

Ruth

24 DEC 1997

Beer, Christine

Thank for update. A bit
worrying - particularly as
we have to live with Congo 4
for Jan 1999. Oct 1998!
Please keep me posted
Ruth. ~~sent~~
5/12.

From: Holleran, Ruth
To: Rego, Mena Gen; Smith, David
Cc: Charlton, Peter
Subject: Congo 4 and Lost Transactions
Date: 24 December 1997 11:53

Dave, Mena

You may want to be aware that we are 'losing' BES transactions at an alarming rate. The reason is without the EPOSS shell the BES system does not force the outlet to commit the transaction. If the user does not commit the transaction and the system times out, - after 1 and a quarter hours the transaction is lost. We knew this would happen i.e. a Known Problem but procedures were meant to cover this as far as possible, until we got the next release.

Clearly these aren't adequate and a further update was sent out last friday to all 205 outlets. We are able to spot these lost transactions because good old SPMRs are using receipts to complete the cash account and, then ABED data from BES forms the supporting information to reconcile against in CFD. Because BES has lost the transaction the two amounts differ - hence the error. (Thank god for the cash account !!). Data in CFD is 2 weeks old at best so we will not see any impact of the update for another 3 weeks so the errors will increase and traffic light service management reports (seen by Andy and John H & others) will increasingly see red - just so you are aware. Generally the error happens in the newer outlets so hopefully things will simmer down as they get used to it. But the problem worsens because it can be aggravated by printer difficulties. In these cases the printer won't print receipt, SPMR writes manual one and because of distraction forgets to commit and we loose record on BES if system 'times out'. This scenario accounts for 50% of lost transactions to date.

So the upshot is the issue is being managed but if the update doesn't work we may have to take some action to hold progress on for example rollout of cards. I am watching this closely and have agreed with PDA that we may have to resort to this.

Again just so you are aware.

Ruth

BW
Do we get
traffic light report
if we & would not
need seeing our future
Ruth

Mena
copy
instructions sent
to 205 outlets
in his
Ruth

