Export

Peak Incident Management System

Call Reference	PC0052148	Call Logger	_Customer Call_ -- EDSC
Release	Targeted At -- M1	Top Ref	C
Call Type	Live Incidents	Priority	C -- Non-critical
Contact	EDSC	Call Status	Closed -- Reconciliation - resolved
Target Date	18/08/2000	Effort (Man Days)	0
Summary	FAD005008 -Receipts and Payments mismatch		
All References	Type	Value	
	SSCKEL	KEL PSteed5022P.htm	
	Other	C	
	PowerHelp	E-0008110394	

Progress Narrative

```
Date:11-Aug-2000 09:13:00 User:_Customer Call_
CALL PC0052148:Priority C:CallType L - Target 18/08/00 10:13:21
11/08/00 10:00 fad 005008 reports a difference in receipt & payment totals
for CAP20.
11/08/00 10:07 GB082158
Information: please route to John Moran @ MSU.
F} Call details
Diagnostician name:
Customer opened date 11/08/2000 10:00:35
CALL PC0052148 opened
```

```
Date:11-Aug-2000 09:25:00 User:Barbara Longley
Target Release updated to CSR-CI3_2R
Product General/Other/Misc Reconciliation added
The Call record has been transferred to the Team: MSU-Indt Mgt
Hours spent since call received: 0 hours
```

```
Date:11-Aug-2000 09:44:00 User:John Moran
New evidence added - CA line differences Report for CAP 20
F} Response :
This office is newly migrated but there was no migration error. Please
investigate how the following totals were reported to the cash account.
Receipts Total 568419.11
Payments Total 568819.11
Difference -400.00
I have attached the cash account line report to help with investigation.
[END OF REFERENCE 20968483]
Responded to call type L as Category 40 -Incident Under Investigation
The response has been flagged to the gateway team for validation
The Call record has been transferred to the Team: EDSC
Defect cause updated to 40:General - User
Hours spent since call received: .3 hours
```

```
Date:11-Aug-2000 13:24:00 User:Barbara Longley
The call summary has been changed from:-
fad 005008 reports a difference in receipt & payme
The call summary is now:-
FAD005008 -Receipts and Payments mismatch
```

```
Date:14-Aug-2000 08:02:00 User:Paul Steed
The Call record has been assigned to the Team Member: Paul Steed
Defect cause updated to 99:General - Unknown
Hours spent since call received: 0 hours
```

```
Date:14-Aug-2000 13:09:00 User:Paul Steed
F} Response :
I have found what I believe to be a MiECCO difference of £403.16.
[END OF REFERENCE 21009511]
Responded to call type L as Category 40 -Incident Under Investigation
The response was delivered to: PowerHelp
```

```
Date:14-Aug-2000 14:35:00 User:Paul Steed
New evidence added - Complete zipped text format message store
F} Response :
I have been unable to track down the £400.00 difference.
[END OF REFERENCE 21015521]
```

```
Responded to call type L as Category 40 -Incident Under Investigation
The response was delivered to: PowerHelp
The Call record has been transferred to the Team: QFP
Hours spent since call received: 0 hours
```

Date:**14-Aug-2000 16:29:00** User:**Les Ong**
```
The Call record has been transferred to the Team: EPOSS-FP
Hours spent since call received: 0 hours
```

Date:**15-Aug-2000 10:07:00** User:**Gerald Barnes**
```
The Call record has been transferred to the Team: EPOSS-Dev
Hours spent since call received: .1 hours
```

Date:**15-Aug-2000 10:08:00** User:**Gerald Barnes**
```
The Call record has been assigned to the Team Member: Gerald Barnes
Hours spent since call received: .1 hours
```

Date:**15-Aug-2000 13:34:00** User:**Barbara Longley**
```
F} Response :
The Call record has been assigned to EPOSS-Dev Team Member: Gerald Barnes
[END OF REFERENCE 21063598]
Responded to call type L as Category 40 -Incident Under Investigation
```

Date:**15-Aug-2000 13:35:00** User:**Barbara Longley**
```
The response was delivered to: PowerHelp
```

Date:**15-Aug-2000 14:52:00** User:**del(01/01 Denise Jackson)**
```
QFP authorised categorisation C
Target Release updated to M1Clone
The call references have been updated. They are now:-
ORIGINATOR : Phelp
PowerHelp : E-0008110394
T Other : C
```

Date:**15-Aug-2000 14:57:00** User:**del(01/01 Denise Jackson)**
```
Target Release updated to M1
```

Date:**17-Aug-2000 17:06:00** User:**Gerald Barnes**
```
F} Response :
After a lot of investigation it is felt that the likely cause of this is the
£200 unpaid cheque migrated from stock unit BM
```

GRO

```
Work is continuing to try and work out why this causes a problem exactly. It
is felt that apart from this all the figures are correct.
[END OF REFERENCE 21169465]
Responded to call type L as Category 40 -Incident Under Investigation
The response has been flagged to the gateway team for validation
```

Date:**17-Aug-2000 20:11:00** User:**Gerald Barnes**
```
F} Response :
I now think I see the problem.
The original MiECCO unpaid cheque is in mode RISD. This is not a defined mode
for EPOSS and the Cash Account mappings for product 5 do not have a place
defined for RISD and hence the action is undefined; but ( and I will confirm
this later ) probably use SC serve customer as default which maps it to
stock. If it had been mapped as a ROOP instead then the cash account would
have balanced.
[END OF REFERENCE 21172971]
Responded to call type L as Category 40 -Incident Under Investigation
The response has been flagged to the gateway team for validation
```

Date:**18-Aug-2000 09:48:00** User:**Gerald Barnes**
```
F} Response :
Following my last analysis I have found some more.
There is a default for transactions defined in the Cash Account; and in this
case it is as stated SC server customer. My statement that ROOP would have
corrected the problem was not correct - I meant RIOP. At CI4 only there is a
collection ProductModes that gives the allowed modes for a given product - we
```

could validate against this for each transaction to detect such problems in
future.
[END OF REFERENCE 21182004]
Responded to call type L as Category 38 -Potential Problem Identified
The response has been flagged to the gateway team for validation

Date:**18-Aug-2000 13:21:00** User:**Gerald Barnes**
F} Response :
Further to my earlier statements I now see that DailyReconciliation had
already detected this problem.

GRO

And this transaction points at the failing transaction.
One way of preventing this problem in the future would be for POCL to provide
a sensible RISD mapping for product 5 mapping it on the receipts side of the
cash account (rather than it being treated as server customer which puts it
on the payments side causing the misbalance).
[END OF REFERENCE 21209017]
Responded to call type L as Category 62 -No fault in product
Hours spent since call received: 27 hours
Defect cause updated to 16:Development - Reference Data
The Call record has been transferred to the Team: EDSC
The response has been routed to the gateway team for validation

Date:**18-Aug-2000 13:28:00** User:**Barbara Longley**
The Call record has been assigned to the Team Member: Paul Steed
Hours spent since call received: 0 hours

Date:**18-Aug-2000 14:08:00** User:**Paul Steed**
The call references have been updated. They are now:-
ORIGINATOR : Phelp
PowerHelp : E-0008110394
T Other : C
SSCKEL : PSteed5022P.htm
The Call record has been transferred to the Team: MSU-Indt Mgt
Hours spent since call received: 0 hours

Date:**18-Aug-2000 14:30:00** User:**Paul Steed**
F} Response :
Gerald Barnes has included the wrong message store line. The one he has
included is from the rollover of the SU, not the original one entered a few
minutes earlier. It does not affect the overall result but note that

GRO

[END OF REFERENCE 21214562]
Responded to call type L as Category 40 -Incident Under Investigation
The response was delivered to: PowerHelp

Date:**21-Aug-2000 09:34:00** User:**John Moran**
F} Response :
The cause of this mis balance is down to a migration issue.
The ECCO transaction was for product 5.
The mode for this migrated transaction was RISD.
There is no corresponding Horizon RISD. The closest is RIOP.
What Horizon does in these cases is migrate the transaction as a serve
customer transaction by default.
This meant the transaction was migrated correctly as a stock increase (Table
5), but incorrectly migrated as a sale of product 5.
The net effect of this is that the transaction was reported twice to the
payments table in table 1085, and as a "sale" of 5 which increased cash.
This caused the Cash account to misbalance by 2 * £200.00 = £400.00.
[END OF REFERENCE 21241217]
Responded to call type L as Category 68 -Administrative Response
Hours spent since call received: .3 hours
The Call record has been transferred to the Team: EDSC
The response has been routed to the gateway team for validation

```
Date:21-Aug-2000 09:40:00 User:Barbara Longley
The Call record has been assigned to the Team Member: Paul Steed
Hours spent since call received: 0 hours
```

```
Date:21-Aug-2000 10:01:00 User:Paul Steed
F} Response :
The call logger has been given the reason for the discrepancy (MiECCO) and
has presumably raised a BIM.
[END OF REFERENCE 21242298]
Responded to call type L as Category 90 -Reconciliation - resolved
Hours spent since call received: 0 hours
CALL PC0052148 closed: Category 90, Type L
The response was delivered to: PowerHelp
```

```
Date:21-Aug-2000 10:54:00 User:_Customer Call_
Date and time complete: 21/08/2000 11:56:07
Service Complete (Confirmation) Received
```

Root Cause	Development - Reference Data
Logger	_Customer Call_ -- EDSC
Subject Product	General/Other/Misc -- Reconciliation (version unspecified)
Assignee	Deleted User -- EDSC
Last Progress	21-Aug-2000 10:54 -- _Customer Call_