

Message

**From:** Alwen Lyons [GRO]  
**Sent:** 03/07/2013 21:04:04  
**To:** Lesley J Sewell [GRO]; Susan Crichton [GRO]  
**Subject:** Re: Callendar square

Thanks  
Thanks  
Alwen

Alwen Lyons  
Company Secretary  
[GRO]

Sent from Blackberry

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**From:** Lesley J Sewell  
**Sent:** Wednesday, July 03, 2013 09:01 PM  
**To:** Susan Crichton  
**Cc:** Alwen Lyons  
**Subject:** Re: Callendar square

Yep that's right

Sent from my iPad

On 3 Jul 2013, at 21:40, "Susan Crichton" [GRO] wrote:

Hi Alwen - think that this is Falkirk... Referred to in the Misra case.

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**From:** Alwen Lyons  
**Sent:** Wednesday, July 03, 2013 08:05 PM  
**To:** Lesley J Sewell; Susan Crichton  
**Subject:** Fwd: Callendar square

Is this another anomaly it does worry me that the number seems to be going up

Thanks  
Alwen

Alwen Lyons  
Company Secretary  
[GRO]

Begin forwarded message:

**From:** Lesley J Sewell [GRO]  
**Date:** 3 July 2013 13:43:08 BST  
**To:** Susan Crichton [GRO], Alwen Lyons [GRO], Hugh Flemington [GRO]

**Cc:** Simon Baker <[REDACTED] GRO >  
**Subject:** Fwd: Callendar square

FYI

Sent from my iPad

Begin forwarded message:

**From:** Simon Baker <[REDACTED] GRO >  
**Date:** 3 July 2013 13:25:34 BST  
**To:** Lesley J Sewell <[REDACTED] GRO >  
**Subject:** FW: Callendar square

fyi

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**From:** Jenkins Gareth GI [REDACTED] GRO  
**Sent:** 03 July 2013 09:51  
**To:** Simon Baker  
**Cc:** Davidson James  
**Subject:** Callendar square

Simon,

I've found some details on the problem. It is described in Peak PC0126376 (and others).

It was first raised in September 2005. The fix was applied as part of S90 which was rolled out February / March 2006.

The root cause of the issue was that data (ie transactions) was not being copied correctly between counters in certain circumstances, so transactions or transfers carried out on one counter were not visible on reports produced on another counter in the same branch. The avoidance was to restart the failing counter (which happened automatically at about 3am each day), at which point all the missing transactions were successfully copied. The problem in business terms was that due to the transactions not being visible, SMPRs considered that they had not been input and so re-input the transactions thus ending up with duplicate transactions and so when the originals came through the following day, the accounts would be in a mess. In particular if a Transfer of cash / stock was accepted more than once on different counters then that would result in a Receipts / Payments mismatch when the Stock Unit was next Balanced.

We reported the problem to POL, but I don't know how much of an investigation was carried out into the scope and the number of affected braches. I was not involved in the issue at the time and only really become aware of it a part of the Misra case in 2010.

This problem was evidenced by a large number of events in the event logs. I remember searching through the event logs for the Misra case

with the Defence Expert to show that there was no such pattern of events in the Misra logs.

These events were visible to our 2<sup>nd</sup> line support staff and there were instructions for them to phone the affected branch and recommend that they rebooted the affected counter if such events were seen.

Regards

**Gareth**

**Gareth Jenkins**  
**Distinguished Engineer**  
**Business Applications Architect**  
**Post Office Account**

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