

To: Welsh Graham [GRO] Van Achte Gaetan [GRO] Munro
Donna [GRO] Thompson Peter [GRO] Wilkerson
Guy [GRO]
Cc: Jenkins Gareth G [GRO] Holmes Alan [GRO]
From: Thomas Penny [/O=EXCHANGE/OU=ADMINGROUP1/CN=RECIPIENTS/CN=THOMASP]
Sent: Thur 24/06/2010 11:38:45 AM (UTC)
Subject: FW: Duplication of Transaction Records on ARQ Returns

An update to my note sent yesterday.

More detailed analysis shows:-

Number of ARQs affected	112
Number of ARQs where 1 or 2 instances highlighted which indicates bona fide activity	17
Number of ARQs WIP	7
12 ARQs where court action is known; number of cases	2
8 ARQs returned where witness statement requested but not yet provided; number of cases	3
ARQs where no court activity is known	76

Audit Development are currently working on a fix which is expected to be available Tuesday 29 June.

Gareth has suggested the following explanation for POL:-

With Horizon counters, the mechanism by which Data is audited has always worked on the principle that it is acceptable to audit the same data more than once – in particular if in doubt as to whether or not it has been previously audited successfully.

The Mechanism used on Horizon to retrieve the data took this into account and only presented one instance of such duplicate data in the ARQ extracts.

However it has recently been noticed that the HNG-X retrieval mechanism does not remove such duplicates and a quick scan of the ARQs provided to Post Office Ltd since the change to the new system indicates that about 35% of the ARQs might contain some duplicate data. A Peak has been raised to remove such duplicate data in the future. However until the fix is developed, tested and deployed, there is a possibility that data is duplicated.

The reliable way to identify a duplicate transaction is to use the <Num> attribute that is used to generate the unique sequence numbers. Unfortunately, this attribute is not currently included in the Excel version of ARQ data that has been passed to Post Office Ltd in the past. This will be included in all future ARQs until the problem is fixed.

Meanwhile all that can be done on existing ARQs is look for transactions that appear to be duplicates. Note that we have identified a scenario with Postal Services transactions where multiple, identical mails items are accepted (ie the Quantity button is set to greater than 1), but Postage Labels are printed for each individual item. This results in separate transactions being generated for each item, which are identical in the ARQ extracts (there is another minor difference in the raw data apart from the <Num> attribute, but this different attribute is not currently included in the ARQ extract).

I'd like to speak with my counterpart this afternoon, please could you give comments by return?

Kind regards
Penny

Penny Thomas
Security Analyst, Customer Services

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From: Thomas Penny
Sent: 23 June 2010 13:12
To: Welsh Graham; Van Achte Gaetan; Munro Donna; Thompson Peter
Cc: Jenkins Gareth GI; Holmes Alan
Subject: Duplication of Transaction Records on ARQ Returns
Importance: High

All

Please find attached an initial report on this problem.

Kind regards
Penny

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