

To: Butts Geoff[]; Dodington Chris[]
From: D'Alvarez Alan[]
Sent: Wed 24/02/2010 10:58:18 PM (UTC)
Subject: | FW: FW: Workaround for the Final Balance Report for BTS

Geoff,
Not sure if I forwarded this one.

Alan D'Alvarez

Associate P&PM Academy

FUJITSU

Mob : E-mail: alan.d'alvarez:

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

From: phil.norton[] [mailto:phil.norton@]
Sent: 23 February 2010 11:26
To: D'Alvarez Alan
Cc: Dodington Chris; Jenkins Gareth G; Allen Graham (BRA01); mark.burley[]; will.russell[]
Subject: RE: FW: Workaround for the Final Balance Report for BTS
Importance: High

Alan

Further to the correspondence detailed below - I have now met with our Finance Team to discuss this issue and to establish their position regards any requirements they have to ensure POL does not incur additional expose as a result of this defect.

As previously stated the Final Balance Report is a legal document and as such POL rely on the accuracy and integrity of the report during any legal action we undertake to recover monies from Subpostmasters. Given the Trial report can be printed several times - usually following stock adjustments made during the balancing process, this has no standing from a legal perspective.

Based on this, and the understanding of the defect, how it arose, and the proposed rectification (as provided by Gareth); our Finance team require certain specific deliverables from Fujitsu in order for them to be able to manage the risk this poses, and to give them confidence to support the continued Roll-Out of HNG.

The deliverables required are;

A complete and comprehensive list of all products where the volumes on the Final Balance Report differ to those on the Trial Balance Report.

A definitive statement detailing:

1. How this defect has arisen
2. What the impacts of this defect are - detailing all stock items affected
3. What Fujitsu are doing to resolve this defect
4. A clear statement proving the integrity of the data is not compromised in any way, and that the only impact is incorrectly reported data.
5. A commitment to support POL in proving the integrity of the system in any subsequent legal action (specifically where the difference in the two reports is used as a means to challenge the integrity of the system).

POL Legal to "sign-off" the Fujitsu Definitive Statement as fit for purpose.

There are several internal processes that will be implemented to ensure any impact is minimised, however I do need Fujitsu's agreement to the above to gain the support of our Finance teams.

Would you please respond and action this as a matter of urgency.

Thanks and Regards

Phil

Principal Analyst
Post Office Ltd.

Postline: [GRO], STD Phone: [GRO], Fax: [GRO] Mobex:

[GRO] Mobile: [GRO]

External Email: phil.norton@ [GRO]

>
"Jenkins Gareth GI" |
[GRO]
19/02/2010 17:25 |
>

>

To: <phil.norton@[GRO]>
cc: "D'Alvarez Alan" <[GRO]>, "Allen Graham \(\BRA01\)" <[GRO]>, <mark.burley@[GRO]>, <will.russell@[GRO]>, "Dodington Chris" <[GRO]>
Subject: RE: FW: Workaround for the Final Balance Report for BTS
----->

Phil,

Thanks for the quick response - and yes, it does clarify the cause of the issue.

What would be really useful is an example of exactly which figures are different.

The only differences are in the Stock Levels part of the BTS report. The first part which is concerned with the Cash movements and the summary Trading position will be correct.

It is not practical to explain exactly which figures are wrong and which are correct on the Final Report. However it is restricted entirely to the Stock levels of Volume Stock (ie the second part of the BTS). From the examples we have seen it is likely to be many of the Stock levels are wrong (and the figures will be too high, so indicating that the Branch's Stock levels should be higher than they really ought to be).

Given the legal status of these reports (they <the final > are often used in court proceedings when we are trying to recover monies from dismissed Subpostmasters) and the potential

"integrity" challenges that could be levelled against the HNG system as a result of any differences; POL need assurance from Fujitsu that they could/will explain the cause of the problem and prove the system has integrity should we be challenged.

I understand this, though I would have thought most legal proceedings would be based on the first part of the report (which covers cash levels) rather than the second part.

I know this is not your area, however in order to help us get concurrence from our Finance Team we do need that commitment. I know Mark has asked Chris for that assurance, however dependent upon the outcome of the meeting scheduled with POL Finance on Monday we may need to request more specific assurances.

I'll leave others to respond to that.

Would you please advise who within FS would be in a position to provide the assurances/agree to any such request.

Again, I'll leave others to respond to that.

Regards

Gareth

Gareth Jenkins

Distinguished Engineer

Applications Architect

Royal Mail Group Account

FUJITSU

Lovlace Road, Bracknell, Berkshire, RG12 8SN

Tel: . Internal:

(Note new external number -

old number will not work after 31/12/2009)

Mobile: Internal:

email: Gareth.Jenkins@

Web: <http://uk.fujitsu.com>

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| | "Jenkins Gareth GI" |

| | **GRO** |

| | |

| | 19/02/2010 15:10 |

|-----+----->

>-----|

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| To: <phil.norton@**GRO**>

| cc: "D'Alvarez Alan" <**GRO**>,
"Allen Graham \(\BRA01\)" <**GRO**>

| Subject: FW: Workaround for the Final Balance Report for BTS

>-----|

Phil,

Alan D'Alvarez has asked me to respond to your concerns below.

I'll try and explain the issue and what has caused it.

I assume you've seen the attached write up of the issue which was send to

Barry Evans (and others) on Friday 12/02/10.

<<BTSStockLevels v3.doc>>

To expand on this a bit further:

1. When the BTS is being produced, it is done based on data written to the Branch Database (BRDB) whenever a Stock Unit Rolls over.
2. BTS Production retrieves this data from BRDB to the counter.
3. The counter then uses it to generate the Trial BTS
4. There is a bug in the way that the report is produced such that some of the in-memory copy of the data is overwritten when the Trial BTS is produced
5. A consequence of this is that when the final BTS is produced it is using incorrect data.
6. The problem has been fixed by ensuring that the final BTS uses the original data retrieved by the counter at step 2 rather than the data left over after step 4.
7. The problem was first reported by Warwick and they pointed out that the trial Balance figures were correct and the Final Balance figures were incorrect.
8. Comparing the Trial and Final balance figures with the corresponding Stock Unit Balance Reports shows easily that the Trial

Balance is correct and the final Balance is incorrect.

9. None of the incorrect data is stored to BRDB so there is no

possibility of ongoing corruption of stock levels.

Does this clarify the situation for you? I'm happy to talk it through with

you and expand on any areas that are still unclear if that would help, but

I thought it simplest to expand on the write up first.

Regards

Gareth

Gareth Jenkins

Distinguished Engineer

Applications Architect

Royal Mail Group Account

FUJITSU

Lovelace Road, Bracknell, Berkshire, RG12 8SN

Tel: Internal:

(Note new external number -

old number will not work after 31/12/2009)

Mobile: Internal:

email: Gareth.Jenkins@

Web: <http://uk.fujitsu.com>

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

From: phil.norton [GRO] [mailto:phil.norton [GRO]]

Sent: 19 February 2010 14:00

To: D'Alvarez Alan

Subject: Re: Workaround for the Final Balance Report for BTS

Importance: High

Alan

Just rang Geoff but he is on leave - would you be able to help with this

one please.

Would you please send any history regards this issue - specifically what

the differences in the Final report are, and can you advise how Fujitsu

have established that the trial report is correct - and that there is no

corruption of the data.

A speedy response would be appreciated as I need to explain this issue to

our Finance colleagues in more detail.

Thanks and Regards

Phil

Principal Analyst

Post Office Ltd.

Postline: **GRO** STD Phone: **GRO** Fax: **GRO**, Mobex:

GRO Mobile: **GRO**

External Email: phil.norton@**GRO**

|-----+----->

| | Mark Burley |

| | |

| | 18/02/2010 07:37 |

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| To: "Butts Geoff" <@**GRO**>, Phil

Norton/e/POSTOFFICE |

| cc: "D'Alvarez Alan" <@**GRO**>,

barry.r.evans@**GRO**, "Dodington Chris" |

| <@**GRO**>, "Jenkins Gareth GI"

<@**GRO**>, "Allen Graham \ (BRA01\)" |

| <@**GRO**>, "Welsh Graham"

<@**GRO**>, mark.burley@**GRO** |

|

will.russell@**GRO**

|

| Subject: Re: Workaround for the Final Balance Report for

BTS(Document link: Phil Norton) |

>-----|

Geoff

Thanks but can I ask who you have agreed this workaround with. This is a legal document and there is a difference between a trial balance and a Final Balance? I would also expect CS to have a KEL for this - if agreed - to be able to explain the position to any Subpostmaster who calls in.

Graham to confirm please.

Phil

Can you discuss with P&BA please to determine if this would be acceptable?

Mark Burley

Programme Manager HNG

Post Office Ltd

Operations

2nd Floor

148 Old Street

London

EC1V 9HQ

Postline: Mobex: **GRO** Mobile: **GRO**

External Email: mark.burley: **GRO**

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| | "Butts Geoff" |

| | **GRO** |

| | **GRO** |

| | |

| | 17/02/2010 19:20 |

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| To: <will.russell: **GRO**> ,

<mark.burley: **GRO**> , <barry.r.evans: **GRO**>

|

| cc: "D'Alvarez Alan" < **GRO** >

"Welsh Graham" < **GRO** > , "Dodington |

| Chris" < **GRO** > , "Allen Graham

\(BRA01)" < **GRO** > , "Jenkins Gareth GI" |

|

GRO

Subject: Workaround for the Final Balance Report for

BTS

Both,

This is to confirm the position on a fix for the BTS issue whereby printing the Trial Balance Report for BTS results in incorrect data being displayed in the Final Balance Report. A fix can be delivered and tested for inclusion within the 01.08 Maintenance Release as a counter fix.

In the meantime, branches need to use the BTS Trial Balance Report, which is correct, and discard the BTS Final Balance Report, which is incorrect.

Regards,

Geoff

Geoff Butts,

Programme Manager, HNG-X Release 1,

Royal Mail Account

Practitioner, P&PM Academy

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E-mail: **GRO**

Web: <http://uk.fujitsu.com>

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| Office 22 Baker Street, London, W1U 3BW

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