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| **SECTION - A** | | | |
| **Issue Details** | | | |
| **Screen / Process Name:** | POE | **Functional Area:** | Production |
| **Reported On:** | 28-Aug-18 | **Reported By:** | Huimin Guo |
| **Incident No.:** | IN00179368 | **Severity:** | P4 |
| **Facility:** | Kunshan |  |  |
| **Issue Description** (*With error message or screen shot if any*):  Hi, Support:  Please why the confirmation time in the MES is below zero.  Please check the attachment for details.  The progress in POE is      And then the IDOC to SAP cause an error. | | | |

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| **SECTION - B** | | | |
| **Root Cause Analysis** | | | |
| **Analysis Done By:** | Amit Gokhale | **Analysis On:** | 27-Sept-18 |
| **Reviewed By:** | Subhash Singh | **Reviewed On:** | 28-Sept-18 |
| **Issue Analysis Detail** (*with screen shot*):  Execution Time Labor is a parameter dependent on Employee **InternalExecutionTimeWithLabor** and **InExecutionTimeWithLabor**. These parameters are calculated from Employee **StartTime** and **EndTime**. As it is a value in terms of time it cannot be negative. We traced back in system and found a query with several loose ends.    Now the value of this query is used in several places and a negative output from this causes incorrect time count. | | | |

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| **SECTION - C** | | | |
| **Issue Resolution** | | | |
| **Resolved By:** | Amit Gokhale | **Resolved On:** | 27-Sept-18 |
| **Reviewed By:** | Subhash Singh | **Reviewed On:** | 28-Sept-18 |
| **Issue Resolution Detail** (*with screen shot*):  We are creating a technical CR to modify this query and update its impact everywhere else in this system. | | | |