

Peak Incident Management System

Call Reference	PC0220393	Call Logger	<u>Customer Call</u> -- EDSC
Release	Reported In -- HNG-X R5	Top Ref	A1246549
Call Type	Live Incidents/Defects	Priority	D -- Internal
Contact	EDSC	Call Status	Closed -- Avoidance Action Supplied
Target Date	13/09/2012	Effort (Man Days)	0
Summary	FAD 020511 Post and Go data		
All References	Type	Value	
	TRIOLE for Service	A1246549	
	DevIntRel-Director	Live Supp.Test	
	MSC	043J0355958	

Progress Narrative

Date:29-Aug-2012 22:39:59 User: Customer Call
 CALL PC0220393 opened
 Details entered are:-
 Summary:SR6179467A POLSAP - Other
 Call Type:L
 Call Priority:D
 Target Release:HNG-X R5
 Routed to:EDSC - Unassigned

Date:29-Aug-2012 22:39:59 User: Customer Call
 =====

INCIDENT MANAGEMENT
 Date/Time Raised: Aug 23 2012 10:52AM
 Priority: D
 Contact Name: Gillian Hoyland
 Contact Phone: **GRO**
 Originator: XXXXXX@TFS01
 Originator's reference: A1246549
 Product Serial No:
 Product Site: POLSAP S49 1PF

Transfer Note: As per last update from SAP team passing the call to PEAK for further investigation.:

What is the nature of your POLSAP problem? : Other
 If you were running a report at the time what is it called? : N/A
 Have you deleted your temporary internet files? : No
 Have you completed your POLSAP training? : No

What is your POLSAP User ID? : **GRO**
 Please provide any further details that may assist your fault : GL 627237.
 The correct POLSAP postings start PG_. The GL account is being populated by postings we don't recognise or understand (the ones that have the reverse date). I need you to find out where this data is coming from? And why are we seeing it in POLSAP. The Galleries 020511 have not cleared and the entries are still open but there were also postings for offices 007113 & 200518 (These postings have now cleared). We have also seen the opposite entry, as if the posting has been reversed, but this is not the case here please can you also investigate why not. Note - we do know that these are new machines that have been installed recently

Incident History:

2012-08-23 10:52:30 [Selleys, Amanda]

INIT : Create a new request/incident/problem/change/issue

2012-08-24 07:31:36 [King, Andrew]

LOG : Good morning. Please can we have an update on the progress of this issue.

2012-08-29 14:44:25 [Fenning, Sue Joy]

LOG : This issue relates to source data received in POLSAP from Horizon via the BLE files. The affected profit centre (branch) is 020511 and general ledger account 627237 : Post & Go PING Matching.

A similar incidents was previously investigated re. branches 007113 & 200518 which has now cleared (A1040049 refers).

An example the customer has provided shows amounts of £115.05, £46.88, £52.13 & £75.23 totalling £289.29 received on the file from Wincor and into POLSAP via BLE.

The same (contra) amounts are also showing as being received from the branch when the TA has been accepted and are closed items in the account (netted off to 0.00). However, there is another amount of £289.29 which just has the date in the assignment field.

The TA's seem to be going out to the branch OK and being accepted but POLSAP is also receiving a reversal amount on the file as well.

Further details below:-

Document Date : 09.08.2012 (POLSAP document no. 8005592079)

An Idoc generated from the BLE file contained values of:-

115.05 (DR), assignment PG_3_50865919 (TA out)

46.88 (DR), assignment PG_3_50865920 (TA out)

52.13 (DR), assignment PG_3_50865921 (TA out)

75.23 (DR), assignment PG_3_50865922 (TA out)

Total value 289.29 (DR)

The Idoc also contained a value of 289.29 (CR).

Document Date : 10.08.2012 (POLSAP document no. 8005607388)

An Idoc generated from the BLE file contained values of:-

115.05 (CR), assignment PG_3_50865919 (TA accepted)

46.88 (CR), assignment PG_3_50865920 (TA accepted)

52.13 (CR), assignment PG_3_50865921 (TA accepted)

75.23 (CR), assignment PG_3_50865922 (TA accepted)

Total value 289.29 (CR)

The values with an assignment of PG_3_xxxxxxxx are expected to match and clear giving an overall balance of 0.00 which has happened. Assignment value PG_3_xxxxxxxx is passed through on the file.

The customer is querying why there is an additional posting of 289.29 with a default date assignment i.e. 20120809. What is the source of this reversal amount contained in the same BLE file?

Is the data coming from Wincor? Did something change at branch 020511 (The Galleries) in July?

This only appears to be happening for branch 020511, other occurrences are from 26.07.12 e.g. :-

Document Date Amount (CR) Assignment
 26.07.2012 184.40 20120726
 27.07.2012 230.74 20120727
 28.07.2012 147.66 20120728
 30.07.2012 491.77 20120730
 31.07.2012 347.19 20120731
 etc.

As this is a Post & Go source data (Wincor / Horizon) issue please pass this call to the PEAK team for investigation / advice.

Date: 30-Aug-2012 10:01:32 User: Joe Harrison

Product HNG-X Platforms -- POL-FS SAP APP Server (SAP1) (version unspecified) added.

Date: 30-Aug-2012 10:02:46 User: Joe Harrison

The call summary has been changed from:-

SR6179467A POLSAP - Other

The call summary is now:-

FAD 020511 Post and Go

Date: 30-Aug-2012 10:03:23 User: Joe Harrison

The call summary has been changed from:-

FAD 020511 Post and Go

The call summary is now:-

FAD 020511 Post and Go data

Date: 30-Aug-2012 10:03:30 User: Joe Harrison

The Call record has been assigned to the Team Member: Dave Allen

Progress was delivered to Consumer

Date: 30-Aug-2012 10:09:24 User: Dave Allen

Investigating...

Date: 30-Aug-2012 11:00:58 User: Dave Allen

[Start of Response]

Postings on the TfS call refer to a similar previous incident (A1040049 => Peak PC0219432), which was resolved between POL and Wincor Nixdorf; no details of this resolution are available to us.

This incident is a week old, but only came to SSC late last night.

The trading-date in this call, 2012-08-09, is three weeks ago which too old for us to be able to see the incoming file from Wincor Nixdorf.

Checking the BLE file for FAD 020511 for 2012-08-09 (IF20120809005.BLE):
 the PG entries are:

```
BLDR-;SC;Z287;99;;G;627237;;00000028929;;;;PG
BLDR+;SC;Z322;99;;G;627237;;00000011505;;PG_3_50865919;;PG
BLDR+;SC;Z322;99;;G;627237;;00000007523;;PG_3_50865922;;PG
BLDR+;SC;Z322;99;;G;627237;;00000005213;;PG_3_50865921;;PG
```

BLDR+;SC;Z322;99;;G;627237;;00000004688;;PG_3_50865920;;PG

Note the BLDR- entry for 289.29.

There is no evidence of a fault in HNG-X, and without the incoming file from Wincor Nixdorf there is nothing further for us to investigate.

We can only suggest that POL do the same as they did with A1040049, and refer the matter to Wincor Nixdorf.

[End of Response]

Response code to call type L as Category 95 -- Final -- Advice after Investigation Routing to Call Logger following Final Progress update.
Service Response was delivered to Consumer

Date:30-Aug-2012 11:00:58 User:**Dave Allen**
CALL PC0220393 closed: Category 95 Type L

Date:30-Aug-2012 11:00:58 User:**Dave Allen**
Defect cause updated to 42 -- Gen - Outside Program Control

Date:31-Aug-2012 16:07:05 User:**_Customer Call_**
CALL PC0220393 reopened by **_Customer Call_**

Date:31-Aug-2012 16:07:05 User:**_Customer Call_**
Transfer Note: Transfer Group from 'POA-HSD IMT' to 'POA-FJ-PEAK'
:
What is the nature of your POLSAP problem? : Other
If you were running a report at the time what is it called? : N/A
Have you deleted your temporary internet files? : No
Have you completed your POLSAP training? : No
What is your POLSAP User ID? : **GRO**
Please provide any further details that may assist your fault : GL 627237.
The correct POLSAP postings start PG_. The GL account is being populated by postings we don't recognise or understand (the ones that have the reverse date). I need you to find out where this data is coming from? And why are we seeing it in POLSAP. The Galleries 020511 have not cleared and the entries are still open but there were also postings for offices 007113 & 200518 (These postings have now cleared). We have also seen the opposite entry, as if the posting has been reversed, but this is not the case here please can you also investigate why not. Note - we do know that these are new machines that have been installed recently

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LOG : This issue relates to source data received in POLSAP from Horizon via the BLE files. The affected profit centre (branch) is 020511 and general ledger

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Total value 289.29 (CR)

The values with an assignment of PG_3_xxxxxxxx are expected to match and clear giving an overall balance of 0.00 which has happened. Assignment value PG_3_xxxxxxxx is passed through on the file.

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31.07.2012 347.19 20120731

etc.

As this is a Post & Go source data (Wincor / Horizon) issue please pass this call to the PEAK team for investigation / advice.

2012-08-29 21:40:45 [Tfs Connector]

HDIinACK : Provider Ref: PC0220393

2012-08-30 09:04:28 [Tfs Connector]
 HDIinSTU : From PINICL: Update by Joe Harrison:Call routed to Team:EDSC
 Member:Dave Allen

2012-08-30 10:02:20 [Tfs Connector]
 HDIinSRS : Provider Ref: PC0220393
 Resolution Details: Update by Dave Allen:Category 95 -- Final -- Advice after Investigation:Postings on the Tfs call refer to a similar previous incident (A1040049 => Peak PC0219432), which was resolved between POL and Wincor Nixdorf; no details of this resolution are available to us.

This incident is a week old, but only came to SSC late last night.

The trading-date in this call, 2012-08-09, is three weeks ago which too old for us to be able to see the incoming file from Wincor Nixdorf.

Checking the BLE file for FAD 020511 for 2012-08-09 (IF20120809005.BLE):
 the PG entries are:

```
BLDR-;SC;Z287;99;;G;627237;;00000028929;;;;PG
BLDR+;SC;Z322;99;;G;627237;;00000011505;;PG_3_50865919;;PG
BLDR+;SC;Z322;99;;G;627237;;00000007523;;PG_3_50865922;;PG
BLDR+;SC;Z322;99;;G;627237;;00000005213;;PG_3_50865921;;PG
BLDR+;SC;Z322;99;;G;627237;;00000004688;;PG_3_50865920;;PG
```

Note the BLDR- entry for 289.29.

There is no evidence of a fault in HNG-X, and without the incoming file from Wincor Nixdorf there is nothing further for us to investigate.

We can only suggest that POL do the same as they did with A1040049, and refer the matter to Wincor Nixdorf.

2012-08-30 10:02:23 [POA-HDI]
 RE : Status changed from 'Acknowledged' to 'Resolved'

2012-08-31 06:54:43 [Selleys, Amanda]
 HDIoutADD : Good morning. Please can we have an update on the progress of this issue

Date:31-Aug-2012 16:07:24 User:David Seddon
 The Call record has been assigned to the Team Member: Anne Chambers
 Progress was delivered to Consumer

Date:31-Aug-2012 16:59:44 User:Anne Chambers
 Evidence Added - TAs etc for 020511 and 007113

Date:31-Aug-2012 17:01:08 User:Anne Chambers
 Evidence Added - Various extracts for 020511

Date:31-Aug-2012 17:02:23 User:Anne Chambers
 Evidence Added - subfile report

Date:31-Aug-2012 17:13:05 User:Anne Chambers
 [Start of Response]
 Branch 020511 has many entries in the Subfiles_on_hold report. This report should

be monitored (by ?) to make sure problems are followed up - this should be resolved before closing this call.

Horizon is receiving PG data for 6 separate PG tills at the branch, but only 4 of them have associated stock units. This causes the entire subfile for the branch to be Held, and the transaction data is not being sent to POLSAP. However the TA data for the 4 tills which are properly associated IS being sent through, and I think this is probably the cause of the POLSAP anomalies.

The two unassociated tills are not doing any cash transactions - this is a known problem (see PC0218702), and means the PM isn't prompted to create an association. This may need fixing via MSC.

Other branches on the report may also need similar action. We have found that 007113 has been closed for 18 months, so the PG txns were misdirected, but I don't understand exactly what happened (see question at end of first evidence file).

Passing call to BRDB_Host Dev, as discussed with Pete J and Gareth S.
[End of Response]

Response code to call type L as Category 40 -- Pending -- Incident Under Investigation

Response was delivered to Consumer

Date: 31-Aug-2012 17:13:55 User: **Anne Chambers**

The Call record has been transferred to the team: BDB-Host-Dev
Progress was delivered to Consumer

Date: 03-Sep-2012 07:39:39 User: **Customer Call**

Good morning. Can we have an update on the progress of this issue please. Thank you.

Date: 03-Sep-2012 08:18:44 User: **Gareth Seemungal**

The Call record has been assigned to the Team Member: Gareth Seemungal
Progress was delivered to Consumer

Date: 03-Sep-2012 11:51:46 User: **Gareth Seemungal**

[Start of Response]

The existing data fix script provided from MSC 043J0348236 can be used to generate the required transaction acknowledgements (TAs).

[End of Response]

Response code to call type L as Category 38 -- Pending -- Potential Problem Identified

Response was delivered to Consumer

Date: 04-Sep-2012 12:29:41 User: **Customer Call**

PO Ref. Q17731199 refers.

Fix identified as advised by Gareth Seemungal (see update below).

VC held a.m. to discuss the priority of this call and determine when the fix should be implemented.

Phil Ashley (POL) confirmed that the issue is not high priority and can be dealt with within the normal 7 day change window.

Agreed that Gareth Seemungal would raise the MSC for implementation on 13th September (post 18:00).

After this the customer should start to see the relevant entries transferring through into POLSAP via normal Horizon / BLE load.

Contacted Gillian to inform that the issue had been investigated, route cause identified and that a fix would be applied next week.

Date:04-Sep-2012 13:04:48 User:**Gareth Seemungal**

Reference Added: MSC 043J0355958

Date:04-Sep-2012 13:06:14 User:**Gareth Seemungal**

MSC 043J0355958 raise to generate TAs required for stock unit associations. Fix will be carried out at 17:00 on 13th September.

Date:04-Sep-2012 15:12:09 User:**Customer Call**

MSC043J0355958 raised 04/09/2012. Implementation date Thursday 13/09/2012.

Date:05-Sep-2012 15:09:10 User:**Gareth Seemungal**

Target Date/Time updated: new value is 13/09/2012 17:00

[Start of Response]

Passing to SSC for MSC execution.

[End of Response]

Response code to call type L as Category 38 -- Pending -- Potential Problem

Identified

Response was delivered to Consumer

Date:05-Sep-2012 15:09:39 User:**Gareth Seemungal**

The Call record has been transferred to the team: EDSC

Progress was delivered to Consumer

Date:05-Sep-2012 16:13:46 User:**Lina Kiang**

The Call record has been assigned to the Team Member: Anne Chambers

Progress was delivered to Consumer

Date:17-Sep-2012 07:46:52 User:**Customer Call**

Good morning. Can we have an update on the progress of this issue please. Thank you.

Date:17-Sep-2012 11:00:29 User:**Anne Chambers**

[Start of Response]

Following a change made centrally to facilitate this, the stock unit associations for the two new Post and Go terminals have been created by the branch and all the held external data (43 different days) has now been processed and passed through to POLSAP in BLE file IF20120914005.BLE.

We strongly recommend that POL monitor the SubfilesOnHold report which is sent to them daily, so that any other external terminals with problems can be investigated quickly in case a similar correction is needed.

[End of Response]

Response code to call type L as Category 70 -- Final -- Avoidance Action Supplied Routing to Call Logger following Final Progress update.

Service Response was delivered to Consumer

Date:17-Sep-2012 11:00:29 User:Anne Chambers CALL PC0220393 closed: Category 70 Type L	
Root Cause	Gen - Outside Program Control
Logger	<u>Customer Call</u> -- EDSC
Subject Product	HNG-X Platforms -- POL-FS SAP APP Server (SAP1) (version unspecified)
Assignee	<u>Customer Call</u> -- EDSC
Last Progress	17-Sep-2012 11:00 -- Anne Chambers

Root Cause	Gen - Outside Program Control
Logger	<u>Customer Call</u> -- EDSC
Subject Product	HNG-X Platforms -- POL-FS SAP APP Server (SAP1) (version unspecified)
Assignee	<u>Customer Call</u> -- EDSC
Last Progress	17-Sep-2012 11:00 -- Anne Chambers