Call Reference	**PC0074630**	Call Logger	_Customer Call_ -- EDSC
Release	Targeted At -- BI_1S11R-Provisional	Top Ref	E-0203130706
Call Type	Live Incidents/Defects	Priority	B -- Business restricted
Contact	EDSC	Call Status	Closed -- Advice and guidance given
Target Date	19/03/2002	Effort (Man Days)	0
Summary	FAD330329 - Cash declaration doubling		

Progress Narrative

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Date:14-Mar-2002 16:56:00 User:_Customer Call_
CALL PC0074630:Priority B:CallType L - Target 19/03/02 16:56:31
13/03/02 13:19 Pm says that he has spoken to us last week regarding this
problem, his cash decl seems to be doubling and there is absolutely no
evidence to show that this is the pm's fault. Pm is decl correctly and
using
01. This was being investigated (PLS CHECK CALL LOG NO E-0203070344)
13/03/02 13:24 GB083013
Information: there is a HUGE closed call regarding this and I don't need
to add to it so I will ask you to check the closed call and
pls continue to investigate, thanks.
13/03/02 13:25 GB083013
Access Times: wed
08:30-13:00
thurs
08:30-17:30
access all day
13/03/02 14:40 uk080111
REASSIGN: Call # E-0203130706 was Reassigned from Victoria McDermot,
Group HSH1 to Group HSH5
call left on the stack
13/03/02 14:49 GB082460
REASSIGN: Call # E-0203130706 was Reassigned from Group HSH5 to David
Martin, Group HSH5
Please see closed call relating to this issue
13/03/02 15:19 uk081265
Contacted: Advised by shop that no PO staff present until tomorrow -
PM will be in office from approx 8am.
13/03/02 15:20 uk081265
REASSIGN: Call # E-0203130706 was Reassigned from David Martin, Group
HSH5 to Group HSH5
For PM contact early tomorrow.
14/03/02 08:56 uk081610
REASSIGN: Call # E-0203130706 was Reassigned from Group HSH5 to
Kuljinder Bhachu, Group HSH5
14/03/02 09:37 uk081216
Information: spoke to pm who advised that he is going to phone sapads to
see if the onch figure had doubled up again. pm requests a
call back at 3 pm. susp till 3pm.
14/03/02 14:46 uk081216
Contacted: 1 related closed call, no open calls.
call logged 13.19
spoke to pm, pm informs that sapads have informed him
again that the onch figure for wednesday has again doubled, even
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though he changed the procedure for when he is declaring
his onch.
14/03/02 14:52 uk081216
Information: Onch decl for the week =
thur 28284.46
fri 49633.66
sat 51997.31
mon 50255.61
tue 38884.06
wed 31945.66
These figures taken from the slips printed out agree with
his cash flow forecast.
sapad inform pm that wed fig is almost 65,000.
pm informs that the cash declaration is broken down, and
not as cash was declared as just a few denominations (e.g.
all £1 coins and pennies).
14/03/02 15:05 uk081216
Recommend: could ssc please investigate what is in the messagestore
and in the LFS files. If kel AChambers3626Q is applicable
here or is it user error.
14/03/02 15:46 uk081216
REASSIGN: Call # E-0203130706 was Reassigned from Kuljinder Bhachu,
Group HSH5 to Group Filter HIT
14/03/02 16:01 uk081216
Information: The LFSDebug file has been downloaded:- file id 135664
14/03/02 16:15 uk081265
REASSIGN: Call # E-0203130706 was Reassigned from Group Filter HIT to
David Martin, Group HSH5
14/03/02 16:58 uk081265
Information: I have looked through the LFSDebug.log but cannot obtain
info from this as we have only just discovered this file can
be retrieved - It may be of no use to us. (Is there any
documentation which explains what this file is? - We have so far
found /cdocs/declmsg.htm on the ssc website which helps us a
little.)
14/03/02 16:58 SYSADM
Open OTI: Automatic Open OTI
***Updated by David Martin at 14/03/02 16:58:57
14/03/02 16:58 uk081265
REASSIGN: Call # E-0203130706 was Reassigned from David Martin, Group
HSH5 to Group EDSC1
F} Call details
Diagnostician name:
Customer opened date 13/03/2002 13:19:12
CALL PC0074630 opened

Date:**14-Mar-2002 17:04:00** User:**Barbara Longley**
The call summary has been changed from:-
Pm says that he has spoken to us last week regardi
The call summary is now:-
FAD330329 - Cash declaration doubling
Target Release updated to BI_1S11R-Provisional
Product EPOSS & DeskTop added

Date:**14-Mar-2002 17:22:00** User:**Jim Anscomb**
The Call record has been assigned to the Team Member: Anne Chambers
Defect cause updated to 99:General - Unknown
Hours spent since call received: 0 hours

Date:**15-Mar-2002 15:00:00** User:**Barbara Longley**
F} Response :
Call has been assigned to Anne Chambers in EDSC.
[END OF REFERENCE 29145389]
Responded to call type L as Category 40 -Incident Under Investigation
The response was delivered to: PowerHelp

Date:**15-Mar-2002 17:02:00** User:**Anne Chambers**
F} Response :
Cash statement shows double on Weds because ONCH is declared with Id 01
then
Declare Cash uses Id 03.
Spoke to PM, he says clerk declares ONCH for her drawer then he transfers
it
to his drawer for balancing. I explained it should be declared
consistently
(e.g. by using drawer 1), currently appears to the system as if the same
amount of cash is held in two drawers and therefore they have twice as
much.
Have talked to Deirdre Conniss about this as this is affecting a number of
sites and SAPADS are concerned. May require changes to PO documentation. I
will check LFS (exp. S11 changes) to see if it is behaving according to
spec.
[END OF REFERENCE 29147135]
Responded to call type L as Category 40 -Incident Under Investigation
The response was delivered to: PowerHelp

Date:**19-Mar-2002 12:51:00** User:**Anne Chambers**
F} Response :
I've checked the LFS HLD, and LFS is working to spec in including both the
declarations. PC74417 (with Cust. Services) updated with this info. KEL
AChambers037R documents problem. This call can be closed.
[END OF REFERENCE 29161719]
Responded to call type L as Category 94 -Advice and guidance given
Hours spent since call received: 0 hours
Defect cause updated to 42:Gen - Outside Pathway Control
CALL PC0074630 closed: Category 94, Type L
The response was delivered to: PowerHelp

Date:**19-Mar-2002 12:54:00** User:_**Customer Call**_
Date and time complete: 19/03/2002 12:58:20
Service Complete (Confirmation) Received

Root Cause	
	Gen - Outside Program Control
Logger	_Customer Call_ -- EDSC
Subject Product	EPOSS & DeskTop -- (version unspecified)
Assignee	Deleted User -- EDSC
Last Progress	19-Mar-2002 12:54 -- _Customer Call_