

To: Allen Graham (BRA01)[Graham.Allen] **GRO**
Cc: Spurgeon Adam[Adam.Spurgeon] **GRO**; Cadman James[James.Cadman] **GRO**; Williams
 Andy[Andy.Williams] **GRO**
From: Jenkins Gareth GI
Sent: Tue 06/04/2010 2:12:04 PM (UTC)
Subject: RE: BIMs process

Graham,

In response to Alan's 2 questions:

1. As we discussed, there are at least 2 problems with Banking Recovery:
 - a. Some HNG-X Reversals that are generated as part of the recovery process following a Comms failure are ignored until a "sweep up" session just before End of day. This means that there are a number of cases where a failed withdrawal can result in the customer being unable to get funds until the following day. As far as we can tell this issue affects HNG-X only.
 - b. There is a separate (as yet unknown) issue with recovery of Horizon Banking Transactions resulting in Reconciliation errors due to late reversals. This is what is giving rise to a large number of BIMS. Note that as these are late reversals this is probably also affecting members of the public (ie unable to obtain funds), but at this stage we have no clear handle on what is happening.

I can't make any comments about fixes and timescales, but presumably the programme can.

We probably need to emphasise that this is exacerbated by Network issues!

2. Mark probably got to know about this as a result of Ian Trundell phoning me up and asking me about the issues from Wednesday / Thursday last week. I probably said more than I should, but I'm used to working openly with POL and not keeping them in the dark. I did say we were still investigating what was happening, but described the symptoms (as above and in the earlier email to you)

Regards

Gareth

Gareth Jenkins
 Distinguished Engineer
 Applications Architect
 Royal Mail Group Account

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

From: Allen Graham (BRA01)
 Sent: 06 April 2010 14:49
 To: Jenkins Gareth GI
 Cc: Spurgeon Adam; Cadman James; Williams Andy
 Subject: FW: BIMs process

Questions from Mark

Graham Allen
 Application Services - Post Office Account

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

From: D'Alvarez Alan
Sent: 06 April 2010 14:03
To: Wood Mike; Butts Geoff; Allen Graham (BRA01); Van Achte Gaetan
Subject: RE: BIMs process

All,
Two things here:

1. We need to respond to Mark Burley's questions - is this the same subject regarding the questions I have been asking over the weekend/earlier today?

2. How did Mark get to know this - is it a case of our people having open conversations with POL over system issues? If so, we need to be able to get some order within the account to ensure we control our communications with POL.

Rgds

Alan D'Alvarez

Programme Director, RMG BU

Associate P&PM Academy

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

From: Wood Mike
Sent: 06 April 2010 13:59
To: Butts Geoff; Allen Graham (BRA01)
Cc: D'Alvarez Alan
Subject: FW: BIMs process

Geoff/Graham

Just seen this, can you respond on behalf of Alan as he's probable off line

Regards
Mike

Mike Wood, Programme Director
Programme & Project Management
Practitioner of the P&PM Academy
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-----Original Message-----

From: mark.burley [GRO] [mailto:mark.burley] [GRO]
Sent: 06 April 2010 13:54
To: D'Alvarez Alan
Cc: Wood Mike; will.russell [GRO]; ian.trundell [GRO]
Subject: BIMs process

Alan

It has come to light that there is currently a bug in the BIMs process for HNG in comparison to Horizon. Whilst I do not fully understand the detail (Gareth Jenkins does), I believe the result is that it can take longer for a customers account to be re-credited in the event of a 'system fault / crash' at the time of the transaction.

Can you please clarify:

- a) what the difference is?
- b) why there is a difference?
- c) how FS will correct the position and timescales?

Given the incidence of failure, this is urgent and will be a definite barrier to migrating any additional branches.

Mark Burley

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