Export

Peak Incident Management System

Call Reference	PC0229446	Call Logger	_Customer Call_ -- EDSC
Release	Reported In -- HNG-X R6.50	Top Ref	A3987846
Call Type	Live Incidents/Defects	Priority	C -- Non-critical
Contact	EDSC	Call Status	Closed -- No fault in product
Target Date	17/11/2013	Effort (Man Days)	0
Summary	FAD 242611 - PM doing cash declarations every now and again has major loss		
All References	Type	Value	
	TRIOLE for Service	A3987846	
	DevIntRel-Director	Live Supp.Test	

Progress Narrative

```
Date:12-Nov-2013 14:12:46 User:_Customer Call_
CALL PC0229446 opened
Details entered are:-
Summary:PM doing cash declarations every now and again has major loss
Call Type:L
Call Priority:C
Target Release:HNG-X R6.50
Routed to:EDSC - _Unassigned_
```

```
Date:12-Nov-2013 14:12:46 User:_Customer Call_
================================================================
INCIDENT MANAGEMENT
Date/Time Raised: Nov 12 2013 1:34PM
Priority: C
Contact Name: Mike Cook
Contact Phone: [ GRO ]
Originator: XXXXXX@TFS01
Originator's reference: A3987846
Product Serial No:
Product Site: 242611
================================================================


Transfer Note: Transfer Assignee from 'Pikesley, Robert ' to ''
Transfer Group from 'POA-HSH3' to 'POA-FJ-PEAK'
:
PM doing cash declarations every now and again has major loss
---
Incident History:
---
2013-11-12 13:34:59 [ Pikesley, Robert ]
INIT : Create a new request/incident/problem/change/issue
---
2013-11-12 13:39:45 [ Pikesley, Robert ]
zneut_en_poa : Transfer Notification
---
2013-11-12 13:39:45 [ Pikesley, Robert ]
zneun_en_poa : Open Notification
---
2013-11-12 13:40:00 [ Pikesley, Robert ]
LOG : PM has had Cash declaration problem throughtout year and is lossing a lot every now and again

he phone up Helpline told him cant of declared properly

he states that he losses £2000 Then jumps suddenly to £4000, one point they lost £8000 and is Always losing money

Pm stated that he Has 3 post offices only happens at this site

advised id get this call sent to peak to look for any software error
---
2013-11-12 13:44:00 [ Pikesley, Robert ]
LOG : Counter can ping

has 4 counters - only done cash declaration on back office counter, hasnt tried on any other counter

Done a declaration This morning and had a £6000 loss

it shows No error message when doing it

no report prints out only print out of cash declaration

date: 12/11/13 time: 12.34

last Rollover - 7/11/13 - 8:00

Keystrokes: F14-42-Print out
```

```
Trading Period - 08 Balance Period - 01

Stock unit AA
---
2013-11-12 13:48:00 [ Pikesley, Robert ]
LOG : ***** RECOMMENDATION ****

Please investigate on why cash declartion is losing a lot of money every now and again
---
2013-11-12 13:58:00 [ Pikesley, Robert ]
LOG : Node ID: 1
---
2013-11-12 14:01:00 [ Pikesley, Robert ]
LOG : Voiced NBSC quoted ref H18174172 to see what checks they have done themselves before transferring call to horizon

They stated They had trainers come into the office and ruled out user error
---
2013-11-12 14:09:00 [ Pikesley, Robert ]
LOG : ******** Recommendation********

PLease investigate on why there is a £6000 loss in cash declaration, please see call log for full details.
---
2013-11-12 14:10:00 [ Pikesley, Robert ]
LOG : No relevant KA
---
2013-11-12 14:11:00 [ Pikesley, Robert ]
LOG : Call checked by Ken
---
2013-11-12 14:11:26 [ Pikesley, Robert ]
zneut_en_poa : Transfer Notification
```

Date:**12-Nov-2013 14:14:37** User:**Gary Maxwell**
The call summary has been changed from:-
PM doing cash declarations every now and again has major loss
The call summary is now:-
FAD 242611 - PM doing cash declarations every now and again has major loss

Date:**12-Nov-2013 14:15:11** User:**Gary Maxwell**
Product EPOSS & DeskTop -- Balancing (version unspecified) added.

Date:**12-Nov-2013 14:34:38** User:**Gary Maxwell**
The Call record has been assigned to the Team Member: Anne Chambers
Progress was delivered to Consumer

Date:**12-Nov-2013 14:57:05** User:**_Customer Call_**
NBSC called in for a message for Rob,

NBSC states the user error checks where carried out by Aduitors at the site and not over the phone

advised i would update the call

Date:**12-Nov-2013 15:50:04** User:**Anne Chambers**
[Start of Response]
When the variance is checked following a cash declaration, the system compares the declared amount against the expected amount (i.e. the opening cash figure for the period adjusted by all cash movements since then).

I have checked the system figures again the declared figures for stock unit AA since the rollover on 7th November and can confirm that all the variances reported since then have been calculated correctly. There are no known issues that would result in the variance being incorrect.

For example, on 7th Nov, the opening cash figure after rollover was £60125.

£22300 was remmed in
£6500 was transferred out
single SC transaction £11183.60 in

So at this point there should be £87038.60 in the drawer
Cash declared at 15:29: £81580 i.e. £5528.60 short (though the variance wasn't checked at this point)

I can't tell why the declared cash doesn't match the expected cash figure, the branch need to make sure that what they have recorded on the system is correct, and investigate the anomalies.

Please pass this information back to NBSC.
[End of Response]
Response code to call type L as Category 62 -- Final -- No fault in product
Routing to Call Logger following Final Progress update.
Service Response was delivered to Consumer

Date:**12-Nov-2013 15:50:04** User:**Anne Chambers**
CALL PC0229446 closed: Category 62 Type L

Date:**12-Nov-2013 15:50:04** User:**Anne Chambers**
Defect cause updated to 40 -- General - User

Root Cause	General - User
Logger	_Customer Call_ -- EDSC
Subject Product	EPOSS & DeskTop -- Balancing (version unspecified)
Assignee	_Customer Call_ -- EDSC
Last Progress	12-Nov-2013 15:50 -- Anne Chambers