

Andrew Winn

GRO

From: Rod Ismay
Sent: 03 July 2013 17:07
To: Andrew Winn
Subject: The 2 - 1/2 - FW: Branches affected by Receipts Payments and Discrepancies issue

1 of 2 emails re the 2 branches on the other list.
Thanks, Rod

From: Newsome Pete [mailto:GRO]
Sent: 03 July 2013 14:08
To: Rod Ismay
Subject: FW: Branches affected by Receipts Payments and Discrepancies issue

Rod


Looks like this branch had a different problem so was removed from the original list. The email below explains what happened and how we advised PO on the situation.

Have an answer on second branch as well, will send that through shortly.

Hope this helps

Pete

Pete Newsome
Business Change Manager
Post Office Account, Fujitsu UK&I
Tel: GRO
E-Mail: GRO
Web: <http://uk.fujitsu.com>

 Please consider the environment - do you really need to print this email?

From: Wright Mark
Sent: 03 July 2013 10:25
To: Newsome Pete; Jenkins Gareth GI; Parker Steve (PostOfficeAccount)
Cc: Bansal Steve (BRA01); Simpkins John
Subject: RE: Branches affected by Receipts Payments and Discrepancies issue

We've unearthed the following email on 122946, still nothing on 113459.

From: Parker Steve (PostOfficeAccount)
Sent: 06 January 2011 11:12
To: 'Andrew Winn'; 'Duty Manager'
Cc: Stewart Mike
Subject: Discrepancies raised Xmas eve - results of investigation - FINAL

Forwarded some days - but who to?

Andy, Emma

Results of last part of this investigation, namely 122946 (Tfs 3421481 - PC0207483)

Branch 122946 rolled from TP 4 to TP 5 on 11th August. They accepted a gain of £34330.88 which was settled centrally. The BTS shows a trading position of £22021.65.

This branch was included in investigations into receipts and payments problems, at the beginning of October, and was found to be a different problem from the others also under investigation at the time, so was not included in the later spreadsheets sent to POL.

There had been a problem during migration (on the night of 4th August) of another branch, which had a knock-on effect on this and a couple of other branches. They did migrate, apparently successfully, but (for this branch only) the opening figures for TP 4 BP 5, which were produced on the counter just before the Migration button was pressed, were not copied into the Branch Database.

So when the TP rollover was done on the 11th, all stock, cash etc was treated as a gain, and the missing Balance CFwd (21975.83 Cash+MOP, 45.82 discrepancy) resulted in the non-zero trading position of 22021.65.

We don't fully understand how the opening figures got lost, but there's little benefit in attempting to investigate a migration issue further. The other branches affected by the initial problem did not have non-zero trading positions or large gains.

The loss of 45.82 which is stuck in the discrepancy account may need to be adjusted.

The branch didn't query the large gain at the time with our helpdesk.

Steve

From: Newsome Pete
Sent: 03 July 2013 09:15
To: Wright Mark; Jenkins Gareth GI; Parker Steve (PostOfficeAccount)
Cc: Bansal Steve (BRA01); Simpkins John
Subject: RE: Branches affected by Receipts Payments and Discrepancies issue

Mark

In answer to the question below these are the sites being chased by Andy Winn. Can you let me know when you find anything out about the second branch - 113459.


In the case of the first branch (122946) do we have a record of the actions taken by ourselves or PO to resolve the migration issue?

Thanks

Pete

Pete Newsome
Business Change Manager
Post Office Account, Fujitsu UK&I
Tel:

E-Mail: GRO
Web: <http://uk.fujitsu.com>

 Please consider the environment - do you really need to print this email?

From: Wright Mark
Sent: 02 July 2013 16:46
To: Jenkins Gareth GI; Parker Steve (PostOfficeAccount)
Cc: Bansal Steve (BRA01); Newsome Pete; Simpkins John
Subject: RE: Branches affected by Receipts Payments and Discrepancies issue

Thanks. Explains what we see, I can't specifically remember any side calls being raised but was busy dealing with the main R&P issue at the time. We will have a look to see whether anything reached PEAK but can't search TFS as they will have deleted any calls from that period long ago.

Cheers,
Mark.

From: Jenkins Gareth GI
Sent: 02 July 2013 15:41
To: Wright Mark; Newsome Pete
Cc: Parker Steve (PostOfficeAccount); Bansal Steve (BRA01)
Subject: FW: Branches affected by Receipts Payments and Discrepancies issue

Mark,

I've had a trawl through my emails and found the one below.

It makes it clear that the 2 branches Rod Ismay of POL mentioned are **not** part of the main Receipts Payments issue.

122946 was a migration issue in that somehow the Branch lost its opening figures on Migration.

I have no follow on emails to the one below to say if calls were raised for 113459, but it does explain why it was removed from the spreadsheet.

Is there anything in Peak around that time?

I'm also aware that Andy Winn of POL has been chasing Steve Bansal for some other follow ups re this. Is that what this is about?

Pete: Is it sufficient to tell Rod, that these branches were a different problem? Or do we need to try and track down exactly what occurred? The latter could be hard and may well require an audit retrieval as a first action.

Regards

Gareth

Gareth Jenkins
Distinguished Engineer
Business Applications Architect
Post Office Account

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From: Jenkins Gareth GI
Sent: 06 October 2010 09:12
To: Simpkins John; Wright Mark
Cc: Stewart Mike; Salawu Saheed
Subject: RE: Branches affected by Receipts Payments and Discrepancies issue

John,

Of the Branches on the sheet I passed to POL, I am aware of the following Branches that are not down to the main problem:

1. 122946: This Branch appears to have "lost" the opening figures when it migrated.
2. 113459: This doesn't show in POL's analysis as being the same. Also we don't have any 902 or 903 events for this Branch, so it looks different in my summary data
3. 374632: This appears to be a problem with Opening Figures being lost after 60 days
4. May also be worth checking 148025. We have no 902 / 903 Events for this Branch, but POL analysis indicates a problem. It could just be lost events. NB this problem was in May and so may be hard to get relevant data.

Note also that POL don't seem to have checked out all the Branches.

Regards

Gareth

Gareth Jenkins
Distinguished Engineer
Applications Architect
Royal Mail Group Account

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From: Simpkins John
Sent: 05 October 2010 15:26

To: Jenkins Gareth GI; Wright Mark
Cc: Stewart Mike; Salawu Saheed
Subject: RE: Branches affected by Receipts Payments and Discrepancies issue

Gareth,

Can you identify which from your list are actually your issue and which need further investigation by us.

I will then raise the Peaks for SSC to investigate further.

regards
John

From: Jenkins Gareth GI
Sent: 05 October 2010 14:10
To: Simpkins John; Wright Mark
Cc: Stewart Mike; Salawu Saheed
Subject: FW: Branches affected by Receipts Payments and Discrepancies issue

All,

OK. This confirms that the issue with 122946 is something different.

It also suggests that 113459 has a different issue and so may need to be investigated separately. (I've just checked and there were no 903 or 902 events from this branch, so that supports this.)

I see that they've not gone through the full list yet and in particular 374632 which I think is something different.

This means that the only Branch with a lost discrepancy over £1000 is 220222 (£7,044.66 to be exact).

Should we be opening new calls for these oddities or what? Dave Seddon has sent me a load more stuff on 374632, which I may try and look at, but we should really have a separate Peak and follow normal process.


What next?

Regards

Gareth

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Distinguished Engineer
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From: Emma Langfield [GRO]
Sent: 05 October 2010 13:35
To: Stewart Mike; Jenkins Gareth GI
Subject: FW: Branches affected by Receipts Payments and Discrepancies issue

Hi Mike

Please see below from Paul

Many thanks
Emma

From: Paul Dann
Sent: 05 October 2010 10:27
To: Emma Langfield; Andrew Winn; Antonio Jamasb; Mark Weaver; Dave Hulbert; Ian Trundell; Alan X Simpson; Karen J White
Subject: RE: Branches affected by Receipts Payments and Discrepancies issue

All

Please find attached analysis of POLFS for the affected branches, there are two branches that are not showing the amount as being stuck in discreps

Cheers
Paul

From: Emma Langfield
Sent: 04 October 2010 14:53
To: Andrew Winn; Paul Dann; Antonio Jamasb; Mark Weaver; Dave Hulbert; Ian Trundell; Alan X Simpson; Karen J White
Subject: FW: Branches affected by Receipts Payments and Discrepancies issue

Afternoon

Please see summary of issue attached as well as list of branches affected so far. I will be raising a conf call for 1600 this afternoon.

Kind regards
Emma

Live Service Team
Service Delivery
Post Office Limited

[GRO]

From: Jenkins Gareth GI [GRO]
Sent: 04 October 2010 14:49
To: Emma Langfield
Cc: mike.stewart [GRO]; Wright Mark; Woolgar Mike
Subject: Branches affected by Receipts Payments and Discrepancies issue

Emma,

Please can you pass this on to anybody in POL who needs it. I don't have a full list of who was on the call.

As promised on the call, I've tidied up the list of affected Branches and put them into the attached spreadsheet.

<<Affected Branches.xls>>

I've also added in a further 11 Branches that raised events as part of last week's rollovers.

Some Branches in the list have not yet produced a BTS and so may not be aware of the problem (I've noted these in Col I).

I've also added in the absolute value of the lost discrepancy so as to produce totals in Row 56 as requested by Andy Winn.

Summary is:

- o 53 Rollovers affected
- o 2 Branches appear twice in the list (in one case it may be a duplicate of one error – this needs further investigation)
- o Net total is about £41K
- o Absolute total is about £46K
- o Only 4 cases where amount is over £1,000

Note that in many cases the affected SU is missing from the spreadsheet. We know how to find this out, but have not yet done so in all cases. We will clearly need to do that if we are to attempt to fix the issue in Horizon.

Regards

Gareth

Gareth Jenkins

Distinguished Engineer

Applications Architect

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