

## Message

**From:** Jenkins Gareth GI  
**Sent:** 6/23/2010 2:14:09 PM  
**To:** Sen Soumyajit [GRO]; Allen Graham (BRA01)  
**CC:** Tonge Martin [GRO]; Turner Ian T  
Porter Steven  
[GRO]; Sethuram Balamurugan  
[GRO]  
**Subject:** RE: Cash Declaration Failures

Soumyajit,

I can confirm that POL have responded saying we can make the BAL change at a "future maintenance release".

Therefore we should be including this fix in 2.10 (assuming RMF targets the Peak!)

Regards

Gareth

Gareth Jenkins  
Distinguished Engineer  
Applications Architect  
Royal Mail Group Account  
FUJITSU


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email: [Gareth.Jenkins@GRO](mailto:Gareth.Jenkins@GRO)

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**From:** Sen Soumyajit  
**Sent:** 23 June 2010 15:01  
**To:** Allen Graham (BRA01); Jenkins Gareth GI  
**Cc:** Tonge Martin; Turner Ian T; Porter Steven; Sethuram Balamurugan  
**Subject:** RE: Cash Declaration Failures

Update from GDC is that we have proposed a solution which is under SME review.

Regards,

Soumyajit Sen | Program Manager

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Web site: [www.infinite.com](http://www.infinite.com) | email: [soumyajits@GRO](mailto:soumyajits@GRO) | [soumyajit.sen@GRO](mailto:soumyajit.sen@GRO)

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**From:** Steve D Goddard  
**Sent:** Wednesday, June 23, 2010 5:40 PM  
**To:** Graham Allen (BRA01); Gareth I Jenkins; Soumyajit Sen  
**Cc:** Pete Jobson; Martin Tonge; Ian Turner; Steven Porter; Balamurugan Sethuram; Tony Baker; Sheila Bamber;

Chris Maving; Gareth Seemungal  
**Subject:** RE: Cash Declaration Failures

Graham,

Yes, we will also need to deliver this for R2. Chris is raising a peak clone.

Regards,  
Steve

---

**From:** Allen Graham (BRA01)  
**Sent:** 23 June 2010 12:13  
**To:** Jenkins Gareth GI; Sen Soumyajit; Goddard Steve SD  
**Cc:** Jobson Pete; Tonge Martin; Turner Ian T; Porter Steven; Sethuram Balamurugan; Baker Tony; Bamber Sheila  
**Subject:** RE: Cash Declaration Failures

Thanks Gareth,

I agree we should defer the BAL change if possible but given the focus we should agree this with Phil Norton of POL and Gareth is doing this.

Soumyajit, don't go beyond thinking about how we could do this please.

Steve, please can you confirm if you need to deliver again for R2.

Many Thanks,

Graham Allen  
Application Services – Post Office Account  
FUJITSU  
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**From:** Jenkins Gareth GI  
**Sent:** 23 June 2010 11:11  
**To:** Sen Soumyajit; Allen Graham (BRA01)  
**Cc:** Jobson Pete; Tonge Martin; Goddard Steve SD; Turner Ian T; Porter Steven; Sethuram Balamurugan  
**Subject:** RE: Cash Declaration Failures

Graham,

Are you happy with my suggestion that the BAL fix is left until 2.10 and we just do the BRDB bit before then?

If so that makes a significant difference to what Soumyajit needs to plan.

NB Peaks have now been raised:

Defects 13922(PC0200577) & 13923(PC0200578) raised as 'A' priority.

The 2<sup>nd</sup> is a clone of the 1<sup>st</sup> and has been requested to be sent FAO the BRDB team, and the 2<sup>nd</sup> FAO the BAL team.

So I'm expecting to see PC0200578 coming through to GDC shortly (currently with QFP).

Regards

Gareth

Gareth Jenkins  
Distinguished Engineer  
Applications Architect  
Royal Mail Group Account  
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**From:** Sen Soumyajit

**Sent:** 23 June 2010 10:07

**To:** Allen Graham (BRA01)

**Cc:** Jenkins Gareth GI; Jobson Pete; Tonge Martin; Goddard Steve SD; Turner Ian T; Porter Steven; Sethuram Balamurugan

**Subject:** RE: Cash Declaration Failures

Graham,

We are currently looking into this and will respond very shortly on the options for BAL delivery.

Regards,

Soumyajit Sen | Program Manager

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GRO

email : soumyajit

GRO

soumyajit.sen

GRO

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**From:** Allen Graham (BRA01) [Graham.Allen

GRO

**Sent:** 23 June 2010 13:26

**To:** Jenkins Gareth GI; Jobson Pete; Tonge Martin; Goddard Steve SD

**Cc:** Soumyajit Sen; Turner Ian T; Porter Steven; Sethuram Balamurugan

**Subject:** RE: Cash Declaration Failures

Looks like this will get escalated for quick delivery.

It is now being deemed a peak.

Below is the BDB impact and I believe 2 days BAL work was also required.

Gareth / Pete, we need 2 peaks raised for this please (BDB and BAL) can I ask you to communicate to Debbie / Sheila what info needs to be in the peak as we should not raise the peaks.

Martin / Soumyajit, can we work out our options for delivery of the BAL change please.

We are still discussing this at a management level as fitting in the testing of this will be an extreme challenge.

Graham Allen

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**GRO**



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**From:** Butts Geoff

**Sent:** 23 June 2010 07:59

**To:** Allen Graham (BRA01); Welsh Graham; Richardson Debbie DB

**Cc:** Andrews Mark (GD HQ); Jenkins Gareth GI; Jobson Pete

**Subject:** RE: Cash Declaration Failures

OK thanks. We need to discuss this on MP. Given that POL is likely to raise a High Severity AI over this issue we will need to try and accelerate this through.

Regards,

Geoff

**From:** Allen Graham (BRA01)

**Sent:** 23 June 2010 07:36

**To:** Welsh Graham; Richardson Debbie DB

**Cc:** Andrews Mark (GD HQ); Jenkins Gareth GI; Jobson Pete; Butts Geoff

**Subject:** RE: Cash Declaration Failures

Graham,

Dist list reduced.

Response consolidated from Pete J and Gareth.

The LST test would take a number of days:

Day 1: Implement and run one day with shared stock units trading/not-trading and also individual stock units trading/not-trading. Each having various combinations of declarations/non-declarations.

Day 2: next day, vary the transactions and declaration combinations

Day 3: Similar scenarios to finally prove the solution

A number of stock-unit combinations, transaction combinations and declaration combinations. This would require more analysis.

It would be possible to cover the different scenarios at different branches on the same day (if enough branches are available) and thus reduce the number of elapsed days. All the decision taken should be per Stock Unit or per Branch so setting up different branches with different scenarios on a single day should be possible.

If any further detail is needed would suggest the tester discusses with Pete and or Gareth. Note Pete is on leave next week.

WRT implementation time, it should be fairly quick to install the changes.

Regards,

Graham Allen

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-----Original Message-----

**From:** Welsh Graham

**Sent:** 22 June 2010 15:54

**To:** Allen Graham (BRA01); Butts Geoff; Jenkins Gareth GI; Richardson Debbie DB

**Cc:** D'Alvarez Alan; Cooke David; Andrews Mark (GD HQ); Cochrane Vince

**Subject:** RE: Cash Declaration Failures

Graham.

What would be the scope of testing required by LST and could it be done, albeit with a Prayer, before 28th? i.e. This week? Equally any idea / estimate how long it would take to implement / apply to the live BRDB? Regards,

Graham

-----Original Message-----

From: Allen Graham (BRA01)  
Sent: Tuesday, June 22, 2010 3:43 PM  
To: Butts Geoff; Cooke David; Jenkins Gareth GI; Andrews Mark (GD HQ); Richardson Debbie DB; Cochrane Vince; Welsh Graham  
Cc: D'Alvarez Alan  
Subject: RE: Cash Declaration Failures

From a development point of view we can do this but finding a slot to get beyond this will be tricky before R3 hence the proposal.  
The development effort for this is as follows:  
Planning & Development (1 day)  
1 new date column to be added to BRDB\_BRANCH\_STOCK\_UNITS (name TBA?) - will \*always\* contain 00:00:00 for the time part.  
Several changes required to aggregation process 'OVERNIGHT\_CASH\_ON\_HAND', namely:  
\* Remove current row-by-row check for ONCH  
\* Add update of BRDB\_BRANCH\_STOCK\_UNITS.last\_good\_onch\_date for input FAD\_HASH if declaration made today  
\* Add update of BRDB\_BRANCH\_STOCK\_UNITS.last\_good\_onch\_date where last\_good\_onch\_date >= yesterday AND no txns exist in BRDB\_RX\_REP\_SESSION\_DATA since 17:55 yesterday or last decl (whatever's later)  
\* Rework update on ONCH flag in BRDB\_CASH\_HEADER  
\* Rework insert of BRDB\_CASH\_DETAILS  
Dev Testing (1.5 days)  
\* Design test scenarios, write test scripts, changes to above SQL due to performance tweaking - 1 day  
\* Test using data from live for FAD\_HASH 10 (already loaded) - 1/2 day  
Packaging & delivery (1/2 day)  
\* Package up changes above into BRDB patch + test execution & regression  
Total 3 days  
The proposed changes include performance enhancements (the strategy reduces the database reads significantly). This will reduce the load later in rollout if we get it in early and so there is added benefit of doing it now.  
Regards,

Graham Allen

Application Services - Post Office Account  
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-----Original Message-----

From: Butts Geoff  
Sent: 22 June 2010 13:19

To: Allen Graham (BRA01); Cooke David; Jenkins Gareth GI; Andrews Mark (GD HQ);  
Richardson Debbie DB; Cochrane Vince; Welsh Graham  
Cc: D'Alvarez Alan  
Subject: FW: Cash Declaration Failures  
All,  
FYI. We need to have a position on this ready for Thursday's JSB.  
Regards,  
Geoff

-----Original Message-----

From: will.russell@horizononline.co.uk [GRO]

Sent: 22 June 2010 12:51

To: Butts Geoff

Cc: john.wheeler@horizononline.co.uk [GRO]

Subject: Fw: Cash Declaration Failures

Geoff,  
Can you look at the below as a matter of urgency please and provide some input for a discussion at the board on Thursday. This looks like a potential High Acceptance Incident, in that the impacts are quite huge in terms of cash holdings, and supply of cash to branches to enable them to operate. This is not business equivalent and is different to how Horizon works now, given Gareth's misunderstanding comment. We need something urgently done on this to stop this becoming a big issue within the business.  
Give me a call if you need to discuss.

Will Russell  
Horizon Online Programme Manager  
IT - Post Office Ltd  
148 Old Street LONDON EC1V 9HQ

( [GRO]

E will.russell@horizononline.co.uk [GRO]

----- Forwarded by Will Russell [GRO] on 22/06/2010 12:46 -----

|-----+----->  
| Phil Norton |  
| 22/06/2010 12:25 |  
|-----+----->

>-----  
-----  
|  
| To: will.russell@horizononline.co.uk [GRO]  
| cc:  
| Subject: Fw: Cash Declaration Failures  
|  
----->-----

Will

Further to our telephone conversation.

To summarise, on Horizon a Cash Dec has to be made for every SU that has done a txn that day, on a daily basis. As long as at least one cash dec is performed at some time in that day for each SU, the branch is OK for achieving their cash dec completion requirement.

However, what seems to have been implemented on HNGx is that the branch must make their cash dec in each SU as the last txn in the day within that SU, e.g. once they've declared cash they can't do any other txns or it will

invalidate the declaration from a cash dec completion requirement perspective.

This results in the feed to SAP ADS having NO cash information (other than the system generated cash figure)

The operational implications of this are significant - both to the Network and the Cash Inventory Team.

The Inventory team will not have accurate data on which to base their replenishment - as SAP ADS will default to the system derived figure in the absence of a valid ONCH declaration. This figure includes all coin and, more importantly, ATM cash - making an automated replenishment inaccurate and the potential requirement for emergency cash deliveries considerably higher.

The team also currently monitor conformance and chase those offices that fail to declare their cash - this would have to be "suspended" until a fix is applied as there will be no means of identifying nonconformance in the Network

From a Network perspective the requirement to have the cash declaration as the last transaction of the day is currently unworkable. In the Crown Network it would require union negotiations to re-align Colleagues hours, which in turn would impact the staffing of the branch etc....

There is also the impact on Cash Management by the operational teams within the Network - again, as a business we would lose the control we currently have and from an Audit perspective POL would lose any leverage we currently have regards "false" declarations - opening the business up to a potentially increased level of fraud.

For all these reasons this defect needs to be fixed as a matter of urgency and, contrary to the proposal by Fujitsu, without the raising of a CR. The Use Case "obtain daily cash on hand statements for SAP ADS" was a retained functionality UC, and therefore HNG should operate in the same way as Horizon. It doesn't and therefore this is a defect - not a Change.

The paper from Gareth at the foot of this mail gives more detail of the issue and the proposed fix.

Happy to discuss

Phil Norton  
Project Principal  
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Mob [REDACTED]  
Email phil.norton@[REDACTED] **GRO**

----- Forwarded by Phil Norton [REDACTED] **GRO** on 22/06/2010 11:27 -----

|----->  
| Jenkins Gareth GI  
| <Gareth.Jenkins@[REDACTED] **GRO**  
| [REDACTED] **GRO**  
| 17/06/2010 15:44  
|----->  
>-----

| To: Neil  
Crowther [GRO]  
|  
| cc: Karen J White [GRO], Church Steve  
[GRO], Ian Trundell [GRO] Barry R  
| Evans/e/POSTOFFICE, "Allen Graham (BRA01)"  
[GRO] "Andrews Mark (GD HQ)"  
| <Mark.Andrews [GRO] Phil  
Norton [GRO]  
|  
| Subject: RE: FW: Cash Declaration  
Failures  
|  
>-----  
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Neil,  
Thanks for your response.  
The attached paper (basically an updated version of what I sent you before) describes what I believe we can do to change the way in which the ONCH calculations currently operate. Please note that there are a couple of places (highlighted in green) where confirmation is required as to the acceptability to Post Office Ltd of some of the details of the proposed design. In particular the proposed design will result in the "whinge" at Log On being based on exactly the same rules as those used for generating the incomplete ONCH flag to SAP ADS (which is not currently the case nor is it in the Horizon implementation).

Happy to provide more detail or discuss options around what is proposed. I've discussed this within Fujitsu and the view is that what we have currently implemented matched the agreed design even though the assumptions behind that were based on a misunderstanding of the Horizon behaviour, and so any change is subject to a CR from Post Office Ltd. If a CR is received quickly it should be possible to schedule it for HNG-X Release 3. I would suggest that an updated version of the design note is used as a basis for the CR (or is attached to it).

Regards

Gareth

Gareth Jenkins

Distinguished Engineer

Applications Architect

Royal Mail Group Account

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-----Original Message-----

From: neil.crowther [GRO]  
[mailto:neil.crowther [GRO]]

Sent: 15 June 2010 12:39

To: Jenkins Gareth GI

Cc: karen.j.white@ [GRO] Church Steve;

ian.trundell@GRO barry.r.evans@GRO, Allen Graham  
(BRA01); Andrews Mark (GD HQ); phil.norton@GRO  
Subject: Re: FW: Cash Declaration Failures

Gareth,

Thanks for your paper on the Cash Declarations issue.

POL network have been debating the options for this and have reached a conclusion that the checks currently in place on Horizon should be adopted for HNGx. In the 3rd paragraph of your Introduction, you advised that you would need to separately consider the impact of making these changes to relax the rules for HNGx and the relevant timescales for this. If you could advise of this in due course, that would be appreciated.

Can I also ask what is the implications of the last paragraph in section 3, namely:

It should be noted that a check is carried out as part of the Log On process that there was a valid Cash Declaration "yesterday". The rules for this are different and are also different between Horizon and HNG-X. Ideally, we would like this relaxed rule to be consistent, so that branches are not forced to declare their cash after closing on a Saturday (and any other day before the branch is closed for a day(s)), when they don't have to on any other day.

Finally, I can confirm that POL do NOT require the bug in Horizon (as described in section 4) to be replicated on HNGx.

Regards,

Neil

Neil Crowther

Business Analyst Senior

IT - Post Office Ltd

Mob @GRO

Email neil.crowther@GRO

----->  
| Church Steve  
| <Steve.Church@GRO  
| GRO  
| 02/06/2010 11:32  
|----->

>-----  
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|  
|  
| To: Karen J White@GRO, Neil Crowther@GRO  
|  
| cc:  
|  
| Subject: FW: Cash Declaration Failures  
|  
-----

Karen,

As per mails and discussions. Please find attached mail from Gareth in respect to the Cash Declarations issue following the workshop yesterday. Look forward to your comments. .

Steve Church, Infrastructure Project Manager  
Programme and Project Management  
Associate of the P&PM Academy  
Fujitsu Services

Mob:- [GRO]  
Email: - Steve.Church@ [GRO]

From: Jenkins Gareth GI  
Sent: 02 June 2010 11:23  
To: barry.r.evans [GRO] ian.trundell [GRO]  
Cc: Andrews Mark (GD HQ); Allen Graham (BRA01); Church Steve  
Subject: Cash Declaration Failures

Barry / Ian,  
Following our discussions last week on Cash Declaration failures, I've done some investigating (by looking at the code) to see exactly how Horizon and HNG-X work in this area.  
The attached paper summarises my findings.

<<ONCH.doc>>

Please can you advise as to how we are to progress this.  
Happy to discuss further to elaborate on the paper if required.

Regards

Gareth  
Gareth Jenkins  
Distinguished Engineer  
Applications Architect  
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