HNG-X KEL wrightm33145J (Version 10)

Type:	Fault_Fixed
Status:	Deactivated
Title:	Office has Non-Zero Trading Position (Receipts/Payments mismatch)
Summary:	Office receipts do not match payments. Office has a non-zero trading position. MSG31318 (non-zero trading position) displayed on office rollover
Raised:	by Mark Wright on 23/09/2010
Last updated:	by Cheryl Card on 01/04/2016
Release:	HNGX
System product:	CounterBusinessapplications
Keywords:	902 903, Trading, Position, Receipts, Payments,
Status:	Deactivated
Visibility:	Medium
Peak:	PC0203864
TfS:	T2812409

Symptoms

NOTE: This KEL documents an issue where cancelling a rollover causes a Receipts and Payments mismatch.
This issue was fixed in November 2010. For new occurrences see KEL ArnoldA2153P

When a clerk balances a stock unit the rollover screen is eventually displayed, and the clerk then presses the Preview or Print button to produce the Trial Balance Report. The counter then returns to the rollover screen.

Having checked the report, the clerk then presses the Rollover button, and in normal circumstances is given the choice of rolling to a new Balance Period (BP) or a new Trading Period (TP).

If the clerk chooses to roll to a new TP, and net discrepancies are present, then the system asks whether the clerk wishes to transfer the net discrepancy to local suspense, or else cancel the rollover (MSG31316).

If the clerk presses Cancel, the system returns to the rollover screen and he/she can press Print, or Preview or Rollover, or Cancel back to the Stock Balancing menu.

Also see KEL cardc536L (non-zero trading position, but NO receipts and payments mismatch).

Problem

If the clerk presses Cancel on MSG31316, and on the rollover screen then presses Rollover again, then the Final Balance report will have a Receipt/Payments mismatch (Total Receipts not equal to Total Payments) which will ultimately lead to a Non-zero Trading Position on the Branch Trading Statement.

If the clerk does not check the Final Balance report, he/she may not be aware that the report has a Receipts/Payments mismatch. For a Trial Balance report the counter does warn the clerk if a Receipt/Payments mismatch occurs, for a Final Balance report it does not. This is as stated in use case BAC-11 Balance Stock Unit. The counter however does always raise error 0902 in the log file and NT event log (documented in KEL ballantj1759Q):

```
0902: totalReceipts=900.00, totalPayments=0.00. -
com.fujitsu.poa.ctrc.businesslogic.print.velocity.VelocityHelperFunctions ERROR.
```
The resulting Non-zero Trading position raises error 0903 in the log file and NT event log when the Branch Trading Statement is produced:

```
0903: Trading position is 900.00. -
com.fujitsu.poa.ctrc.businesslogic.print.velocity.VelocityHelperFunctions ERROR.
```
and the clerk will see MSG31318:
Office Balancing Error. There is a non zero trading position on rollover of Branch by User *username* to Trading Period *nn*

The Receipts / Payments mismatch is due to a bug in the code that occurs when Cancel is pressed on MSG31316. The bug incorrectly causes the discrepancy to be cleared, and because there is no balancing transaction (such as a transfer to local suspense) it gives rise to the accounting error.

Solution - Helpdesk

Ref Data (pdl) fix released in November 2010 under peak PCPC0204263.

Now that the fix has been deployed, if Cancel is pressed on MSG31316 then the discrepancy is not cleared.

A Workaround (prior to fix):
If the Clerk presses Cancel on MSG31316, then to avoid the bug they must press Cancel again to return to the Stock Balancing menu.

Unfortunately the workaround cannot be done after the problem has occurred at the office! In this case the branch accounts will need to be corrected.

Please advise branches to continue rolling over stock units and the office as normal. It is not necessary to wait for the correction to be applied before rolling into a new TP.

CET
Raise a B Priority call, download PO counter log, event logs if required and assign call to SSC via PEAK.

Evidence

PO Counter Log, Event Logs