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Peak Incident Management System

Call Reference	PC0152014	Call Logger	Deleted User -- MSU-Indt Mgt
Release	Reported In -- T70	Top Ref	KEL surs448L
Call Type	Live Incidents/Defects	Priority	B -- Business restricted
Contact	Deleted Contact	Call Status	Closed -- Duplicate Call
Target Date	10/12/2007	Effort (Man Days)	0
Summary	Branch 183227 - TPSC257 - POLFS Incomplete Summaries Report		
All References	Type	Value	
	OCP	OCP 17510	
	SSC OCR	OCR 17532	
	Call reference	PC0147357	
	SSCKEL	KEL obengc3120K	
	SSC OCR	OCR 17493	
	SSCKEL	KEL garrett835Q	
	SSCKEL	KEL surs448L	

Progress Narrative

Date:**07-Dec-2007 10:33:16** User:**Claire Drake**
CALL PC0152014 opened
Details entered are:-
Summary:Branch 183227 - TPSC257 - POLFS Incomplete Summaries Report
Call Type:L
Call Priority:B
Target Release:T70
Routed to:MSU-Indt Mgt - Claire Drake

Date:**07-Dec-2007 10:33:16** User:**Claire Drake**
TPSC257 - POLFS Incomplete Summaries report produced on 06/12/2007.
Report shows 1 entry for Branch 183227.

This branch does not appear in the TPSC254 (Harvester error report) and TPSC250 (Host Detected Transaction Control Errors) report.

KEL surs448L / garrett835Q may be relevant. Relevant report attached.

This may also have caused a receipts and payments error, can EDSC please confirm whether this is a gain or loss at the counter and the amount.

Date:**07-Dec-2007 10:33:26** User:**Claire Drake**
Reference Added: SSCKEL surs448L

Date:**07-Dec-2007 10:33:35** User:**Claire Drake**
Reference Added: SSCKEL garrett835Q

Date:**07-Dec-2007 10:35:31** User:**Claire Drake**
OCR 17493 has been raised. Sending to EDSC for progression.
While returning call, please include file name in which outstanding data was sent to POLFS.

Date:**07-Dec-2007 10:35:48** User:**Claire Drake**
The Call record has been transferred to the team: EDSC

Date:**07-Dec-2007 10:41:28** User:**Mik Peach**
OCR 17493 approved

Date:**07-Dec-2007 11:16:27** User:**Cheryl Card**
The Call record has been assigned to the Team Member: Andy Keil

Date:**07-Dec-2007 16:37:38** User:**Andy Keil**
[Start of Response]
This relates to PC0151718, txn-ID = 44-183227-7-1101210-2. I need to discuss this with Anne and Garrett on Monday.
[End of Response]
Response code to call type L as Category 40 -- Pending -- Incident Under Investigation

Date:**10-Dec-2007 12:36:31** User:**Andy Keil**
[Start of Response]

This is due to a single SC line written for $1000 (£484) with no settlement in the middle of two RISP transactions.
On call PC0151718 the harvester exception was corrected and now the transaction for the day don't zero, hence this issue with the incomplete summaries report.
Am currently retrieving the messagestore for this branch, we will then be inserting a new message on the counter to remove the effects of this. OCP 17510 has been raised.
[End of Response]
Response code to call type L as Category 40 -- Pending -- Incident Under Investigation

Date:**10-Dec-2007 17:25:59** User:**Anne Chambers**
Reference Added: SSC OCR 17493

Date:**10-Dec-2007 17:26:29** User:**Anne Chambers**
Reference Added: OCP 17510

Date:**11-Dec-2007 12:59:06** User:**Andy Keil**
[Start of Response]
Anne sent update for this through to POL_FS.
Checked for this today and update was sent in IF20071210065.BLE.
[End of Response]
Response code to call type L as Category 40 -- Pending -- Incident Under Investigation

Date:**11-Dec-2007 14:40:41** User:**Anne Chambers**
Evidence **Added** - Details of how POLFS feed was corrected

Date:**11-Dec-2007 15:32:01** User:**Anne Chambers**
Evidence **Added** - Correction made to counter messagestore

Date:**12-Dec-2007 12:00:10** User:**Claire Drake**
[Start of Response]
As was suggested by Anne Chambers yesterday, there is a new exception on the TPSC257 (Incomplete Summaries Report) for 11/12/2007. The report shows further entries for this branch (183227).

Just to confirm, this branch does not appear in the TPSC254 (Harvester error report) and TPSC250 (Host Detected Transaction Control Errors) report.

obengc3120K may be relevant. Relevant report attached.

Again, this may also have caused a receipts and payments error, can EDSC please confirm whether this is a gain or loss at the counter and the amount.

[End of Response]
Response code to call type L as Category 40 -- Pending -- Incident Under Investigation

Date:**12-Dec-2007 12:00:56** User:**Claire Drake**
Reference Added: SSCKEL obengc3120K

Date:**12-Dec-2007 12:01:30** User:**Claire Drake**
Evidence **Added** - TPSC257 - 11/12/2007

Date:**12-Dec-2007 12:03:36** User:**Claire Drake**
[Start of Response]
As requested by Anne, a further OCR has been raised (OCR 17532). Sending to EDSC for progression. While returning call, please include file name in which outstanding data was sent to POLFS.

[End of Response]
Response code to call type L as Category 40 -- Pending -- Incident Under Investigation

Date:**12-Dec-2007 12:33:26** User:**Mik Peach**
[Start of Response]
OCR 17532 approved
[End of Response]
Response code to call type L as Category 40 -- Pending -- Incident Under Investigation

Date:**12-Dec-2007 15:06:47** User:**Andy Keil**
Reference Added: SSC OCR 17532

Date:**12-Dec-2007 16:39:13** User:**Andy Keil**
Evidence **Added** - Details of how POLFS feed was corrected 12-12-2007

Date:**12-Dec-2007 17:17:49** User:**Andy Keil**
[Start of Response]
Change carried out to POLFS as per document attached above. Will need to try and replicate this and send to Dev.
[End of Response]
Response code to call type L as Category 40 -- Pending -- Incident Under Investigation

Date:**12-Dec-2007 17:19:46** User:**Andy Keil**
[Start of Response]
Worth noting that the branch did not have any issues with the mismatched transactions because this was fixed before they did the roll. The branch is not aware of this and it's best that the branch is not advised.

F/432/2

[End of Response]
Response code to call type L as Category 40 -- Pending -- Incident Under Investigation

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Date:**14-Dec-2007 15:14:40** User:**Andy Keil**
Evidence **Added** - 183227 Message Store

Date:**14-Dec-2007 15:15:13** User:**Andy Keil**
Evidence **Added** - Subscription Group Messages

Date:**14-Dec-2007 15:37:49** User:**Anne Chambers**
Evidence **Added** - Email to Gary Blackburn

Date:**14-Dec-2007 16:13:37** User:**Anne Chambers**
[Start of Response]
As detailed above, the two POLFS incomplete summaries issues have been resolved.

The counter problem which caused the first issue has been corrected by inserting a message into the messagestore, for equal but opposite values/quantities, as agreed with POL (OCP 17510).

As a result of this corrective action, the net effect on POLFS is zero, and POLFS figures are in line with the branch. POLMIS received both the original message and the corrective message.

Once the problem was corrected, there should have been no impact on the branch. However it has been noted that the stock unit BDC had a loss of $1000, which was generated after the correction was made. We have already notified Gary Blackburn at POL (email attached). This appears to be a genuine loss at the branch, not a consequence of the problem or correction.

When reconciliation is complete, please return the call to SSC so we can pass it on to development.

[End of Response]
Response code to call type L as Category 40 -- Pending -- Incident Under Investigation

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Date:**14-Dec-2007 16:13:49** User:**Anne Chambers**
The Call record has been transferred to the team: MSU-Indt Mgt

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Date:**14-Dec-2007 16:52:47** User:**Andy Keil**
[Start of Response]
Second POLFS correction sent in file IF20071212065.BLE.
[End of Response]
Response code to call type L as Category 40 -- Pending -- Incident Under Investigation

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Date:**17-Dec-2007 13:41:48** User:**Claire Drake**
[Start of Response]
Thank you. Final BIMS issued to Post Office Ltd. Returning call as requested to be forwarded onto Dev.
[End of Response]
Response code to call type L as Category 40 -- Pending -- Incident Under Investigation

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Date:**17-Dec-2007 13:41:54** User:**Claire Drake**
The Call record has been transferred to the team: EDSC

Date:**17-Dec-2007 13:52:26** User:**Lorraine Elliott**
The Call record has been assigned to the Team Member: Andy Keil

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Date:**17-Dec-2007 15:37:49** User:**Anne Chambers**
Evidence **Added** - Audit log

Date:**17-Dec-2007 15:38:21** User:**Anne Chambers**
Evidence **Added** - Event log (but shows nothing of interest)

Date:**17-Dec-2007 15:39:19** User:**Anne Chambers**
Reference Added: Call reference PC0147357

Date:**17-Dec-2007 16:11:22** User:**Anne Chambers**
[Start of Response]
Summary for development:

A single SC line was written for $1000 (£484), with no settlement, in the middle of two RISP transactions.

The line was missing some AdditionalData so it wasn't harvested properly, but the main problem was the lack of settlement. POL authorised us to insert an equal but opposite message, to prevent a discrepancy (in theory anyway) and to avoid problems on POLFS. Please note that this is exceptional and must not be seen as a convenient avoidance in place of a fix.

Subsequent investigations showed that a second packed pouch barcode had been scanned, before the receipt for the first had finished processing. See the audit log / messages on counter 7 26th Nov at 12:43 / 12:44.

PC0147357 is already with development for what I think is a similar problem - Mode reverts to what it was prior to RISP. Please also see update on that call.

Rouitng to EPOSS-Dev via QFP.

[End of Response]
Response code to call type L as Category 40 -- Pending -- Incident Under Investigation

Date:**17-Dec-2007 16:11:42** User:**Anne Chambers**
Product LFS -- LFS Counter (version unspecified) added.

Date:**17-Dec-2007 16:11:44** User:**Anne Chambers**
Product LFS -- LFS Counter updated to Subject.

Date:**17-Dec-2007 16:12:26** User:**Anne Chambers**
The Call record has been transferred to the team: QFP

Date:**17-Dec-2007 19:27:51** User:**Lionel Higman**
The Call record has been assigned to the Team Member: Mark Scardifield

Date:**18-Dec-2007 10:12:21** User:**Mark Scardifield**
The Call record has been transferred to the team: EPOSS-Dev
The Call record has been assigned to the Team Member: Steve Evans

Date:**11-Apr-2008 16:28:24** User:**Steve Evans**
The Call record has been transferred to the team: EPOSS-Dev

Date:**17-Apr-2008 11:43:09** User:**Steve Evans**
[Start of Response]
I suggest that call PC0147357 becomes the Master PEAK for all associated
RISP based Incomplete Summaries
calls, dead and alive. PEAK PC0147357 has references to the others of interest.

Please close.
[End of Response]
Response code to call type L as Category 72 -- Final -- Duplicate Call
Routing to Call Logger following Final Progress update.

Date:**17-Apr-2008 15:34:01** User:**Claire Drake**
[Start of Response]
OK. Closing call as the master PEAK is agreed.
[End of Response]
Response code to call type L as Category 72 -- Final -- Duplicate Call
Routing to Call Logger following Final Progress update.

Date:**17-Apr-2008 15:34:08** User:**Claire Drake**
Defect cause updated to 14: Development - Code

Date:**17-Apr-2008 15:34:16** User:**Claire Drake**
CALL PC0152014 closed: Category 72 Type L

Root Cause	Development - Code
Logger	Deleted User -- MSU-Indt Mgt
Subject Product	LFS -- LFS Counter (version unspecified)
Assignee	Deleted User -- MSU-Indt Mgt
Last Progress	17-Apr-2008 15:34 -- Claire Drake