

Cathy/Marie

See the attached, period 08 (26/11/06) flexible planning v polfs differences.

I have been unable to isolate the particular day ,only the period.  
also see the e-mails from Anne Chambers (Fujitsu) regarding the differences.

Dave

----- Forwarded by Dave Lancashire/e/POSTOFFICE on 18/12/2006 13:10 -----

Dawn Brooks

13/12/2006 17:32

To: Dave Lancashire/e/POSTOFFICE@POSTOFFICE

cc: Marie Cockett/e/POSTOFFICE@POSTOFFICE

Subject: RE: P10001666 - Mismatch of cash holdings at some branches  
between Flexible Planning and POL FS.

Dave

I have updated Doug based upon the information you have provided, sounds like good news. My concern is that there remain a number of anomalies which clearly require investigation.

In readiness for period 9 reporting, and Carol's return, could we pull together some kind of summary of the offices where we still have differences, the 49 in question. I think we need to understand,

- month on month is the value of the difference consistent, or does the difference vary over time? Could your summary include trend analysis from period 3 onwards.
- can we isolate this to a particular day or transaction/rem?
- what is the overall value of the difference, is Flexible Planning greater than POL FS or the other way around?
- what is the impact of this difference? Do we need to make any kind of provision for this difference? Without knowing the value of the difference I'm not sure if its material.

If you could pull this together over the next few days then could you go through this with Carol or Marie, in the first instance or myself if they are not around. My understanding is that Carol is aiming to come into work on Monday although this is not 100% certain at this stage. We need a decision about provisions by around next Wednesday so if Carol does not come in you may wish to speak to Marie and walk her through your findings.

Does this sound ok?

Thanks

Dawn

Dave Lancashire  
13/12/2006 09:26

To: Dawn Brooks/e/POSTOFFICE@POSTOFFICE

cc:

Subject: RE: P10001666 - Mismatch of cash holdings at some branches  
between Flexible Planning and POL FS.

Dawn

See the e mail from Anne Chambers (Fujitsu) changes have been made in  
November (period 8) which has reduced the number of FP V POLFS  
differences

to 49 . Three were new at period 7 and seven new at period 8 most of  
the other differences have been there since periods 3 and 4.

Dave

Dawn Brooks

12/12/2006 16:46

To: Dave Lancashire/e/POSTOFFICE@POSTOFFICE

cc:

Subject: RE: P10001666 - Mismatch of cash holdings at some branches  
between Flexible Planning and POL FS.

Dave

Could you give me an update please so that I can get back to Doug.

Thanks

Dawn

----- Forwarded by Dawn Brooks/e/POSTOFFICE on 12/12/2006 16:46 -----

Douglas Jenner

12/12/2006 15:31

To: Ann A Clarke/e/POSTOFFICE@POSTOFFICE, Dawn  
Brooks/e/POSTOFFICE@POSTOFFICE

cc: Mark Haldane/e/POSTOFFICE@POSTOFFICE, Nick M  
Lewis/e/POSTOFFICE@POSTOFFICE

Subject: RE: P10001666 - Mismatch of cash holdings at some branches  
between Flexible Planning and POL FS.

Ann/Dawn,

This is one of the issues you were pushing me and Scott to push forward.  
As you can see Fujitsu implemented a fix back in June and we have been  
awaiting evidence of what if any problems remain since. I will shortly be  
relinquishing responsibility for POL FS so I would be grateful if you  
could update us with what the ongoing problems are as soon as possible so  
I can ensure this is handed over to whoever picks up my old role.

Thanks

Doug Jenner  
Service Analyst  
Post Office Ltd

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----- Forwarded by Douglas Jenner/e/POSTOFFICE on 12/12/2006 15:26 -----

Mark Haldane

12/12/2006 12:19

To: "Walmsley Kirsty" < [GRO] >

cc: douglas.jenner@ [GRO]

Subject: RE: P10001666 - Mismatch of cash holdings at some branches  
between Flexible Planning and POL FS.

Kirsty

I'll have a word with Doug to see where we are with this one, because as  
you mentioned it's now appearing in both the LFS and POL FS ORF's. With  
that in mind I would presume that the problem is still ongoing but I will  
confirm as soon as Doug is back from leave.

Regards

Mark

Business Systems Analyst  
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External Email: mark.haldane@ [GRO]

"Walmsley Kirsty" <Kirsty.Walmsley@ [GRO] >

04/12/2006 11:00

To: <mark.haldane@ [GRO] >  
cc: <douglas.jenner@ [GRO] > <sid.hadadi@ [GRO] >

Subject: RE: P10001666 - Mismatch of cash holdings at some branches  
between Flexible Planning and POL FS.

Hi again Mark,

Please can you confirm if we can close this problem down?  
A fix was implemented in June this year - if this has not achieved the  
desired result we need to know what issues are still remaining.

Doug and Sid copied because this action point is now appearing in both  
LFS and POL FS ORF's.

Many thanks,

Kirsty Walmsley  
Post Office Account  
Service Delivery Manager

FUJITSU

-----Original Message-----

From: Walmsley Kirsty  
Sent: 01 November 2006 16:27  
To: 'mark.haldane@fujitsu.com' **GRO**  
Subject: RE: P10001666 - Mismatch of cash holdings at some branches between Flexible Planning and POL FS.

Hi Mark,  
Any update on this issue as yet?

Thanks,

Kirsty Walmsley  
Post Office Account  
Service Delivery Manager

FUJITSU

-----Original Message-----

From: Walmsley Kirsty  
Sent: 17 October 2006 10:41  
To: 'mark.haldane@fujitsu.com' **GRO**  
Subject: RE: P10001666 - Mismatch of cash holdings at some branches between Flexible Planning and POL FS.

Hi Mark,

Do you have any further update on this? Are you still having issues or are you now happy for us to close this problem?

Many thanks,

Kirsty Walmsley  
Post Office Account  
Service Delivery Manager

FUJITSU

-----Original Message-----

From: mark.haldane@fujitsu.com **GRO**  
[mailto:mark.haldane@fujitsu.com] **GRO**  
Sent: 09 August 2006 12:30  
To: Walmsley Kirsty  
Subject: RE: P10001666 - Mismatch of cash holdings at some branches between Flexible Planning and POL FS.

Kirsty

I have just had some feedback forwarded to me after a brief conversation with one of the uses which I think relates to the problem ref. above.

More  
detail should come out of the meeting arranged for Wednesday next week  
(16.08.06) and I will contact Mark Wood and Dave Lancashire if required.

The perception is though that the users are not happy with the fix and  
the  
problem will have to remain open.

Regards

Mark

Business Systems Service Analyst  
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----- Forwarded by Mark Haldane/e/POSTOFFICE on 09/08/2006 12:22 -----

Dawn Brooks

To: Julie  
Dart/e/POSTOFFICE@POSTOFFICE

20/07/2006 16:06 cc: Mark A  
Wood/e/POSTOFFICE@POSTOFFICE  
Subject: Re: Update on  
WP23933 (BE/0137387)(Document link: Julie Dart)

Julie

I'm not entirely happy with this response from Fujitsu, we do not  
understand what the fix has actually achieved, what the effect should  
have  
been for example and neither do we understand the time when it was  
applied.

There would appear to have been quite an impact on cash in pouches but  
we  
are not clear if this was intended or not. Normally we have around 88  
differences between flexible planning and POL FS, with 33 of these  
differences existing since period 6 last year. At period 3 there were  
around 2000 differences.

Our comparison was done at the period end, based upon period 3 data, at 25 June 2006. If the fix was applied after this data then we might not have seen the impact.

Limited resource means that we will not be repeating the comparison until period 4, 30 July 2006.

Could you please liaise with Mark Wood and Dave Lancashire with regards the period 4 results to assess the impact of the fix and help us to push back to Fujitsu if appropriate?

Thanks  
Dawn

Julie Dart

To: Dawn  
Brooks/e/POSTOFFICE@POSTOFFICE

18/07/2006 11:17 cc: POLFS

Subject: Update on  
WP23933 (BE/0137387)

Dawn,

Here is a further update on the enquiry you raised.

Please let me know if you need me to do anything further with Fujitsu.

Does this answer your query ?

Thanks

Julie  
Systems Manager  
Post Office Ltd  
Finance

1st Floor East, 1 Future Walk, West Bars, CHESTERFIELD, S49 1PF

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External Email: julie.dart GRO  
----- Forwarded by Julie Dart/e/POSTOFFICE on 18/07/2006 11:16 -----

"Sujith Pooja"  
<julie.dart GRO> To: Pooja Suiith GRO  
cc: GRO  
Subject: Update on  
WP23933 (BE/0137387)  
18/07/2006 10:42

Hi Julie,

Good Morning.  
Here is the update regarding the WP23933 mentioned in BIM  
BE/0137387.(APS  
BIM mail sent on 13/07/06)

This was a problem that was under investigation since mid March this year.  
There was a bug in S60 where EOD failed to summarise correctly and left the balances set to incorrect values.  
When summarisation changed at S80, this mechanism was still used for calculating the generated cash position for SAP ADS and the figure is calculated cumulatively from an S60 migration baseline.

The underlying problem was related to CABSPROCESS at the counter sometimes not updating the CofABalance persistent object with the generated cash value that is sent to POLFS daily in the BLE files.

Now the first time that CABSPROCESS runs after a TP rollover a double check on the Balance attribute of <Collection:CofABalance><ObjectName:551000> will be made. If it checks out OK an information event "Message: Balance object checked and no discrepancy found!" will be written to the event log

and if it does not check out an error event will be written to the event log an example of which is ""Error Message: The CofABalance 551000 object has been corrected.The original balance was -52.38 and the corrected balance was -52.39.". In the latter case <Collection:CofABalance><ObjectName:551000> will be corrected and it will have an extra attribute ErroneousBalance with the incorrect balance.

A fix to correct this was applied in WP23933, which was meant to:

1. Re-baseline the balances from the Office Rollover values.
2. Notify and correct if the balances ever get out of step again.

WP23933 commenced live delivery 13/6/06 (LFS\_COUNTER 31\_2)

Regards,  
Pooja Sujith  
Business Support Analyst  
Post Office Account

FUJITSU

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-----Original Message-----

From: julie.dart@**GRO**  
Sent: 13 July 2006 16:37  
To: Sujith Pooja  
Subject: Re: APS BIM for 13/07/06

Pooja,

Thanks for the update.....but....(always a but) could you provide me with details of the fix that went out WP23933 (what it was and who it went



to)

Thanks

Julie  
Systems Manager  
Post Office Ltd  
Finance

1st Floor East, 1 Future Walk, West Bars, CHESTERFIELD, S49 1PF

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"Sujith Pooja"

<Pooja.Sujith@**GRO**> To:

**GRO**

**GRO**

**GRO**

>, "Jackie

Buckley"

**GRO**

"Jane Smith"

13/07/2006 15:40

**GRO**

, "Julie Dart"

**GRO**

"Kay Dolby"

**GRO**

>, "Sujith Pooja"

**GRO**

<suzanne.robson@**GRO**>, "Tony Kane"

**GRO**

cc:

Subject: APS BIM for

13/07/06

<<13\_07\_06\_APS and EPOSS.zip>>  
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Business Support Analyst  
Post Office Account

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