

Export

Peak Incident Management System

Call Reference	PC0129767	Call Logger	_ Customer Call_ -- EDSC
Release	Reported In -- BI_3S82R	Top Ref	E-0512060248
Call Type	Live Incidents/Defects	Priority	A -- Business stopped
Contact	EDSC	Call Status	Closed -- Advice and guidance given
Target Date	07/12/2005	Effort (Man Days)	0
Summary	FAD426519 - reversals of foreign currency txns		
All References	Type	Value	
	SSCKEL	KEL AChambers2252R	
	Powerhelp	E-0512060248	
Collections	Name	User	Date
	Ref Data	Kevin McKeown	07-Dec-2005 09:23:32
Progress Narrative			

Date:06-Dec-2005 10:35:43 User: _Customer Call_
CALL PC0129767 opened
Details entered are:-
Summary:The PM at this branch sent letter to SubPostMaster
Call Type:L
Call Priority:B
Target Release:BI_3S82R
Routed to:EDSC - _Unassigned_

Date/Time Raised: Dec 6 2005 10:12AM
Priority: B
Contact Name: DENISE MILLER - 7224 3285
Contact Phone: **GRO**
Originator: Phelps
Originator's reference: E-0512060248
Product Type: OBCS
Product Serial No:
Product Site: 426519

06/12/05 10:12 The PM at this branch sent letter to SubPostMaster (Nov 05) which R.Brunskill passed to David Wilcox to investigate. Remedy Ref: H14268443.

06/12/05 10:20 uk621573

Evidence: Dave Wilcox findings:

06/12/05 - 10:01

LST exhibits the same problem so this is how it goes:-

(1) Sell a foreign currency (in this case Euro) and settle transaction to Cash (probably doesn't matter how you settle but Cash is the observed error).

(2) If you then look at the transaction log you find that there are 3 transactions recorded: Euro value without margin (-ve) with txn ident with -2 at the end : Margin value (-ve) also with txn ident also with -2 at the end: Cash (+ve) with txn ident with -3 at the end.

(3) If you now reverse the Cash transaction (the one which has -3 at the end) you get a receipt which shows that the full amount has been reversed (i.e. it looks as though you've achieved what you expected) but a balance snapshot shows clearly that the Margin part of the transaction was not reversed (as indicated by the PM in the magazine).

(4) Now an interesting wrinkle added to this when we checked on LST - having done a reversal which told you that you should give the customer his money, if you now go and try to reverse the transaction with the -2 on the end, you are allowed to do it, it tells you to give the customer his money again! but the end result on the balance snapshot is that everything appears to be completely OK and doesn't recognise that the two reversals have actually been performed and you've been told to give the customer his money twice! There is quite possibly more we can do to show holes in the mechanism but this seems to support the information the PM wrote to SubPostMaster.

06/12/05 10:32 SYSADM

Open OTI: Automatic Open OTI

***Updated by Denise Miller at 06/12/2005 10:32:03

06/12/05 10:31 uk621573

REASSIGN: Call # E-0512060248 was Reassigned from Denise Miller, Group BIM Visits to Group EDSC1

Date:06-Dec-2005 10:43:16 User:Lorraine Elliott

The call summary has been changed from:-

The PM at this branch sent letter to SubPostMaster

The call summary is now:-

FAD 426519 sent letter to SubPostMaster

Date:06-Dec-2005 10:46:30 User:Lorraine Elliott

Product General/Other/Misc -- Unknown General/Other/Misc added.

Date:06-Dec-2005 10:46:36 User:Lorraine Elliott

The Call record has been assigned to the Team Member: Anne Chambers

Progress was delivered to Powerhelp

Date:06-Dec-2005 11:01:50 User:Anne Chambers

The call summary has been changed from:-

FAD 426519 sent letter to SubPostMaster

The call summary is now:-

FAD426519 - reversals of foreign currency txns

Date:06-Dec-2005 14:05:22 User: _Customer Call_

EMPTY 06/12/05 14:01 uk621573 BIM Visits information: @@BIM - This issue has now been escalated by Dave Baldwin to Dave Hulbert (POL). Can you please upgrade call to 'A' priority.

Date:06-Dec-2005 14:39:40 User:Anne Chambers

[Start of Response]

To clarify: SubPostMaster is a magazine. The Nov 2005 issue contained a letter from the PM who encountered this problem.

Apparently the PM phoned the helpdesk at the time. I presume this was NBSC, I can't see any Powerhelp calls.

Really this is user error. The transaction log search on the session id displayed 3 entries: for currency, margin, and cash. For the existing reversal, he entered the transaction id for the cash settlement only.

If he had entered the transaction id for the currency/margin (they are the same), both parts would have been reversed as he intended.

Reversal of a transaction settlement is always allowed but is ineffective - it just reverses cash and settles to cash, as is stated on the screen and on the reversal receipt. Net impact on anything is nil. A balance snapshot taken after this will still show both the currency having been sold, and the margin. This should have indicated that the reversal had not been done as intended.

Because the PM then adjusted his stock to remove the currency which he had failed to reverse, the margin for the transaction remained (because margin is not stock). Hence he had a loss to the value of the margin.

Can this be corrected via a Transaction Correction?

The Bureau de Change On Demand section of the Operations Manual (dated 20 April 2005) mentions reversals only in passing. The Bureau de Change Pre-Order Service section (27 April 2005) includes a full description of how to reverse a buy-back transaction. This description is applicable to all bureau transactions. Perhaps the documentation should be reviewed. It is also important that the business help desk understands that sessions are split into separate transactions and that, if a reversal does not appear to have worked, maybe the wrong transaction was reversed.

Is it possible for reversal of cash settlements to be prevented? This may not be desirable anyway, sometimes the settlement is reversed intentionally if the wrong method of payment had been used (cash instead of cheque say). Or could a warning be output if the transaction being reversed is cash?

Denise Miller has asked me to increase the call priority to A. I have not attached evidence, it is easy to reproduce as David Wilcox has described above. Passing to EPOSS Dev via QFP.

[End of Response]

Response code to call type L as Category 40 -- Pending -- Incident Under Investigation

Response was delivered to Powerhelp

Hours spent since call received: 0 hours

Date:06-Dec-2005 14:40:00 User:Anne Chambers

The Call record has been transferred to the team: QFP

Progress was delivered to Powerhelp

Date:06-Dec-2005 14:49:43 User:Anne Chambers

The call Priority has been changed from B

The call Priority is now A

Date:06-Dec-2005 15:31:06 User:Lionel Higman

The Call record has been assigned to the Team Member: Mark Scardifield

Progress was delivered to Powerhelp

Date:06-Dec-2005 15:53:09 User:Richard Craig

The Call record has been transferred to the team: EPOSS-Dev

The Call record has been assigned to the Team Member: Ric Craig

Progress was delivered to Powerhelp

Date:06-Dec-2005 16:28:31 User:Anne Chambers

Reference Added: SSCKEL AChambers2252R

Date:06-Dec-2005 16:59:23 User:Richard Craig

The events reported by the PM are slightly more complicated but the essential problem is:

- 1) He attempted to reverse the transaction but reversed the settlement instead.
- 2) He attempted to compensate for the resulting discrepancy by adjusting the stock.

The attached spreadsheet shows the steps involved in the simple case, what happens to the stock and takings and how this results in the takings being short.

Date:06-Dec-2005 17:01:34 User:Richard Craig

Evidence Added - Spreadsheet showing discrepancy resulting from erroneous reversal and stock adjust.

Date:06-Dec-2005 17:10:25 User:Richard Craig

This is not a fault in the system. However, it may be desirable to change the system to better help the PM to reverse transactions and also to avoid reversing settlements when this is not the intention.

Passing to design for their input.

Date:06-Dec-2005 17:10:39 User:Richard Craig

The Call record has been transferred to the team: ASD

The Call record has been assigned to the Team Member: Gareth Jenkins

Progress was delivered to Powerhelp

Date:07-Dec-2005 11:01:33 User:Kevin McKeown

Could reversal flag be set to No for settlement items (POL data)? Or would this have a side effect on genuine reversals?

Date:07-Dec-2005 11:22:01 User:Gareth Jenkins

[Start of Response]

I'm not really clear as to why this has been raised as a PEAK.

As explained above, the root cause is a user error, though it is also clear that the user documentation (which is Post Office Ltd's responsibility) could also be clearer. There are many things that we or Post Office could do (some are simple Ref Data changes as indicated earlier in this PEAK). However we cannot make any changes without guidance from Post Office.

All I can suggest is that we make Post Office aware of the analysis carried out above and ask them what (if anything) they want to do about it.

[End of Response]

Response code to call type L as Category 94 -- Final -- Advice and guidance given

Routing to Call Logger following Final Progress update.

Hours spent since call received: 0 hours

Date:07-Dec-2005 11:26:02 User:Lorraine Elliott

The Call record has been assigned to the Team Member: Anne Chambers

Progress was delivered to Powerhelp

Date:07-Dec-2005 13:49:18 User:Anne Chambers

[Start of Response]

Update from Gareth Jenkins:

As explained above, the root cause is a user error, though it is also clear that the user documentation (which is Post Office Ltd's responsibility) could also be clearer. There are many things that we or Post Office could do (some are simple Ref Data changes as indicated earlier in this PEAK). However we cannot make any changes without guidance from Post Office.

All I can suggest is that we make Post Office aware of the analysis carried out above and ask them what (if anything) they want to do about it.

Advice and guidance has been given by SSC, Development and Design. This needs to be passed back to POL

I don't know what the correct route is for responding to a letter in Subpostmaster, so am passing the information back for the call logger to decide how this should be progressed.

[End of Response]

Response code to call type L as Category 94 -- Final -- Advice and guidance given

Routing to Call Logger following Final Progress update.

Service Response was delivered to Powerhelp

Date:07-Dec-2005 13:49:18 User:Anne Chambers

CALL PC0129767 closed: Category 94 Type L

Date:07-Dec-2005 13:49:18 User:Anne Chambers

Hours spent since call received: 0 hours

Defect cause updated to 39 -- General - User Knowledge

Date:07-Dec-2005 14:06:46 User:_Customer Call_

Consumer Phelp has received the call closure

Root Cause	General - User Knowledge
Logger	_Customer Call_ -- EDSC
Subject Product	General/Other/Misc -- Unknown General/Othe (version unspecified)
Assignee	_Customer Call_ -- EDSC
Last Progress	07-Dec-2005 14:06 -- _Customer Call_