

Private & Confidential: Subject to Legal Privilege

“The number of system errors identified, by year, that could affect branch accounts together with the number of branches that were affected and were capable of being affected by these errors, together with reasons”

From the data that is still available to Fujitsu (i.e. since 2010), it has been able to identify **4** system errors that could have affected a branch’s accounts. These are listed, in sequential order, below:

1. The ‘Receipts Payment Issue’ or ‘62 Branch Anomaly’ as referred to at paragraph 6.5 of Second Sight’s July 2013 Interim Report. Although it was an error that was capable of affecting the entire estate, as it was identified by Fujitsu in September 2010 during the pilot phase of HNGX, it affected only 62 branches.
2. The ‘Local Suspense Issue’ or ‘14 Branch Anomaly’ as referred to at paragraph 6.6 of Second Sight’s July 2013 Interim Report. Although it was an error that was capable of affecting the entire estate, it only affected 14 branches, as it was as a result of a change in archiving process (which replicated historic accounting entries in the 2010/11 financial year in the accounts for 2011/12 and 2012/13).
3. The ‘TC anomaly’, whereby, following a counter release on 29.06.2015, issued TCs became accepted whether the branch pressed “accept” or “cancel”. Although this anomaly was capable of affecting all branches from 29.06.2015 until 13.09.2015, at which point the change was reversed via a ‘hotfix’, very few calls were received from branches during the incident, which led to 7 cases being looked into for root cause analysis
4. The ‘Branch Outreach Issue’. Further detail has on this issue has been provided in the ‘Outreach BLE Extract Findings V6 091215’ Presentation. It is only capable of affecting Postmasters who run Core and Outreach branches (c.500). An audit has revealed that there have been 112 occurrences over the past 5 years, 108 of which were corrected at the time by either as TC or the Postmaster performing a Reversal. 2 of the 4 outstanding occurrences are still being investigated, jointly by Fujitsu and FSC, with the other 2 occurrences amounting to discrepancies of a £1 and 1p, which were written off.