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| **SECTION - A** | | | |
| **Issue Details** | | | |
| **Screen / Process Name:** | POD, POE, POE\_LITE | **Functional Area:** | Production |
| **Reported On:** | 8-Jan-19 | **Reported By:** | Janne Luukkonen |
| **Incident No.:** | IN00396662 | **Severity:** | P4 |
| **Facility:** | Hyvinkaa, HGX |  |  |
| **Issue Description** (*With error message or screen shot if any*):   |  |  | | --- | --- | | IN00396662 | Production order 10372938. Assembly operation have been confirmed 3 times in MES. How this can be possible? There cannot be this kind of possibility. Now our cost calculation is wrong in SAP. Also materials have been consumed 3 times. | | | | |

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| **SECTION - B** | | | |
| **Root Cause Analysis** | | | |
| **Analysis Done By:** | Abinash Mishra | **Analysis On:** | 30-Jan-19 |
| **Reviewed By:** | Subhash Singh | **Reviewed On:** | 31-Jan-19 |
| **Issue Analysis Detail** (*with screen shot*):  User has entered **Resend Conformation** button from POD screen for operation 30 of Production Order no 10372938. This was proved, as the confirmation XML send to SAP has same EndTime stamp and the XML was generated only once at 2019-01-02 07:47:20.393. | | | |

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| **SECTION - C** | | | |
| **Issue Resolution** | | | |
| **Resolved By:** | Abinash Mishra | **Resolved On:** | 30-Jan-19 |
| **Reviewed By:** | Subhash Singh | **Reviewed On:** | 31-Jan-19 |
| **Issue Resolution Detail** (*with screen shot*):  Preventive Action:  Confirm Interval added to POE\_LITE and time set to 10secs. This timer closes Confirm button from POE\_LITE confirm Pop up after inactivity. | | | |