

To: 'barry.r.evans[GRO]';[barry.r.evans[GRO]]
Cc: will.russell[GRO];[will.russell[GRO]]
karen.j.white[GRO];[karen.j.white[GRO]]; Andrews Mark (GD HQ)[Mark.Andrews[GRO]]; Welsh Graham[Welsh Graham[GRO]]; ian.trundell[GRO];[ian.trundell[GRO]]; Neil Crowther[Neil.Crowther[GRO]];[Neil.Crowther[GRO]]; Allen Graham (BRA01)[Graham.Allen[GRO]]
From: Jenkins Gareth GI
Sent: Thur 4/29/2010 1:42:28 PM (UTC)
Subject: | RE: BTS issues 14/04/10
LocalSuspense.xls

Barry,

As actioned on the Teleconference here are the details of the issue with Local Suspense being cleared multiple times.

Peak reference is 197797 (raised by Branch 351217 Uppingham). KEL is acha5259Q.

Note that the root cause is covered by Peak 197409 scheduled for OSR version 1.22. KEL PorterS199P also relates to this and that defines the monitoring required to spot a BAL with this issue. We have not seen this problem re-occur since we restarted the BALs on 16th April.

The following is copied from Peak 197797:

There was an intermittent system problem which affected some branches completing TP rollovers between 7th and 15th April. The problem is understood; it is no longer happening and the root cause is being addressed.

When the last stock unit was rolled over, the branch cleared Local Suspense and pressed Confirm to complete the stock unit rollover. They were then returned to the screen asking how the discrepancy was to be cleared. If they again selected an option, this wrote another transaction pair to clear local suspense (this time in the new Trading Period).

33 branches have been affected by this problem, clearing local suspense between 1 and 4 times in the new period.

The attached spreadsheet shows the branches, the amounts and the settlement product used for clearance.

In general, if they clear Local Suspense at the end of the current period using the same method (e.g. Assign to Nominee, Cash) as they used last period, there will be no lasting effect. The problem will not cause them a discrepancy (though it may look as if it has done so) and the Assign to Nominee etc accounts in POLFS will be correct.

For branches where it is currently causing a cash discrepancy, where they cleared LS to cash (make good), this could be resolved immediately by using the Housekeeping function to clear losses / gains from LS.

Where branches chose more than one settlement option while going round the loop (marked in blue on the spreadsheet), they should use the Housekeeping function before the next TP rollover, to clear the loss/gain from LS that was settled to cash. Then the remainder should be settled to Assign to Nominee or whatever during the TP rollover. If they have a new loss/gain and this is not the appropriate settlement product, they may need additional help.

MSU, please pass this information to Post Office with the attached spreadsheet. Please let POL know that NBSC have already been involved with some of the branches (certainly those highlighted in yellow) - Ibrahim raised this call in the first place and has already been sent an update about Hucclecote.

Hopefully that clarifies everything.

Regards

Gareth

Gareth Jenkins
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Applications Architect
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-----Original Message-----

From: barry.r.evans [REDACTED] GRO [mailto:barry.r.evans] [REDACTED] GRO
Sent: 27 April 2010 17:51
To: Andrews Mark (GD HQ); Welsh Graham; Jenkins Gareth GI; ian.trundell [REDACTED] GRO;
neil.crowther [REDACTED] GRO
Cc: will.russell [REDACTED] GRO
Subject: BTS issues 14/04/10

Dear All

Further to the BTS issues encountered on the 14/04/10 and the previous week, there seem to be a number of issues that are arising from this, which I have asked to be tracked on the RAG:

3 KELS that have been raised - R015
Issues at branches i.e. Binley woods - NEW
Issues at Troon - where a discrepancy has been settled 3 times. - NEW

In order for us to understand the problems that arose and understand what caused this, the impacts on the branches, where we are with investigations / fixes etc can I suggest that we hold a conference call on Thursday to discuss this in more detail.

With this in mind I will set up a conference call for 14:00. If there is anyone else that needs to attend can you please forward this on to them.

If you require any further clarification, or are unable to make this time, please let me know.

Regards

Barry

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