SSC Offline KELs
Monday 19 Mar

HNG-X KEL acha1717T

KEL type:	Information
Title:	Branch reports an unexplained discrepancy
Summary:	Branch had an unexplained discrepancy and thinks it must be a system fault
Raised:	by Anne Chambers on 30/07/2010
Last updated:	by Anne Chambers on 10/02/2015
Release:	HNGX
System product:	CounterBusinessapplications
Status:	Authorised
Visibility:	Medium
External:	Visible to support teams outside Fujitsu
Peak:	PC0202239
TfS:	T2650496
Version:	5

Symptoms

The branch complained that they had a loss of £240 on one day. NBSC had been unable to find any reason for the discrepancy so the call was sent to Horizon to check for system errors.

Problem

A discrepancy is the difference between the cash the system thinks the branch should have, based on previous balanced figure and the transactions recorded since, and the cash declared by the branch.

Possible causes:

- PM has made an incorrect declaration
- Transactions as recorded on the system do not match what actually happened at the branch
- Outstanding recovery
- Withdrawn products
- Known system problem (these should be monitored for, or be easy to spot from events etc)
- Unknown system problem

Solution - ATOS

ATOS/MAC:

- Make sure NBSC have already investigated and include details of what they investigated and found on the call.
- Which stock unit is affected?
- Trading period / balance period?
- Which day did the discrepancy occur?
- How much is it?
- If the discrepancy was apparent only when they balanced, when, before this, were the figures correct?
- Do they do a nightly Variance Check after declaring cash?

NOTE: SSC do not accept discrepancy calls until all information on the invesigation performed by NBSC is detailed and they have advised why they believe there is a software fault.

Solution - SSC

SSC: Ideas for investigation:

- Have they Declared Stock by mistake? (see KEL acha3145Q)
- Use SmileyDesktop Declaration Events, to find Declarations and Variance Check messages (the latter only if the PM uses the Variance Check button or an individual stockunit. May be some entries for stamps too). This may indicate a day where there is a significant change in discrepancy. On the other hand, many branches frequently have big differences between the declared cash and what the system expects them to have, and we have no way of knowing if there is a good reason for it or not.

• Use SmileyDesktop Session Data by Product, for product 1, to get all cash lines for the Balance Period. If you sort this in date order with the declaration events in a spreadsheet, you can calculate the system cash position after each transaction since the period start, and confirm that the variances / discrepancies reported are correctly calculated.

• Check with MSU (or check on Peak) whether there have been any reconciliation calls relating to the branch.

• Check the application event log for any log4j events. Timeouts or IOExceptions may indicate problems contacting the data centre, and could have resulted in confusion with incomplete sessions / recovery. Check session data / recovery data / rep events / postofficecounter.logs to see what happened.

• Investigate any other unexpected log4j events

• See KEL acha522T for a user error that can cause a loss.

• Check for withdrawn products that have been converted to cash (see dsed2049S)

When responding, if they have given specific examples that you can explain, do so; otherwise make clear it is not a system problem (assuming you have checked that everything adds up). See PCPC0229446 for an example response which may help with the wording.