



[Redacted]

Date  
05 July 2024

[Redacted]  
[Redacted]

Post Office  
100 Wood Street  
London EC2V 9ER

Your Ref:

Classification:  
Public

Dear [Redacted],

## Freedom of Information Request – FOI2024/00396

We are writing in response to your email received by Post Office Limited (“**Post Office**”) on 8 March, which has been dealt with under the terms of the Freedom of Information Act 2000 (“**FOIA**”). We apologise for the delay in responding to your request.

In your email you have requested the information shown verbatim in bold below:

**“I am requesting the following information under the Freedom of Information Act Whilst is now common knowledge that the post office actively encouraged postmasters to buy and use the post office's own accounting software called Capture from the 1990's I am requesting that you confirm or deny that the software company Unisys was the company that the post office employed to develop and distribute this software. If this is incorrect I request that the post office provide full details of who was responsible for this software, ie: the post office themselves or another vendor for it's testing and the subsequent signing off as fit for distribution.**

**It is common knowledge that Capture II was distributed to branches from the 7th August 1995.**

**Please provide detailed information on the differences between the original Capture and the above mentioned Capture II software along with details of testing procedures and how this software was signed off as fit for purpose and distribution”**

We can confirm that Post Office does hold some of the information you have requested.

Post Office can confirm that the Capture Software Package was developed internally by Post Office, but we have been unable to locate any information as to whether Unisys had any involvement with the development or distribution. Due to the age of the system, we have been unable to locate any details on the testing and sign-off process of the initial development or subsequent updates. We are also unable to locate any responsive information relating to the differences between Capture II and the original software, including the testing procedures or how it was signed off.

You may be interested to know that the Department for Business and Trade has now commissioned Kroll, a leading independent provider of risk and financial advisory solutions, to undertake investigation into the Capture system and Post Office is providing support to this work, including details of our own investigative work.

The latest update relating to Capture can also be found on the following link:

<https://corporate.postoffice.co.uk/en/media-centre/#/news/post-office-updated-statement-on-capture-485095>

The previous statement relating to Capture dating back to 8 February 2024 can also be found on the following link:

<https://corporate.postoffice.co.uk/en/media-centre/#/news/post-office-statement-on-capture-479186>

If you are dissatisfied with the handling of this response, you do have a right to request an internal review. You can do this by writing to the address above within 40 working days of receipt of this response stating your reasons for your internal review request or alternatively, by emailing [information.rights@postoffice.co.uk](mailto:information.rights@postoffice.co.uk).

If, having requested an internal review by Post Office, you are still not satisfied with our response you also have a right of appeal to the Information Commissioner at:

Information Commissioner's Office  
Wycliffe House

Water Lane  
Wilmslow  
Cheshire SK9 5AF

Telephone: 0303 123 1113  
[www.ico.org.uk/foicomplaints](http://www.ico.org.uk/foicomplaints)

Yours sincerely,

Information Rights Team  
[information.rights@postoffice.co.uk](mailto:information.rights@postoffice.co.uk)  
<https://corporate.postoffice.co.uk/en/governance/access-to-information/access-to-information/>

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