

**PinICL Expor PC0027324**

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By			Status		Product At Fault
PC0027324	PM - Receipts and Payments don't equal	30/06/1999 15:34:19	09/03/2000 11:10:50		EPOSS & DeskTop
Meredith			Closed		Balancing

**References**

Name	Value
Call reference	PC0025047
Call reference	PC0027141
Call reference	PC0027139
Customer reference	10000004

**Products**

Product Group	Product Name	Product Version
EPOSS & DeskTop	Balancing	

**Activities**

Date	User	Comment
30/06/1999 15:34:18	Nicole Meredith	References entered are:-
30/06/1999 15:34:18	Nicole Meredith	T Call reference : PC0025047
30/06/1999 15:34:18	Nicole Meredith	Call reference : PC0027141
30/06/1999 15:34:18	Nicole Meredith	Call reference : PC0027139
30/06/1999 15:34:18	Nicole Meredith	Product EPOSS & DeskTop Balancing added
30/06/1999 15:34:18	Nicole Meredith	Target Release entered: Unknown
30/06/1999 15:34:18	Nicole Meredith	PM - Receipts and Payments don't equal
30/06/1999 15:34:18	Nicole Meredith	We have been notified that there have been approximately 300 instances where
30/06/1999 15:34:18	Nicole Meredith	cash accounts have been harvested and sent to TIP showing a mis-balance when
30/06/1999 15:34:18	Nicole Meredith	comparing the total of the Receipts table to the total of the Payments table.
30/06/1999 15:34:18	Nicole Meredith	This problem can occur during migration and there is a separate problem
30/06/1999 15:34:18	Nicole Meredith	logged. However, there are instances where the software has been proven to
30/06/1999 15:34:18	Nicole Meredith	be causing mis-balances in the subsequent weeks after migration. To date the
30/06/1999 15:34:18	Nicole Meredith	following causes have been identified: -
30/06/1999 15:34:18	Nicole Meredith	1. When an OBCS transaction is settled, if the Settlement icon (cash / fast
30/06/1999 15:34:18	Nicole Meredith	cash) is selected quickly, more than once, it can cause a first or second

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Meredith			Closed		Balancing

30/06/1999 15:34:18	Nicole Meredith	class stamp to be attached to the OBCS transaction with no corresponding			
30/06/1999 15:34:18	Nicole Meredith	adjustment to cash. This is due to the stamp icon placement within the Serve			
30/06/1999 15:34:18	Nicole Meredith	Customer menu being directly behind the Settlement icons.			
30/06/1999 15:34:18	Nicole Meredith	A fix to prevent the attachment of a stamp to the transaction has been			
30/06/1999 15:34:18	Nicole Meredith	delivered to the counters.			
30/06/1999 15:34:18	Nicole Meredith	2. If during cash account production, the clerk is unable to print the final			
30/06/1999 15:34:18	Nicole Meredith	cash account, due perhaps to printer problems, he will select 'Print Preview'			
30/06/1999 15:34:18	Nicole Meredith	to check his figures and then print the cash account when the printer is			
30/06/1999 15:34:18	Nicole Meredith	available. This has no affect on any of the totals within the cash account			
30/06/1999 15:34:18	Nicole Meredith	in question. However, when the following week's cash account is produced,			
30/06/1999 15:34:18	Nicole Meredith	the action of selecting 'Print Preview' in the previous week causes the			
30/06/1999 15:34:18	Nicole Meredith	brought forward figure (line 0001) to be corrupted - usually tripled and			
30/06/1999 15:34:18	Nicole Meredith	placed into a negative. If this figure was substituted for the correct			
30/06/1999 15:34:18	Nicole Meredith	figure, i.e. the balance due to post office figure from the previous week,			
30/06/1999 15:34:18	Nicole Meredith	the Receipts and Payments tables would in fact balance and this is one of the			
30/06/1999 15:34:18	Nicole Meredith	checks performed by the HSH if a call is taken of this nature from the outlet.			
30/06/1999 15:34:18	Nicole Meredith	A fix has been delivered to all LT1 counters.			
30/06/1999 15:34:18	Nicole Meredith	This problem is covered by PinICL 25047.			
30/06/1999 15:34:18	Nicole Meredith	3. Offices may report that when producing their Trial or Final Cash Account			
30/06/1999 15:34:18	Nicole Meredith	that the Balance Brought Forward value on the Receipts Table of the Cash			

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30/06/1999 15:34:18	Nicole Meredith	Account (Line 0001) contains a value which is incorrect and is a multiple of
30/06/1999 15:34:18	Nicole Meredith	the value which was reported as the 'Balance Due to Post Office (Line 1085)'
30/06/1999 15:34:18	Nicole Meredith	on the previous week's Cash Account. The Cash Account report will also show
30/06/1999 15:34:18	Nicole Meredith	a difference between the Receipts Table total and the Payments Table total
30/06/1999 15:34:18	Nicole Meredith	(which in normal circumstances would be identical amounts).
30/06/1999 15:34:18	Nicole Meredith	If this arises, it is caused by the user having started the Cash Account
30/06/1999 15:34:18	Nicole Meredith	production process but not having completed it through to production of the
30/06/1999 15:34:18	Nicole Meredith	Final Report and Rollover without returning to the system menu. Returning to
30/06/1999 15:34:18	Nicole Meredith	the menu and re-commencing the process causes the system to add another
30/06/1999 15:34:18	Nicole Meredith	transaction for the brought forward value, therefore incrementing the value
30/06/1999 15:34:18	Nicole Meredith	each time the process is attempted and stopped.
30/06/1999 15:34:18	Nicole Meredith	This problem will be fixed by code available for LT2. In the meantime a
30/06/1999 15:34:18	Nicole Meredith	workaround has been distributed to both HSH and NBSC.
30/06/1999 15:34:18	Nicole Meredith	This problem is covered by PinICL 27141.
30/06/1999 15:34:18	Nicole Meredith	4. A problem has been identified when creating a correctional stock unit.
30/06/1999 15:34:18	Nicole Meredith	Due to an error in the code, when the stock unit balance records are read,
30/06/1999 15:34:18	Nicole Meredith	the first stock unit is correctly identified as having no Brought Forward
30/06/1999 15:34:18	Nicole Meredith	value from the previous week. The system then incorrectly assumes that this
30/06/1999 15:34:18	Nicole Meredith	must be the migration week, and generates a Brought Forward value for the
30/06/1999 15:34:18	Nicole Meredith	stock unit. This results in a mis-balance in the Receipts and Payments
30/06/1999 15:34:18	Nicole Meredith	tables.

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30/06/1999 15:34:18	Nicole Meredith				
30/06/1999 15:34:18	Nicole Meredith				
30/06/1999 15:34:19	Nicole Meredith				
30/06/1999 15:34:21	Nicole Meredith				
30/06/1999 15:34:23	Nicole Meredith				
30/06/1999 15:34:23	Nicole Meredith				
30/06/1999 15:34:23	Nicole Meredith				
30/06/1999 15:40:42	Janet Reynolds				
30/06/1999 15:40:42	Janet Reynolds				
30/06/1999 15:40:42	Janet Reynolds				
01/07/1999 10:49:18	Janet Reynolds				
01/07/1999 10:49:18	Janet Reynolds				
06/07/1999 08:25:49	Nicole Meredith				
06/07/1999 08:25:49	Nicole Meredith				
06/07/1999 08:25:49	Nicole Meredith				
06/07/1999 08:25:49	Nicole Meredith				
06/07/1999 08:25:49	Nicole Meredith				
06/07/1999 08:25:49	Nicole Meredith				
06/07/1999 08:25:49	Nicole Meredith				
06/07/1999 08:25:49	Nicole Meredith				
14/07/1999 13:37:47	Richard Brunskill				
14/07/1999 13:37:47	Richard Brunskill				

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Meredith			Closed		Balancing

14/07/1999 13:37:47	Richard Brunskill	on 14.07.99 and any occurrences of this nature will only come to light during			
14/07/1999 13:37:47	Richard Brunskill	the balancing process at the outlet. This problem will remain on monitor			
14/07/1999 13:37:47	Richard Brunskill	until the balance of CAP18 (28.07.99) has been completed. If there are no			
14/07/1999 13:37:47	Richard Brunskill	further occurrences the problem will then be closed with the agreement of POCL			
14/07/1999 13:37:47	Richard Brunskill	BSM.			
15/07/1999 15:25:56	Richard Brunskill	One call was received into the HSH on 14.07.99 from office 324511 stating			
15/07/1999 15:25:56	Richard Brunskill	that the receipts and payments did not reconcile. We are currently			
15/07/1999 15:25:56	Richard Brunskill	determining whether this office / counter position has received the			
15/07/1999 15:25:56	Richard Brunskill	appropriate fix.			
15/07/1999 15:25:56	Richard Brunskill	Further update 16.07.99			
20/07/1999 14:53:19	Richard Brunskill	No further incidents received. Will monitor during C/A balancing of 21.07.99			
22/07/1999 10:41:34	Richard Brunskill	Four incidents brought to the attention of ICL Pathway following meeting with			
22/07/1999 10:41:34	Richard Brunskill	POCL on 21.07.99, with the following response:			
22/07/1999 10:41:34	Richard Brunskill	" Office 390329 - receipts and payments misbalance CAP16. This incident was			
22/07/1999 10:41:34	Richard Brunskill	diagnosed during a telephone conversation between ICL Pathway and the office			
22/07/1999 10:41:34	Richard Brunskill	manager (Simon Smith), the transactions having occurred on 14th July. The			
22/07/1999 10:41:34	Richard Brunskill	incident was caused by the fact that the transfer of £1320.00 and the two			
22/07/1999 10:41:34	Richard Brunskill	first class stamp sales were carried out on counter position 2 and it was			
22/07/1999 10:41:34	Richard Brunskill	found that this counter position has a corrupt version of the			
22/07/1999 10:41:34	Richard Brunskill	'EPOSSSettlementObject.dll' file causing transactions to be committed without			
22/07/1999 10:41:34	Richard Brunskill	the balancing settlement.			
22/07/1999 10:41:34	Richard Brunskill	The corrupt .dll issue has already been identified (on problem management			
22/07/1999 10:41:34	Richard Brunskill	database) and has been corrected. Only counter position 2 at this office was			
22/07/1999 10:41:34	Richard Brunskill	affected."			
22/07/1999 10:41:34	Richard Brunskill	"Offices 008523, 013523, 166328 - receipts and payments misbalance for CAP16.			
22/07/1999 10:41:34	Richard Brunskill	A similar scenario to the above with the transaction occurring on 13th July.			

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Meredith			Closed		Balancing
22/07/1999 10:41:34	Richard Brunskill	It has been established that the counter terminal in each of these offices			
22/07/1999 10:41:34	Richard Brunskill	has a corrupt version of the 'EPOSSSettlementObject.dll' file causing			
22/07/1999 10:41:34	Richard Brunskill	transactions to be committed without the balancing settlement. The corrupt			
22/07/1999 10:41:34	Richard Brunskill	.dll files for each office were corrected on the evening of 13th July."			
22/07/1999 10:41:34	Richard Brunskill	Reconciliation Exception Database (RED) reports for the above have been sent			
22/07/1999 10:41:34	Richard Brunskill	to POCL TP today (no's 469, 470, 471 & 472).			
22/07/1999 10:41:34	Richard Brunskill	This problem will remain at 'Monitor' status until 2 clear CAP's have been			
22/07/1999 10:41:34	Richard Brunskill	reconciled without any Outlet or TP raised incidents regarding R&P			
22/07/1999 10:41:34	Richard Brunskill	misbalances.			
29/07/1999 12:42:34	Nicole Meredith	There have been 3 incidents reported for Receipts and Payments mismatches in			
29/07/1999 12:42:34	Nicole Meredith	CAP 17. The first of these occurred at FAD 390329. This office also			
29/07/1999 12:42:34	Nicole Meredith	experienced a misbalance in CAP 16, due to a corrupt			
29/07/1999 12:42:34	Nicole Meredith	'EPOSSSettlementObject.dll' file. The problem of the corrupt file was			
29/07/1999 12:42:34	Nicole Meredith	corrected on 20/07/99, so the Receipts and Payments tables will be correct			
29/07/1999 12:42:34	Nicole Meredith	from CAP 18.			
29/07/1999 12:42:34	Nicole Meredith	FAD 008523 also experienced a misbalance in Receipts and Payments in CAPs 16			
29/07/1999 12:42:34	Nicole Meredith	and 17. Again this was caused by a corrupt 'EPOSSSettlementObject.dll' file.			
29/07/1999 12:42:34	Nicole Meredith	The misbalance re-occurred in CAP 17 due to a knock on effect, but this is			
29/07/1999 12:42:34	Nicole Meredith	corrected from CAP 18.			
29/07/1999 12:42:34	Nicole Meredith	The final misbalance was reported at office FAD 278523 in CAP 17. This is a			
29/07/1999 12:42:34	Nicole Meredith	newly migrated office, and there was a discrepancy between the system			
29/07/1999 12:42:34	Nicole Meredith	calculated brought forward value for the office and the value of the			
29/07/1999 12:42:34	Nicole Meredith	transactional data entered during the migration. The difference would have			
29/07/1999 12:42:34	Nicole Meredith	caused an error message to be displayed to the user at the time and was			

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Meredith			Closed		Balancing

29/07/1999 12:42:34	Nicole Meredith				recorded in the message store. The system behaved correctly in this case.
29/07/1999 12:42:34	Nicole Meredith				
29/07/1999 12:42:34	Nicole Meredith				This problem is to remain at 'Monitor'.
30/07/1999 08:45:05	Richard Brunskill				No further incidents received from CAP17 or any notification via HSH or NBSC
30/07/1999 08:45:05	Richard Brunskill				for occurrences within the CAP18 balance just completed.
30/07/1999 08:45:05	Richard Brunskill				Problem to remain at monitor.
30/07/1999 08:45:05	Richard Brunskill				NB refers to Acceptance incident number 211.
09/08/1999 16:17:42	Richard Brunskill				No further incidents have been raised since 29.07.99, (CAP18 a Northern
09/08/1999 16:17:42	Richard Brunskill				Ireland office had problems during migration), either from the Outlet or POCL
09/08/1999 16:17:42	Richard Brunskill				TP.
09/08/1999 16:17:42	Richard Brunskill				Suggest this problem remains on monitor until CAP19 balances completed
09/08/1999 16:17:42	Richard Brunskill				(12/13.08.99.
25/08/1999 15:21:32	Richard Brunskill				There have been 4 occurrences of R&P mismatches. 2 for CAP 20 (E9908160118 &
25/08/1999 15:21:32	Richard Brunskill				0116) and 2 for CAP21 (E9908240174 & 0175). Both calls have been routed to
25/08/1999 15:21:32	Richard Brunskill				ICL Pathway Development for resolution of the cause. Will update further as
25/08/1999 15:21:32	Richard Brunskill				soon as a response is received. This is being given priority attention.
24/09/1999 13:43:58	Richard Brunskill				There has been a series of Receipts / Payment incidents reported within CAP22
24/09/1999 13:43:58	Richard Brunskill				onwards which are not connected to the migration process.
24/09/1999 13:43:58	Richard Brunskill				8 within week 22
24/09/1999 13:43:58	Richard Brunskill				5 within week 23
24/09/1999 13:43:58	Richard Brunskill				0 within week 24
24/09/1999 13:43:58	Richard Brunskill				2 within week 25
24/09/1999 13:43:58	Richard Brunskill				1 within week 26
24/09/1999 13:43:58	Richard Brunskill				
24/09/1999 13:43:58	Richard Brunskill				Causes: (for application to individual offices please refer to RED reports
24/09/1999 13:43:58	Richard Brunskill				issued for each incident)





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24/09/1999 13:43:58	Richard Brunskill				
30/09/1999 13:13:32	Richard Brunskill				This problem will remain open until both ICL Pathway and POCL are completely
30/09/1999 13:13:32	Richard Brunskill				satisfied that ALL Receipts / Payment misbalances have been eradicated. ICL
30/09/1999 13:13:32	Richard Brunskill				Pathway suggest that 3 consecutive Cash Account balances must be completed
30/09/1999 13:13:32	Richard Brunskill				without any R & P misbalances (ex Migration errors which POCL have accepted
30/09/1999 13:13:32	Richard Brunskill				my occur).
07/10/1999 10:58:04	Richard Brunskill				A Further 7 R&P incidents have been received for CAP 26 - all associated with
07/10/1999 10:58:04	Richard Brunskill				the 'bus ticket' issue identified in (1) above.
07/10/1999 10:58:04	Richard Brunskill				For CAP 27 there have been 59 R&P issues to date. 45 can be ignored as they
07/10/1999 10:58:04	Richard Brunskill				were caused by migration errors, however 14 have been received for previously
07/10/1999 10:58:04	Richard Brunskill				migrated offices, again the initial investigation points at the bus ticket
07/10/1999 10:58:04	Richard Brunskill				issue which is currently being resolved. Call remains open.
22/10/1999 10:10:49	Richard Brunskill				1. Product 2533 reference data contains no Primary Mapping attributes. ICL
22/10/1999 10:10:49	Richard Brunskill				Pathway has identified that this product (and approx. 38 other 'Local
22/10/1999 10:10:49	Richard Brunskill				Products') has never had a set of Primary Mappings applied since the data was
22/10/1999 10:10:49	Richard Brunskill				delivered from POCL. A correction to this reference data has been delivered
22/10/1999 10:10:49	Richard Brunskill				in WP5759, which has been applied to the live system on 24/9/99. This date
22/10/1999 10:10:49	Richard Brunskill				would suggest that we should have now eradicated this problem, however I am
22/10/1999 10:10:49	Richard Brunskill				reviewing all current R&P incidents received since this transaction date to
22/10/1999 10:10:49	Richard Brunskill				ensure the fix has been applied appropriately. I will update via the PM
22/10/1999 10:10:49	Richard Brunskill				database ASAP.
22/10/1999 10:10:49	Richard Brunskill				
22/10/1999 10:10:49	Richard Brunskill				2. To the best of our knowledge, the errors caused by the accidental deletion
22/10/1999 10:10:49	Richard Brunskill				of the Transfer Settlement products and the Mode Parameters from the live
22/10/1999 10:10:49	Richard Brunskill				estate on the night of the 30/9/99 has resulted in the following offices
22/10/1999 10:10:49	Richard Brunskill				recording a R&P misbalance for CAP28.

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Meredith			Closed		Balancing

22/10/1999 10:10:49 Richard Brunskill  
 22/10/1999 10:10:49 Richard Brunskill  
 22/10/1999 10:10:49 Richard Brunskill  
 22/10/1999 10:10:49 Richard Brunskill  
 22/10/1999 10:10:49 Richard Brunskill  
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 22/10/1999 10:10:49 Richard Brunskill  
 22/10/1999 10:10:49 Richard Brunskill

006329 £18630.00 x2 =£37260.00  
 010116 £300.00 x2 =£600.00  
 010511 £1436.00 x2 =£2872.00  
 127140 £931.50 x2 =£1863.00  
 221328 £2820.00 x2 =£5640.00  
 455329 £1368.50 x2 =£2737.00

All of these discrepancies arose because the system defaulted to settling the Transfer Out session with a compensating Cash transaction which effectively left the supplying stock unit with an unchanged total of Stock and Cash while the receiving stock unit also included the transferred value. The reason that only 6 out of the original 87 offices affected remained in that state was that the amending transactions which ICL Pathway inserted into the message store on 5/10/99 to correct the problem were too late for these particular outlets who had already rolled over some of the affected stock units during the day on Tuesday.

I also spoke to Anne Clarke at SRF (20/10/99), and she stated that she had evidence that there are possibly more R&P incidents waiting in the wings connected with the Transfer Out problem (2). She was unable to give me specifics yesterday, however she ensured me that Julie Dart would be raising them as incidents, (which I welcomed), and we would then look into them as a matter of urgency.

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22/10/1999 10:10:49	Richard Brunskill				
22/10/1999 10:10:49	Richard Brunskill				
22/10/1999 10:10:49	Richard Brunskill	-----Original Message-----			
22/10/1999 10:10:49	Richard Brunskill	From: phil.turnock	GRO		
22/10/1999 10:10:49	Richard Brunskill	[mailto:phil.turnock	GRO		
22/10/1999 10:10:49	Richard Brunskill	Sent: 19 October 1999 21:48			
22/10/1999 10:10:49	Richard Brunskill	To: richard.brunskill	GRO		
22/10/1999 10:10:49	Richard Brunskill	Cc: david.mclaughlin	GRO		
22/10/1999 10:10:49	Richard Brunskill	Subject: Receipts & Payments			
22/10/1999 10:10:49	Richard Brunskill				
22/10/1999 10:10:49	Richard Brunskill				
22/10/1999 10:10:49	Richard Brunskill				
22/10/1999 10:10:49	Richard Brunskill	Richard,			
22/10/1999 10:10:49	Richard Brunskill				
22/10/1999 10:10:49	Richard Brunskill	I am very concerned at the continuation of this problem and the apparent			
22/10/1999 10:10:49	Richard Brunskill	inertia in the development of a permanent solution. In reading the ICL			
22/10/1999 10:10:49	Richard Brunskill	Pathway problem log it would appear that this problem is on monitor, even			
22/10/1999 10:10:49	Richard Brunskill	though the we know that the sales of certain bus tickets are still causing			
22/10/1999 10:10:49	Richard Brunskill	R&P mis-balances.			
22/10/1999 10:10:49	Richard Brunskill	I also believe, from a brief conversation with Julie Dart, that the recent			
22/10/1999 10:10:49	Richard Brunskill	one-sided transfer problem and resolution of associated incidents may also			
22/10/1999 10:10:49	Richard Brunskill	be causing more R&P misbalances. (JD will be forwarding incidents within			
22/10/1999 10:10:49	Richard Brunskill	the next couple of days).			
28/10/1999 15:27:27	Richard Brunskill	MSU have received 47 incidents referring to R&P misbalances for CAP29. 27			
28/10/1999 15:27:27	Richard Brunskill	applied to newly migrated offices, the remaining 20 are currently still under			



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24/11/1999 09:01:53	Richard Brunskill	after migration (the office was migrated into CAP 32 on 25.10.99 but did not			
24/11/1999 09:01:53	Richard Brunskill	carry out any transactions until 28.10.99 in CAP 32). The discrepancy on the			
24/11/1999 09:01:53	Richard Brunskill	Cash Account was a reflection of the same discrepancy reported on the Stock			
24/11/1999 09:01:53	Richard Brunskill	Unit Balance - at which point the user would have been given a warning that			
24/11/1999 09:01:53	Richard Brunskill	the Cash Account would not balance if they chose to continue. Inspection of			
24/11/1999 09:01:53	Richard Brunskill	the message store shows that P&A transactions undertaken on 28.10.99 did not			
24/11/1999 09:01:53	Richard Brunskill	contain any 'Primary Mapping' attributes, indicative that the reference data			
24/11/1999 09:01:53	Richard Brunskill	for the P&A products was not present when the transactions took place. The			
24/11/1999 09:01:53	Richard Brunskill	P&A Product Reference data appears to have been loded onto Node 38 (the			
24/11/1999 09:01:53	Richard Brunskill	correspondence server) at c. 15:00 on 28.10.99. The change was applied on			
24/11/1999 09:01:53	Richard Brunskill	the 3/11/99 after the office migrated on the 25/10/99.			
24/11/1999 09:01:53	Richard Brunskill				
24/11/1999 09:01:53	Richard Brunskill	2. 070422, two of the stock units (LL and EE) carried out			
24/11/1999 09:01:53	Richard Brunskill	revaluation transactions on 28th October against product 21. In the case of			
24/11/1999 09:01:53	Richard Brunskill	LL the transactions (2) were for £80 and were subsequently reversed.			
24/11/1999 09:01:53	Richard Brunskill	Unfortunately, one of the transactions was carried out in the same session as			
24/11/1999 09:01:53	Richard Brunskill	a housekeeping transaction to redeem £80 from the suspense account, resulting			
24/11/1999 09:01:53	Richard Brunskill	in the two transactions being settled by the revaluation settlement product			
24/11/1999 09:01:53	Richard Brunskill	which does not report to the Cash Account. Housekeeping transactions should			
24/11/1999 09:01:53	Richard Brunskill	be settled by Cash. The effect of this was to increase the value in the			
24/11/1999 09:01:53	Richard Brunskill	office (line 1085) by £160.00.			
24/11/1999 09:01:53	Richard Brunskill				
24/11/1999 09:01:53	Richard Brunskill	In the case of EE, the revaluation transaction for £19.48 was not reversed,			
24/11/1999 09:01:53	Richard Brunskill	but again the revaluation transaction was carried in the same session as a			
24/11/1999 09:01:53	Richard Brunskill	housekeeping transaction to redeem £19.48 from the suspense account,			

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By			Status		Product At Fault
PC0027324	PM - Receipts and Payments don't equal	30/06/1999 15:34:19	09/03/2000 11:10:50		EPOSS & DeskTop
Meredith			Closed		Balancing

24/11/1999 09:01:53 Richard Brunskill resulting in the two transactions being settled by the revaluation settlement product which does not report to the Cash Account. Housekeeping transactions should be settled by Cash. The effect of this was to increase the value in the office (line 1085) by £19.48.

24/11/1999 09:01:53 Richard Brunskill

24/11/1999 09:01:53 Richard Brunskill

24/11/1999 09:01:53 Richard Brunskill

24/11/1999 09:01:53 Richard Brunskill

24/11/1999 09:01:53 Richard Brunskill The total discrepancy shown on the Cash Account was, therefore, £179.48 with Payments greater than receipts.

24/11/1999 09:01:53 Richard Brunskill

24/11/1999 09:01:53 Richard Brunskill This was applied on the 3/11/99 under wp5760.

24/11/1999 09:01:53 Richard Brunskill

24/11/1999 09:01:53 Richard Brunskill 3. 173328 - the misbalance occurred due to a problem with the revaluation of postage stamps undertaken in CAP 31. In CAP 31 postage was revalued up by £7.88. This revaluation should have been reported to line 0022 of the Cash Account but was instead added to the value of line 5001 (Table 5 Stock). The reason that the value was added to line 5002 was that the update of the Cash Account mapping reference data for Product 21 which added the new mappings for revaluation failed to update correctly at the office (known problem already being addressed at 300+ outlets), the system therefore added the value to the 'default' line which is line 5001.

24/11/1999 09:01:53 Richard Brunskill

24/11/1999 09:01:53 Richard Brunskill

24/11/1999 09:01:53 Richard Brunskill The effect of this in CAP 31 was to produce an imbalance of £15.76 (2 x £7.88) because the balance due to PO figure was incorrectly increased by £7.88 and the receipts table was missing £7.88.

24/11/1999 09:01:53 Richard Brunskill

24/11/1999 09:01:53 Richard Brunskill

24/11/1999 09:01:53 Richard Brunskill Because the balance due to post office (line 1085) in CAP 31 was £7.88 greater than it should have been, the brought forward value in CAP 32 was

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By			Status		Product At Fault
PC0027324	PM - Receipts and Payments don't equal	30/06/1999 15:34:19	09/03/2000 11:10:50		EPOSS & DeskTop
Meredith			Closed		Balancing

24/11/1999 09:01:53	Richard Brunskill		also incorrectly increased by £7.88 with the result that the CAP 32 Cash
24/11/1999 09:01:53	Richard Brunskill		Account misbalanced by this amount.
24/11/1999 09:01:53	Richard Brunskill		
24/11/1999 09:01:53	Richard Brunskill		4. 354704 has been traced to the fact that none
24/11/1999 09:01:53	Richard Brunskill		of the 'Payments Table' transactions reported to the Cash Account, leaving
24/11/1999 09:01:53	Richard Brunskill		the Cash Account misbalanced by the payment transaction total of £74,821.50.
24/11/1999 09:01:53	Richard Brunskill		The transactions which were not reported were also missing from the Stock
24/11/1999 09:01:53	Richard Brunskill		Unit Rollover records created at the time that Stock Unit AA rolled over.
24/11/1999 09:01:53	Richard Brunskill		These transactions all had level 3 primary mappings to node 3005 and level 4
24/11/1999 09:01:53	Richard Brunskill		primary mappings to node 3016. It is probable that the summary rollover
24/11/1999 09:01:53	Richard Brunskill		records for these transactions failed to be written because of a missing
24/11/1999 09:01:53	Richard Brunskill		object defining node 3005, possibly a by-product of the recent issues with
24/11/1999 09:01:53	Richard Brunskill		faulty persistent object indices at outlets
24/11/1999 09:01:53	Richard Brunskill		
24/11/1999 09:01:53	Richard Brunskill		5. 127136 The remaining were due to misbalances as described for FAD Code
24/11/1999 09:01:53	Richard Brunskill		173328 above (failure to report revaluation correctly in CAP 31 due to
24/11/1999 09:01:53	Richard Brunskill		failure of the update to the Cash Account mappings for Product 21, followed
24/11/1999 09:01:53	Richard Brunskill		by B/F value in CAP 32 being incorrect for the same reason).
24/11/1999 09:01:53	Richard Brunskill		175511
24/11/1999 09:01:53	Richard Brunskill		175523
24/11/1999 09:01:53	Richard Brunskill		176328
24/11/1999 09:01:53	Richard Brunskill		186328
24/11/1999 09:01:53	Richard Brunskill		201328
24/11/1999 09:01:53	Richard Brunskill		211328
24/11/1999 09:01:53	Richard Brunskill		228329
24/11/1999 09:01:53	Richard Brunskill		338523





Ref	Summary	Opened	Last update	Customer	Product Group
Logged By			Status		Product At Fault
PC0027324	PM - Receipts and Payments don't equal	30/06/1999 15:34:19	09/03/2000 11:10:50		EPOSS & DeskTop
Meredith			Closed		Balancing
09/12/1999 16:00:51	Richard Brunskill	cap 33 - 15 migration errors			
09/12/1999 16:00:51	Richard Brunskill	cap 33 - 1 with primary mapping attributes missing from " lottery instants"			
09/12/1999 16:00:51	Richard Brunskill				
09/12/1999 16:00:51	Richard Brunskill	cap 34 - 1 migration error			
09/12/1999 16:00:51	Richard Brunskill	cap 34 - corruption of persistent object index			
23/12/1999 13:50:01	Richard Brunskill	No further comment as current R&P misbalances are confined to migration.			
23/12/1999 13:50:01	Richard Brunskill	Problem to remain on monitor for one month.			
14/01/2000 10:54:43	Nicole Meredith	No further Receipts & Payments misbalances have been reported. This problem			
14/01/2000 10:54:43	Nicole Meredith	is to remain on monitor for another two weeks.			
04/02/2000 13:25:26	Richard Brunskill	F} Response :			
04/02/2000 13:25:27	Richard Brunskill	Other than migration issues, which are currently considered to be a part of			
04/02/2000 13:25:27	Richard Brunskill	the system operation, no new R&P misbalances have occurred.			
04/02/2000 13:25:27	Richard Brunskill	Suggest this problem is now closed			
04/02/2000 13:25:27	Richard Brunskill	[END OF REFERENCE 15232606]			
04/02/2000 13:25:27	Richard Brunskill	Responded to call type Z as Category 15 -Completed			
04/02/2000 13:25:28	Richard Brunskill	Hours spent since call received: 1 hours			
04/02/2000 13:25:28	Richard Brunskill	Defect cause updated to 14:Development - Code			
04/02/2000 13:25:29	Richard Brunskill	The response was delivered on the system			
04/02/2000 13:26:36	Richard Brunskill	CALL PC0027324 closed: Category 15, Type Z			
04/02/2000 13:26:38	Richard Brunskill	Hours spent since call received: 1 hours			
09/03/2000 11:10:48	Janet Reynolds	The call references have been updated. They are now:-			
09/03/2000 11:10:48	Janet Reynolds	T Call reference : PC0025047			
09/03/2000 11:10:48	Janet Reynolds	Call reference : PC0027141			
09/03/2000 11:10:48	Janet Reynolds	Call reference : PC0027139			
09/03/2000 11:10:48	Janet Reynolds	Customer reference : 10000004			