

SSC Offline KELs  
Monday 19 Mar

## HORIZON KEL MScardifield2219S

**KEL type:** Unresolved  
**Title:** Multiple cash declarations may cause incorrect figures in Discrepancy, Variance and Balance Reports  
**Summary:** Intermittent misleading figures in Discrepancy, Variance and Balance Reports  
**Raised:** by Mark Scardifield on 15/07/2005  
**Last updated:** by Anne Chambers on 27/11/2007  
**Release:** S80  
**System product:** EPOSSReconciliation  
**Server name:** None  
**Keywords:** large gains losses variance declare"  
**Status:** Authorised  
**Visibility:** High  
**Peak:** PC121925  
**Version:** 5

### Symptoms

A cash declaration was made in "Stock Balancing" for the amount displayed on the Snapshot. When the Cash Variance was checked afterwards a Gain of £45.05 was displayed.<br/><br/>\*\*\*\*<br/>May get PMs calling in to stating that they've been declaring cash but have been getting varying discrepancies reported even though they've been declaring the same amount of cash each time. Or that they have done a transfer but are then getting a discrepancy equal to the amount of the transfer, or that the system hasn't transferred the cash out of the stock unit.

### Problem

The underlying problem is that we cache the current trading position for a Stock Unit and rely on a mechanism (in Riposte) to notify us of new transactions across the outlet to keep this cache up to date.<br/><br/>When this fails it affects Discrepancy, Variance and Balance Reports and has the effect of presenting the clerk with incorrect information. This will be potentially confusing and may lead to the clerk making unnecessary corrections. These will in turn show up as future inconsistencies (eg nothing gets lost in the end).

### Solution - ATOS

<b>Helpdesk:</b><br/>The Declare Cash problem clears itself overnight. If the PM logs a call on the day he is having problems, ask him to try the following workaround:<br/><br/>1. The clerk should log out of the affected counter.<br/>2. Another clerk attached to a different (individual, not shared) stock unit should log into the <b>same</b> counter, declare cash for his own stock unit, then logout.<br/>3. The first clerk can now login to the same counter and declare cash again. The variance should be correctly recalculated. Alternatively log on to a different counter and do the cash declaration there. If the workaround is not successful or the problem does not clear itself overnight, send a call to SSC, otherwise no call is needed. November 2007: a fix is currently being piloted and is likely to be sent to the whole estate in January (COUNTER\_EPOSS 39\_3 or later). If this problem is reported after COUNTER\_EPOSS 39\_3 has been applied, send call to SSC.

### Evidence

If there is any pattern of failure eg it is occurring on the same counter repeatedly.<br/>Can the audit log (c:\temp\audit<day>.log) be recovered if this occurs please?