

SSC Offline KELs

Monday 19 Mar

HORIZON KEL AChambers4134R

KEL type: Information
Title: Multiple quantity for stamps/postage label affects cash settlement or subsequent transactions
Summary: Multiple quantity for stamps/postage label affects cash settlement or subsequent transactions
Raised: by Anne Chambers on 09/11/2005
Last updated: by Anne Chambers on 08/12/2005
Release: S80
System product: SmartPost
Keywords: postage change stamp quantity lable"
Status: Authorised
Visibility: Medium
Peak: PC128264
TfS: 511040508
Version: 1

Symptoms

When a quantity greater than 1 is entered for a Smartpost transaction, the Quantity is not reset to 1 when the clerk moves on to the settlement screen.

If the transaction is settled to Fast Cash / Fast Cheque or Debit Card, this doesn't matter, but some clerks habitually uses the Cash (F2) button to enter the cash presented by the customer, then give the customer change as indicated by the new stack total.

If this is done, the cash amount entered is multiplied by the Qty and hence the new stack total is wrong.

For example,
Enter smartpost, weight 50g
Set Qty to 2
Choose 2nd class, End
Choice of labels or stamps - either has the same effect
Then have a Smartpost screen still showing, Qty is 2 but no-entried. Stack contains 2nd class, qty 2, total 42p, TAKE 42p
Press TAKE.
Customer hands over £1. Press Cash (F2), 1.00
Cash £1 x 2 added to stack, £1.58 due to customer.

Another problem can be if, after the multiple postage labels, further transactions are done in the same session. For example, if they print two labels and then (in the same session) sell a book of stamps, two books of stamps will be added to the stack

Problem

The Quantity field wasn't being reset to 1 when the Settlement screen was displayed after Smartpost.

18-Nov-2005: Fixed by a Mails script change, released as a ref data update. Quantity is now reset to 1 after printing labels or selling stamps.

28-Nov-2005: the fix has been undone in the next set of Mails changes. PC0129791 with development.

08-Dec-2005: Fix reapplied via ref data.

Solution - ATOS

Fix applied, which should be effective at all sites as long as they are not non-polling since before 8-Dec, and as long as Cleardesk has run overnight since then.

If the problem does appear to have come back again, warn users to reset Quantity to 1 if doing further transactions after multiple Smartpost transactions, or if entering cash and allowing the system to calculate the change. Pass call to EDSC for further investigation.