



## HNG-X System Receipts and Payments Mismatch



### Receipts and Payments Mismatch

#### 1. Introduction

The purpose of this note is to document a request that we have had from Post Office in terms of presenting details of what happened as a result of a bug in HNG-X in September 2010 which caused a Receipts and Payments mismatch and also resulted in Discrepancies being lost.

The background to this is the fact that there was a BBC documentary broadcast on Monday 7<sup>th</sup> February 2011 reporting on postmasters being unhappy about being pursued for losses by Postmasters on Horizon.

It should be noted that the issues described here relates to HNG-X (Horizon Online) and that the implementation of the accounting mechanisms in the two systems is totally different (but they do produce the same reports and support the same business process).

This version of the note reflects my current understanding of Post Office Ltd's requirements.

#### 2. The Original Problem

*This is extracted from a note produced at the time and shared with Post Office Ltd called 'Correcting Accounts for "lost" Discrepancies' in document Lost Discrepancies.doc.*

PC0204263 describes a problem with SU Balancing that will result in a Receipts and Payments mismatch. A fix was created for this Peak.

*The fix has subsequently been fully deployed.*

However any branch encountering the problem will have corrupted accounts and Peak PC0204765 is a Master Peak to record all affected branches and also to define the process for correcting the accounts.

It should be noted that PC0204263 was raised as a result of Fujitsu's monitoring of system events and not as a result of a customer call from NBSC or HSD (although there were subsequent calls from Branches). This shows that the system monitoring controls for Receipts and Payments mismatches were in place and were effective in detecting such problems.

The problem occurs as part of the process of moving Discrepancies into Local Suspense.

When Discrepancies are found when rolling a SU over into a new TP, then the User is asked if they should be moved to Local Suspense (MSG31316). Should they Cancel at this point the Discrepancy is zeroised in the Local Cache (but nothing is written to the BRDB). Note that there is no corresponding Balancing Transaction generated in the Local Cache and so the Local Cache is in an Unbalanced state.

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## HNG-X System Receipts and Payments Mismatch



If at the next screen (where the options are to: print or preview the trial balance again; to re-attempt the rollover; or to cancel the rollover) the rollover is Cancelled, then no harm is done. However if the Rollover is re-attempted at this point, the rollover will continue with the corrupted Local Cache.

*In practice this re-attempted rollover has usually been to a new BP, but it is the reattempted rollover that results in the corruption.*

This has the following consequences:

- There will be a Receipts and Payment mismatch corresponding to the value of Discrepancies that were “lost”

Note that if the User doesn’t check their Final Balance Report carefully they may be unaware of the issue since there is no explicit message when a Receipts and Payment mismatch is found on the Final balance (the User is only prompted when one is detected during a Trial balance)

- The Local Suspense will have no knowledge of this specific Discrepancy
- The Opening Figures for Discrepancies in the new Period will be zero rather than the actual value of the Discrepancy
- The data used for the BTS will also have a zero value for Discrepancies at the end of the period. When the BTS is produced this will result in a similar Receipts and Payment mismatch

Note that if the bug was not present, then the Discrepancy would have been transferred to Local Suspense and that would have been cleared, so there are a number of things wrong with the BTS. However the impact of the bug is that the Discrepancy is lost and so the simplest way to correct it is to re-introduce the lost Discrepancy in a subsequent period and allow the normal rollover process to correct it.

*Note that if more than one SU has the issue then the value will be the total value of all errors.*

- The level of Discrepancies when viewed at the Branch will no longer match the level as seen in POL SAP or POL MIS

The problem appears to have affected 62 Branches and details have been provided to Post Office Ltd of all the BTS and SU Rollover Reports for these Branches until they were clear of the issue.

### 3. What Post Office want now

Post Office are now looking to put together a “storyboard” showing the precise steps all the way through the problem, consisting of screen shots and snapshot reports from the system. This will assist in explaining the issue to senior management and, if necessary, the Press.

Post Office are seeking help from Fujitsu in doing this.

Fujitsu propose offer to do the following to meet that requirement:

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1. Select one of the affected Branches

*POL should be able to select a branch from the information they have. POL have responded that Fujitsu should select any of the 62 affected branches.*

2. For this Branch, we need to describe exactly what happened in terms of screens that were displayed and reports that were actually produced. The reports that were produced are already available in the information we have provided to Post Office Ltd. We should be able to put together screenshots from a test or development system.
3. In addition, we can identify at key points in the sequence what the state of the Branch's accounts actually were, by mocking up what a SU Balance Snapshot would have looked like at that point of time. This can be done by taking the version of the report we have provided to POL and editing it to reflect the changed figures at that point in time.
4. This information can then be presented to POL either as a document or a PowerPoint slide show.

*POL need to let us know which they want. POL have chosen 2, 3 and 4 to be presented in a document format followed with a walkthrough. The information is presented in section 4 below and a walkthrough will be arranged accordingly.*

#### 4. Detailed Scenario

Branch 135026 has been chosen to illustrate the problem. This Branch has two Stock Units, AA and ATM. The issue occurred during TP 09 when rolling over Stock Unit ATM from BP 01 to BP 02 on 23<sup>rd</sup> September 2010.

Stock Unit ATM is an Individual Stock Unit.

A variance between the daily cash declarations and the system figures of £88.77 had first been identified on 16<sup>th</sup> September (i.e. the first day after rolling over into TP 09 BP 01). Such a variance was consistently reported each time a Cash Declaration was made.

What I have attempted to do below is to reproduce the sequence of activities and screens that the User (JTH001) would have gone through when carrying out the Balancing process.

*We have attempted to create accurate reports as they would have appeared at the time. The screens have been recreated as accurate as possible. The Date and Time at the top of each screen have not been adjusted and reflect the time that the transaction sequence was ran on the test system. All attempts have been made to ensure that the values in other parts of the screen are accurate.*

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HNG-X System  
Receipts and Payments Mismatch**4.1 Balancing SU ATM at the end of TP 9 BP 1**

To show the initial state of affairs, Figure 1 shows what a Balance Snapshot would have looked like prior to starting the balancing process.

Little Thurrock FAD: 1350269  
09:32 23/09/2010 TP: 09 BP: 01 SU: ATM  
Balance Snapshot - Office Copy

\*\*\*\*\*Discrepancies in this Account\*\*\*\*\*  
\*Discrepancy OVER 0.00 \*  
\*Discrepancy SHORT 0.00 \*  
\* -----\*  
\*Nett discrepancy 0.00 \*  
\* -----\*

\*\*\*\*\*  
VALUE ITEMS &MOP VOLUME VALUE  
Cash 12541.23  
Cash 12541.23  
MOP 12541.23  
-----

TOTAL VALUE ITEMS &MOP 12541.23  
-----

RECEIPTS VOLUME VALUE  
Balance B/Fwd 6541.23  
Transfers In 15000.00  
Remittance In Detail 0.00  
Discrepancy OVER Transferred 0.00  
Discrepancy SHORT Resolved 0.00  
-----

TOTAL RECEIPTS 21541.23  
-----

PAYMENTS VOLUME VALUE  
A&L ATM 8 9000.00  
SELF FILL ATM 9000.00  
Transfers Out 0.00  
Remittance Out Detail 0.00  
Discrepancy SHORT Transferred 0.00  
Discrepancy OVER Resolved 0.00  
Total VALUE ITEMS &MOP 12541.23  
Nett discrepancies 0.00  
-----

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HNG-X System  
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TOTAL PAYMENTS	21541.23
	-----
Balance C/Fwd	12541.23

STOCK VOLUMES                      VOLUME

EXAMINATION

Drawer examined and cash and stock found  
as shown in this summary

	Datestamp
	+-----+
Signature . . . . .	. . . . .
	. . . . .
	. . . . .
Time . . . . .	.AM/PM +-----+

TRANSFER

Cash and stock in this summary have been  
transferred to me

	Datestamp
	+-----+
Signature . . . . .	. . . . .
	. . . . .
	. . . . .
Time . . . . .	.AM/PM +-----+

\*\*\* END OF REPORT \*\*\*

**Figure 1 – Initial Balance Snapshot**

When Balancing SU ATM, the following would have occurred:

The User JTH001 would have gone to the Back Office Stock Balancing menu.





# HNG-X System Receipts and Payments Mismatch



Home		Stock Unit Balancing Home					Tue 15 Feb 11 09:43		Help	
Select function										Screen Entry
Stock Balancing										T1
F1 <b>Declare</b>										Suspend Resume Lock
Spoilt Stock	Cash	Stamps	Stock	Currency	Trav Cheques					T2
F2	21	22	23	24	25					
Destroyed Stock										
F3 <b>Balance</b>										
Snapshot Report										
41 42										
<b>Stock</b>										
Adjust Negative										
44 45										
<b>Outstanding</b>										
Declarations Summaries										
62 64										
<b>Other</b>										
Cash Variance Declaration List Discrepancies										
81 83 85										
JTH001 TP: 09 BP: 02 SU: ATM Individual K:										

Total		Quantity		Previous	
£ 0.00		1		PREV	
Remove Item	Scroll Up	Scroll Down	Cancel		
F9	←	→	UNDO		
View Full Basket	Receipt	Front Office	Back Space		
F10	RECPT	F14			
Calculate	Logout	Quantity	Enter		
F11	F13	F15			
Fast Cash	PLU	Settle			
F12	F16				

Figure 2 - Stock Balancing Menu

Figure 2 shows the Stock Balancing Menu.

On this menu, the Stamps button was used to declare stamps at £0.00

Then the Cash button was used to Declare Cash at £12,630.00. This figure is more than the System Cash figure, and so a message was displayed indicating that there was a discrepancy and then a screen showing the gain as in Figure 3.

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# HNG-X System Receipts and Payments Mismatch



Home		Declare Cash Holding		Tue 15 Feb 11 09:28		Help		
TBC-024: Review declaration details then press Enter								
History		<b>Type</b>	<b>Amount</b>	<b>Variance</b>				Screen Entry
F1								T1
		cash	£ 88.77	Gain				Suspend Resume Lock
								T2
					<b>Total</b>			
						<b>£ 0.00</b>		
					<b>Quantity</b>	Previous		
						PREV		
		Remove Item	Scroll Up	Scroll Down				Cancel
		F9	←	→				UNDO
		View Full Basket	Receipt	Front Office				Back Space
		F10	RECPT	F14				
		Calculate	Logout	Quantity				Enter
		F11	F13	F15				
		Page Up	Page Down	Page 1/1	Fast Cash	FLU	Settle	
					F12		F16	
JTH001		TP: 09 BP: 01 SU: ATM Individual				K:		

**Figure 3 - Cash Gain**

The User would then have selected Enter to confirm this and had the option to print the Declaration report and would then have been returned to the Balancing menu as shown in Figure 2.

Then the Balance Report button was used to Balance the Stock Unit.

The first screen shown when balancing the Stock Unit is as in Figure 4.

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**HNG-X System**  
**Receipts and Payments Mismatch**

Home **Stock Unit Balancing Home** Tue 15 Feb 11 09:30 Help

Select function

Stock Balancing

F1 **Declare**

Spoilt Stock Cash Stamps Stock Currency Tray Cheques

F2 21 22 23 24 25

Destroyed Stock

F3 **Balance** **Stock**

Snapshot Report Adjust Negative

F4 41 42 43 44 45

**Confirm Loss/Gain** **MSG00152**

! One or more declaration totals do not match the system derived figure.  
Press Continue to see list of discrepancies for confirmation.

Continue ENTER

Total £ 0.00

Quantity 1

Previous PREV

Remove Item F9

Scroll Up Scroll Down

View Full Basket F10

Receipt RECPT F14

Calculate Logout F11

Quantity F13

Fast Cash F12

Search F15

Cancel UNDO

Front Office Back Space

JTH001 TP: 09 BP: 01 SU: ATM Individual K:

**Figure 4 - Discrepancies Exist**

This indicates that there are one or more discrepancies between the System Figures and the Declarations that have been made.

The User would have selected Continue at this point.

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# HNG-X System Receipts and Payments Mismatch



Home		Balance Stock Unit Report		Tue 15 Feb 11 09:31		Help	
BAC-761: Press Enter to continue							
History		Product Name	Discrepancy	Gain / Loss		Screen Entry	
F1		Cash	£ 88.77	Gain		T1	
						Suspend Resume Lock	
						T2	
		Total					
		£ 0.00					
		Quantity				Previous	
		<input type="text" value="1"/>				PREV	
		Remove Item	Scroll Up	Scroll Down	Cancel		
		F9	←	→	UNDO		
		View Full Basket	Receipt	Front Office	Back Space		
		F10	RECPT	F14			
		Calculate	Logout	Quantity	Enter		
		F11	F13	F15			
		Page Up	Page Down	Page 1/1	Fast Cash	PLU	Settle
					F12		F16
JTH001		TP: 09 BP: 01 SU: ATM Individual				K:	

**Figure 5 - Discrepancy List**

Figure 5 is then displayed with a list of the one discrepancy that was identified. Note that this is the same as he would have seen in Figure 3.

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# HNG-X System Receipts and Payments Mismatch



Home	<b>Balance Stock Unit Report</b>			<b>Tue 15 Feb 11 09:32</b>			Help
0: No Screen Hint. Press Help for more information							
History							Screen Entry
F1 <b>Balance - Office Copy</b>							T1
Print		Preview		Roll Over			Suspend Resume Lock
22		24		26			T2
							Total
							£ 0.00
							Quantity
							1
							Previous
							PREV
Remove Item		Scroll Up		Scroll Down		Cancel	
F9		←		→		UNDO	
View Full Basket		Receipt		Front Office		Back Space	
F10		RECPT		F14			
Calculate		Logout		Quantity		Enter	
F11		F13		F15			
Fast Cash		PLU		Settle			
F12				F16			
JTH001 TP: 09 BP: 01 SU: ATM Individual							K:

**Figure 6 - Print Trial Balance Screen**

Figure 6 is then displayed allowing the user to print (or preview) the Trial Balance.

Until the Trial Balance has been printed or previewed, then the Roll Over button is not available.

At this point the Trial Balance would have been printed and it would have looked like:

```

Little Thurrock                      FAD: 1350269
09:32 23/09/2010      TP: 09 BP: 01 SU: ATM
Trial Balance - Office Copy

*****Discrepancies in this Account*****
*Discrepancy OVER                      88.77      *
*Discrepancy SHORT                     0.00      *
*                                     -----*
*Nett discrepancy                      88.77      *
*                                     -----*
*****

VALUE ITEMS &MOP      VOLUME      VALUE
Cash                  12630.00
Cash                  12630.00
  
```

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MOP	12630.00
-----	----------

TOTAL VALUE ITEMS &MOP	12630.00
------------------------	----------

RECEIPTS	VOLUME	VALUE
Balance B/Fwd		6541.23
Transfers In		15000.00
Remittance In Detail		0.00
Discrepancy OVER Transferred		0.00
Discrepancy SHORT Resolved		0.00

TOTAL RECEIPTS	21541.23
----------------	----------

PAYMENTS	VOLUME	VALUE
A&L ATM	8	9000.00
SELF FILL ATM		9000.00
Transfers Out		0.00
Remittance Out Detail		0.00
Discrepancy SHORT Transferred		0.00
Discrepancy OVER Resolved		0.00
Total VALUE ITEMS &MOP		12630.00
Nett discrepancies		88.77

TOTAL PAYMENTS	21541.23
----------------	----------

Balance C/Fwd	12630.00
---------------	----------

STOCK VOLUMES VOLUME

EXAMINATION

Drawer examined and cash and stock found  
as shown in this summary

Datestamp

$$+ \text{-----} +$$

Signature . . . . .

• •

• •

Time . . . . .AM/PM +-----+

TRANSFER

Cash and stock in this summary have been transferred to me

Datestamp

$$+ \text{-----} +$$

Signature . . . . .

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Receipts and Payments Mismatch

Time . . . . .AM/PM +-----+  
\*\*\* END OF REPORT \*\*\*

**Figure 7 - Original Trial Balance Report**

Having printed the trial balance the user would then have selected Roll Over.

**Figure 8 - TP or BP Rollover?**

Figure 8 would have been displayed giving the User the option of rolling over into either the next TP (TP 10) or the next BP (BP 02 of TP 09).

In order to encounter the problem the user would have selected a new TP and so have selected the Next TP button. Note that this is incorrect as it is not time to rollover into TP 10 for another 3 weeks.

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**HNG-X System**  
**Receipts and Payments Mismatch**

Home Balance Stock Unit Report Tue 15 Feb 11 09:33 Help

0: No Screen Hint. Press Help for more information

History

F1 Balance - Office Copy

Print Preview Roll Over

Total £0.00

Quantity

Confirm Rollover MSG31311

Check that all stock unit accounting activities have taken place. Press Continue to rollover the stock unit into the next TP.

Continue Cancel

JTH001 TP: 09 BP: 01 SU: ATM Individual K:

**Figure 9 - Prepare for new TP**

Figure 9 would be displayed requesting the user to confirm that all relevant Business Processes to roll into a new TP have been followed. They would then have selected Continue to progress. Note that if the User had realised their error and Cancelled at this point all would have been well and the User would have been returned to the screen show in Figure 6 and if they had then chosen to produce a Trial Balance again it would have been as shown in Figure 7. In particular, if the SU was then rolled over into a new BP the Discrepancy would not have been lost.

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# HNG-X System Receipts and Payments Mismatch



The screenshot shows a terminal window with the title 'Balance Stock Unit Report' and a timestamp 'Tue 15 Feb 11 09:34'. The main screen displays 'Balance - Office Copy' with options for 'Print', 'Preview', and 'Roll Over'. A modal dialog titled 'Outstanding Discrepancies MSG31316' is overlaid, containing the message: 'You have outstanding discrepancies of £ 88.77. Press Continue to transfer this to local suspense and continue to rollover. Press Cancel to cancel the rollover.' The dialog has 'Continue' and 'Cancel' buttons. The background screen also shows a 'Total' of '£ 0.00' and a 'Quantity' field. The bottom status bar displays 'JTH001 TP: 09 BP: 01 SU: ATM Individual Housekeeping K:'.

**Figure 10 - Post Discrepancy to Local Suspense**

Figure 10 would then be shown indicating that the SU Discrepancy is to be posted to Local Suspense.

At this point the user realises that they didn't mean to rollover into a new TP (posting of discrepancies and hence this screen only appear during TP rollovers), and so they select Cancel. It is at this point that the bug occurs. The local memory cache in the counter has the discrepancy cleared at this point, but no corresponding balancing transaction has been added into the cache to balance it.

They then return to the screen shown in Figure 6.

At this point they could have selected cancel and all would have been well. If the Print or Preview option had been selected at this point to re-print the Trial Balance, then the following would have been printed:

```

Little Thurrock                      FAD: 1350269
09:33 23/09/2010      TP: 09 BP: 01 SU: ATM
Trial Balance - Office Copy

*****Discrepancies in this Account*****
*Discrepancy OVER                0.00      *
*Discrepancy SHORT              0.00      *
```

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*****		
*Nett discrepancy		0.00
*****		
VALUE ITEMS &MOP	VOLUME	VALUE
Cash		12630.00
Cash		12630.00
MOP		12630.00
		-----
TOTAL VALUE ITEMS &MOP		12630.00
		-----
RECEIPTS	VOLUME	VALUE
Balance B/Fwd		6541.23
Transfers In		15000.00
Remittance In Detail		0.00
Discrepancy OVER Transferred		0.00
Discrepancy SHORT Resolved		0.00
		-----
TOTAL RECEIPTS		21541.23
		-----
PAYMENTS	VOLUME	VALUE
A&L ATM	8	9000.00
SELF FILL ATM		9000.00
Transfers Out		0.00
Remittance Out Detail		0.00
Discrepancy SHORT Transferred		0.00
Discrepancy OVER Resolved		0.00
Total VALUE ITEMS &MOP		12630.00
Nett discrepancies		0.00
		-----
TOTAL PAYMENTS		21630.00
		-----
Balance C/Fwd		12630.00
STOCK VOLUMES	VOLUME	
EXAMINATION		
Drawer examined and cash and stock found as shown in this summary		
		Datestamp
		+-----+
Signature . . . . .		.
		.
		.

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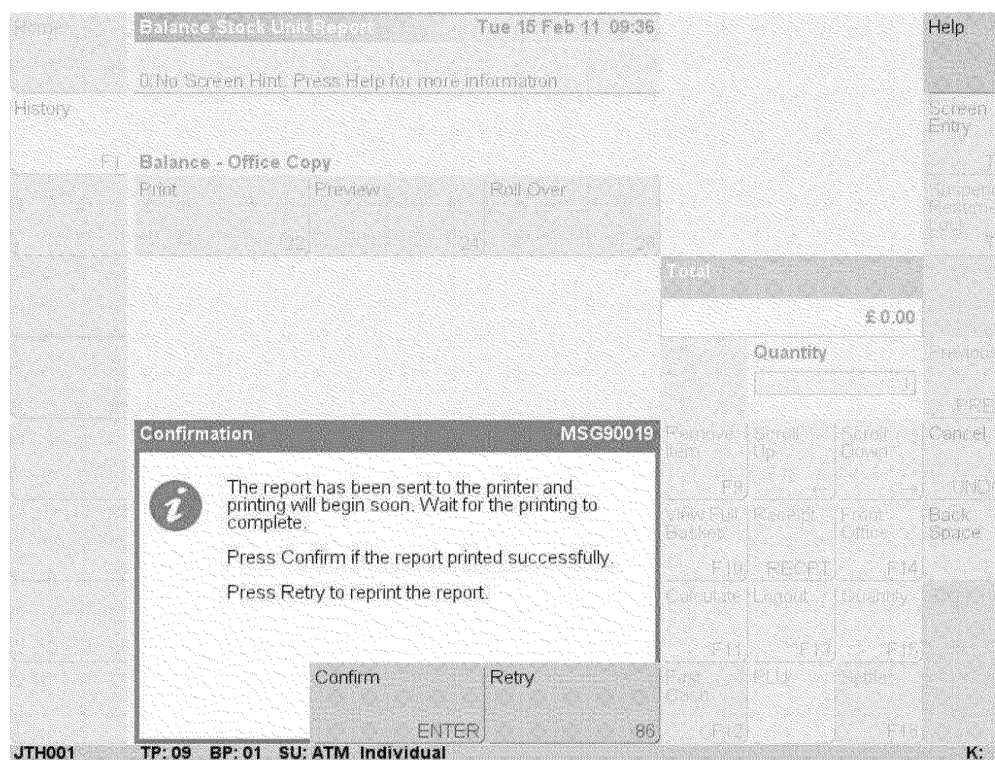
Ref: c:\gij\pathway\miscdata\1209.discrepancies\receipts&paymentsv0.3.doc

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**HNG-X System**  
**Receipts and Payments Mismatch**

**Figure 12 - Final Balance Printing**

This would have matched the Trial balance shown above other than saying it was a Final balance.

*Note that the user is not warned about receipts and payments mismatches on the Final balance as it is assumed that they would already have been seen on the trial balance.*

*This particular bug shows that is not necessarily the case!*

*Also note that no Business event indicating a Receipts and Payments mismatch is generated during the printing of the Final balance.*

*However a System (NT) Event is generated at this point regarding the Receipts and Payments mismatch.*

Figure 12 is displayed for the User to confirm that the Final balance has printed OK. On completion of the Print then Confirm is selected.

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# HNG-X System Receipts and Payments Mismatch



Balance Stock Unit Report Tue 15 Feb 11 09:36 Help

0. No Screen Hint. Press Help for more information

History

F1 Balance - Office Copy

Print Preview Roll Over

Total £ 0.00

Quantity

Stock Unit Rollover Successful MSG01012

Stock unit ATM has been rolled over successfully to Trading Period 9 Balance Period 2.

Continue

JTH001 TP: 09 BP: 02 SU: ATM Individual K:

**Figure 13 - Rollover Complete**

Figure 13 is then displayed confirming that the rollover has been completed. Once the message has been read then Continue is selected returning the user to the Stock balancing Menu as in Figure 2.

Internally, Horizon would have recorded Opening Figures for the new BP and these would be incorrect since the Discrepancy of £88.77 (gain) should have been carried forward into the new BP.

If at this point a Balance Snapshot was taken it would appear as in Figure 14.

```

Little Thurrock FAD: 1350269
09:32 23/09/2010 TP: 09 BP: 02 SU: ATM
Balance Snapshot - Office Copy

*****Discrepancies in this Account*****
*Discrepancy OVER 0.00 *
*Discrepancy SHORT 0.00 *
* -----*
*Nett discrepancy 0.00 *
* -----*
*****

```

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HNG-X System  
Receipts and Payments Mismatch

VALUE ITEMS &MOP	VOLUME	VALUE
Cash		12630.00
Cash		12630.00
MOP		12630.00

TOTAL VALUE ITEMS &MOP		12630.00
------------------------	--	----------

RECEIPTS	VOLUME	VALUE
Balance B/Fwd		12630.00
Transfers In		0.00
Remittance In Detail		0.00
Discrepancy OVER Transferred		0.00
Discrepancy SHORT Resolved		0.00

TOTAL RECEIPTS		12630.00
----------------	--	----------

PAYMENTS	VOLUME	VALUE
Transfers Out		0.00
Remittance Out Detail		0.00
Discrepancy SHORT Transferred		0.00
Discrepancy OVER Resolved		0.00
Total VALUE ITEMS &MOP		12630.00
Nett discrepancies		00.00

TOTAL PAYMENTS		12630.00
----------------	--	----------

Balance C/Fwd		12630.00
---------------	--	----------

STOCK VOLUMES	VOLUME
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## EXAMINATION

Drawer examined and cash and stock found  
as shown in this summary

Datestamp

+-----+

Signature . . . . .

. . . . .

. . . . .

Time . . . . .AM/PM +-----+

## TRANSFER

Cash and stock in this summary have been  
transferred to me

Datestamp

+-----+

FUJITSU RESTRICTED (COMMERCIAL IN CONFIDENCE)

Ref: c:\gij\pathway\miscdata\1209.discrepancies\receipts&amp;paymentsv0.3.doc

Author: Gareth I Jenkins

Date: 25/02/2011 16:06:00







**HNG-X System**  
**Receipts and Payments Mismatch**



The BTS produced was as follows:

Little Thurrock FAD 1350269  
1  
10:12 21/10/2010  
Final Branch Trading Statement - Office Copy From 16/09/10 To 14/10/10

	Branch Total	Suspense	SU AA	SU ATM
Cash On Hand B Fwd	53272.23		46731.00	6541.23
All Currencies Awaiting Collection B Fwd	66.39	66.39		
Suspense B Fwd	0.00	0.00		
Other MOP B Fwd	0.00		0.00	0.00
ForEx B Fwd	3293.29		3293.29	0.00
Other Postage B Fwd	2786.84		2786.84	0.00
Remittances In Total	1767.50		1767.50	0.00
All Currency Rems from SUs	113422.00	113422.00		
Gains to/from Suspense	0.00	0.00	0.00	0.00
All Currency Pouches Despatched	113488.39		113488.39	0.00
Transfers In from other SUs	45000.00		0.00	45000.00
Other Receipts	356755.05		356755.05	0.00
Remittances Out Total	132485.28		132485.28	0.00
All Currency Pouches Despatched via Sus	113488.39	113488.39		
Losses to/from Suspense	0.00	0.00	0.00	0.00
All Currency Rems to Suspense	113422.00		113422.00	0.00
Transfers Out to other SUs	45000.00		45000.00	0.00
Other Payments	229755.25		186695.25	43060.00

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Author: Gareth I Jenkins  
Date: 25/02/2011 16:06:00



HNG-X System  
Receipts and Payments Mismatch



Cash On Hand C Fwd	49526.86		40956.86	8570.00
All Currencies Awaiting Collection C Fwd	0.00	0.00		
Suspense C Fwd	0.00	0.00		
Other MOP C Fwd	0.00		0.00	0.00
ForEx C Fwd	2912.41		2912.41	0.00
Other Postage C Fwd	3350.27		3350.27	0.00
Total C Fwd	55789.54	0.00	47219.54	8570.00
Trading position (+/-)	88.77-		0.00	88.77-
Discrepancy OVER Transferred	0.00		0.00	0.00
Discrepancy SHORT Transferred	20.86		20.86	0.00
Discrepancy OVER Resolved	0.00		0.00	0.00
Discrepancy SHORT Resolved	20.86		20.86	0.00
Total Branch Adjustments	20.86-		20.86-	0.00

Little Thurrock  
2

FAD 1350269

10:12 21/10/2010  
09

Reprint for 10:12 21/10/2010

Final Branch Trading Statement - Office Copy From 16/09/10 To 14/10/10

Stock Holdings at End of Period

DESCRIPTION	VOLUME	DESCRIPTION	VOLUME	DESCRIPTION
Christmas 10 PP	4	Instants £5	78	
Medical PP	5	Instants £2	382	
WinniePoohPP	5			
RSF 1st Class	148			

FUJITSU RESTRICTED (COMMERCIAL IN CONFIDENCE)

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Author: Gareth I Jenkins

Date: 25/02/2011 16:06:00



**HNG-X System**  
**Receipts and Payments Mismatch**




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1st class stmp	4757
RSF 1st Large	199
1st class Large	584
2nd class Large	618
2nd class stmp	7191
SplDel SD3	41
Airsure World	9
Int Sign Euro	8
Int Sign World	9
Airsure Europe	10
Airletter Single	26
SplDel SD2	23
SplDel by 9.00am	29
S/a 2ndx100	49
S/a 1stx100	42
1st Large x 4	61
2nd Large x 4	82
SAS bk 1st x 12	634
SAS bk 2nd x 12	762
SAS bk 1st x 6	232
PO Phonecrd £5	7
PO Phonecrd £10	5
PO Phonecrd £20	22
Postal Orders	93
MVL Discs	809

---

FUJITSU RESTRICTED (COMMERCIAL IN CONFIDENCE)

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Author: Gareth I Jenkins

Date: 25/02/2011 16:06:00





**HNG-X System  
Receipts and Payments Mismatch**



Instants £1 536  
Transaction Corrections 6

I certify that the content of this balancing and trading statement is an accurate reflection of the cash and stock or

Signature:

\*\*\* END OF REPORT \*\*\*

**Figure 15 – Branch Trading Statement**

This shows a Trading Position of £88.77 (highlighted) corresponding to the lost discrepancy.

However if we assume that there was no further transactions done in SU ATM in the remaining BPs, we would have a BTS as follows:

*I have also adjusted the data for SU AA to remove any transfers to SU ATM so that it all balances other then the £88.77 due to the bug.*

Little Thurrock	FAD 1350269			
1				
10:12 21/10/2010				
Final Branch Trading Statement - Office Copy From 16/09/10 To 14/10/10				
	Branch Total	Suspense	SU AA	SU ATM
Cash On Hand B Fwd	53272.23		46731.00	6541.23
All Currencies Awaiting Collection B Fwd	66.39	66.39		
Suspense B Fwd	0.00	0.00		
Other MOP B Fwd	0.00		0.00	0.00
ForEx B Fwd	3293.29		3293.29	0.00
Other Postage B Fwd	2786.84		2786.84	0.00
Remittances In Total	1767.50		1767.50	0.00

FUJITSU RESTRICTED (COMMERCIAL IN CONFIDENCE)

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Author: Gareth I Jenkins

Date: 25/02/2011 16:06:00



HNG-X System  
Receipts and Payments Mismatch



All Currency Rems from SUs	113422.00	113422.00		
Gains to/from Suspense	0.00	0.00	0.00	0.00
All Currency Pouches Despatched	113488.39		113488.39	0.00
Transfers In from other SUs	15000.00		0.00	15000.00
Other Receipts	356755.05		356755.05	0.00
Remittances Out Total	132485.28		132485.28	0.00
All Currency Pouches Despatched via Sus	113488.39	113488.39		
Losses to/from Suspense	0.00	0.00	0.00	0.00
All Currency Rems to Suspense	113422.00		113422.00	0.00
Transfers Out to other SUs	15000.00		15000.00	0.00
Other Payments	195695.25		186695.25	9000.00
Cash On Hand C Fwd	83586.86		70956.86	12630.00
All Currencies Awaiting Collection C Fwd	0.00	0.00		
Suspense C Fwd	0.00	0.00		
Other MOP C Fwd	0.00		0.00	0.00
ForEx C Fwd	2912.41		2912.41	0.00
Other Postage C Fwd	3350.27		3350.27	0.00
Total C Fwd	89849.54	0.00	77219.54	12630.00
Trading position (+/-)	88.77-		0.00	88.77-
Discrepancy OVER Transferred	0.00		0.00	0.00
Discrepancy SHORT Transferred	20.86		20.86	0.00
Discrepancy OVER Resolved	0.00		0.00	0.00
Discrepancy SHORT Resolved	20.86		20.86	0.00
Total Branch Adjustments	20.86-		20.86-	0.00

FUJITSU RESTRICTED (COMMERCIAL IN CONFIDENCE)

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Author: Gareth I Jenkins

Date: 25/02/2011 16:06:00



**HNG-X System**  
**Receipts and Payments Mismatch**



Little Thurrock  
2

FAD 1350269

10:12 21/10/2010  
09

Reprint for 10:12 21/10/2010

Final Branch Trading Statement - Office Copy From 16/09/10 To 14/10/10

Stock Holdings at End of Period

DESCRIPTION	VOLUME
Christmas 10 PP	4
Medical PP	5
WinniePoohPP	5
RSF 1st Class	148
1st class stmp	4757
RSF 1st Large	199
1st class Large	584
2nd class Large	618
2nd class stmp	7191
SplDel SD3	41
Airsure World	9
Int Sign Euro	8
Int Sign World	9
Airsure Europe	10
Airletter Single	26
SplDel SD2	23
SplDel by 9.00am	29
S/a 2ndx100	49

DESCRIPTION	VOLUME
Instants £5	78
Instants £2	382

DESCRIPTION

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Author: Gareth I Jenkins

Date: 25/02/2011 16:06:00





**HNG-X System  
Receipts and Payments Mismatch**




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S/a 1stx100	42
1st Large x 4	61
2nd Large x 4	82
SAS bk 1st x 12	634
SAS bk 2nd x 12	762
SAS bk 1st x 6	232
PO Phonecrd £5	7
PO Phonecrd £10	5
PO Phonecrd £20	22
Postal Orders	93
MVL Discs	809
Instants £1	536
Transaction Corrections	6

I certify that the content of this balancing and trading statement is an accurate reflection of the cash and stock or

Signature:

\*\*\* END OF REPORT \*\*\*

**Figure 16 – Adjusted Branch Trading Statement**

Given the same assumptions as above (no further transactions done in SU ATM in the remaining BPs) then the Trial Balance Report at the end of BP 4 for SU ATM would have looked as follows:

Little Thurrock                      FAD: 1350269  
09:32 21/10/2010              TP: 09 BP: 04 SU: ATM

---

FUJITSU RESTRICTED (COMMERCIAL IN CONFIDENCE)

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Author: Gareth I Jenkins  
Date: 25/02/2011 16:06:00



**HNG-X System**  
**Receipts and Payments Mismatch**



Balance Snapshot - Office Copy

\*\*\*\*\*Discrepancies in this Account\*\*\*\*\*

*Discrepancy OVER	0.00	*
*Discrepancy SHORT	0.00	*
*	-----	*
*Nett discrepancy	0.00	*
*	-----	*

\*\*\*\*\*

VALUE ITEMS &MOP	VOLUME	VALUE
Cash		12630.00
Cash		12630.00
MOP		12630.00

TOTAL VALUE ITEMS &MOP		12630.00
------------------------	--	----------

RECEIPTS	VOLUME	VALUE
Balance B/Fwd		12630.00
Transfers In		0.00
Remittance In Detail		0.00
Discrepancy OVER Transferred		0.00
Discrepancy SHORT Resolved		0.00

TOTAL RECEIPTS		12630.00
----------------	--	----------

FUJITSU RESTRICTED (COMMERCIAL IN CONFIDENCE)

Ref: c:\gij\pathway\miscdata\1209.discrepancies\receipts&paymentsv0.3.doc

Author: Gareth I Jenkins

Date: 25/02/2011 16:06:00



**HNG-X System**  
**Receipts and Payments Mismatch**



PAYMENTS	VOLUME	VALUE
Transfers Out		0.00
Remittance Out Detail		0.00
Discrepancy SHORT Transferred		0.00
Discrepancy OVER Resolved		0.00
Total VALUE ITEMS &MOP		12630.00
Nett discrepancies		00.00

TOTAL PAYMENTS		12630.00
----------------	--	----------

Balance C/Fwd		12630.00
---------------	--	----------

STOCK VOLUMES	VOLUME
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EXAMINATION

Drawer examined and cash and stock found  
as shown in this summary

	Datestamp
Signature . . . . .	+-----+
	.
	.
Time . . . . .	+-----+
	.AM/PM

TRANSFER

Cash and stock in this summary have been  
transferred to me

Datestamp

FUJITSU RESTRICTED (COMMERCIAL IN CONFIDENCE)

Ref: c:\gij\pathway\miscdata\1209.discrepancies\receipts&paymentsv0.3.doc

Author: Gareth I Jenkins

Date: 25/02/2011 16:06:00





## HNG-X System Receipts and Payments Mismatch



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Signature . . . . . +-----+
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.
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Time . . . . .AM/PM +-----+
*** END OF REPORT ***

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**Figure 17 – Adjusted Trial Balance for SU ATM**

FUJITSU RESTRICTED (COMMERCIAL IN CONFIDENCE)

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Author: Gareth I Jenkins

Date: 25/02/2011 16:06:00