

Fujitsu Services

Data Errors / Not Data Errors – Contractual  
Definitions

Ref: CS/SER/017

Version: 1.0

COMMERCIAL IN CONFIDENCE

Date: 20 Dec 2002

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**Contributors:** N/A

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## 0.0 Document Control

### 0.1 Document History

Version No.	Date	Reason for Issue	Associated CP/PinICL
1.0	20/12/02	First authorised version introduced as part of the Amendment	

### 0.2 Review Details

Mandatory Review Authority	Name
Post Office: Network Support - Supplier & Service Performance Manager	Liz Tuddenham
Fujitsu Services: Infrastructure Service Manager	Richard Brunskill
Optional Review / Issued for Information	

( \* ) = Reviewers that returned comments

### 0.3 Associated Documents

Reference	Version	Date	Title	Source
CS/PRO/111	3.0	04/12/02	TPS Reconciliation & Incident Management	PVCS
CS/PRO/128	2.0	04/12/02	APS Reconciliation & Incident Management	PVCS
NB/PRO/002	4.0	04/12/02	Network Banking / Debit Card MoP Reconciliation & Incident Management	PVCS

Unless a specific version is referred to above, reference should be made to the current approved versions of the documents.

### 0.4 Abbreviations/Definitions

Unless the context otherwise requires, the following terms have the following meanings:

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Abbreviation	Definition

## 0.5 Changes in this Version

Version	Changes
1.0	This is the first approved version

## 0.6 Changes Expected

Changes

## 0.7 Table of Contents

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## 1.0 Introduction

### 1.1 Supplementary Documentation

This document supplements three (3) other Reconciliation Service CCDs (as defined in Schedule 19 to this Agreement) by providing detailed information on Data Errors.

### 1.2 Document Structure

As a consequence of the interconnecting nature of the Reconciliation Service CCDs the numbering in this document has assumed a particular structure. If, the contents of this CCD are changed there may need to be consequential changes to the other Reconciliation Service CCDs. In order to limit such consequential changes, in the event of changes being made to this CCD the numbering of paragraph 3 below should as far as possible be preserved.

### 1.3 Statement of Precedence

In the event of any conflict or ambiguity the provisions of this CCD shall take precedence over the provisions of the following CCD's and any other definitions of Data Errors / Not Data Errors included within this Agreement:

- TPS Reconciliation & Incident Management CS/PRO/111
- APS Reconciliation & Incident Management CS/PRO/128
- Network Banking Reconciliation & Incident Management NB/PRO/002

## 2.0 Scope

This document defines Data Errors and Not Data Errors.

## 3.0 Data Errors

### 3.1 Not used

### 3.2 Not used

### 3.3 Not used

### 3.4 Not used

### 3.5 Not used

## 3.6 Data Errors /Not Data Errors definition

### 3.6.1 Interpretation of Paragraph 3.6

#### 3.6.1.1 For the purposes of this paragraph 3.6: -

“**Cash Account Error**” means an electronic cash account presented by TMS at the TIP interface which is not an accurate record of the corresponding cash account which was irrevocably committed by the relevant User;

“**Cash Account Period**” means each period (normally of seven days ending on a Wednesday) to which Post Office shall have allocated, or shall subsequently allocate, a Cash Account Period Number and of which it shall have informed, or shall inform, Fujitsu Services through the Operational Business Change process;

“**Contractor Inaccurate Cash Account**” means an Inaccurate Cash Account caused primarily by:-

- (i) inaccurate Reference Data in Fujitsu Services’ Reference Data system (other than Reference Data supplied by Post Office);
- (ii) an error in any Software; or
- (iii) a failure by Fujitsu Services to apply Reference Data supplied by Post Office correctly and in compliance with the CCD entitled “ICL Pathway/Post Office Interface Agreement for Operational Business Change - Product” or, pending the signature thereof, the draft of that CCD dated 13/1/2000, version 2.9

where in any such case the effect of such inaccuracy or error was not capable of being corrected by the User before irrevocable commitment of the cash account in question by applying any work-around previously agreed between Post Office and Fujitsu Services for such purpose;

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**“Data Error”** means:

- (i) an error (other than a Not Data Error) which results in an Inaccurate Cash Account (Data Error) or a Cash Account Error; or
- (ii) a Transaction Error which is not a Not Data Error;

**“Data Error Counting Period”** means

- (i) each Cash Account Period which is of a duration of seven days or less; and
- (ii) in respect of Cash Account Periods of greater than seven days duration, each proportion of any such Cash Account Period derived by dividing such Cash Account Period into two or more Data Error Counting Periods such that the first such Data Error Counting Period is between one and seven days’ duration and each subsequent Data Error Counting Period during that Cash Account Period is exactly seven days in duration;

**“Inaccurate Cash Account”** means in respect of any Cash Account Period at any Branch an electronic cash account which does not properly account for all Transactions input to the Horizon Service Infrastructure by Users at that Branch in that Cash Account Period;

**“Inaccurate Cash Account (Data Error)”** means an Inaccurate Cash Account which is not an Inaccurate Cash Account (Not Data Error);

**“Inaccurate Cash Account (Not Data Error)”** means an Inaccurate Cash Account which:-

- (i) is not a Contractor Inaccurate Cash Account; and
- (ii) is irrevocably committed by a User at the conclusion of the end of week process in respect of any Cash Account Period at the relevant Branch notwithstanding that, prior to irrevocably committing such Inaccurate Cash Account, that User had been provided with a warning that receipts and payments did not match and that continuing might lead to an unbalanced cash account (or an equivalent warning);

**“Manual Error Report”** means in respect of any Data Error, a report from Fujitsu Services to Post Office describing that Data Error and specifying (in a format suitable for Post Office to key into a Post Office data input facility):-

- (i) in the case of a Data Error resulting in an Inaccurate Cash Account (Data Error) or a Cash Account Error, each of the line items in the relevant cash account which need to be replaced in order to correct the Data Error in question; and



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- (ii) in the case of a Data Error which is a Transaction Error, the relevant Transaction record as it would have appeared but for the Data Error;

**“Not Data Error”** means any of the following:-

- (i) an error caused by invalid data input by Users in Branches (other than the input of data which puts a previously balanced cash account into a state of imbalance);
- (ii) an error caused by the input of erroneous data by a User during migration of Post Office Data to any Branches (save where data migration tools have been provided by Fujitsu Services to detect such error but such error is not detected despite proper use of those tools by the User in question);
- (iii) an error caused by Reference Data supplied by Post Office which result in Transactions not being correctly taken into account in cash accounts where such Reference Data were correctly applied by Fujitsu Services in compliance with the CCD entitled “ICL Pathway/Post Office Interface Agreement for Operational Business Change-Product” or, pending the signature thereof, the draft of that CCD dated 13/1/2000, version 2.9;
- (iv) an Inaccurate Cash Account (Not Data Error); or
- (v) an error which is classified in Annex 1 to this CCD as an error of class “F” or “G”, whether or not it falls within sub-paragraphs (i) to (iv) above.

**“Repaired Cash Account”** means, in respect of any Inaccurate Cash Account or Cash Account Error, the relevant cash account as corrected by Fujitsu Services;

**“Repaired Transaction Data”** means, in respect of any Transaction Error, the relevant record following correction of that Transaction Error;

**“Transaction Error”** means an error in one or more transaction data fields in the electronic record of a transaction presented by TMS at the TIP interface or a missing, duplicate or spurious additional Transaction record therein; and

3.6.1.2 For the purposes of this paragraph 3.6 a Data Error shall be treated as relating to a Data Error Counting Period if:-

- (i) it is a Transaction Error in a Transaction carried out during that Data Error Counting Period; or
- (ii) it is a Cash Account Error or Inaccurate Cash Account (Data Error) for the Cash Account Period (if any) which is co-terminus with that Data Error Counting Period.



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- 3.6.1.3 For the purposes of the definitions of Cash Account Period and Data Error Counting Period a day shall mean a period of 24 hours ending at 8.00 p.m.

### 3.6.2 Classification of Incident Types

Each of the incident types listed in the table in Annex 1 to this CCD is classified in the column of that table headed “Incident Classification” by one of the following designations:-

- “A” = a Transaction Error which is also an Inaccurate Cash Account (Data Error);
- “B” = a Transaction Error which is also a Cash Account Error;
- “C” = a Transaction Error which is neither an Inaccurate Cash Account nor a Cash Account Error;
- “D” = an Inaccurate Cash Account (Data Error) which is not a Transaction Error;
- “E” = a Cash Account Error which is not a Transaction Error;
- “F” = a Not Data Error; and
- “G” = an incident which is treated by the parties as a Not Data Error.

### 3.6.3 Detection of Errors

The Fujitsu Services shall duly apply throughout the term of this Agreement all of the defensive measures and checks described in the Annex to this CCD in order to detect Data Errors and Not Data Errors. Such defensive measures and checks will be applied with the frequency indicated in the said Annex. All Data Errors and Not Data Errors detected (by Fujitsu Services or otherwise and whether or not by application of such defensive measures and checks) shall, subject to paragraph 3.6.4 below, be dealt with in accordance with the remaining sub-paragraphs of this paragraph 3.6.

### 3.6.4 Widespread Errors

- 3.6.4.1 As soon as Fujitsu Services discovers, whether through calls received at the Help Desk or otherwise, that there are or are likely to be Data Errors or Not Data Errors affecting cash accounts at more than 100 Branches in any one Cash Account Period then Fujitsu Services shall immediately:-

- (a) notify Post Office in accordance with procedures described in the CCD entitled “TPS Reconciliation and Incident Management” (CS/PRO/111); and
- (b) comply with those provisions of that CCD which shall be inserted by reference to this paragraph 3.6.4.

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- 3.6.4.2 Upon Fujitsu Services giving notice in accordance with paragraph 3.6.4.1(a) the remaining provisions of this paragraph 3.6 (other than paragraphs 3.6.4.3 and 3.6.4.4 below) shall cease to apply in relation to such Data Errors and Not Data Errors.
- 3.6.4.3 Subject to paragraph 3.6.14 below, Fujitsu Services shall promptly reimburse to Post Office all costs reasonably incurred by Post Office in correcting any Data Errors to which paragraph 3.6.4.1 applies.
- 3.6.4.4 Post Office shall promptly reimburse to Fujitsu Services all costs reasonably incurred by Fujitsu Services in correcting any Not Data Errors to which paragraph 3.6.4.1 applies.

### 3.6.5 Data Errors discovered before transmission

- 3.6.5.1 Subject to paragraph 3.6.5.4 below, if Fujitsu Services discovers a Transaction Error which is a Data Error prior to the relevant record being transmitted by Fujitsu Services to Post Office over the TIP interface, then Fujitsu Services shall not transmit the relevant record but shall retain it and:
- a) correct the Transaction Error in the relevant record;
  - b) transmit the Repaired Transaction Data to Post Office over the TIP interface;  
and
  - c) promptly issue a report to Post Office in an agreed format containing an explanation of the correction made.
- 3.6.5.2 If Fujitsu Services discovers any Data Error resulting in an Inaccurate Cash Account (Data Error) prior to the relevant record being transmitted by Fujitsu Services to Post Office over the TIP interface then, notwithstanding the presence of such error, Fujitsu Services shall transmit the relevant record to Post Office over the TIP interface and thereafter either:-
- (a) with Post Office's agreement (such agreement not to be unreasonably withheld) promptly correct the Data Error in the relevant cash account, transmit the Repaired Cash Account over the TIP interface (without prejudice to paragraph 3.6.6.4 below) and issue a report to Post Office containing an explanation of the correction made; or
  - (b) promptly issue to Post Office a Manual Error Report in respect of that Data Error.
- 3.6.5.3 Subject to paragraph 3.6.5.4 below, if Fujitsu Services discovers any Cash Account Error resulting from a Data Error prior to the relevant record being transmitted by Fujitsu Services to Post Office over the TIP interface, then Fujitsu Services shall not transmit the relevant record but shall retain it and:
- (a) correct the Data Error in the relevant cash account;

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- (b) transmit the Repaired Cash Account to Post Office over the TIP interface; and
- (c) promptly issue a report to Post Office in an agreed format containing an explanation of the correction made.

3.6.5.4 Fujitsu Services may, instead of retaining and repairing records in accordance with paragraphs 3.6.5.1 and/or 3.6.5.3 above, promptly issue to Post Office Manual Error Reports for up to a total of 50 Data Errors relating to any Data Error Counting Period (or such higher limit as the parties may agree).

### 3.6.6 Data Errors discovered after transmission

3.6.6.1 Where a Data Error shall not have been discovered before transmission of the relevant record to Post Office over the TIP interface, but is subsequently discovered, the provisions of paragraphs 3.6.5.1 and 3.6.5.3 above shall not apply to such Data Error. Instead Fujitsu Services shall either:

- (a) with Post Office's agreement (such agreement not to be unreasonably withheld), correct the Transaction Error or, as the case may be, the Data Error in the relevant cash account, transmit the Repaired Transaction Data or (without prejudice to paragraph 3.6.6.4 below) Repaired Cash Account to Post Office over the TIP interface and promptly issue a report to Post Office containing an explanation of the correction made; or
- (b) promptly issue to Post Office a Manual Error Report in respect of that Data Error.

3.6.6.2 If the number of Data Errors which are discovered after the transmission of the relevant record exceeds twenty in any Data Error Counting Period Fujitsu Services shall, in consultation with Post Office, review the process introduced by the Accounting Integrity Control Release with a view to enhancing such process in order to detect the relevant Data Errors prior to transmission of the relevant records and to identify and correct root causes of such errors.

3.6.6.3 Any Data Error processed by Fujitsu Services under paragraph 3.6.6.1(b) above which shall have been discovered after transmission but before the conclusion of the Data Error Counting Period to which it relates shall count towards the 50 per Data Error Counting Period limit under paragraph 3.6.5.4 above. However, where a Data Error is discovered after transmission and after the conclusion of the Data Error Counting Period to which it relates Fujitsu Services shall be entitled, without thereby being in breach of paragraph 3.6.5.4 above, to submit a Manual Error Report in respect thereof in accordance with paragraph 3.6.6.1(b).

3.6.6.4 Where paragraph 3.6.5.2(a) or 3.6.6.1(a) above applies, Fujitsu Service's obligation to transmit a Repaired Cash Account may be satisfied by transmitting such part of the Repaired Cash Account as is necessary to correct the Data Error concerned, provided that such transmission complies with the requirements of the CCD entitled "Pathway to TIP Application Interface Specification".

### 3.6.7 Not Data Errors

Fujitsu Services shall, promptly following discovery of any Not Data Error, issue a report to Post Office (in the same format as a Manual Error Report) containing a brief description of the Not Data Error to the extent that it can be identified and shall co-operate with Post Office and, to the extent that is reasonable, assist Post Office (a) to investigate and seek to prevent the recurrence of such Not Data Error and (b) to prevent the production of Cash Accounts which are incorrect as a result of such Not Data Error.

### 3.6.8 General Provisions

3.6.8.1 Fujitsu Services undertakes to use all reasonable endeavours, in accordance with the procedures defined in the CCD entitled “TPS Reconciliation and Incident Management” (CS/PRO/111), to notify Post Office of the discovery of a Data Error or Not Data Error on the same day on which such Data Error or Not Data Error is discovered and shall in any event notify Post Office thereof on the morning of the Working Day next following the date on which it is discovered.

3.6.8.2 Fujitsu Services undertakes to use all reasonable endeavours to ensure that:

- a) the delay between the occurrence of a Data Error (or in the case of a Data Error detected after the transmission of the relevant record, its detection) and (a) the issue of a Manual Error Report in respect thereof to Post Office or (b) transmission of the Repaired Transaction Data or (without prejudice to paragraph 3.6.6.4) Repaired Cash Account to Post Office over the TIP interface; or
- b) the delay between discovery of a Not Data Error and the issue of a report to Post Office in relation thereto under paragraph 3.6.7 above

shall not in any such case exceed five working days.

3.6.8.3 Where any such delay as is referred to in paragraph 3.6.8.1 has exceeded, or Fujitsu Services believes that it is likely to exceed, five days, Fujitsu Services shall immediately notify Post Office’s Head of Service Management and shall procure that the Fujitsu Service’s Customer Service Director (or, in his absence, his deputy) is made available to meet with Post Office’s Head of Service Management (or his delegate) to discuss the delay within two working Days of such notification.

3.6.8.4 Where Fujitsu Services provides Manual Error Reports it shall provide a separate Manual Error Report for each Data Error discovered. For this purpose, where a single error in a cash account is manifested in more than one place in that cash account it shall be treated as a single Data Error, but two or more different errors in the same cash account shall be treated as different Data Errors, each requiring a separate Manual Error Report.

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- 3.6.8.5 Where Fujitsu Services is required to make an assumption in order to correct a Data Error and/or present Repaired Transaction Data or a Repaired Cash Account, Fujitsu Services shall make such assumption and promptly inform Post Office of the assumption made.
- 3.6.8.6 Fujitsu Services shall pay to Post Office within 30 days after the end of each month a sum to compensate Post Office for its costs in dealing with Manual Error Reports for Data Errors as follows:
- i. £150 per Manual Error Report relating to a Transaction Error discovered after transmission of the relevant record;
  - ii. £100 per Manual Error Report relating to a Transaction Error discovered before transmission of the relevant record;
  - iii. £100 per Manual Error Report relating to a Cash Account Error discovered;  
and
  - iv. £100 per Manual Error Report relating to an Inaccurate Cash Account (Data Error)
- in that month. [Clause 802 of the Codified Agreement] shall apply to such payments as though they were liquidated damages for failure to meet Service Levels.
- 3.6.8.7 For the purposes of calculating any sum which may be due to be paid to Post Office under paragraphs 3.6.4.3 or 3.6.8.6 all Data Errors which shall have been corrected by Fujitsu Services and the relevant Repaired Transaction Data or (without prejudice to paragraph 3.6.6.4) Repaired Cash Account transmitted to Post Office over the TIP interface within five Working Days of such Data Error occurring shall be excluded and no payment shall be made to Post Office in relation to such Data Errors.
- 3.6.8.8 For such period (if any) following discovery of any error or inaccuracy during which there is insufficient information for Fujitsu Services to determine whether such error or inaccuracy constitutes, or gives rise to, a Data Error or a Not Data Error, such error or inaccuracy shall, for the purposes of any action to be taken under paragraphs 3.6.5 to 3.6.7 (inclusive) above but not otherwise, be treated as a Data Error.



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## 4.0 Annex - Error Matrix

Incident					Defences (See note(6))			AIC Detection (See note (7))					
Pathway Incident No.	TIP Incident Number	Incident Types	Incident Classification	SEE NOTE	Root cause fix (in place or intended)	Preventative code	Harvester record rejection	By daily checks at counter	Reported daily by Harvester	By daily checks at Host	By weekly checks at counter	By weekly checks at host	By weekly Receipts not equal to Payments check
Part A		Incidents as listed in TIP Incident Status Report as at 20th Oct 1999											
A1	821	Deleted stock unit ("SU")	C			Y	Y	Y	Y	Y			
A2	846	SU double roll	A			Y					Y		Y
A3	855	Missing mode – Reversal	C		Y		Y	Y	Y	Y			
A4	856	New SU	D		Y						Y		Y
A5	857	SU Name with blank first character	D			Y					Y		Y
A6	858	Missing timestamp	C		Y	Y	Y	Y	Y	Y			
A7	866	Product deleted with current transactions	D		Y	Y					Y		Y
A8	869	Missing mode - OBCS suspend	C		Y		Y	Y	Y	Y			
A9	873	Missing mode – scales	C		Y		Y	Y	Y	Y			
A10	889	Replication recovery	C		Y					Y	Y		
A11	909	Fee migration correction error	F	(4)	Y		Y	Y	Y	Y			
A12	873	Corrupt .dll files on LT2 migration	A	(1)		Y							Y
A13	910	Multiple simultaneous roll-over	A			Y					Y		Y
A14	919	OBCS swipe permitted in invalid mode	C		Y			Y					
A15	913	Signage issue on interface	G	(5)	Y								



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A16	892	Missing mode - unassigned cause	C		Y		Y	Y	Y	Y			
Part B		New incidents											
B1	935	Negative sign on Transaction numbers	C		Y	Y	Y		Y	Y			
B2	940	Settlement of the Reversal of the settlement of a stock adjustment	G	(5)	Y								
B3	951	Incorrect recording of stock transfer transactions (and consequences)	A				Y		Y	Y	Y		Y
B4	961	Missing cash account because of null cash account ID	G	(3)	Y	Y					Y		
B5	934	Reference Data Error on product 196	G										
B6	939	Invalid ITM	C			Y		Y					
B7	943	Migration of erroneous ECCO transfer transaction	F										
B8	963	APS reversal txns with missing O-mode	C		Y		Y	Y	Y				
B9	936	Missing primary mappings in ref data.	F							Y			Y
B10	949	Cash account with zero values	E		Y	Y					Y		
B12	983	Transfer Out transaction within a DDN session	C	(2)							Y		Y
B13	984	Problem with persistent object index updates	D		Y			Y			Y		Y
B17	1003	Deletion of non-core ref data	F	(8)						Y			Y
B18	1007	Global Objects version issue	D									Y	Y
B20	1002	Volume only transaction in deleted SU	D			Y	Y	Y	Y	Y			
B21	1015	Partial transfer	D								Y		Y

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B22	998	Field size problem	C			Y	Y		Y	Y			
B23	1028	Message insertion issue (duplicates A11)	F	(4)	Y		Y	Y	Y	Y			
B24	965	Apparent discrepancies in “week 2”	G	(9)									
B25	N/A	Migration of incorrect office B/F balance	F										Y
B26	974	Replication timing problem	D								Y		
B27	1036	Transaction input by User to wrong week	F								Y		

## NOTES

General – Interpretation of the above matrix

The columns headed ‘Incident’ define the incidents which the Defences and AIC Detection are designed to address.

Each of the TIP Incident Numbers refers to the incident number given to the first occurrence of the incident of that type.

The columns headed ‘Defences’ summarise the defences which have (or will be) put in place to deal with the relevant incidents. In some cases it will be seen that there is more than one category of defence. These are additive layers of system resilience, and should be interpreted as follows:

If there is a root cause fix, then defensive code, if also present, would not be exercised unless either the root cause fix was found in some circumstances to be ineffective or another hitherto undiscovered root cause caused the same symptom. Taking for example A6, the cause of the missing timestamp underlying the reported incident has been fixed, and so the second defence (the repair of the defective record by the harvester) is inactive, but would be activated by some new "bug" which also caused a missing timestamp.

The harvester rejection is described as a defence because it prevents defective records reaching TIP. If there is either a root cause fix or defensive code executed at the desk top then the harvester will not reject the record, as records reaching the harvester will be correct. The harvester would reject the record if the fix failed (and indeed for most transaction errors did originally reject the records, which was how the error was detected by TIP).

The columns headed ‘AIC detection’ set out the reaction the AIC would have made to the various categories of reported errors had it been active at the time. Where these errors have been either fixed or defended against the AIC will of course not now have anything to detect. The third defence,

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harvester rejection, itself causes AIC detection, as quite apart from anything else which the AIC may have detected it will now also detect that a record which was present at the counter has not reached the host.

Specific – bracketed numbers in table refer

1. This bug resulted in transactions not being generated. The transactions which were in the message store were correctly brought to account.
2. The underlying incident is now understood and can be reproduced. The error does not occur in the CSR+ code and work continues to understand how to resolve the issue in the current code.
3. This incident type may result in a failure of the service level referred to in paragraph 3.1 of this CCD but is not a Data Error as the relevant data are rejected at the TIP interface.
4. Root cause was a migration error. The reported error is the secondary effect of the centrally introduced migration correction not being harvested to TIP, although the cash account was corrected as requested by Post Office.
5. Root cause was incomplete definition of signage agreed between Pathway and TIP, now complete.
6. "Defences" - definitions of terms used as column headings.

The intended purpose of each of the defensive measures referred to in the column headings is described in the definitions below.

Root cause fix means a software fix applied to rectify the cause of the incidents reported by TIP in the relevant categories.

Preventative Code means code added to the Horizon software either to detect and prevent an inappropriate user action (such as deletion of an active stock unit) which would have adverse system consequences, or to detect a system error (such as a null cash account id) and prevent the effects of that error propagating through the system.

Harvester Record Rejection refers to the action taken by the software agent which harvests records to be sent to TIP when it detects a record as being in error. In this circumstance the agent refuses to harvest the record, instead reporting it for investigation and/or correction.

7. AIC Detection - definition of terms used as column headings:

The checks performed by each part of the AIC software will be as defined in PI/DES/002, which was re-issued at v0.8 on 22/12/99. This adds to v0.7 a new section 4.6.5, which describes the test performed by the host AIC software to detect and report on instances when the cash account payments table total does not equal the cash account receipts table total.

Fujitsu Services

Data Errors / Not Data Errors – Contractual  
Definitions

Ref: CS/SER/017

Version: 1.0

Date: 20 Dec 2002

COMMERCIAL IN CONFIDENCE

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Daily checks at the counter refers to the error reporting performed daily by the counter software (by writing error messages in the message store for central recovery and reporting) as distinct from the daily production of control totals for subsequent use either by the host or by the weekly counter AIC processes. This reporting is described in PI/DES/002, particularly within sections 3.2, 4.1.3, and 4.3.4 .

Reported by the Harvester refers to the daily error reporting by the harvester agent, for those Branches where an End of Day marker is present, when records are found which cannot be harvested for onwards transmission to TIP because they fail validation checks. This reporting is described in PI/DES/002, particularly within sections 4.4.1, and 4.3.4.

Daily checks at the Host refers to reporting of errors detected when the host AIC software checks the data harvested for each Branch with the counter generated control totals placed in the message store for this purpose. This reporting is described in PI/DES/002, particularly within sections 3.1 and 4.5.1.

Weekly checks at the counter refers to the error reporting performed weekly by the counter software (by writing error messages in the message store for central recovery and reporting) as distinct from the production of weekly control totals for subsequent use by the host AIC processes. These errors may be detected by comparison of the cash account to the control figures accumulated daily at the counter. This reporting occurs every day, for those Branches for which a cash account has been produced and is described in PI/DES/002, particularly within sections 3.2, 3.4, 4.1.2, 4.1.5, 4.2.3 and 4.3.5.

Weekly checks at the Host refers to reporting of errors detected when the host AIC software checks the cash account sub-file for a Branch with the counter generated control totals placed in the message store for this purpose. This reporting occurs every day, for those Branches for which a cash account has been produced and is described in PI/DES/002, particularly within sections 3.3 and 4.5.2.

Receipts not equal to Payments check refers to reporting of errors detected when the host AIC software checks the cash account sub-file for an Branch to ensure that the totals for the Payments table and the Receipts table contained within the sub-file are equal. This reporting is described in PI/DES/002, section 4.6.5.

8. Preventative code is being developed.
9. This will not cause errors in the Post Office domain provided the corrected data is transmitted electronically within five working days of the occurrence of the error. In cases where a Manual Error Report is submitted within five working days of the occurrence of the error Post Office will be able to use this to correct the following week's opening balance as well as the original error.

<b>Fujitsu Services</b>	<b>Data Errors / Not Data Errors – Contractual Definitions</b>	<b>Ref:</b>	<b>CS/SER/017</b>
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	<b>COMMERCIAL IN CONFIDENCE</b>	<b>Date:</b>	<b>20 Dec 2002</b>

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