: Harvey Michael; Mark Underwood1; Goulden Graham
Subject: Updated Information

Hi

Updated status in blue below:

Following our conversation yesterday these are the "asks" of Fujitsu which we are currently working on:

- Can Fujitsu provide photographs of the area in Bracknell Mr Rudkin visited? - Attached
- Can Fujitsu accommodate a visit by Angela Van Den Bogard to this area next week? – Post Office to offer availability Completed
- Would Fujitsu approve a Panorama film crew the opportunity to film in the test area in Bracknell? For the reasons discussed yesterday Fujitsu have decided not to take up this offer.
- Provide TFS outputs and supportive documentation for the 2 bugs identified in the Second Sight Report Detailed information attached. Still trying to find some example TFS calls related to the two bugs.
- Investigate the suggestion there is a 3rd bug in the Second Sight Report– Mark Underwood has sent over the email with the detail. Fujitsu can confirm there have only been 2 bugs.
- Fujitsu to soften words as discussed on the statement to be issued to Panorama's ROR. Statement submitted and agreed. Will be submitted to Panorama as appropriate.

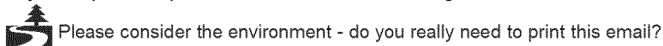
Regards

Pete

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