

Export

Peak Incident Management System

Call Reference	PC0102484	Call Logger	Customer Call -- EDSC
Release	Targeted At -- BI_3S52R-Provisional	Top Ref	E-0404210072
Call Type	Live Incidents/Defects	Priority	B -- Business restricted
Contact	EDSC	Call Status	Closed -- Reconciliation - resolved
Target Date	26/04/2004	Effort (Man Days)	0
Summary	FAD115026 - £200,000 bureau discrepancy		
All References	Type	Value	
	Powerhelp	E-0404210072	
	Clone Call	PC0103606	
	SSCKEL	KEL GMaxwell3841K	

Progress Narrative

Date:23-Apr-2004 15:14:18 User:_Customer Call_

Date/Time Raised: Apr 21 2004 8:08AM

Priority: B

Contact Name: micheal @ nbsc

Contact Phone: [GRO]

Originator: Phelp

Originator's reference: E-0404210072

Product Type: riposte

Product Serial No:

Product Site: 115026

21/04/04 08:08 nbsc states that the pm has a figure of £200,000 has appered on the balance as a loss. this is a foreign currency figure. micheal states that he has checked the rem's in are correct and she decarled her american currency wrong but she has recorrected it. sam hardwick from proplem managment is the person from nbsc who has adviced that julie welsh adviced to raise a call with hsh.

21/04/04 08:17 uk952016

Information: tried to call julie welsh and left a message to call hsh front line

21/04/04 08:22 uk952016

Information: pm rolled over last week with this as a loss. £200000 in the foreign currencyey is were the loss was

21/04/04 08:26 uk952016

Information: this loss has come up during the revalue process

21/04/04 08:36 uk951588

Escalate: escalated to sarah @ SCT

21/04/04 08:37 uk951588

Contacted: contacted Richard NBSC team leader who advises he will talk to Sam Hardwick now on issue and their investigation

21/04/04 08:58 uk951588

Information: Richard @ Nbsc has contacted me back and advised that it had been agreed to raise a call with HSH between Julie Welsh and Sam Hardwick. Advised Richard if he was able to advise what checks had been completed to eliminate user error - Richard could not advise what checks the NBSC had completed as it did not appear in their call raised etc. advised Richard that Michael (nbsc) raised call without PM being online so any information or checks we could have talked through were not possible

21/04/04 09:00 uk951588

Information: I am trying to contact Sharon Tushingham as agreement for HSH to take call was auth by herself and not JW.

21/04/04 09:07 uk951588

Information: have spoken to Mike stewart who had advised that Sharon is not in office yet but has provdiied mobile for me of [GRO]

[GRO]

21/04/04 09:08 uk951588

Contacted: tried to contact - no ans

21/04/04 09:17 uk951588

Information: This is what NBSC state is the issue:-

After completing their balance for CAP 02, the branch re-made all the necessary declarations in order to correct a discrepancy, but forgot to declare any currency whatsoever. This left them with a shortage of around £40,000, but instead of correcting it there and then, they waited until their next balance the following Wednesday, which was for CAP 03.

21/04/04 09:17 uk951588

Information: At this point the branch re-entered all their currency on-hand, which had increased to about £43,000, correctly.

However, the Final Balance for the stock unit concerned now has a net gain of around £200,000. While this is not evidence of a problem in itself, the gain appears to be caused by a currency reval down figure of the same amount - a figure which appears on the balance, and one that the branch cannot enter manually.

21/04/04 09:21 uk951588

Information: The branch's initial error would cause a discrepancy because of the change in exchange rates between declarations, and that the currency would revalue itself accordingly.

But how £40,000 worth of dollars and Euros can lead to a currency revaluation worth over £200,000 in one week.

Exchange rates certainly didn't fluctuate to that degree

21/04/04 09:52 GB082294

Contacted: contacted the office and spoke to manager

21/04/04 09:52 GB082294

Information: manager reports that they rolled over last week from cap 03 into cap 04 with a £200,423.76 gain, this has been posted to the suspense account

21/04/04 09:53 GB082294

Information: manager reports that the discrepancy is in the Main Cash stock unit which will be rolled over this evening at approx 18:00

21/04/04 09:54 GB082294

Information: have arranged with manager that this call will be suspended until then and i will ring her back and see how the balance went and if this a problem will take down details in order that call can be progressed

21/04/04 17:59 GB082294

Information: have contacted the manager and she reports she has rolled over with a nil discrepancy with week, will speak to NBSC in the morning

22/04/04 10:48 GB082294

Contacted: contacted the nbsc and spoke to Richard Littlewood, advised him that the manager had already rolled the stock unit when i spoke to her and reports that she was told to wait for an error notice, manager was not prepared to do any further checks as she has been told to wait for an error notice

22/04/04 10:52 GB082294

Information: Richard Littlewood will speak to Sam Hardwick and will come back to hsh

23/04/04 15:03 GB082294

REASSIGN: Call # E-0404210072 was Reassigned from David Dawe, Group HSH8 to Heather Dryden, Group HSH5

23/04/04 15:03 GB082294

Information: Heather dryden spoke to sam hardwick who advised no error this big could be created manually in bureau de change as the rates are 2% of the £ and would have had to of declared 10,000,000 in bureau to create a discrepancy of this amount.

23/04/04 15:06 GB082294

Contacted: Heather contacted the PM who advised she rolled stock from CAP 02 into CAP 03 fine.

she declared her cash as exactly what she held in office, her stamps exactly what she had in office and then when it asked her declare her bureau she entered the figure, clicked ok and then the figure zeroed and confirmed, she then went back to try and change the figure but would not allow her to, leaving her with a £200,000 discrepancy.

23/04/04 15:11 GB082294

Recommend: Can EDSC please investigate this huge discrepancy please.

23/04/04 15:12 SYSADM

Open OTI: Automatic Open OTI

***Updated by Mary Rainbow at 23/04/04 15:12:27

23/04/04 15:12 GB082294

REASSIGN: Call # E-0404210072 was Reassigned from Heather Dryden, Group HSH5 to Group EDSC1

Date:23-Apr-2004 15:14:18 User:_Customer Call_

CALL PC0102484 open/upd

Details entered are:-

Summary:nbsc states that the pm has a figure of £200,000 h

Call Type:L

Call Priority:B

Target Release:Unknown

[END OF REFERENCE 38004174]

Date:23-Apr-2004 15:19:28 User:Barbara Longley

The call TargetRelease has been changed from:-

Unknown

The call TargetRelease is now:-

BI_3S52R-Provisional

Date:23-Apr-2004 15:22:09 User:Barbara Longley

The call summary has been changed from:-

nbsc states that the pm has a figure of £200,000 h
The call summary is now:-
FAD115026 - £200,000 bureau discrepancy

Date:23-Apr-2004 15:22:25 User:Barbara Longley
Product Bureau de Change BDC Counter added.

Date:23-Apr-2004 15:24:46 User:Barbara Longley
The Call record has been assigned to the Team Member: David Seddon
Progress was delivered to Powerhelp

Date:27-Apr-2004 09:46:47 User:David Seddon
Defect cause updated to 21: Requirements

Date:27-Apr-2004 09:47:15 User:David Seddon
The Call References have been updated. They are now :-
TOP Powerhelp : E-0404210072
SSCKEL : GMaxwell13841K

Date:27-Apr-2004 09:56:54 User:David Seddon
F) Response :
The PM has managed to get a large discrepancy (£200,000+) as a result of making excessively large foreign currency declarations which the system cannot handle. This kind of problem has been seen before elsewhere (PC0098844 / KEL GMaxwell13841K). That call is currently with the John Pope in the Requirements Team to find out whether the Post Office are willing to pay for a code fix.

[END OF REFERENCE 38012182]
Response code to call type L as Category 40
Response was delivered to Powerhelp
Hours spent since call received: 0 hours

Date:27-Apr-2004 10:12:02 User:David Seddon
Evidence Added - FAD115026 - Complete Messagestore

Date:27-Apr-2004 10:30:48 User:David Seddon
Evidence Added - FAD115026 - App Event Log Ctr 4 and 5

Date:27-Apr-2004 10:31:27 User:David Seddon
Evidence Added - Fad115026 - Audit Logs Ctr 4

Date:27-Apr-2004 10:31:43 User:David Seddon
Evidence Added - Fad115026 - Audit Logs Ctr 5

Date:27-Apr-2004 11:08:57 User:David Seddon
F) Response :
Currencies affected are Euros (Prod 5128) and US Dollars (Prod 5129). On 7th April the PM declared that she had zero amounts of both these currencies but then on the 8th April for some reason she started to declare excessive amounts of these. For Euros she declared amounts of 36,070 EUR, then 360,070 EUR and finally 3,600,070 EUR and for US Dollars she declared 2,513,064 USD. It wasn't until 10th April that she declared sensible amounts of 33,630 EUR and 28,685 USD.

A couple of us have been looking at the problem and trying to figure out how to put things right but I'm afraid we're stuck. In the application event logs we can see the 'BDC Discrepancy Value too large to transact' events which map to the DDPs/DDNs with a zero SaleValue. We can also see the 'BDC Revaluation failed to transact Product' events but we are unsure what these are telling us. We have a strong feeling that the bulk of the discrepancy is due to the way in which the Euro declarations were added to the system. The system coped with the first gain (DDP) due to the 360,070 EUR declaration but then failed with the next gain due to the 3,600,070 EUR declaration and failed with the loss due to the 33,630 EUR declaration. Due to this 'Two hops up and one hop down' the gains and losses don't seem to have managed to roughly balance out.

[END OF REFERENCE 38012963]
Response code to call type L as Category 40
Response was delivered to Powerhelp
Hours spent since call received: 0 hours

Date:27-Apr-2004 11:19:06 User:David Seddon

F) Response :
The £200,000+ discrepancy is currently being held in the offices suspense account. We need to provide them with details of the exact amount of discrepancy which is attributable to the problems associated with the system not handling large currency declarations. We can get the MSU to liaise with the Post Office so that an 'error notice' for this amount can be issued to correct the discrepancy.

Routing call to development.
(Please can this be looked at as soon as possible)

[END OF REFERENCE 38013071]
Response code to call type L as Category 40
Response was delivered to Powerhelp
Hours spent since call received: 0 hours

Date:27-Apr-2004 11:21:29 User:David Seddon
The Call record has been transferred to the team: PIT
Progress was delivered to Powerhelp

Date:27-Apr-2004 11:31:30 User:Brian Bradley
F) Response :
Think it may have come to the wrong team. Please route to development
[END OF REFERENCE 38013172]
Response code to call type L as Category 32
Hours spent since call received: 0 hours

Date:27-Apr-2004 11:31:38 User:Brian Bradley
The Call record has been transferred to the team: QFP
Progress was delivered to Powerhelp

Date:27-Apr-2004 11:48:22 User:Lionel Higman
The Call record has been assigned to the Team Member: Mark Scardifield
Progress was delivered to Powerhelp

Date:27-Apr-2004 13:04:29 User:Matt Arris
The Call record has been transferred to the team: EPOSS-Dev
The Call record has been assigned to the Team Member: Martin McConnell
Progress was delivered to Powerhelp

Date:30-Apr-2004 15:26:36 User:Martin McConnell
I'm not really quite sure what is being asked of me here really. All that I can do is provide some calculations based on what would have happened had the limits on the products 5128/5129 NOT been blown. I can only assume also that the PM's figures on the 10 are as they should be, I cannot second guess if the declarations are correct or not!

Assuming they are correct, to that effect I have concocted a spread sheet and filled in the salevalues for the day that would have been generated. The lines in Red are the transactions with corrected salevalues. Based upon this I have then summed up all the units and salevalues and arrived with a figure which as it happens to be approximatly £200k.

I think the revaluation figures should really be taken into account also but this is a business decision. Hope this helps, you know where I am otherwise..

I've also gone a step further and worked out what I think the system would have done had it gone onto revalue the currency in stock on the 10th April.

Date:30-Apr-2004 15:27:32 User:Martin McConnell
Evidence Added - Spread sheet of currency transactions for SU MC.

Date:30-Apr-2004 15:35:02 User:Martin McConnell
F) Response :
Passing back to originators.
[END OF REFERENCE 38029449]
Response code to call type L as Category 94
Hours spent since call received: 0 hours

Date:30-Apr-2004 16:21:32 User:Barbara Longley
The Call record has been assigned to the Team Member: David Seddon
Progress was delivered to Powerhelp

Date:30-Apr-2004 16:21:45 User:Barbara Longley
The Call record has been assigned to the Team Member: David Seddon

Progress was delivered to Powerhelp

Date:04-May-2004 12:07:21 User:David Seddon

F) Response :

Response from Development:

Date:2004-04-30 15:26:36.977

User:Martin McConnell

Progress Text:

I'm not really quite sure what is being asked of me here really. All that I can do is provide some calculations based on what would have happened had the limits on the products 5128/5129 NOT been blown. I can only assume also that the PM's figures on the 10 are as they should be, I cannot second guess if the declarations are correct or not!

Assuming they are correct, to that effect I have concocted a spread sheet and filled in the salevalues for the day that would have been generated. The lines in Red are the transactions with corrected salevalues. Based upon this I have then summed up all the units and salevalues and arrived with a figure which as it happens to be approximateltely £200k.

I think the revaluation figures should really be taken into account also but this is a business decision. Hope this helps, you know where I am otherwise..

I've also gone a step further and worked out what I think the system would have done had it gone onto revalue the currency in stock on the 10th April.

[END OF REFERENCE 38032571]

Response code to call type L as Category 40

Response was delivered to Powerhelp

Hours spent since call received: 0 hours

Date:04-May-2004 13:42:03 User:David Seddon

F) Response :

FAO John Moran (MSU).

The spreadsheet put together by Martin from Development details the discrepancies (DDNs/DDPs) that weren't handled due to being too large. For Euros, these were a £2,354,029.06 DDN and a -£2,145,553.27 DDP which resulted in a net discrepancy of £208,475.79. For US Dollars, these were a £1,358,054.83 DDN and a -£1,363,572.44 DDP which resulted in a net discrepancy of -£5,517.61. The overall net discrepancy which wasn't accounted for by the system was therefore £202,958.18 which would go some way to explaining the £200,423.76 gain that the PM has reported.

Martin also states that he thinks "revaluation figures should really be taken into account also but this is a business decision". Perhaps you could talk directly to Martin to clarify exactly what he means here and what exactly these are. At the moment, we have a figure of £202,958.18 due to unhandled discrepancies but dependant on 'business decision' I think he's implying that taking revaluation figures into account will result in this figure increasing or decreasing.

Whatever the final figure, its probably best that the MSU liaise with the Post Office to get this sorted 'manually' by 'error notice' or however its done.

Can MSU liaise with the Post Office

[END OF REFERENCE 38033214]

Response code to call type L as Category 40

Response was delivered to Powerhelp

Hours spent since call received: 0 hours

Date:04-May-2004 13:42:13 User:David Seddon

The Call record has been transferred to the team: MSU-Indt Mgt

Progress was delivered to Powerhelp

Date:04-May-2004 14:28:19 User:John Moran

F) Response :

Back to Dave Seddon at his request.....

[END OF REFERENCE 38033385]

Response code to call type L as Category 40

Hours spent since call received: 0 hours

Date:04-May-2004 14:29:19 User:John Moran

The Call record has been transferred to the team: EDSC

The Call record has been assigned to the Team Member: David Seddon

Progress was delivered to Powerhelp

Date:04-May-2004 15:28:28 User:David Seddon

F) Response :

FAO Martin McConnell

Please could you take another look at this call as we've noticed a number of negative value lines in the cash accounts, namely 99990001 (Balance Brought Fwd), 99992072 (Table 5 Total) and 99991085 (Balance Due to Post Office). These are most likely as a result of the large revaluations done on 14th April, £214,661.07 RD of Euros and £14530.86 RU of US Dollars.

We need to know what actions need to be taken in order to put things right.

Can you take a look as soon as possible as a cash account has not been done at the office since 22nd April. Not sure if this is because they are waiting for a response from us.

[END OF REFERENCE 38034051]

Response code to call type L as Category 40

Response was delivered to Powerhelp

Hours spent since call received: 0 hours

Date:04-May-2004 15:29:32 User:David Seddon

The Call record has been transferred to the team: QFP

Progress was delivered to Powerhelp

Date:04-May-2004 15:58:08 User:Lionel Higman

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

Progress was delivered to Powerhelp

Date:04-May-2004 18:22:49 User:Matt Arris

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

The Call record has been assigned to the Team Member: Martin McConnell

Progress was delivered to Powerhelp

Date:10-May-2004 10:50:33 User:Martin McConnell

[Start of Response]

In order to progress a proper understanding of what has gone on I need the subscription group data supplied such that all the BDC rates etc are in place. It is meaningless in this scenario for me to force matters through when some of the problems could lie in the subscription data supplied in the 1st instance.

[END OF REFERENCE 38052052]

Response code to call type L as Category 96

Hours spent since call received: 0 hours

Date:10-May-2004 11:07:47 User:Barbara Longley

The Call record has been assigned to the Team Member: David Seddon

Progress was delivered to Powerhelp

Date:10-May-2004 11:09:46 User:David Seddon

Evidence Added - Bureau Subscription Group 11111111

Date:10-May-2004 11:11:46 User:David Seddon

[Start of Response]

Have now attached the subscription group 11111111 to the call. Returning call back to EPOSS-Dev.

[END OF REFERENCE 38052241]

Response code to call type L as Category 40

Response was delivered to Powerhelp

Hours spent since call received: 0 hours

Date:10-May-2004 11:12:01 User:David Seddon

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

Progress was delivered to Powerhelp

Date:10-May-2004 13:42:48 User:Martin McConnell
The Call record has been assigned to the Team Member: Martin McConnell
Progress was delivered to Powerhelp

Date:10-May-2004 16:37:43 User:Martin McConnell
[Start of Response]
There does not seem to be any occurrence of the collection
CurrencyRates/Spotrates in the subscription group data shipped. There is
evidence of the old 'archived rates' about a month old in here and this may
well have lead to the situation this office has got itself into. We now need
copies of the audit log and the event log for node 5 on the 14/04/2004 to
confirm that the system is failing to get the necessary rates etc.

[END OF REFERENCE 38054903]
Response code to call type L as Category 96
Hours spent since call received: 0 hours

Date:10-May-2004 16:40:00 User:Barbara Longley
The Call record has been assigned to the Team Member: David Seddon
Progress was delivered to Powerhelp

Date:10-May-2004 16:45:51 User:David Seddon
[Start of Response]
Audit logs and application event logs for counters 4 and 5 are already
attached to the call.

[END OF REFERENCE 38054934]
Response code to call type L as Category 40
Response was delivered to Powerhelp
Hours spent since call received: 0 hours

Date:10-May-2004 16:45:58 User:David Seddon
The Call record has been transferred to the team: EPOSS-Dev
Progress was delivered to Powerhelp

Date:11-May-2004 11:16:00 User:Martin McConnell
The Call record has been assigned to the Team Member: Martin McConnell
Progress was delivered to Powerhelp

Date:11-May-2004 11:34:34 User:David Seddon
Evidence Added - CurrencyRates Collection messages (written between 10th and 1

Date:11-May-2004 11:36:20 User:David Seddon
I only obtained the subscription group data yesterday after you had asked for
it as I had overlooked its importance. Sorry about that. However, I have been
able to obtain details of the CurrencyRates collection you have referred to,
by searching through our 'archive' server. These are attached to the call.

If you could come up with a corrected cash account that would be good. I've
spoken with Mike King in the MSU and he feels this should be enough for POL
to be able to get the office sorted out.

Date:12-May-2004 10:44:05 User:Martin McConnell
Evidence Added - Corrected CA for CAP 03.

Date:12-May-2004 10:48:40 User:Martin McConnell
I've added what I think should be the CA for CAP 03 where discrepancies were
posted into revaluation values. In the spreadsheet attached (correction.xls)
I've listed all the Euro/Dollar transactions for the week and corrected where
necessary. This has then been fed into the CA from values already in place
from CAP 03. There is a difference of £0.01p payment receipt mishmash due to
a rounding error, I think I'm allowed that one with excel.
Hope this suffices because I've got other pressing things on my plate now
like S60 and S80 work!

Date:12-May-2004 11:02:54 User:Martin McConnell
Presumably we're going to need a fix to stop this happening in the future its
quite labour intensive reconstructing Cash accounts!!!

Date:12-May-2004 11:11:41 User:Martin McConnell
To prevent this from happening again, the system will need to warn (and

prevent) the user from posting discrepancies in BDC values that would potentially blow sterling SV on the EPOSSProduct MaxSV limit. This will probably take a couple of days to implement and unit test. As seen here this is VERY labour intensive on my part to reconstruct (as it would be for anyone else I'm sure) so we do not want any more calls of this type. Passing up for approval at the earliest possible release slot.

Date:12-May-2004 11:11:48 User:Martin McConnell

The Call record has been assigned to the Team Member: Matt Arris
Progress was delivered to Powerhelp

Date:12-May-2004 16:36:24 User:Matt Arris

[Start of Response]

My recommendation is to have a fix delivered at S70. We'll need to get a test impact from ITU and for them to accept the work to test the fix. I doubt the test impact would be too much. I'll pass the call back to SSC for them to extract the information they need. Can SSC then forward the call on to RMF for them to agree a target release.

[END OF REFERENCE 38064264]

Response code to call type L as Category 94
Hours spent since call received: 1 hours

Date:12-May-2004 16:57:33 User:Barbara Longley

[Start of Response]

As Dave Seddon is out of office this week, routing to Mark Wright.

[END OF REFERENCE 38064319]

Response code to call type L as Category 40
Response was delivered to Powerhelp
Hours spent since call received: 0 hours

Date:12-May-2004 16:57:51 User:Barbara Longley

The Call record has been assigned to the Team Member: Mark Wright
Progress was delivered to Powerhelp

Date:12-May-2004 17:21:08 User:Mark Wright

Routing to MSU so they can extract the evidence required for POL. Then please route it back so we can forward onto development. thanks.

Date:12-May-2004 17:21:19 User:Mark Wright

The Call record has been transferred to the team: MSU-Indt Mgt
Progress was delivered to Powerhelp

Date:17-May-2004 11:00:47 User:David Seddon

Evidence Added - FAD115026 - CAP3 Original CA with corrections highlighted

Date:17-May-2004 14:42:27 User:Mark Farry

[Start of Response]

The corrected cash account has been sent to POL. Returning call to EDSC for progression.

[END OF REFERENCE 38076915]

Response code to call type L as Category 40
Hours spent since call received: 0 hours

Date:17-May-2004 14:42:37 User:Mark Farry

The Call record has been transferred to the team: EDSC
Progress was delivered to Powerhelp

Date:17-May-2004 14:44:58 User:Barbara Longley

[Start of Response]

Date:2004-05-17 14:42:27.803

User:Mark Farry

The corrected cash account has been sent to POL. Returning call to EDSC for progression.
Closing as reconciliation Resolved.

[END OF REFERENCE 38076938]

Response code to call type L as Category 90
Service Response was delivered to Powerhelp
Hours spent since call received: 0 hours

Date:17-May-2004 14:44:59 User:Barbara Longley
CALL PC0102484 closed: Category 90 Type L

Date:17-May-2004 14:46:47 User:_Customer Call_
Consumer Phelp has received the call closure

Date:27-May-2004 09:41:41 User:David Seddon
Call has been cloned to Call:PC0103606 by User:David Seddon

Root Cause	Requirements
Logger	_Customer Call_ -- EDSC
Subject Product	Bureau de Change -- BDC Counter (version unspecified)
Assignee	_Customer Call_ -- EDSC
Last Progress	27-May-2004 09:41 -- David Seddon