

Fujitsu Services	On Line Services Reconciliation Service	Ref:	CS/SER/018
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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	Produced for Contract Amendment	
1.1	17/11/04	Updated for the introduction of the S70/S75 (NBE replaced by the NBX)	None
2.0	11/01/05	Sent out for Approval	
3.0	17/10/05	Updated to reflect S80 impact on service	None

0.2 Review Details

Review Comments by :	31/10/05
Review Comments to :	Richard Brunskill Fujitsu POA

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0.3 Associated Documents

Reference	Version	Date	Title	Source
NB/PRO/002	5.0	23/09/05	On Line Services Reconciliation & Incident Management	PVCS
CS/SPE/011	4.0	23/09/05	On Line Services End to End Reconciliation Reporting	PVCS

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

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0.4 Abbreviations/Definitions

Abbreviation	Definition
CAPO	Card Account at Post Office
CCD	Contract Controlled Document
D&CC	Debit & Credit Card
DRSH	Data Reconciliation Service Host
EPOSS	Electronic Point of Sale Service
ETU	Electronic Top Up
Fujitsu MSU	Fujitsu Services; Management Support Unit
NBE	Network Banking Engine
NBS	Network Banking Service
NBX	Replacement for NBE
POLFS	Post Office Ltd: Financial Systems
POLMIS	Post Office Ltd Management Information Systems
POLPBA	Post Office Ltd; Product & Branch Accounting
POL Finance	Post Office Ltd Financial Department
TPS	Transaction Processing Service

0.5 Changes in this Version

Version	Changes
3.0	Changes to reflect impact of S80 and re naming of document to cover all On Line Services

0.6 Changes Expected

Changes
None

0.7 Table of Contents

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1.0 Introduction

The On Line Services reporting produced by Fujitsu via the Data Reconciliation Service (DRS) has been designed to enable On Line Services; Alliance & Leicester, LINK, Card Account for Post Office (CAPO), Debit & Credit Card (D&CC) and Electronic Top Up (ETU) transactions completed in the Post Office branches to allow settlement to be made with Post Office Clients, e.g. LINK, or direct settlement to specific Clients or financial institutions.

1.1 Supplementary Documentation

This document supplements two (2) other On Line Services Reconciliation Service Contract Controlled Documents (CCD) as defined in Schedule 1 to this Agreement, by providing information on the Reconciliation Service and reconciliation and settlement reporting. In order to do this, references are made in this document to such other On Line Services Reconciliation Service CCDs.

1.2 Document Structure

As a consequence of the interconnecting nature of the On Line Services Reconciliation CCDs as explained in paragraph 1.1 above, the numbering in this document has assumed a particular numbering structure. If then, as a result of Soft Change Control Procedure or otherwise, the contents of this document are altered there may need to be consequential changes to the other On Line Services Reconciliation Service CCDs. In order to prevent the need for such consequential changes it is advised that in the event of changes being made to this document the numbering is as far as possible 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:

- On Line Services Reconciliation & Incident Management NB/PRO/002
- On Line Services End to End Reconciliation Reporting CS/SPE/011

2.0 Scope

The reconciliation and settlement reporting services for On Line Services transactions (the "Data Reconciliation Service") are described in this paragraph 3.0.

3.0 On Line Services Data Reconciliation

3.1 Reconciliation System

- 3.1.1** This paragraph 3.1 describes the functionality for that part of the end-to-end On Line Services reconciliation system required by which shall be developed and

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operated by as part of the On line Services. Such part is referred to in this as the "Reconciliation System".

3.1.2 and shall follow the reconciliation and incident management procedures (applicable to each of them) for the investigation, reporting and resolution of business incidents related to the On Line Services as set out in the CCD entitled "*On Line Services Reconciliation and Incident Management*" (NB/PRO/002).

3.1.3 shall not unreasonably withhold or delay its agreement to the design of back end processes and On Line Services transaction processing procedures required to support the reconciliation and incident management of On Line Services transactions.

3.1.4 Reconciliation between counter and Branch Trading Statement

Reconciliation of Electronic Point Of Sale System (EPOSS) transactions to the Branch Trading Statement shall be dealt with at summary level using the reconciliation functionality used for EPOSS as a Service that existed prior to the introduction of On Line Services. Such reconciliation functionality shall ensure that all On Line Services transactions (reflected in C1 Confirmations) are included in the Branch Trading Statement, but shall not identify erroneous Branch Trading Statement mappings which cause such On Line Services transactions to be included in the wrong section of the Branch Trading Statement, or non-On Line Services transactions to be included in Branch Trading Statement section intended for On Line Services transactions. Reconciliation to the Branch Trading Statement described in this paragraph 3.1.4 will be performed after the electronic Branch Trading Statement is produced, which will be an indeterminate time after the Transactions have been settled (in the same manner as for Services that existed prior to the introduction of On Line Services) .

3.1.5 Branching data-flows

(a) The Reconciliation System shall enable reconciliation of Financial Transactions arriving at the Data Reconciliation Service Host (DRSH) from the following three sources:

- (i) the Confirmation Agent (i.e. the C1 Confirmations received by the Confirmation Agent from the Counter Position);
- (ii) the Alliance and Leicester, LINK, CAPO, D&CC and ETU Interfaces (i.e. D Messages and C4 Confirmations), and
- (iii) the Transaction Processing Service (TPS) Host (i.e. the C1 Confirmations harvested by the TPS Agent)

which reconciliation shall be reported by in accordance with the CCD entitled "*On Line Services End to End Reconciliation Reporting*" (CS/SPE/011).

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In the event that a C0 Confirmation is sent to Alliance and Leicester, LINK ,CAPO, D&CC and ETU the relevant C1 Confirmation will indicate that a C0 Confirmation has been generated.

(b) The Reconciliation System shall monitor the Financial Transactions and report On Line Services transaction states which are:

- (i) intrinsically anomalous, in that their occurrence implies malfunction in End to End On Line Services; or
- (ii) anomalous in that an expected state has persisted for an unexpected duration (e.g. where C1 Confirmations are received from the Confirmation Agent and C4 Confirmations are received from Alliance and Leicester, LINK CAPO, D&CC and ETU but the Confirmation from the TPS Host has not been received after an abnormal delay),

identifying any such anomalous On Line Services transaction states which require human analysis for resolution.

(c) The expected On Line Services transaction states and On Line Services transaction states which constitute exceptions are those set out in the CCD entitled *"On Line Services End to End Reconciliation Reporting"* (CS/SPE/011).

(d) The DRS shall not produce reports which relate On Line Services transactions included in Branch Trading Statements to On Line Services transactions included in the Transaction files sent by the TPS Host to Post Office Ltd Financial Systems (POLFS) and Post Office Ltd Management Information Systems (POLMIS), as these shall be covered by the reconciliation reporting and processes used for EPOSS (as a Service that existed prior to the introduction of On Line Services) and for POLFS.

3.1.6 Complete processing

(a) The Reconciliation System shall:

- (i) ensure that all data received by it are processed;
- (ii) check for completeness of Financial Transactions; and

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(iii) report exceptions/anomalies for resolution as described in paragraphs 3.1.5 (b) and 3.1.5 (c) of this .

(b) The Reconciliation System shall not regard an On Line Services transaction as complete until reported as such in accordance with the CCD entitled “*On Line Services End to End Reconciliation Reporting*” (CS/SPE/011).

3.2 Reconciliation and Settlement Reporting

The Reconciliation System shall transmit to POLFS the reports described in the CCD entitled “*On Line Services End to End Reconciliation Reporting*” (CS/SPE/011) at intervals set out in that CCD.

3.2.1 Widespread Errors (as referred to in the CCD entitled “*On Line Services Reconciliation & Incident Management*” (NB/PRO/002)) shall be dealt with in accordance with the provisions of that CCD.

3.2.2 Fujitsu Management Support Unit (MSU) shall use reasonable endeavours to resolve all exceptions in each of the following categories within 5 MSU Days:

(a) Priority Exceptions to which the Service Level Targets set out in Schedule 15 do not apply

(b) all other exceptions in any of the system state categories set out in the CCD entitled “*On Line Services End to End Reconciliation Reporting*” (CS/SPE/011).

3.2.3 For the purposes of paragraph 3.2.2 of this, the resolution time for:

(a) Priority Exceptions shall be measured by in accordance with Schedule 15

(b) all other exceptions shall be measured in accordance with the CCD entitled “*On Line Services Reconciliation and Incident Management*” (NB/PRO/002).

3.2.4 shall report on a monthly basis (in the Working Document entitled “*Service Review Book*” its performance against the 5 MSU Day target referred to in paragraph 3.2.2 of this CCD.