

SSC Offline KELs and KBs  
Friday 10 Sep

## HORIZON KEL MScardifield2219S (Version 4)

Type:	Unresolved
Status:	Deprecated
Title:	Multiple cash declarations may cause incorrect figures in Discrepancy, Variance and Balance Reports
Summary:	Intermittent misleading figures in Discrepancy, Variance and Balance Reports
Raised:	by Mark Scardifield on 15/07/2005
Last updated:	by Anne Chambers on 29/05/2007
Release:	S80
System product:	EPOSSReconciliation
Server name:	None
Keywords:	large gains losses variance declare"
Status:	Deprecated
Visibility:	High
Peak:	PC121925

### Symptoms

A cash declaration was made in "Stock Balancing" for the amount displayed on the Snapshot. When the Cash Variance was checked afterwards a Gain of £45.05 was displayed.<br><br>\*\*\*\*<br>May get PMs calling in to stating that they've been declaring cash but have been getting varying discrepancies reported even though they've been declaring the same amount of cash each time.

### Problem

The underlying problem is that we cache the current trading position for a Stock Unit and rely on a mechanism (in Riposte) to notify us of new transactions across the outlet to keep this cache up to date.<br><br>When this fails it affects Discrepancy, Variance and Balance Reports and has the effect of presenting the clerk with incorrect information. This will be potentially confusing and may lead to the clerk making unnecessary corrections. These will in turn show up as future inconsistencies (eg nothing gets lost in the end).

### Solution - Helpdesk

<b>Helpdesk:</b><br>The Declare Cash problem clears itself overnight. If the PM logs a call on the day he is having problems, ask him to try the following workaround:<br><br>1. The clerk should log out of the affected counter.<br>2. Another clerk attached to a different (individual, not shared) stock unit should log into the <b>same</b> counter, declare cash for his own stock unit, then logout.<br>3. The first clerk can now login to the same counter and declare cash again. The variance should be correctly recalculated.<br><br>If the workaround is not successful or the problem does not clear itself overnight, send a call to SSC, otherwise no call is needed.<br><br>This problem is unlikely to be fixed as it will disappear with the arrival of HNG-X. But since it is being reported quite a lot, PC0146170 has been sent to development May 2007.

### Evidence

If there is any pattern of failure eg it is occuring on the same counter repeatedly.<br>Can the audit log (c:\temp\audit<day>.log) be recovered if this occurs please?