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<b>Fujitsu Services Ltd CHANGE CONTROL NOTE (CCN)</b>		CCN NO: 1747	
CCN TITLE: Tidy-Up Adjustments to the Reconciliation Service: Service Description		CHANGE ADMINISTRATION USE ONLY. CR NO: N/A CP NO: N/A	
RELEASE: Release Independent CCN RAISED BY: Phil Boardman		EXPIRY DATE: 30 <sup>th</sup> October 2023 RAISED DATE: 25 <sup>th</sup> September 2023	
SUBMISSION DATE: 9 <sup>th</sup> October 2023			
EMERGENCY CHANGE PROCEDURE INVOKED: YES/NO			
EMERGENCY IMPLEMENTATION DATE:			
ATTACHMENTS: YES / NO [If yes, Number of]: 0			
FUJITSU SERVICES APPROVAL  <i>Dan Walton</i> Dan Walton (Jan 25, 2024 10:17 GMT)	DATE 25/01/2024	POST OFFICE LTD APPROVAL  <i>Rajiv Rathod</i> Rajiv Rathod (Jan 24, 2024 10:15 GMT)	DATE 24/01/2024
SUMMARY and REASON FOR CHANGE:			
<p>Discussions held in 2016 between the Parties agreed that a responsibility defined in the Reconciliation Service in respect of providing regular, summary spreadsheets of “Manual Error Reports” (MERs) had become no longer applicable and that such responsibilities would be removed from the CCD entitled “Reconciliation Service: Service Description” (SVM/SDM/SD/0015) via a “tidy-up” CCN. Such a CCN was never prepared nor agreed, for whatever reasons at that time however, thus this CCN1747 now formally agrees that change.</p>			
DETAILS OF CHANGE:			
<p>This CCN1747 agrees the removal of the responsibility to provide the MER spreadsheet on a monthly basis, as previously detailed in paragraph 2.3.4.10 of the CCD entitled “Reconciliation Service: Service Description” (SVM/SDM/SD/0015). The Operational Level Target in respect of such delivery is also removed from Table 3 in paragraph 2.3.6 of that CCD.</p> <p>While reviewing this document to remove the responsibility to deliver the MER spreadsheet, other “tidy-up” changes have been identified and are also agreed via this CCN1747. These changes do not alter previously agreed responsibilities for Fujitsu Services or Post Office, they simply consolidate changes previously made to the Services to aid readability of this CCD, these are;</p> <ol style="list-style-type: none"> <li>Removal of paragraph 2.1.1 Branch Reconciliation which had not been applicable since HNG-X Final Acceptance, after which all Transactions are performed directly into the Data Centres and no Transaction data is stored in Branches to be reconciled with Data Centra data. Previous edits to this paragraph had recognised such changes, in effect, but removal of the paragraph in its entirety clarifies further. Some statements in this paragraph, with regard to the responsibility to provide Transaction</li> </ol>			

FUJITSU RESTRICTED  
COMMERCIAL IN CONFIDENCE

Corrections and with respect to a note that the CFS and Credence feeds, have been moved so that they remain in the document, but these are not specific to any Branch Reconciliation responsibilities and so are moved outside of this removed paragraph.

ii. References to responsibilities for the Service Desk Service (which expired in June 2014), in paragraphs 2.1.4.8-9 and 2.7.2, which are now undertaken by the Post Office IT Service Desk (ITSD) interacting with the MAC Team (provided as part of the Service Management Service), are clarified/removed.

PROPOSED REVISION TO WORDING OF THE AGREEMENT *(including Schedule reference)*:

Additions to existing clauses or paragraphs are shown underlined, and deletions are shown with a ~~strikethrough~~.

**Revision of Wording in Service Description CCDs****CCD SVM/SDM/SD/0015 – Reconciliation Service: Service Description**

Paragraph 2.1 Service Definition, to the end of paragraph 2.1.1 is amended, as follows;

**“2.1 Service Definition**

In addition to the responsibilities detailed below, the Reconciliation Service is responsible for Transaction Corrections received from Post Office being made visible to Branches via the Branch Database.

N.B. There is no formal reconciliation produced between the CFS System and the Credence transaction stream. The Credence stream should therefore not be used to verify financial integrity and Post Office should ensure the CFS System Transaction information is used for this purpose.

**2.1.1 Removed by CCN1747 Branch Reconciliation**

2.1.1.1. Not Used.

2.1.1.2. The Reconciliation Service will be responsible for reconciling any zero value Transactions i.e. the number of APS Transactions where there is no value attached. In addition, the Reconciliation Service is responsible for Transaction Corrections received from Post Office being made visible to Branches via the Branch Database.

2.1.1.3. Not Used.

2.1.1.4. Where an Exception or an Error at a Branch affects the reconciliation within the CFS System, Fujitsu Services may be liable to pay liquidated damages to Post Office in lieu of any financial cost that Post Office may incur to resolve the Exception or Error either internally within the CFS System or as part of a settlement adjustment with Clients. Details of how and when liquidated damages are applied to Manual Error Reports (MER) are set out in section 2.3.4 of this Reconciliation Service: Service Description.

2.1.1.5. Where an Exception or an Error at a Branch does not affect reconciliation within CFS, no liquidated damages shall be payable by Fujitsu Services.

2.1.1.6. There is no formal reconciliation produced between the CFS System and the Credence transaction stream. The Credence stream should therefore not be used to verify financial integrity and Post Office should ensure the CFS System Transaction information is used for this purpose.”

Paragraph 2.1.2.2 is amended, as follows;

“2.1.2.2. Reconciliation of APS Transactions will include reconciling any zero value Transactions of zero value i.e. the number of APS Transactions where there is no value attached.. While these

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COMMERCIAL IN CONFIDENCE

Transactions do not affect financial reconciliation they will be reported in instances where they were not properly transferred to APS Clients or the CFS System.”

Paragraphs 2.1.4.7 to 2.1.4.9 are amended, as follows;

“2.1.4.1. Subject to agreement by Post Office and Fujitsu Services to the contrary, Branch raised calls to the Post Office Limited IT Service Desk (ITSD) will not generate Business Incidents.

2.1.4.2. The ITSD Service Desk will, however, monitor potential reconciliation issues from Branches if it is considered necessary by Fujitsu Services.

#### Raising of Business Incidents

2.1.4.3. In line with the generic Incident Management Policy agreed between Fujitsu Services and Post Office, Post Office generated Business Incidents will only be recognised as such if raised via the ITSD Service Desk. This ensures that the Business Incident is properly logged, enabling the Reconciliation Service to ensure that corrective information can be supplied and any underlying system fault can be rectified.”

Paragraph 2.1.4.12 is amended, as follows;

“2.1.4.12. A BIM Report shall always be accompanied by include details of a MER and give giving details of the Transaction causing the Exception or the Error. Depending upon the nature of the Exception or the Error, Fujitsu Services may be liable to pay liquidated damages to Post Office in lieu of any financial cost that Post Office may incur to resolve the Business Incident, either internally within the CFS System, or as part of a settlement adjustment with its Clients or Banks. Details of how and when liquidated damages are applied to MER are set out in section 2.3.4 of this Reconciliation Service, Service Description.”

Paragraph 2.3.4.10 is removed, as follows;

“2.3.4.10 Removed by CCN1747 MER Liquidated Damages Settlement

(a) On a monthly basis, the chargeable MER spreadsheet shall be populated by the Reconciliation Service with details of Exceptions or Errors, any applicable liquidated damages and appropriate supporting information. The Reconciliation Service's liquidated damages calculation shall be forwarded to Post Office for agreement.”

Table 3 with paragraph 2.3.6 Operational Level Targets is amended, as follows;

“Table 3

Description	OLT
MER delivered to Post Office Operations Control on a monthly basis	By close of business 10 <sup>th</sup> Working Day of the following month.
Reconciliation Exception or Error “initial” BIM Report available to Post Office	By close of business on the same Working Day as the Exception or Error has been reported by the Reconciliation Service or Post Office.

”

Paragraph 2.7.2 is removed, as follows;

“2.7.2 Removed by CCN1747 The Service Desk

If the scope of the Service Desk Service is changed, an alternative Service Provider would take over the Service Desk Service's role in supporting the Reconciliation Service.”

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COMMERCIAL TERMS or CHARGES APPLICABLE IN RESPECT OF THIS CCN  
(if any):

None

NEW CCDs and/or CRDs: N/A

Reference	Title	Approved Version & Date

AMENDED CCDs and/or CRDs:

Reference	Title	Previous Version & Date	Approved Version & Date
SVM/SDM/SD/0015	Reconciliation Service: Service Description	v7.0 07/06/2022	v8.0 2 months after CCN approval

Policies and Standards: N/A

Service Levels (including any Service Level relief required): N/A

P.O. Ltd Responsibilities: N/A

Other: N/A