



Problem Report



| Affected End User | 14 Branches | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|--------------------------|--|-----------|--|--|--------|----|--------|--------|---|-------|--------|---|--------|--------|---|-------|--------|----|-----------|--------|---|-------|--------|---|------|--------|---|------|--------|---|--------|--------|---|---------|--------|---|-------|--------|---|--------|--------|---|-------|--------|---|----------|--------|---|--------|
| Reported by | Steve Parker | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Problem Manager | Steve Bansal | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Classification | <ul style="list-style-type: none">S Software | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Number of Users affected | <ul style="list-style-type: none"><10% of user base | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Urgency | 2 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Priority | 4 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Problem Summary | 2010 Local Suspense data has been retained for 14 branches | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Problem Description | <p>Call was passed to Fujitsu after investigation by NBSC.</p> <p>The branch had balanced their single stock unit at the end of TP 10 and moved a loss of £39.57 into the Local Suspense account. They then had to clear Local Suspense before completing the balance, but the amount to be cleared was £9839.45, £9799.88 higher than expected. The Suspense Account report showed this figure brought forward from the previous TP, but the corresponding report for the previous period did not show this amount carried forward.</p> <p>When the TP9 Suspense Account report was provided, the branch mentioned that they had had the same problem last February, and provided the TP10 2012 report to confirm this. This showed the same brought forward figure of £9799.88. SSC did not receive a call about this last year.</p> <p>Cause of the problem: some data from autumn 2010 has been retained in one of the database tables, for 14 separate branches. These branches will all have been affected by this problem late 2011 and late 2012, though in some cases the amounts involved are small.</p> <table><tr><th colspan="3">Affected</th></tr><tr><th>Branch</th><th>TP</th><th>AMOUNT</th></tr><tr><td>002647</td><td>9</td><td>-6.71</td></tr><tr><td>002840</td><td>9</td><td>140.61</td></tr><tr><td>010007</td><td>9</td><td>-0.01</td></tr><tr><td>011458</td><td>10</td><td>-9,799.88</td></tr><tr><td>012004</td><td>9</td><td>16.12</td></tr><tr><td>054011</td><td>9</td><td>3.34</td></tr><tr><td>101832</td><td>9</td><td>5.84</td></tr><tr><td>104937</td><td>9</td><td>-49.62</td></tr><tr><td>155025</td><td>9</td><td>-113.14</td></tr><tr><td>156715</td><td>9</td><td>11.55</td></tr><tr><td>211844</td><td>9</td><td>-41.77</td></tr><tr><td>243242</td><td>9</td><td>-0.51</td></tr><tr><td>266418</td><td>9</td><td>3,186.70</td></tr><tr><td>297611</td><td>9</td><td>160.92</td></tr></table> | Affected | | | Branch | TP | AMOUNT | 002647 | 9 | -6.71 | 002840 | 9 | 140.61 | 010007 | 9 | -0.01 | 011458 | 10 | -9,799.88 | 012004 | 9 | 16.12 | 054011 | 9 | 3.34 | 101832 | 9 | 5.84 | 104937 | 9 | -49.62 | 155025 | 9 | -113.14 | 156715 | 9 | 11.55 | 211844 | 9 | -41.77 | 243242 | 9 | -0.51 | 266418 | 9 | 3,186.70 | 297611 | 9 | 160.92 |
| Affected | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Branch | TP | AMOUNT | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 002647 | 9 | -6.71 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 002840 | 9 | 140.61 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 010007 | 9 | -0.01 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 011458 | 10 | -9,799.88 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 012004 | 9 | 16.12 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 054011 | 9 | 3.34 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 101832 | 9 | 5.84 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 104937 | 9 | -49.62 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 155025 | 9 | -113.14 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 156715 | 9 | 11.55 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 211844 | 9 | -41.77 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 243242 | 9 | -0.51 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 266418 | 9 | 3,186.70 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 297611 | 9 | 160.92 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Assignee/Group | Steve Bansal | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Linked Incidents | PC0223870 / A2401368 / H17895524 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |