

# User Access Privilege View

Conducted By: 9401

Details	
Date:	
Store:	9401
Store Name:	
Name:	
Designation:	
Employee ID:	
Review Month:	Feb
POS Users:	
Active Users:	
Year:	2025
User List:	

Validation Section:

Name: None  
Designation: None  
Signature: \_\_\_\_\_

Name: None  
Designation: None  
Signature: \_\_\_\_\_

Name: None  
Designation: None  
Signature: \_\_\_\_\_

Approved By:

Name:  
Designation:  
Employee ID:  
Signature: \_\_\_\_\_

# **GOVERNANCE REPORT**

**September 2024**

## **Summary**

- 1. B2B Sales order not Generated**
- 2. price change not reflect in POS- 9240 Major Incidents**
- 3. Complaints and Helpdesk Management**
- 4. Major Incidents**

# Detailed Analysis

## **1. B2B Sales order not Generated**

**Issue:** POS B2B bills sales order were not generated **three times.**

### **Root Cause Analysis:**

When Checked with the SAP team Said, the same UOM should be passed from POS which is maintained in the SAP (**Ticket: 29627**)

```
g|Customer No:0035020619
g|Material:000000000000221440, Qty:4, SalesUnit:EA, condvalue1: 80, condvalue2: 0
g|Material:00000000000070563, Qty:2, SalesUnit:CH, condvalue1: 100, condvalue2: 0
g|Material:00000000000070530, Qty:2, SalesUnit:CH, condvalue1: 90, condvalue2: 0
g|Material:0000000000001179918, Qty:1, SalesUnit:EA, condvalue1: 954, condvalue2: 0
g|Material:000000000000379909, Qty:1, SalesUnit:EA, condvalue1: 109, condvalue2: 0
g|Material:000000000000141488, Qty:14, SalesUnit:EA, condvalue1: 280, condvalue2: 0
g|Material:000000000000986107, Qty:1, SalesUnit:EA, condvalue1: 15, condvalue2: 0
g|Material:0000000000001070273, Qty:3, SalesUnit:EA, condvalue1: 255, condvalue2: 0
g|Material:000000000000919083, Qty:1, SalesUnit:EA, condvalue1: 89, condvalue2: 0
g|sending request
```

```
</Hdr>
<FlagForExtWarrantyItem>N</FlagForExtWarrantyItem>
<szExternalID>18062000</szExternalID>
<szHSNCode>18062000</szHSNCode>
<dTaQty>3</dTaQty>
<dTaPrice>50.0000</dTaPrice>
<szItemLookupCode>2200002054638</szItemLookupCode>
<lDevice>101</lDevice>
<dQuantityEntry>3</dQuantityEntry>
<lOPTRCount>3</lOPTRCount>
<dQtyOPTRCount>3</dQtyOPTRCount>
<szInputString>2200002054638</szInputString>
<dTaTotal>150</dTaTotal>
<szWeightInfo>1KGM</szWeightInfo>
<lChannelID>1</lChannelID>
<lTaPriceInfo>6</lTaPriceInfo>
<szPrintCodes>CGST SGST </szPrintCodes>
<dUsedTotalSale>127.11864406779661016949152542</dUsedTotalSale>
```

### **Action Taken:**

We created a manual sales order and posted the document.Until the problem is not solved.

## 2. price change not reflect in POS- 9240

### Root Cause Analysis:

We have an issue in article 1757606 ZF barcode not updating in POS; the price is correct in SAP but not reflected in POS.

article: 1757606

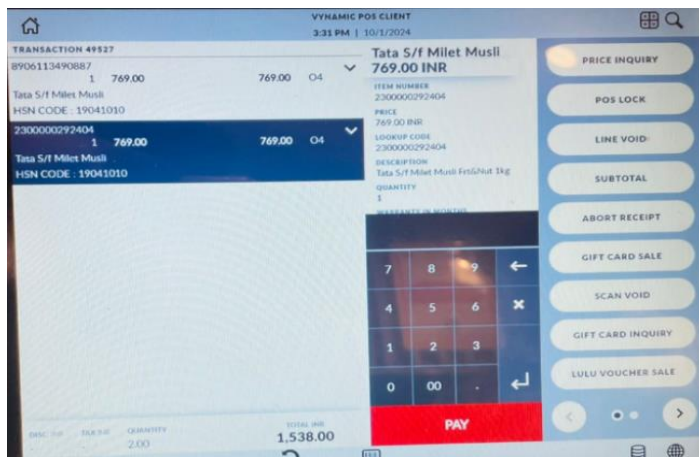
EAN: 2300000292404

**Label Print**

Print Labels Copy to all lines

Label Print List for Site : 9240  
Label Type : BARCODE WITH PRICE

Print	Mat. Grp.	Brand	Article	Description	Description2	EAN/UPC	EAN Type	UOM	Conv.	Stk	Quantity	From. Price	Sell Price	MRP	Val. Stock
<input checked="" type="checkbox"/>	001004004	TATA	1757606	Tata S/f Milet Musli FritsNut lkg		8906113490887	ZD	EA	1	EA	0		769.00	776.00	67
<input checked="" type="checkbox"/>	001004004	TATA	1757606	Tata S/f Milet Musli FritsNut lkg		2300000292404	ZF	EA	1	EA	0		889.00	889.00	67



**Action Taken:** Issue not solved yet

## Complaints and Helpdesk Management

### 1. WEIGHING SCALE ISSUES

- Complaints: 49
- Solved: 49
- Pending: 0

### MAJOR ISSUE

- ❖ Rough Handling of Weighing Scales display.
- ❖ Scale head damage

## **2. Check Out Complaints (POS Related)**

- Complaints: 111
- Solved: 111
- Pending: 0

### **MAJOR ISSUE**

❖ Pine Labs complaints

## **3. User Support**

- Complaints: 97
- Solved: 97
- Pending: 0

## **4. Help Desk Management**

- TICKET RAISED: 73
- TICKET SOLVED: 60
- TICKET PENDING: 13

## Major Incidents

### 1. B2B BILL NOT PRINTING PROPERLY- 9240

We are randomly facing in B2B billing some bills that are not generating properly. and the sales order number generated after the restart of the application. **Ticket -49280.**

### 2. ZDSR TABLE ENTRY REMOVAL

Please delete the ZDSR table entry against the below-mentioned sales document. because of multiple documents in a single B2B ID. Edoc and billing cancelled **Ticket- 49181.**

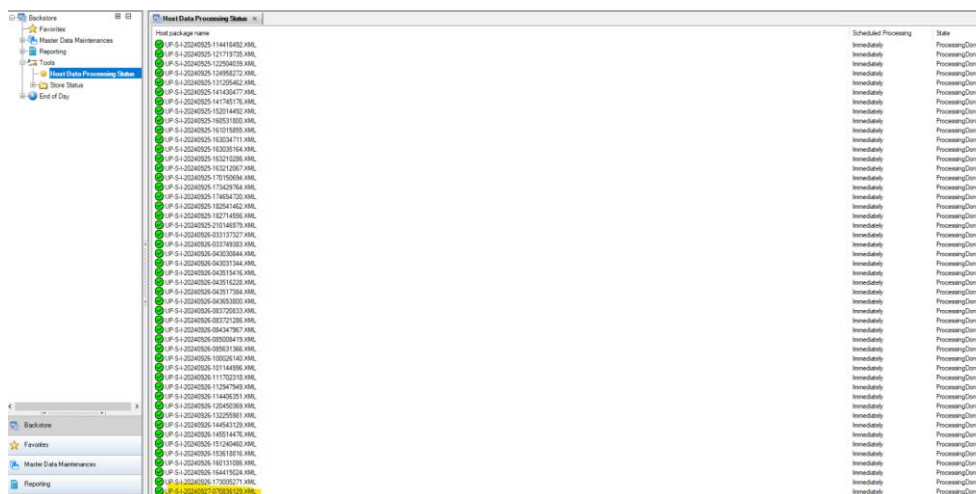
**sale Document number :1611738**

**Amount: 295**

**Date: 04.09.2024**

### 3. Host data not updated (9240)

Host data has not been updated here. The most recent update was at 07:08 a.m. Article data uploaded manually does not appear in the host data. **Ticket-52233**



Host package name	Scheduled Processing	Status
IP-S-1-20240925-11415402.XML	Immediately	ProcessingDone
IP-S-1-20240925-12173735.XML	Immediately	ProcessingDone
IP-S-1-20240925-12254039.XML	Immediately	ProcessingDone
IP-S-1-20240925-13495872.XML	Immediately	ProcessingDone
IP-S-1-20240925-13105462.XML	Immediately	ProcessingDone
IP-S-1-20240925-14142477.XML	Immediately	ProcessingDone
IP-S-1-20240925-14745176.XML	Immediately	ProcessingDone
IP-S-1-20240925-152014402.XML	Immediately	ProcessingDone
IP-S-1-20240925-160531803.XML	Immediately	ProcessingDone
IP-S-1-20240925-161015895.XML	Immediately	ProcessingDone
IP-S-1-20240925-163031711.XML	Immediately	ProcessingDone
IP-S-1-20240925-163035164.XML	Immediately	ProcessingDone
IP-S-1-20240925-163210285.XML	Immediately	ProcessingDone
IP-S-1-20240925-163210287.XML	Immediately	ProcessingDone
IP-S-1-20240925-170100494.XML	Immediately	ProcessingDone
IP-S-1-20240925-170425764.XML	Immediately	ProcessingDone
IP-S-1-20240925-174054720.XML	Immediately	ProcessingDone
IP-S-1-20240925-182541462.XML	Immediately	ProcessingDone
IP-S-1-20240925-182714596.XML	Immediately	ProcessingDone
IP-S-1-20240925-210148579.XML	Immediately	ProcessingDone
IP-S-1-20240925-231737277.XML	Immediately	ProcessingDone
IP-S-1-20240925-231749383.XML	Immediately	ProcessingDone
IP-S-1-20240925-243030444.XML	Immediately	ProcessingDone
IP-S-1-20240925-243031344.XML	Immediately	ProcessingDone
IP-S-1-20240925-243031516.XML	Immediately	ProcessingDone
IP-S-1-20240925-243031620.XML	Immediately	ProcessingDone
IP-S-1-20240925-243031784.XML	Immediately	ProcessingDone
IP-S-1-20240925-243031803.XML	Immediately	ProcessingDone
IP-S-1-20240925-243031833.XML	Immediately	ProcessingDone
IP-S-1-20240925-243031835.XML	Immediately	ProcessingDone
IP-S-1-20240925-243031837.XML	Immediately	ProcessingDone
IP-S-1-20240925-243031839.XML	Immediately	ProcessingDone
IP-S-1-20240925-243031841.XML	Immediately	ProcessingDone
IP-S-1-20240925-243031843.XML	Immediately	ProcessingDone
IP-S-1-20240925-243031845.XML	Immediately	ProcessingDone
IP-S-1-20240925-243031847.XML	Immediately	ProcessingDone
IP-S-1-20240925-243031849.XML	Immediately	ProcessingDone
IP-S-1-20240925-243031851.XML	Immediately	ProcessingDone
IP-S-1-20240925-243031853.XML	Immediately	ProcessingDone
IP-S-1-20240925-243031855.XML	Immediately	ProcessingDone
IP-S-1-20240925-243031857.XML	Immediately	ProcessingDone
IP-S-1-20240925-243031859.XML	Immediately	ProcessingDone
IP-S-1-20240925-243031861.XML	Immediately	ProcessingDone
IP-S-1-20240925-243031863.XML	Immediately	ProcessingDone
IP-S-1-20240925-243031865.XML	Immediately	ProcessingDone
IP-S-1-20240925-243031867.XML	Immediately	ProcessingDone
IP-S-1-20240925-243031869.XML	Immediately	ProcessingDone
IP-S-1-20240925-243031871.XML	Immediately	ProcessingDone
IP-S-1-20240925-243031873.XML	Immediately	ProcessingDone
IP-S-1-20240925-243031875.XML	Immediately	ProcessingDone
IP-S-1-20240925-243031877.XML	Immediately	ProcessingDone
IP-S-1-20240925-243031879.XML	Immediately	ProcessingDone
IP-S-1-20240925-243031881.XML	Immediately	ProcessingDone
IP-S-1-20240925-243031883.XML	Immediately	ProcessingDone
IP-S-1-20240925-243031885.XML	Immediately	ProcessingDone
IP-S-1-20240925-243031887.XML	Immediately	ProcessingDone
IP-S-1-20240925-243031889.XML	Immediately	ProcessingDone
IP-S-1-20240925-243031891.XML	Immediately	ProcessingDone
IP-S-1-20240925-243031893.XML	Immediately	ProcessingDone
IP-S-1-20240925-243031895.XML	Immediately	ProcessingDone
IP-S-1-20240925-243031897.XML	Immediately	ProcessingDone
IP-S-1-20240925-243031899.XML	Immediately	ProcessingDone

**Action Taken:** Issue solved by SAP SD team

### 4. Server shutdown -power source replacement

There is a scheduled power source replacement activity at Forum mall which is planned on September 25th night 11:30pm to 26th morning 7am. During this period, the power into Hyper will cut off. As discussed with mall Maintenance team they agreed to provide temporary power to hyper during this timing. As a precaution we have to shut down all our servers after EOD and it is intended to keep our servers shut until the activity is fully completed. **Ticket -51874**

- 5. Stamping completed of Avery Scales (C-Qtr.)**
- 6. Additional camera cable pulled.**
- 7. Additional 4 camera installed (3 pending).**

## **Governance report – September 2024**

(Lulu Mall, Bangalore)

- Introduction

This report offers a comprehensive overview of the governance activities within our IT support department over the past month

### **Task 1: Renovation work of UG and FF going on**



Cable laying work going on in UG Floor

All IT peripherals are made live temporarily during the renovation work

### **Task 2: QC Summary File**

Requested Cash Office team for Cancellation of Gift Card which was activated in abort receipt.

QC difference reported which was cleared uploading new summary file to EDI.

QC validation is now taking through helpdesk.



### **Task 3: Extra Counters for Freedom Sale**

Extra Counters (4 POS) installed in South Atrium during Onam Festival



### **Task 4: Quarterly Server Health Check Up completed**

Server PM and POS PM completed as per schedule

IT

### **Task 5: Staff Training**

Each Staffs are assigned with separate Task.

Ensuring that tasks are properly completed from staff side.

Weighing Scale Checking (Calibration, Head status) is done weekly on all Friday night after shop closing. Cleaning reports are being send without failure.

9201 & 9250 SEP 2024

# GOVERNANCE REPORT



# **JOBS HANDLING**

## **POS REALATED**

- **Vynamic trouble shooting.**
- **Hardware configuration (Hand scanner, Bud scanner, Cash drawer, Line display, Pos printer)**
- **Network testing & troubleshooting.**
- **Pine labs online machine troubleshooting.**
- **EOD execution**
- **Find the structure from LOG.**
- **Additional Counter installations**
- **Asset taking**

## USER REALATED

- Procurement Assistance
- OS installation
- Hardware troubleshooting
- Printer configuration
- Software installation
- Network testing & troubleshooting.
- Android PDT handling & support
- Excel handling
- Switches & Server monitoring, Debugging.
- Security handling controller execution
- CCTV camera & server troubleshooting
- Inventory management.
- Ticket handling
- Desktop & Laptop support

- IP phone configuration & troubleshooting
- Port debugging
- Biometric Punching device installation
- Punching transferring & user supporting
- Asset taking

## WEIGHING SCALE RELATED

- Label print creation assistance
- Head changing.
- Sensor replacement & troubleshooting
- Gear retrieve.
- Wi-Fi troubleshooting.
- Department assignation & item pushing
- Other hardware checking & troubleshooting
- Replacing bushes & clear up weight variation
- New Label Type Creation Support

## SAP REALATED

- Sale posting
- Article pushing
- B2B ID creation
- IGST ID creation
- ZRPLU clearance
- Stock handling.
- B2B error inspection
- Article issue maintenance
- Inventory reference creation & report generation.

## **POS MACHINE ISSUES**

- **CALLS:876**
- **ATTENDED:876**
- **SOLVED:876**
- **PENDING:0**

## **MAJOR ISSUES**

- **POS BUFFERING**
- **CASH DRAWER**
- **TRANSACTION DISPUTE ISSUE IN PINELAB**
- **PINE LABS MACHINE ISSUE**
- **LOYALTY POINTS ISSUE**
- **CAN'T REDEEM EXCHANGE VOUCHER WHILE B2B BILLING**
- **REWARD POINTS REDEEMING ISSUE**

# **COMPLAINTS & TICKET DETAILS**

## **SCALE ISSUES**

- **CALLS:198**
- **ATTENDED:198**
- **SOLVED:198**
- **PENDING:0**

## **MAJOR ISSUE**

- **SCALE HEAD COMPLAINT**
- **LABEL FEED ERROR**
- **POWER ADAPTER ISSUE**



# HELP DESK TICKET

- **TICKET RAISED : 57**
- **TICKET SOLVED : 32**
- **TICKET PENDING : 25**

## PO DETAILS

- **LULU/IT/COK/PO/19-2024**  
SIEMENS LTD(Access Card)
- **LULU/IT/COK/PO/20-2024**  
STALLION ONEBYTE PVT LTD(PRINT HEAD)
- **LULU/IT/COK/PO/21-2024**  
MEP ENGINEERING AND CONTRACTORS(Access Door)
- **LULU/IT/COK/PO/22-2024**  
DIGITON(SCALE PRINT HEAD)

# **MAJOR ADVANTAGES & CHALLENGES**

## **ADVANTAGES**

- **EFFECTIVE & ENTHUSIASTIC IT SUPPORT STAFF**
- **SERVER PM COMPLETED SUCCESSFULLY**

## **CHALLENGES**

- **POS BUFFERING**
- **ZDACR REPORT GENERATION ISSUE**
- **PENDING TRANSACTIONS IN THE NORMAL FOLDER CAUSED THE INVOICE PRINTING ISSUE**
- **PROXY SERVER DOWN**
- **B2B BILLING COMPLETION (MULTIPLE SALES ORDER GENERATION**
- **SHORTAGE OF INVOICE PRINTER**
- **SAP BI SALE DATA GENERATION ISSUE**