

# Important update for the reliability of the cash register

Through customer feedback, we became aware of a specific problem that could occur in versions between 14 December 2022 and 19 April 2023. We were able to fix the problem with a current version.

The problem affected cancellations and the output of document details from open item documents. However, the cause was that after deleting a contact (golfer data record), the table of posting transactions was no longer opened correctly and therefore the compilation of already posted documents was no longer reliable.

In other words, this problem could occur if you deleted a golfer while working at the till station (possibly because he turned out to be a duplicate during your work) and then continued cashing up without reopening the till. This is certainly a natural process, but it is also rare and was not recorded by our tests.

## Anomalies

The following problems could occur as a result:

1. In the case of a voucher cancellation, the individual items of the cancelled voucher were not correctly offset in the sales statistics (however, everything was fine in the cash register, the cash balance was always correct, the problem only affected the table of customer accounts and statistics).
2. The individual items of the open item voucher were missing in a settlement of open item vouchers, but the total amount was correct.
3. It is possible that payment vouchers were no longer correctly fiscalised from this point onwards.
4. The error message „Workarea not indexed“ with the additional information „ACCINVOICE 2518“ could occur during checkout.

## Immediate measures

These immediate measures are now important:

- Please do not delete any persons with versions until 19 April! Please make a note of the persons to be deleted and only carry out the deletion with a version from 20 April.
- If your company allows it, please download a new update from 20 April as quickly as possible!

## Solution

We can deal with the above problems as follows:

to 1: Please let us know if there are any differences between your sales statistics and the cash register. We have a correction routine for this case.

Regarding 2: No follow-up problems are to be expected here; if necessary, the corresponding

settlements can be repeated.

Re 3: We will document the process and keep the relevant documents ready so that we can explain the background in the event of a cash register audit. We assume that in practice these are only rare and clearly comprehensible cases.

Re 4: The report should no longer appear.

We are sorry that this problem was not noticed during our internal tests due to the unusual sequence that was necessary for the problem to occur. I think to a certain extent such errors are unavoidable, no matter how hard we try to avoid them. It is important to us to inform you openly and we are happy to answer any questions you may have!

We apologise for the inconvenience!