#### Message

From: Jenkins Gareth GI [gareth.jenkins@[]

Sent: 20/05/2013 15:58:53

To: Andrew Winn [andrew.winn@issert GRO GRO GRO

CC:

Subject: RE: East ham 194002

Attachments: image001.png; image002.png; image003.png; image004.png; image005.jpg; image006.png; image007.png;

image008.png; image009.png

#### Andy,

When requesting an ARQ, POL can ask for additional info. When that happens, the guys in Fujitsu processing the request often come to me asking if the request can be made. At that point I can then tell them if the info is in the raw logs and advise of any additional charges to pull that out as a 1-off. If this is the sort of thing you might want regularly, then the POL security team could raise a CR (Change Request) to enhance the info in the standard report to include an additional field (eg resp\_code).

Does that give you what you need?

### Regards

#### Gareth

Gareth Jenkins Distinguished Engineer **Business Applications Architect** Post Office Account

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Lovelace Road, Bracknell, Berkshire, RG12 8SN

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Please consider the environment - do you really need to print this email?

From: Andrew Winn [mailto:andrew.winn@

**GRO** 

Sent: 20 May 2013 16:20 To: Jenkins Gareth GI Cc: Robert N Atkinson

Subject: RE: East ham 194002

### Hi Gareth

We have found the field in Credence but the report only goes back 90 days so we can't access summary data it seems. I was hoping that if there was only the one transaction in the day I would have seen enough.

Do you know what route I should take to request the raw logs? Don't go hunting if you don't, I can start trawling here.

GRO
Andy
Cheers

From: Jenkins Gareth GI [mailto:Gareth.Jenkins@ GRO

**Sent:** 29 April 2013 09:53 **To:** Andrew Winn

Cc: Robert N Atkinson

Subject: RE: East ham 194002

Andy,

The field you want is Resp\_code.

This isn't in the standard ARQ extract, but is available in the raw logs. It is also passed to Credence (as RESPONSE\_CODE), but I don't know if it is visible in the Credence reports.

A value of 10 indicates that the MA has requested a Referral, which means the Branch phoning up for an Auth Code which they then key in. There is no way we can confirm if the bamk was phoned or a random value keyed in, but this would at least indicated that there was a Referral.

I have access to data up to 6 month old (which should have included resp\_code), but I see that we've just missed that timeframe.

If you can't get RESPONSE\_CODE from Credence, then you could request the raw logs (not part of the standard ARQ). If this is likely to be a common requirement, then amending the standard ARQ to include Resp\_code would be a simple change, but require a CR.

# Regards

### Gareth

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Please consider the environment - do you really need to print this email?

From: Andrew Winn [mailto:andrew.winn@

GRO

**Sent:** 29 April 2013 09:01 **To:** Jenkins Gareth GI

Cc: Robert N Atkinson Subject: East ham 194002

Hi Gareth

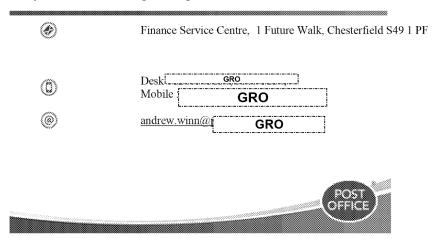
This is a scenario I have had before were we have issued a TC to a branch on a bureau card payment where our card processor state that no authorisation call was made (implying that the branch manually input an authorisation code that was not provided from the card processor) whereas the branch are adamant that authorisation was automatically provided.

We normally do not progress these but I'm being put under pressure to provide evidence on this one. This may be the type of enquiry we get from 2<sup>nd</sup> Sight anyway so thought I would raise an ARQ.

I can't see any more detail from what I got in Credence. Is there any way we can see the key strokes that would support a manual authorisation being input?

#### Cheers

## Andy Winn Relationship Manager



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