

OCP 17510 Completed

## Write corrective bureau message for FAD 183227

A single SC message 183227-7-1101211 was written in error on 26th November at 12:43:17, selling 1000 US dollars, with no corresponding settlement line. To remove the effects of this message at both the branch and on POLFS, we will insert a new message to negate the effects of the original message.

**Justification:** If the change is not made in the counter messagestore (before the stock unit is balanced on Wednesday), the branch will have an unexpected gain of £484 (or thereabouts - depends on exchange rate), and a receipts and payments mismatch. This gain would have to be resolved at the branch. There would also be an inconsistency between the branch and POLFS to be resolved. By correcting the problem locally, the branch may not be aware of the problem, and there will be no inconsistency between the branch and POLFS.

**When:** Planned for 10/12/2007 17:00 with a duration of 10 mins

**Extra detail:** The original message had ProductNo:5129, Qty:1, SaleValue:484, PQty:1000. The new message will have Qty:-1, SaleValue:-484, PQty:-1000, with other attributes (including exchange rate) as before.

The message will include a comment to show it has been inserted to resolve this problem (this will not be visible to the branch).

This change will first be applied to a copy of the messagestore within the SSC environment, and the stock unit then rolled over to make sure there are no unexpected consequences.

Neither the new nor the old message will be included in data sent to POLFS.

Gary Blackburn (POL) is already aware of this issue.

**Regression:** None . Regression will take 0

## Comments

**Victoria Hancock** (POL) wrote at 10/12/2007 16:15: -----Original Message-----

From: julie.edgley [mailto:julie.edgley@GRO]

Sent: 10 December 2007 16:13

To: RMGA Operational Change

Subject: Re: CHASE FOR APPROVAL : OCP 17510 Write corrective bureau message for FAD 183227

Hi Gaby,

POL approve this change.  
As soon as I saw the branch name, I realised that this is the one that  
Gary spoke to Anne Chambers about earlier.  
I don't need to call to discuss, thank you.

Kind Regards

Julie

Change Control

**Anne Chambers** (POA SSC Support) wrote at 11/12/2007 12:54: Implementation delayed by problems  
with test rig. Details of inserted message are on PC0152014.

## Other details

Raised by: Anne Chambers 10/12/2007 12:25

Monitored by: SSC

Peak: PC0152014

Change at location: Counter

Change type: Messagestore

Machine ID: H18322700107

## Priority and risk

Priority: High

Risk: Low

## Properties

New equipment: No

System build affected: No

Required on LST rigs: No

Required on Lewes rigs: No

## Approval status

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POA Service Management	POA SSC Support
Core Services SMC	POL
POA Operations	POA SSC Support

Action status