

To: Simpkins John [GRO] Wright Mark [GRO]
Cc: Stewart Mike [GRO] Salawu Saheed [GRO]
From: Jenkins Gareth GI [/O=EXCHANGE/OU=ADMINGROUP1/CN=RECIPIENTS/CN=GARETH.JENKINS]
Sent: Wed 10/6/2010 8:11:58 AM (UTC)
Subject: RE: Branches affected by Receipts Payments and Discrepancies issue

John,

Of the Branches on the sheet I passed to POL, I am aware of the following Branches that are not down to the main problem:

1. 122946: This Branch appears to have "lost" the opening figures when it migrated.
2. 113459: This doesn't show in POL's analysis as being the same. Also we don't have any 902 or 903 events for this Branch, so it looks different in my summary data
3. 374632: This appears to be a problem with Opening Figures being lost after 60 days
4. May also be worth checking 148025. We have no 902 / 903 Events for this Branch, but POL analysis indicates a problem. It could just be lost events. NB this problem was in May and so may be hard to get relevant data.

Note also that POL don't seem to have checked out all the Branches.

Regards


Gareth

Gareth Jenkins
Distinguished Engineer
Applications Architect
Royal Mail Group Account

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From: Simpkins John
Sent: 05 October 2010 15:26
To: Jenkins Gareth GI; Wright Mark
Cc: Stewart Mike; Salawu Saheed
Subject: RE: Branches affected by Receipts Payments and Discrepancies issue

Gareth,

Can you identify which from your list are actually your issue and which need further investigation by us.

I will then raise the Peaks for SSC to investigate further.

regards
John

From: Jenkins Gareth GI
Sent: 05 October 2010 14:10

To: Simpkins John; Wright Mark
Cc: Stewart Mike; Salawu Saheed
Subject: FW: Branches affected by Receipts Payments and Discrepancies issue

All,

OK. This confirms that the issue with 122946 is something different.

It also suggests that 113459 has a different issue and so may need to be investigated separately. (I've just checked and there were no 903 or 902 events from this branch, so that supports this.)

I see that they've not gone through the full list yet and in particular 374632 which I think is something different.

This means that the only Branch with a lost discrepancy over £1000 is 220222 (£7,044.66 to be exact).

Should we be opening new calls for these oddities or what? Dave Seddon has sent me a load more stuff on 374632, which I may try and look at, but we should really have a separate Peak and follow normal process.

What next?

Regards

Gareth

Gareth Jenkins
Distinguished Engineer
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From: Emma Langfield [GRO]
Sent: 05 October 2010 13:35
To: Stewart Mike; Jenkins Gareth GI
Subject: FW: Branches affected by Receipts Payments and Discrepancies issue

Hi Mike

Please see below from Paul

Many thanks
Emma

From: Paul Dann
Sent: 05 October 2010 10:27
To: Emma Langfield; Andrew Winn; Antonio Jamasb; Mark Weaver; Dave Hulbert; Ian Trundell; Alan X Simpson; Karen J White
Subject: RE: Branches affected by Receipts Payments and Discrepancies issue

All

Please find attached analysis of POLFS for the affected branches, there are two branches that are not showing the amount as being stuck in discreps

Cheers
Paul

From: Emma Langfield
Sent: 04 October 2010 14:53
To: Andrew Winn; Paul Dann; Antonio Jamasb; Mark Weaver; Dave Hulbert; Ian Trundell; Alan X Simpson; Karen J White
Subject: FW: Branches affected by Receipts Payments and Discrepancies issue

Afternoon

Please see summary of issue attached as well as list of branches affected so far. I will be raising a conf call for 1600 this afternoon.

Kind regards
Emma

Live Service Team
Service Delivery
Post Office Limited

Irrelevant

From: Jenkins Gareth GI **GRO**
Sent: 04 October 2010 14:49
To: Emma Langfield
Cc: **Mike Stewart**; Wright Mark; Woolgar Mike
Subject: Branches affected by Receipts Payments and Discrepancies issue

Emma,

Please can you pass this on to anybody in POL who needs it. I don't have a full list of who was on the call.

As promised on the call, I've tidied up the list of affected Branches and put them into the attached spreadsheet.

<<Affected Branches.xls>>

I've also added in a further 11 Branches that raised events as part of last week's rollovers.

Some Branches in the list have not yet produced a BTS and so may not be aware of the problem (I've noted these in Col I).

I've also added in the absolute value of the lost discrepancy so as to produce totals in Row 56 as requested by Andy Winn.

Summary is:

- 53 Rollovers affected
- 2 Branches appear twice in the list (in one case it may be a duplicate of one error – this needs further investigation)
- Net total is about £41K

- Absolute total is about £46K
- Only 4 cases where amount is over £1,000

Note that in many cases the affected SU is missing from the spreadsheet. We know how to find this out, but have not yet done so in all cases. We will clearly need to do that if we are to attempt to fix the issue in Horizon.

Regards

Gareth

Gareth Jenkins






Distinguished Engineer

Applications Architect

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