

Export

Peak Incident Management System

Call Reference	PC0275564	Call Logger	_ Mail Manager _ -- EDSC
Release	Reported In -- HNG-X Rel. Ind.	Top Ref	PC0275563
Call Type	Operational (SSC)	Priority	C -- Progress restricted
Contact	EDSC	Call Status	Closed -- Avoidance Action Supplied
Target Date	03/12/2018	Effort (Man Days)	0
Summary	Receipts & Payments mismatch Branch 133131 12th September 2018.		
All References	Type	Value	
	External Email	"Mark.Wright2(GRO	
	Call reference	PC0275563	
Collections	Name	User	Date
	.SSCCBA	Chad Daborn	28-Nov-2018 10:23:28

Progress Narrative

Date:28-Nov-2018 09:55:04 User: _Mail Manager_
CALL PC0275564 opened
Details entered are:-
Summary:Receipts & Payments mismatch Branch 133131 12th September 2018.
Call Type:0
Call Priority:C
Target Release:HNG-X Rel. Ind.
Routed to:EDSC - _Unassigned_

Date:28-Nov-2018 09:55:04 User: _Mail Manager_

=====

MAIL GENERATED INCIDENT
Date/Time Raised: 2018-11-28 09:55:04
Priority: C
Requested Team: EDSC
Requested Product: SSC Adhoc Request
Requested Release: HNG-X Rel. Ind.
Email Attachments: 0
Originator Email: "Mark.Wright2(GRO

=====

Date:28-Nov-2018 09:55:03 User: _Mail Manager_
Added evidence item 'OriginalEmail.eml' from Email attachment
External Progress Update Received via Email.
Originator : "Mark.Wright2(GRO
Sent Date : Wed Nov 28 09:49:50 GMT 2018
Subject : Receipts & Payments mismatch Branch 133131 12th September 2018.
Office 133131 had a R&P mismatch on the 12th September 2018

West Winch FAD 1331310 Page 1

19:17 12/09/2018 TP 05

Final Branch Trading Statement - Office Copy From 15/08/18 To 12/09/18

Branch Total Suspense SU AA

Cash On Hand B Fwd 17441.14 17441.14

All Currencies Awaiting Collection B Fwd 0.00 0.00

Suspense B Fwd 0.00 0.00

Other MOP B Fwd 0.00 0.00

ForEx B Fwd 3488.28 3488.28

Other Postage B Fwd 2365.00 2365.00

Remittances In Total 7350.00 7350.00

All Currency Rems from SUs 591.58 591.58

Gains to/from Suspense 0.00 0.00 0.00

All Currency Pouches Despatched 591.58 591.58

Transfers In from other SUs 0.00 0.00
Other Receipts 95738.91 95738.91

Remittances Out Total 9833.19 9833.19
All Currency Pouches Despatched via Sus 591.58 591.58
Losses to/from Suspense 0.00 0.00 0.00
All Currency Rems to Suspense 591.58 591.58
Transfers Out to other SUs 0.00 0.00
Other Payments 97739.67 97739.67

Cash On Hand C Fwd 17441.14 17441.14
All Currencies Awaiting Collection C Fwd 0.00 0.00
Suspense C Fwd 0.00 0.00
Other MOP C Fwd 0.00 0.00
ForEx C Fwd 3488.28 3488.28
Other Postage C Fwd 2365.00 2365.00
Total C Fwd 23294.42 0.00 23294.42

Trading position (+/-) 4483.95- 4483.95-

Discrepancy OVER Transferred 28.76 28.76
Discrepancy SHORT Transferred 0.00 0.00
Discrepancy OVER Resolved 28.76 28.76
Discrepancy SHORT Resolved 0.00 0.00

Total Branch Adjustments 28.76 28.76

West Winch FAD 1331310 Page 2

19:17 12/09/2018 Reprint for 19:17 12/09/2018 TP 05

Final Branch Trading Statement - Office Copy From 15/08/18 To 12/09/18

Stock Holdings at End of Period

DESCRIPTION VOLUME DESCRIPTION VOLUME DESCRIPTION VOLUME

Yearbook 2016 1
RMSF 1st Class 12
1st class stmp 1016
RMSF 1st Large 30
1st class Large 304
2nd class Large 336
2nd class stmp 1517
SplDel SD3 8
S/a 2ndx100 14
50 x 2nd Large 2
S/a 1stx100 6
50 x 1st Large 2
Special 1st 622
Special 2nd 174
1st Large x 4 83

2nd Large x 4 76
SAS bk 1st x 12 10
SAS bk 2nd x 12 25
SAS bk 1st x 6 113
New POTEleCrd £5 7
NewPOTEleCrd £10 9
NewPOTEleCrd £20 10
POca Cards 2
New Postal Order 133

Transaction Corrections 0

I certify that the content of this balancing and trading statement is an accurate reflection of the cash and stock on hand at this branch.

Signature:

*** END OF REPORT ***

Regards,
Mark.

Date:28-Nov-2018 10:25:20 User:Chad Daborn
[Start of Response]

PRESCAN
Comments:
KEL Reference:
Assigned User:Venkata

[End of Response]
Response code to call type 0 as Category 40 -- Pending -- Incident Under Investigation

Date:28-Nov-2018 10:25:25 User:Chad Daborn
The Call record has been assigned to the Team Member: Venkata Subbarao Konakalla

Date:03-Dec-2018 09:25:17 User:Venkata Subbarao Konakalla
Investigation details are captured under the peak call PC0275563 as both the calls are of the same issue.

Date:14-Dec-2018 10:18:52 User:Chad Daborn
The Call record has been assigned to the Team Member: Sirous Sattar

Date:19-Dec-2018 13:26:07 User:John Simpkins
This has been affected by the same issue as Peak PC0275563. It is an EUM issue whilst rolling the branch TP whilst attached to a stock unit in the last TP.

Date:19-Dec-2018 13:26:19 User:John Simpkins
Reference Added: Call reference PC0275563

Date:21-Dec-2018 11:52:04 User:John Simpkins
Checking the suspense for TP 5 roll

select * from ops\$brdb.brdb_su opening_balance
where branch_accounting_code = 133131
and stock_unit = 'DEF'
and trading_period = 5
and balance_period = 1;

Suspense B Fwd 0.00 0.00

Suspense C Fwd 0.00 0.00

```
select rsd.prod_id, rsd.amount, rsd.quantity
from brdb_rx_rep_session_data rsd
inner join BRDB_FAD_HASH_OUTLET_MAPPING bfhom on rsd.BRANCH_ACCOUNTING_CODE=bfhom.BRANCH_ACCOUNTING_CODE and rsd.FAD_HASH =
bfhom.FAD_HASH
inner join rdds_products p on rsd.prod_id = p.prod_id
where rsd.branch_accounting_code = 133131
and rsd.stock_unit != 'DEF'
and (p.12 = 490 or p.12=740)
and rsd.trading_period = 5;
```

```
6842   -16.78   -1
6864   -34.8    -1
5610   -40     -1
5610  -500     -1
6509    40      1
6509   500      1
6981   16.78   170
7003   34.8    860
```

These total to zero.

```
select * from ops$brdb.brdb_su_opening_balance
where branch_accounting_code = 133131
and stock_unit = 'DEF'
and trading_period = 6
and balance_period = 1;
```

"FAD_HASH"	"BRANCH ACCOUNTING CODE"	"STOCK_UNIT"	"TRADING_PERIOD"	"BALANCE_PERIOD"	"PROD_ID"	"BRANCH_CODE"	"INSERT_TIMESTAMP"	"AMOUNT"	"QUANTITY"
"26"	"133131"	"DEF"	"6"	"1"	"1"	"133131"	"12-SEP-18 19.21.33.118200000"	"0"	"0"

This shows the new opening to be Zero

Also from BTS
Suspense B Fwd 0.00 0.00

This all looks to be correct.

Date:11-Jan-2019 08:51:43 User:John Simpkins

[Start of Response]

Development have recreated this issue in test. It is related to the EUM locking changes recently released to live.

- 1) Do some transactions in the SU e.g. that change the cash position
- 2) Lock counter A
- 3) Login as same HUID on counter B
- 4) Rollover stock unit into new TP
- 5) Lock B
- 6) Unlock A with same HUID, same SU
- 7) A think SU is in old TP
- 8) Roll branch
- 9) BANG! Non zero trading position. CFwd figures wrongly=BFwd

Note that the BTS figures written to the BRDB are correct, and the next SU balance report and BTS trading statement are fine.

Until the fix has completed development and release to live we have implemented a couple of monitors.

- 1) A core hours monitor in HORIce which will identify and alert to any non-zero TP. (KEL wbra254M)
- 2) An overnight report that lists all occurrences the previous day and identifies if the cash BF = cash CF. This is emailed to the SSC manager for progressing.

We have checked that the suspense figures are correct for this branch (details above). The 'corrupted' BTS reprint has been shared with the Post Office.

This call may now be closed.

[End of Response]

Response code to call type 0 as Category 70 -- Final -- Avoidance Action Supplied

Routing to Call Logger following Final Progress update.

Defect cause updated to 14 -- Development - Code

Date:11-Jan-2019 08:51:48 User:John Simpkins

CALL PC0275564 closed: Category 70 Type 0

Root Cause	Development - Code
Logger	_Mail Manager_ -- EDSC
Subject Product	General/Other/Misc -- SSC Adhoc Request (version unspecified)
Assignee	_Mail Manager_ -- EDSC
Last Progress	11-Jan-2019 08:51 -- John Simpkins