
From: Jenkins Gareth GI [/o=Exchange/ou=AdminGroup1/cn=Recipients/cn=Gareth.Jenkins]
Sent: Wed 13/04/2011 11:18:01 AM (UTC)
To: Bains Rajbinder; [REDACTED] GRO
Subject: RE: Bassaleg 159632 R&P

Thanks Raj

Regards

Gareth

Gareth Jenkins
Distinguished Engineer
Business Applications Architect
Royal Mail Group Account

FUJITSU

Lovelace Road, Bracknell, Berkshire, RG12 8SN

Tel: [REDACTED] GRO Internal [REDACTED] GRO
Mobile: [REDACTED] GRO Internal [REDACTED] GRO
email: Gareth.Jenkins@fujitsu.com [REDACTED] GRO
Web: <http://uk.fujitsu.com>



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From: Bains Rajbinder
Sent: 13 April 2011 12:12
To: Jenkins Gareth GI
Cc: Salawu Saheed; Thomas Penny
Subject: RE: Bassaleg 159632 R&P

Hi Gareth,

No problem will retrieve this information for you.

KIND REGARDS,

RAJ BAINS

SECURITY OPERATIONS RMGA ACCOUNT

Fujitsu Services

4th Floor, Lovelace Road, Bracknell, Berkshire, RG12 8SN

Tel: [REDACTED] GRO
E-mail: rajbinder.bains@fujitsu.com [REDACTED] GRO
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From: Jenkins Gareth GI
Sent: 13 April 2011 12:09
To: Thomas Penny; Bains Rajbinder
Cc: Salawu Saheed
Subject: FW: Bassaleg 159632 R&P

Penny (or Raj if Penny's still away),

Saheed has asked me to do some investigations into this Branch and most of the relevant data will have been archived from BRSS by now.

Therefore please can you retrieve the data as for an ARQ. I would appreciate the data in the normal ARQ spreadsheet format (transactions and Events please) plus the raw XML that I believe that you get from the audit system as part of the process (I can then dig through that for any further info I might need – this will be a useful exercise to see how easy it is to find things in the HNG-X XML format!).

Details are:

1. Branch 159632
2. Dates: 13/7/10 to 19/8/10 and 13/9/10 to 15/10/10

Thanks.

Regards

Gareth

Gareth Jenkins
Distinguished Engineer
Business Applications Architect
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From: Jenkins Gareth GI
Sent: 28 March 2011 15:30
To: Salawu Saheed
Cc: Wright Mark
Subject: RE: Bassaleg 159632 R&P

Saheed,

I've had a quick look at the info that Mark has already provided to POL about the Discrepancies issue last year and how it relates to this Branch.

It looks like this Branch hit the problem twice – which may be why there is confusion.

Initially there was a £393.35 Trading Discrepancy at the end of TP 04 detected on 18/08/2010 (the problem could have occurred at any time from 14/7/10 to 18/8/10).

There was then a further Trading Discrepancy of -£729.01 at the end of TP 06 detected on 13/10/2010 (the problem could have occurred at any time from 15/9/10 to 13/10/10).

These put together result in a net discrepancy of -£335.66.

The data relating to the first period will now have gone from BRSS as will some of the data from the second period.

Given that it is now clear that this Branch hit the bug twice (as did Branch 208020), is that sufficient info for POL, or do we need to retrieve the audit data for the relevant periods and carry out a more complete analysis?

Regards

Gareth

Gareth Jenkins
Distinguished Engineer
Business Applications Architect
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From: Salawu Saheed
Sent: 28 March 2011 10:09
To: Jenkins Gareth GI
Subject: RE: Bassaleg 159632 R&P

Gareth

Any update?

Regards
Saheed

From: Jenkins Gareth GI
Sent: 11 March 2011 13:19
To: Salawu Saheed
Subject: RE: Bassaleg 159632 R&P

Saheed,

It is probably technically possible. However given that this is a normal SU it is likely to be significantly more work than the other one I did, since I deliberately chose a branch where the problem was in a little used SU to keep things simple. I may need support from SSC and Audit to get the relevant info. I'm also conscious that as data is held for 6 months, then we are close to losing the relevant info.

Regards

Gareth

Gareth Jenkins
Distinguished Engineer

Business Applications Architect
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From: Salawu Saheed
Sent: 11 March 2011 12:52
To: Jenkins Gareth GI
Subject: FW: Bassaleg 159632 R&P

Gareth

Please see below. Is it feasible to create a story board for this branch?

POL are still drafting the formal letter of response. It was on version 27 yesterday.

Regards
Saheed

Saheed Salawu PhD, CITP, MBCS
Lead SDM, Service Operations
Royal Mail Group Account

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From: Antonio Jamasb [mailto:[GRO]]
Sent: 11 March 2011 10:02
To: Salawu Saheed
Subject: FW: Bassaleg 159632 R&P

Saheed

This was the branch we were talking about on Weds that we require a storyboard for please.

From: Andrew Winn
Sent: 04 March 2011 12:25

To: Will Russell; Antonio Jambas
Subject: Bassaleg 159632 R&P

Hi

I've only been doing part of a job again. This branch had a loss of £713.11 in October when the recorded the £729.01 gain was not accounted for. The branch has rung in relation to this and the branch discrepancy has been blocked.

My letter is based upon netting off the two values. In this case an overall loss of £377.45 will remain on the Customer Account. Whilst I am loathe to write off a loss and pay back the gain I appreciate others may have a more strategic view! Trouble would be that we would either end up sending them some money or just doing an inaccurate fudge to get the Customer Account to zero.


Andy Winn
Relationship Manager


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