

**From:** "ParkerSP" [GRO]  
**To:** Jonathan Gribben [GRO]  
**Cc:** "Matthew.Lenton" [GRO]  
"Dave.Ibbett" [GRO] Lucy Bremner  
[GRO] "John.Simpkins" [GRO]  
[GRO] Andrew Parsons [GRO]  
"Gareth Jenkins" [GRO]  
[GRO]  
**Subject:** RE: SP Second Witness Statement: Possible examples to use - effective software fixes [WBDUK-AC.FID27032497]  
**Date:** Tue, 29 Jan 2019 16:25:38 +0000  
**Importance:** Normal  
**Inline-Images:** image001.png; image002.png; image003.png

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Jonny

I am free but you'll need someone like Gareth to give you a definitive answer, it was his idea after all.

**I think the answer** is that Giro bank is ALSO an AP transaction (like bill payments). It is the only type of bank account that is. All other banking deposits go through a totally different path.

Steve

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**From:** Jonathan Gribben [GRO]  
**Sent:** Tuesday, January 29, 2019 4:13 PM  
**To:** Parker, Steve [GRO]  
**Cc:** Lenton, Matthew [GRO] Ibbett, Dave [GRO]  
Lucy Bremner [GRO] Simpkins, John [GRO]; Andrew  
Parsons [GRO]  
**Subject:** RE: SP Second Witness Statement: Possible examples to use - effective software fixes [WBDUK-AC.FID27032497]

Steve,

Thank you for this. Updated version attached. We are down to one point to bottom out, which is the GIRO bank theory in para. 35. The bit we are struggling with is that if it is possible to deposit money in a Giro bank account, how is it not possible to deposit money in a normal account. Why is a paper slip necessary for this type of account?

It might be worth having a quick call on this. Are you free?

Kind regards

Jonny

**Jonathan Gribben**  
Managing Associate  
Womble Bond Dickinson (UK) LLP

d: [GRO]  
m: [GRO]  
t: [GRO]  
e: [GRO]

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**From:** [ParkerSP](#); [GRO]  
**Sent:** 29 January 2019 14:47  
**To:** Jonathan Gribben  
**Cc:** [Matthew.Lenton](#); [GRO]; [Dave.Ibbett](#); [GRO]; Lucy Bremner; [John.Simpkins](#); [GRO]  
Andrew Parsons  
**Subject:** RE: SP Second Witness Statement: Possible examples to use - effective software fixes [WBODUK-AC.FID27032497]

[Latest comments / change marked](#)

Steve

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**From:** Jonathan Gribben [GRO]  
**Sent:** Tuesday, January 29, 2019 12:07 PM  
**To:** Parker, Steve [GRO]  
**Cc:** Lenton, Matthew [GRO]; Ibbett, Dave [GRO]  
Lucy Bremner [GRO]; Simpkins, John [GRO]; Andrew Parsons [GRO]  
**Subject:** RE: SP Second Witness Statement: Possible examples to use - effective software fixes [WBODUK-AC.FID27032497]  
**Importance:** High

Steve,

Please see attached the updated version of your statement and a comparison showing the changes made.

Can we discuss the comments at 2:00pm please?

Kind regards

Jonny

**Jonathan Gribben**

Managing Associate  
Womble Bond Dickinson (UK) LLP

d: [redacted]  
m: [redacted]  
t: [redacted]  
e: [redacted]

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**From:** [ParkerSP](#) [redacted] [mailto: [redacted]]  
**Sent:** 29 January 2019 10:52  
**To:** Jonathan Gribben  
**Subject:** RE: SP Second Witness Statement: Possible examples to use - effective software fixes [WBDUK-AC.FID27032497]

Yes, will do

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**From:** Jonathan Gribben [redacted]  
**Sent:** Tuesday, January 29, 2019 10:40 AM  
**To:** Parker, Steve [redacted]  
**Cc:** Lenton, Matthew [redacted]; Ibbett, Dave [redacted]  
Lucy Bremner [redacted]; Simpkins, John [redacted]; Gareth  
Jenkins [redacted]  
**Subject:** RE: SP Second Witness Statement: Possible examples to use - effective software fixes [WBDUK-AC.FID27032497]

Steve,

Thank you for this.

I'm working on the statement now – next (and hopefully final version) will be with you within 30 minutes. We need to get it out today, so please can you review on receipt? I'll send you a comparison so you can easily see the changes made.

Kind regards

Jonny

**Jonathan Gribben**  
Managing Associate  
Womble Bond Dickinson (UK) LLP

d:   
m:   
t:   
e: 

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**From:** [ParkerSP](#);  GRO  
**Sent:** 29 January 2019 09:10  
**To:** Jonathan Gribben  
**Cc:** [Matthew.Lenton](#);  GRO; [Dave.Ibbett](#);  GRO; Lucy Bremner; [John.Simpkins](#);  GRO  
Gareth Jenkins;  GRO  
**Subject:** SP Second Witness Statement: Possible examples to use - effective software fixes

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Jonny, we've been looking at some potential examples to use within the witness statement. Suggest WBD have a look and decide if it is useful to add them as examples?

## Effective Software Fixes

### **[PC0089918](#): PSteed2847N - reverse a rem, but when this has been reversed it is doubling up on a balance**

+ve: Already mentioned in statement but still shows a quick software error turn round

28/04/03: SSC (Paul Steed) identified error

28/04/03: Paul Steed updated and sent to MSU to handle discrepancy with FAD & POL

30/04/03: Development identify error

01/05/03: Work Package generated: PWY\_WP\_16353 B3S30R

07/05/03: Tested on LST. Fix released.

09/05/03: I have spoken to the PM to say that the software fix was sent down and became active on 07-May-2003 and so there should be no recurrences of the original problem.

## **[PC0123699](#): 28/07/05 ...payments and receipts are mismatched...PM states he was balancing on node 2 but there was discrepancies...**

-ve: Initial SSC response was erroneous, to send back to Helpdesk.  
+ve: Fast fix to live for financial issue  
+ve: Demonstrates passing to MSU to tie up financial impact with POL  
+ve: Example of looking at more than one site, diligence identifying other sites with issue  
+ve: Shows how an initial R&P error is seen by PM and support are subsequently able to identify other events that tie it in to other sites

28/07/05: Incorrectly sent back by SSC ...Balancing problems should be dealt with initially by NBSC...  
28/07/05: ...Have spoken with the PM and advised...All that remains now is for us to try and identify the root cause of the discrepancy which may take a while. As per usual we will forward our findings on to the MSU who will advise POL accordingly...  
29/07/05 With development. Work Package PWY\_WP\_22602 generated  
01/08/05: BI3S80R\_WP22602 is now ready for test  
02/08/05: Release PinICL [PC0123865](#)  
08/08/05: This has passed testing in LST and is being returned to RM for live pilot.  
09/08/05: sent out to the Pilot 100 successfully  
05/09/05: Applied to all live outlets and now in the live Generic Prodlists roll-outs using both S70 and S80 spares

When the PM went to produce a trail balance a discrepancy was shown but at the bottom the receipts and payment totals did not match.

The £170 discrepancy was down to an APS txn message that had no product number and no primary or secondary mappings. There was a critical event raised on 21st Jul on counter 9 which helped to identify this (Event Id:4 with the text "**Error Message: Failed to generate EPOSSCore transaction grammar**").

As the txn message was incomplete it was omitted from the rollover 'calculations' and thus caused the discrepancy reported.

When I checked the tivoli event archives yesterday I found that 216 of these events had been logged in the past 7 days at different offices/counters

Looks like whenever the event is raised it is either down to a cancelled quantum txn  
Have checked out a sample of 40 to 50 sites and they're all at S80 so its probably safe to assume its an S80 problem.

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