Export

Peak Incident Management System

Call Reference	PC0152421	Call Logger	David Seddon -- EDSC
Release	Reported In -- T70	Top Ref	82747
Call Type	Cloned call	Priority	B -- Progress stopped
Contact	David Seddon	Call Status	Closed -- Administrative Response
Target Date	24/12/2007	Effort (Man Days)	0
Summary	FAD005948 BM stock unit was rolled over it was forced to clear the local suspense account		
All References	Type	Value	
	TRIOLE for Service	82747	
	Clone Master	PC0152376	

Progress Narrative

```
Date:21-Dec-2007 13:46:19 User:David Seddon
CALL PC0152421 opened
Details entered are:-
Summary:FAD005948 BM stock unit was rolled over it was forced to clear the local suspense account
Call Type:C
Call Priority:B
Target Release:T70
Routed to:EDSC - David Seddon
```

```
Date:20-Dec-2007 12:35:19 User:_Customer Call_
CALL PC0152376 opened
Details entered are:-
Summary:Ibrahim from the NBSC has asked that an issue be i
Call Type:L
Call Priority:B
Target Release:T70
Routed to:EDSC - _Unassigned_
=====================================================================
Date/Time Raised: Dec 20 2007 11:53AM
Priority: B
Contact Name: Ibrahim Kizildag - NBSC
Contact Phone: [    GRO    ]
Originator: XXXXXX@TFS01
Originator's reference: 82747
Product Serial No:
Product Site: 005948
=====================================================================

Ibrahim from the NBSC has asked that an issue be investigated by our software team regarding discrepancies still showing when the
MIS stock unit is rolled to clear the local supsense account.
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Incident History:
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2007-12-20 11:53:19 [ Brooks, Katrina]
INIT : create a new request/incident/problem/change/issue
---
2007-12-20 12:01:32 [ Brooks, Katrina]
LOG : The following information has been sent to me via Email from Ibrahim @ NBSC

On Wednesday 12/12 the BM stock unit had a gain of £465.73. As this stock unit rolled over it was forced to clear local suspense
£1083.76- . The gain of £465.73 did not go to local suspense and is not included in the £1083.76-.
This was not the last stock unit to roll over. The last stock unit to roll over was MIS at 10:20 on 13/12. This stock unit had no
discrepancies. MIS is a correction stock unit and was not inactive as it is rolled every BP.

The suspense account and final balances corroborate the above as the office has sent us copies.

The Trading statement agrees with the suspense account and that BM stock cleared suspense but did not send its gain to suspense.
The Trading position line should always show zero. Under the BM stock column it shows £465.73-.

I have had a trial done on BM stock to see if this is showing the £465.73 but it is not.

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2007-12-20 12:02:28 [ Brooks, Katrina]
LOG : I contacted the PO to gain more details but the pm was on the other phone. I was asked to call back in 15 mins.
---
2007-12-20 12:04:59 [ Brooks, Katrina]
LOG : Ibrahim stated that this might be the same issue for branch code 003020 (incident number 76918).
---
2007-12-20 12:25:58 [ Brooks, Katrina]
LOG : I have spoken to the PM for more details:

SU - BM that has the problem
MISC SU is one they use to roll over the office.
User name JBA[  ]
Have rolled into TP9
```

```
Node 1
---
2007-12-20 12:33:53 [ Brooks, Katrina]
LOG : Ibrahim from the NBSC states that this might be related to Branch Code 003020 (76918) that I have sent back across for
investigation.
---
2007-12-20 12:37:31 [ Brooks, Katrina]
LOG : Can you please investigate as to why when the BM stock unit was rolled over it was forced to clear the local suspense
account. This was not the last stock unit to be rolled over.

Thanks
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2007-12-20 12:38:11 [ Brooks, Katrina]
TR : Transfer 'group' from 'HSH7' to 'PEAK'
```

Date:**20-Dec-2007 12:41:36** User:**Lorraine Guiblin**
The call summary has been changed from:-
Ibrahim from the NBSC has asked that an issue be i
The call summary is now:-
FAD005948 BM stock unit was rolled over it was forced to clear the local suspense account

Date:**20-Dec-2007 12:41:51** User:**Lorraine Guiblin**
Product EPOSS & DeskTop -- Counter Common (version unspecified) added.

Date:**20-Dec-2007 12:42:07** User:**Lorraine Guiblin**
The Call record has been assigned to the Team Member: David Seddon
Progress was delivered to Provider

Date:**21-Dec-2007 13:46:12** User:**David Seddon**
Cloning call so original can be passed to development for further investigation and clone can be passed to MSU for reconcilaition
purposes.

Date:**21-Dec-2007 13:46:19** User:**David Seddon**
Call cloned from original call:PC0152376 by User:David Seddon

Date:**21-Dec-2007 13:46:31** User:**David Seddon**
The Call record has been assigned to the Team Member: Anne Chambers

Date:**21-Dec-2007 14:44:26** User:**Anne Chambers**
[Start of Response]
Local suspense had to be cleared from stock unit BM because it was the last active stock unit (MIS had not been rolled over, but
was marked as inactive because it hadn't been used during the balance period).

The stock unit was being balanced at 7pm at night, and, at the point where the stock unit gain should have been written to local
suspense, there was some contention with the End Of Day processes which were running in the background, and the messages were not
written.

This is very unusual (we have never seen it before, and it is not an area that has changed recently). A call PC0152376 has been
sent to development to investigate why this happened and how it can be avoided in future.

At the branch, the loss for TP 8 was £465.73 bigger than it should have been. The loss (£1083.76) was written off to P&L. As I
understand it, this means the branch is not personally out of pocket, and there is no need to attempt to correct anything at the
branch. The BTS shows a trading position of -£465.73.

There is no carried forward impact on the branch accounts from this problem.

There is however an impact on POLFS, since £465.73 (the gain which wasn't shifted to local suspense and then cleared) is still
held in article Z064 / account 539590. I think this needs to be moved (journalised?) to write-off P&L article AABQ / account
250503.

MSU, please inform POL of this problem via BIMS. I'm happy to discuss further or provide additional information, for example the
BTS, if required.
[End of Response]
Response code to call type C as Category 40 -- Pending -- Incident Under Investigation

Date:**21-Dec-2007 14:45:14** User:**Anne Chambers**
The Call record has been transferred to the team: MSU-Indt Mgt

Date:**03-Jan-2008 12:04:28** User:**Claire Drake**
[Start of Response]
Thank you Anne. Final BIMS issued to POL. Leaving call open for 24 hours in case of any further queries from Jane Smith et al.
[End of Response]
Response code to call type C as Category 68 -- Final -- Administrative Response
Routing to Call Logger following Final Progress update.

Date:**03-Jan-2008 13:52:15** User:**David Seddon**
Defect cause updated to 7 : Design - High Level Design

Date:**03-Jan-2008 13:52:18** User:**David Seddon**
CALL PC0152421 closed: Category 68 Type C

Root Cause	Design - High Level Design
Logger	David Seddon -- EDSC
Subject Product	EPOSS & DeskTop -- Counter Common (version unspecified)
Assignee	David Seddon -- EDSC
Last Progress	03-Jan-2008 13:52 -- David Seddon