

Export

## Peak Incident Management System

Call Reference	PC0241242	Call Logger	Customer Call -- EDSC
Release	Reported In -- HNG-X 10.00	Top Ref	GY:I6809136
Call Type	Live Incidents/Defects	Priority	C -- Non-critical
Contact	EDSC	Call Status	Closed -- Advice after Investigation
Target Date	13/03/2015	Effort (Man Days)	0
Summary	2693232 horizon - error: not connecting to data center		
All References	Type	Value	
	SSCKEL	KEL surs1034R	
	MSC Task	043T0086258	
	TRIOLE for Service	A7701255	
	DevIntRel-Director	Live Supp.Test	
	OTI	GY:I6809136	

## Progress Narrative

Date:23-Feb-2015 18:39:50 User:\_Customer Call\_  
CALL PC0241242 opened  
Details entered are:-  
Summary:2693232 horizon - error: not connecting to data center  
Call Type:L  
Call Priority:C  
Target Release:HNG-X 10.00  
Routed to:EDSC - \_Unassigned\_

Date:23-Feb-2015 18:39:50 User:\_Customer Call\_

=====

INCIDENT MANAGEMENT  
Date/Time Raised: Feb 23 2015 6:15PM  
Priority: C  
Contact Name: PostOffice, Unknown  
Contact Phone: [REDACTED] GRO  
Originator: XXXXXX@TFS01  
Originator's reference: GY:I6809136  
Product Serial No:  
Product Site: 269323

=====

Transfer Note: \*\*\*\*Please can you investigate as in to why this office is unable to complete a recovery on node 4\*\*\*\*:

Mr. Khatker  
FAD: 2693232  
[REDACTED] GRO  
Location: Meanwood  
issue:  
- error: not connecting to data center  
- node 04  
- as per user he already spoke with NBSC  
- ref #: 822531  
steps:  
- did a hard reboot on the counter  
- still getting the same error  
- user id: GKH001  
- issue started today (02/24/15) at 4:30PM  
- keystrokes: login&gt;recovery screen&gt;error  
- TP: 12; BP: 01; SU: E1  
---

## Incident History:

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2015-02-23 18:15:37 [ POA-HDI]  
INIT : Create a new request/incident/problem/change/issue  
---

2015-02-23 18:15:38 [ POA-HDI]  
zneut\_en\_poa : Transfer Notification  
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2015-02-23 18:15:38 [ POA-HDI]  
zneun\_en\_poa : Open Notification  
---

2015-02-23 18:23:00 [ Millman, Emma ]  
HDIoutSTU : User ID : GKH001  
Time: 18:27  
Date: 23/02/2015  
Node: 4

PM has advised the following happens when he logs in to node 4.

A recovery message. appears advising a failure occurred during a previous session.

PM presses continue - Recovery details:

Cash withdrawal 00-269323-4-4536297-1  
PAN 633641\*\*\*\*\*0508  
Date/Time: 23/02/2015 10:46:21  
Stock unit: E1  
User: DSL001

PM advised they gave the customer £140, so PM presses yes.

Start recovery process, 'Horizon was processing a health lottery transaction when the system went down.'

This transaction will now be cancelled by the health lottery.

PM presses ok.

PM then receives the following message: 'Void not confirmed, recovery process was unsuccessful the cancel of the health lottery transaction cannot be confirmed. No further action is required.'

PM presses enter and it logs him out.

---  
2015-02-23 18:36:00 [ Millman, Emma ]

HDIoutSTU : I think SSC KEL surs1034R may apply to this issue, but not entirely sure as the recovery details say it was a cash withdrawal. The following message the PM gets when doing the recovery says it is a health lottery transaction - 'Horizon was processing a health lottery transaction when the system went down.'

---  
2015-02-23 18:39:28 [ Millman, Emma ]

zneut\_en\_poa : Transfer Notification

\*\*\*Please can you investigate as in to why this office is unable to complete a recovery on node 4\*\*\*\*\*

-----  
Date:24-Feb-2015 08:51:18 User:Sarah English

Product HNG-X Platforms -- Horixon Counter (CNH) (version unspecified) added.

-----  
Date:24-Feb-2015 08:51:42 User:Sarah English

Reference Added: SSCKEL surs1034R

-----  
Date:24-Feb-2015 08:52:03 User:Sarah English

-----  
PRESCAN

Comments:

KEL Reference: surs1034R may apply

Assigned User: Sudip Sur  
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-----  
Date:24-Feb-2015 08:52:28 User:Sarah English

The Call record has been assigned to the Team Member: Sudip Sur  
Progress was delivered to Consumer

-----  
Date:24-Feb-2015 09:52:51 User:\_Customer Call\_

From ATOSSDM12: 2015/02/24 09:51:04 GMT Log Comment Summary of Issue: Status Update - I6809136

Recommendation:

- User called in asked for the status update
- Called Mac Team, spoke Calvin. He informed its still under investigation
- User acknowledge and will call with an hour

-----  
Date:24-Feb-2015 10:40:46 User:Sudip Sur

[Start of Response]

This call is identical to another incident which is currently being investigated by development.

According to counter log, there were two transactions in the session 4-520273.

1. Health Lottery txn 00-269323-4-4536296 -1
2. Banking txn 00-269323-4-4536297 -1

The settlement failed due to poor communication with the data centre (Network issue) and user was logged out by the system.

When the user logged back in, the recovery kicked-in. But the recovery of the Health Lottery txn 00-269323-4-4536296 -1 failed. As the recovery failed, user was/in unable to login to Node:4.

I have asked POL (via ATOS) to authorise us to remove the Health Lottery txn 00-269323-4-4536296 -1 which is preventing successful recovery. It is not clear when (if) authorisation will arrive. Until then Node:4 will NOT be usable.

[End of Response]

Response code to call type L as Category 38 -- Pending -- Potential Problem Identified

Response was delivered to Consumer  
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Date:24-Feb-2015 12:32:05 User:\_Customer Call\_

From ATOSSDM12: 2015/02/24 12:28:47 GMT Log Comment User callback chased for update.

Informed user still waiting authorization to remove the health lottery transaction.

User informed she will callback one hour later chase for update

Date:24-Feb-2015 14:45:03 User:\_Customer Call\_

From ATOSSDM12: 2015/02/24 14:43:49 GMT Log\_Comment Contact name: Kam

Telephone Number:

FAD Code: 269323

Location: Meanwood

Summary of Issue: Status Update - I6809136

Recommendation:

- User callback chased for update.
- Informed user still waiting authorization to remove the health lottery transaction.
- User informed she will callback one hour later chase for update

Date:24-Feb-2015 17:21:00 User:\_Customer Call\_

From ATOSSDM12: 2015/02/24 17:18:00 GMT Log\_Comment Received a call from Kam, wants to know update regarding the incident.

Informed User that there is no further update and advised to call back later

User hang up.

Date:24-Feb-2015 19:21:24 User:\_Customer Call\_

From ATOSSDM12: 2015/02/24 19:19:30 GMT Log\_Comment - Received an update from Sandie

- attached update

Date:24-Feb-2015 19:21:55 User:\_Customer Call\_

From ATOSSDM12: ----Attachement A7711259 - I6809136 .msg ---

Update from Sandie Bothick

Date:24-Feb-2015 19:25:26 User:\_Customer Call\_

From ATOSSDM12: ----Attachement RE A7711259 - I6809136 .msg ---

Email from IM

Date:24-Feb-2015 19:27:57 User:\_Customer Call\_

From ATOSSDM12: ----Attachement RE A7711259 - I6809136 .msg ---

Email from IM

Date:24-Feb-2015 19:29:28 User:\_Customer Call\_

From ATOSSDM12: ----Attachement RE A7711259 - I6809136 .msg ---

Email from Sandie

Date:25-Feb-2015 10:30:04 User:\_Customer Call\_

From ATOSSDM12: 2015/02/25 10:25:15 GMT Log\_Comment -User called back to chased for update

-Called MAC team, informed an update

-Informed user still waiting for while a recovery performed on node 4.

Date:25-Feb-2015 13:20:53 User:\_Customer Call\_

From ATOSSDM12: 2015/02/25 13:17:23 GMT Log\_Comment - Post Mistress rung to chase the call

- Advised PM that the call is still currently being investigated by the development team

- PM wish to speak with a Manager

- PM stated that it's been 3 days now and they dont know where the money from the Health Lottery and Bank Tarnsaction went through

Date:25-Feb-2015 13:30:00 User:\_Customer Call\_

From ATOSSDM12: 2015/02/25 13:23:22 GMT Log\_Comment SUP NOTE

spoke with Mrs. Khatker

caller inquiring how to proceed with the transaction

she has an option to select yes or no

advised caller that for transaction inquiry needs to contact NBSC

advised caller will assist her with the chasing the resolution from the Fujitsu

asked permission to place the call on hold to contact MAC

called MAC spoke with Mary

clarified update on the incident

Mary advised that it was provided on the email thread

checked attached email - last email came from Sandie Bothick and confirming if authorization request had been made to POL

clarified who should be making this request as email is sent to IM and MAC and POSD is only cc

Mary advised that POSD should be the one sending the request to POL

went back to the caller but caller no longer on the line

called back twice at [GRO] but line was busy

advised agent to send email to POL for authorization request

Date:25-Feb-2015 13:30:02 User:\_Customer Call\_

From ATOSSDM12: ----Attachement LJ I6809136 A7701255 - Meanwood Branch - Unable to Connect to the Data Center.msg ---

Mail to [GRO]

Date:25-Feb-2015 13:33:04 User:\_Customer Call\_

From ATOSSDM12: 2015/02/25 13:31:39 GMT Log\_Comment - Supervisor's conversation with PM got cut-off

- Tried ringing the branch back however line is busy

- As per Supervisor's conversation with Mary from FJS MAC;  
POL authorization is needed for FJS to remove the  
Health Lottery txn 00-269323-4-4536296 -1  
- This Health Lottery TXN is preventing successful recovery of node 4  
- Counter on node 4 will not be useable until the said txn log is remove  
- Sent email to [REDACTED] requesting approval/authorization for FJS to remove the said Health Lottery txn log

Date: 25-Feb-2015 13:55:51 User: Customer Call  
From ATOSSDM12: 2015/02/25 13:44:33 GMT Log Comment Mrs. Khatker following up the ticket  
- Informed her that we sent an authorization request to the reference data team so that Fujitsu can start working on the issue.  
- Caller is a bit concerned since issue started Monday and it's already 3 days. She is asking if we could provide an ETA for the authorization.  
- told user that we do not have an ETA but once the authorization is received we will forward it to fujitsu as soon as possible, also we can contact her if she wants.  
- Caller said that she will call the helpdesk every hour or two, to get an update on the ticket.  
- also Mrs. Khatker is requesting for a follow up email to be sent, told user that we can update the ticket

Date: 26-Feb-2015 09:57:16 User: Customer Call  
From ATOSSDM12: ----Attachement RE I6809136 A7701255 - Meanwood Branch - Unable to Connect to the Data Center.msg ---  
Response from Reference Data team.

Date: 26-Feb-2015 10:16:52 User: Customer Call  
From ATOSSDM12: ----Attachement FW I6809136 A7701255 - Meanwood Branch - Unable to Connect to the Data Center.msg ---  
Forwarded to POL servicemanagement team.

Date: 26-Feb-2015 12:13:20 User: Customer Call  
From ATOSSDM12: 2015/02/26 12:11:07 GMT Log Comment - Dale called for update.  
- Told him that we are still waiting for POLSM reply to the email that was sent to them.

Date: 26-Feb-2015 13:25:36 User: Customer Call  
From ATOSSDM12: ----Attachement FW I6809136 A7701255 - Meanwood Branch - Unable to Connect to the Data Center from POLSM.msg ---  
Email from POLSM raising to Branch support team.

Date: 26-Feb-2015 13:53:29 User: Customer Call  
From ATOSSDM12: 2015/02/26 13:51:01 GMT Log Comment Received an email from POLSM raising the authorisation to Branch support team.

Date: 26-Feb-2015 17:27:47 User: Customer Call  
From ATOSSDM12: 2015/02/26 17:25:45 GMT Log Comment Name: Dale  
Contact: [REDACTED]  
FAD Code: 2693232  
Location: Meanwood  
Node: 04  
Summary: Status Call - I6809136 | A7701255  
Issue:  
- User is unable to login on Node 04 since 23/02/2015  
- User is calling for an update for his login issue  
- Advice user still awaiting response from the Branch Support team for authorisation

Date: 26-Feb-2015 17:57:21 User: Customer Call  
From ATOSSDM12: 2015/02/26 17:55:49 GMT Log Comment Name: Dale  
Contact: [REDACTED]  
FAD Code: 2693232  
Location: Meanwood  
Node: 04  
Summary: Status Call - I6809136 | A7701255  
Issue:  
- User called back again for update and is getting frustrated  
- Advice Dale that SD is unable to provision a timeframe for the fix  
- Advice Dale still awaiting response for authorisation to come thru  
- Advice Dale, once the issue is sorted. He will be contacted.  
- Apologies for the delay

Date: 27-Feb-2015 09:03:50 User: Customer Call  
From ATOSSDM12: 2015/02/27 09:01:44 GMT Log Comment User called to follow up the issue  
Advised that we are still waiting for an update as well and will contact him as soon as we got one  
User agreed but requesting for it to be resolved as soon as possible

Date: 27-Feb-2015 13:11:58 User: Customer Call  
From ATOSSDM12: 2015/02/27 13:10:39 GMT Log Comment Chased Branch support team.

Date: 27-Feb-2015 13:22:00 User: Customer Call  
From ATOSSDM12: 2015/02/27 13:20:31 GMT Log Comment Update from Branch Support team:  
Please see reply from Rebecca Barker sent 26/02.



Hi SM  
The process for this type of issue is that the authorisation for this is to be gained from the subpostmaster only.  
We cannot authorise  
Regards  
Rebecca

Date: 27-Feb-2015 13:23:31 User: Customer Call  
From ATOSSDM12: 2015/02/27 13:22:04 GMT Log\_Comment Requested Service Desk to help gain the authorization fro the sub postmaster.

Date: 27-Feb-2015 13:37:03 User: Customer Call  
From ATOSSDM12: 2015/02/27 13:36:11 GMT Status Status changed to -  
Mr. Khatker  
FAD: 2693232

GRO  
Location: Meanwood  
Issue:  
- error: not connecting to data center  
- node 04  
- as per user he alread spoke with NBSC  
- ref #: 822531  
Steps:  
- did a hard reboot on the counter  
- still getting the same error  
- user id: GKH001  
- issue started today (02/24/15) at 4:30PM  
- keystrokes: login< recovery screen< error  
- TP: 12; BP: 01; SU: E1  
\*\*\*\*\*

Nina- Notes:  
I6809136 - A7701255

Contact name: Dale  
Telephone Number: GRO  
FAD Code: 2693232  
Location: Meanwood  
Counter/s: 04  
Node Affected: 04

Solution:  
- called in regarding the black box where in you insert a floppy disk and has an intel inside sticker (base unit) under node 4  
- saying that it has flashing red light  
- Dale compared it with the other counters, and the others has flashing green  
- wanted an engineer visit to replace it, saying that this might be the reason why he can't use the counter  
- called MAC team and spoke to Calvin and informed him of what Dale has reported  
- was advised to change the ticket to a base unit replacement and is for an engineer visit tomorrow, no late than end of day  
- called Dale and informed him, Dale acknowledged

\*\*\*START\*\*\*MON0900TUE0900WED0900THU0900FRI0900SAT0900SUN0000BNK0000  
MON0000TUE0000WED0000THU0000FRI0000SAT0000SUN0000BNK0000  
MON0000TUE0000WED0000THU0000FRI0000SAT0000SUN0000BNK0000  
MON1730TUE1730WED1730THU1730FRI1730SAT1230SUN0000BNK0000\*\*\*END\*\*\*

Date: 27-Feb-2015 13:41:35 User: Customer Call  
From ATOSSDM12: 2015/02/27 13:39:29 GMT Status Status changed to -  
Mr. Khatker  
FAD: 2693232

GRO  
Location: Meanwood  
Issue:  
- error: not connecting to data center  
- node 04  
- as per user he alread spoke with NBSC  
- ref #: 822531  
Steps:  
- did a hard reboot on the counter  
- still getting the same error  
- user id: GKH001  
- issue started today (02/24/15) at 4:30PM  
- keystrokes: login< recovery screen< error  
- TP: 12; BP: 01; SU: E1  
\*\*\*\*\*

Nina- Notes:  
I6809136 - A7701255

Contact name: Dale  
Telephone Number: GRO  
FAD Code: 2693232  
Location: Meanwood  
Counter/s: 04  
Node Affected: 04

Description:  
- called in regarding the black box where in you insert a floppy disk and has an intel inside sticker (base unit) under node 4

-saying that it has flashing red light  
-Dale compared it with the other counters, and the others has flashing green  
-wanted an engineer visit to replace it, saying that this might be the reason why he can't use the counter  
-called MAC team and spoke to Calvin and informed him of what Dale has reported  
-was advised to change the ticket to a base unit replacement and is for an engineer visit tomorrow, no late than end of day  
-called Dale and informed him, Dale acknowledged

\*\*\*\*START\*\*\*\*MON0900TUE0900WED0900THU0900FRI0900SAT0900SUN0000BNK0000  
MON0000TUE0000WED0000THU0000FRI0000SAT0000SUN0000BNK0000  
MON0000TUE0000WED0000THU0000FRI0000SAT0000SUN0000BNK0000  
MON1730TUE1730WED1730THU1730FRI1730SAT1230SUN0000BNK0000\*\*\*\*END\*\*\*\*

Date:27-Feb-2015 13:43:36 User:\_Customer Call\_  
From ATOSSDM12: 2015/02/27 13:41:22 GMT Log\_Comment  
Contact name: Dale  
Telephone Number: **GRO**  
FAD Code: 2693232  
Location: Meanwood  
Counter/s: 04  
Node Affected: 04

Solution:  
-called in regarding the black box where in you insert a floppy disk and has an intel inside sticker (base unit) under node 4  
-saying that it has flashing red light  
-Dale compared it with the other counters, and the others has flashing green  
-wanted an engineer visit to replace it, saying that this might be the reason why he can't use the counter  
-called MAC team and spoke to Calvin and informed him of what Dale has reported  
-was advised to change the ticket to a base unit replacement and is for an engineer visit tomorrow, no late than end of day  
-called Dale and informed him, Dale acknowledged

\*\*\*\*\*  
ticket updated  
oriedged to fujitsu for a base unit replacement as advised by Calvin/MAC

Date:27-Feb-2015 14:01:05 User:Sudip Sur  
[Start of Response]  
Please note that the base unit swap will be a total waste of time and money.  
  
The problem is in transaction Recovery software which we are currently looking at.  
  
The work around is to delete this session from branch database which is causing this problem. But we need approval from Post Office in order to delete this session causing the problem.  
  
The authorisation request was sent via ATOS but so far no response has been received.  
  
Unless this session is deleted Node:4 will remain unusable.  
  
[End of Response]  
Response code to call type L as Category 38 -- Pending -- Potential Problem Identified  
Response was delivered to Consumer

Date:27-Feb-2015 14:31:32 User:Sudip Sur  
[Start of Response]  
Looking through the responses, I have just noticed that ATOS received a response (Date:2015-02-27 13:22:00) from Post Office Branch Support team and they are not willing to authorise to delete this session. They are suggesting Sub-postmaster should be authorisation. Unfortunately, this is a business issue and Post Office (POL) need to authorise this.

[End of Response]  
Response code to call type L as Category 38 -- Pending -- Potential Problem Identified  
Response was delivered to Consumer

Date:27-Feb-2015 15:21:29 User:\_Customer Call\_  
From ATOSSDM12: ----Attachement RE I6809136 A7701255 - Meanwood Branch - Unable to Connect to the Data Center.msg ---  
Email chase from IM

Date:27-Feb-2015 15:47:05 User:\_Customer Call\_  
From ATOSSDM12: ----Attachement RE I6809136 A7701255 - Meanwood Branch - Unable to Connect to the Data Center.msg ---  
Email from Branch Support Team &lt;**GRO**>

Date:27-Feb-2015 15:47:36 User:\_Customer Call\_  
From ATOSSDM12: 2015/02/27 15:45:37 GMT Enquiry Received an email from Branch support Team saying that the Subposmaster is the one who can authorize the removal of transaction

Date:27-Feb-2015 15:53:07 User:\_Customer Call\_  
From ATOSSDM12: 2015/02/27 15:51:32 GMT Log\_Comment Called Branch and spoke to KAM the sub-post master, but she was too busy Asked to call them back

Date:27-Feb-2015 15:57:09 User:\_Customer Call\_  
From ATOSSDM12: ----Attachement RE I6809136 A7701255 - Meanwood Branch - Unable to Connect to the Data Center.msg ---  
Email to and from IM

Date:27-Feb-2015 16:03:00 User:Sudip Sur  
[Start of Response]  
As I have said earlier; Formal authorisation need to arrive from POL.  
We are unable to delete txn session with PM's authorisation.  
  
A TFS call A7711259 has been raised for this:  
[End of Response]  
Response code to call type L as Category 38 -- Pending -- Potential Problem Identified  
Response was delivered to Consumer

Date:28-Feb-2015 13:01:21 User:\_Customer Call\_  
From ATOSSDM12: 2015/02/28 12:53:09 GMT Log\_Comment Contact name: Dale  
Telephone Number: [GRO]  
FAD Code: 2693232  
Location: Meanwood  
Summary of Issue:  
- I6809136 - A7701255  
- A7711259  
- Caller is expecting an Engineer from Fujitsu to fix the base unit as advised by NBSC  
- No open ticket for Engineer call  
- Called MAC for update  
- Needs authorization from PM to delete the txn session  
- Advised caller to provide the authorization via email  
- Asked them to send an email authorization to [GRO]  
- We need to forward the authorization to MAC for them to fix this  
- Once you POSD receives the email, please send to MAC and provide the reference numbers and ask them to provide an update to the caller

Date:28-Feb-2015 13:01:22 User:\_Customer Call\_  
From ATOSSDM12: 2015/02/28 12:59:37 GMT Enquiry Contact name: Dale  
Telephone Number: [GRO]  
FAD Code: 2693232  
Location: Meanwood  
Summary of Issue:  
- I6809136 - A7701255  
- A7711259  
- Caller is expecting an Engineer from Fujitsu to fix the base unit as advised by NBSC  
- No open ticket for Engineer call  
- Called MAC for update  
- Needs authorization from PM to delete the txn session  
- Advised caller to provide the authorization via email  
- Asked them to send an email authorization to [GRO]  
- We need to forward the authorization to MAC for them to fix this  
- Once you POSD receives the email, please send to MAC and provide the reference numbers and ask them to provide an update to the caller

Date:28-Feb-2015 13:53:30 User:\_Customer Call\_  
From ATOSSDM12: 2015/02/28 13:49:15 GMT Enquiry -Kam called in reporting that she already sent us an email regarding the authorization to delete session.  
-Told her that I will be forwading their email now to MAC team to investigate.  
-I checked the mailbox and Julius is now working on that.

Date:28-Feb-2015 14:04:31 User:\_Customer Call\_  
From ATOSSDM12: 2015/02/28 14:02:52 GMT Enquiry Authentication:  
Name: Martin - Area manager  
Contact #: [GRO]  
Branch: yes  
FAD/Path code: 2693232 Meanwood PO  
Issue:  
-user called for reference number I6809136  
-as per notes, needs authorization from PM to delete the txn session  
-user is dissatisfied and needs this escalated  
-user refused to have subpostmaster send an email and they just basically needs an engineer to assist on the site  
-checked email logs, seems subpostmaster doesn't have an email for her to send this to  
-called MAC team, spoke with Ross and relayed issue  
-while awaiting for resolution, received an email via POSD mailbox from the subpostmaster and will just forward it to MAC team  
-relayed caller the same

Date:28-Feb-2015 14:06:02 User:\_Customer Call\_  
From ATOSSDM12: ----Attachement RE I6809136 A7701255 - Meanwood Branch - Unable to Connect to the Data Center.msg ---  
email sent to MAC

Date:28-Feb-2015 15:41:12 User:\_Customer Call\_  
From ATOSSDM12: ----Attachement regarding call A7711259 I6809136.msg ---  
Update from MAC

Date:28-Feb-2015 15:42:43 User:\_Customer Call\_  
From ATOSSDM12: 2015/02/28 15:40:07 GMT Enquiry Email received from MAC providing update

Date:28-Feb-2015 16:17:16 User:\_Customer Call\_  
From ATOSSDM12: 2015/02/28 16:12:00 GMT Enquiry -Jess called in for I6809136, she is chasing for an update.  
-Told her that it's already been sent to our Software team, as per the latest update they advised us to get POL to authorize the Fujitsu to delete the session which we already have done and now awaiting for the response.  
-Jess understood.

Date:28-Feb-2015 16:21:51 User:\_Customer Call\_  
From ATOSSDM12: ----Attachement FW I6809136 A7701255 - Meanwood Branch - Authorization to delete session.msg ---  
Sent email to Branch Support; copied IM and Sandie Bothick

Date:28-Feb-2015 16:23:53 User:\_Customer Call\_  
From ATOSSDM12: 2015/02/28 16:20:49 GMT Log\_Comment Polly received email from MAC to get email authorization from POL; sent them the authorization from PM as required by Branch Support; Sent email to Branch Support copied IM and Sandie Bothick seeking assistance on how to proceed with a resolution (email attached)

Date:28-Feb-2015 16:53:28 User:\_Customer Call\_  
From ATOSSDM12: 2015/02/28 16:51:01 GMT Log\_Comment PM called in and is asking on how they should proceed. Told caller that Fujitsu needs authorization to move forward and we already sent an email to branch Support and IM to know which authorization is needed.

Date:02-Mar-2015 08:53:22 User:\_Customer Call\_  
From ATOSSDM12: ----Attachement RE I6809136 A7701255 - Meanwood Branch - Unable to Connect to the Data Center - RC.msg ---  
Email from MAC

Date:02-Mar-2015 08:54:23 User:\_Customer Call\_  
From ATOSSDM12: 2015/03/02 08:52:17 GMT Log\_Comment - received an email from MAC.  
- sent an email to Nick Khatker requesting for the information needed by MAC.

Date:02-Mar-2015 09:20:05 User:\_Customer Call\_  
From ATOSSDM12: 2015/03/02 09:17:11 GMT Log\_Comment Bill called in to chase for a resolution. informed the user that an email was sent to the PM (Nick Khatker) requesting for the Session ID number to be identified.

Date:02-Mar-2015 09:20:42 User:Sudip Sur  
Target Date/Time updated: new value is 16/03/2015 18:39  
[Start of Response]  
Increasing the forecast date as we are still waiting for POL authorisation.  
[End of Response]  
Response code to call type L as Category 38 -- Pending -- Potential Problem Identified  
Response was delivered to Consumer

Date:02-Mar-2015 09:26:08 User:Sudip Sur  
[Start of Response]  
I have already supplied the sessionId and transactionId earlier in this call.  
Please advise ATOS that we need formal POL authorisation and NOT sub-postmasters authorisation. We can not accept Sub-postmaster's authorisation to delete txn session.  
A separate TFS call A7711259 has also been raised for ATOS for this.  
[End of Response]  
Response code to call type L as Category 38 -- Pending -- Potential Problem Identified  
Response was delivered to Consumer

Date:02-Mar-2015 12:33:29 User:\_Customer Call\_  
From ATOSSDM12: 2015/03/02 12:30:36 GMT Log\_Comment Dale called in asking for an update  
Checked email and have seen a confirmation from the Subpostmaster  
Although MAC needed confirmation from POL themselves not from sub post master  
Already checked with service management/reference data and branch support but as they have stated this needs to be authorized by the sub post master  
forwarded authentication to MAC team

Date:02-Mar-2015 12:33:59 User:\_Customer Call\_  
From ATOSSDM12: ----Attachement FW I6809136A7701255 authorisation to delete session.msg ---  
Email to MAC forwarding Authentication

Date:02-Mar-2015 17:51:17 User:\_Customer Call\_  
From ATOSSDM12: 2015/03/02 17:49:34 GMT Log\_Comment From: Brearley, Sharon  
Sent: Monday, March 02, 2015 11:16 PM  
To: Rebecca Barker; ITSupplierManagement  
Cc: Post Office Service Desk; POLServiceManagement ; Brahmhatt, Rina; Branch Support Team; IT-Solutions R SMC PostOffice Incident Management; Thomas, Ian  
Subject: RE: I6809136 / A7701255 - Meanwood Branch - Unable to Connect to the Data Center



Hi Rebecca

I have referred this matter to our Operations Security Manager to raise with POL Security as I have not seen any documented process to support this and I'm not comfortable Atos Desk taking instruction from a branch to remove transactions as I'm unsure we are authorised to do this ? for example how would we even validate who the PM is. With all the issues relating to Second Sight, I just want to make sure we have an agreed process that POL Security have agreed to. In the meantime, if this is an existing process, can you provide me with a copy please.

Many thanks, Sharon

Sharon Brearley

Service Manager ? Post Office

M. **GRO**

**GRO**

Longfields Court

Middleswoods Way

Wharnccliffe Business Park

Carlton

Barnsley, S71 3GN

www.atos.net

From: Branch Support Team

**GRO**

Sent: Friday, February 27, 2015 1:18 PM

To: IT-Solutions R SMC PostOffice Incident Management; Branch Support Team

Cc: Post Office Service Desk; ITSupplierManagement; POLServiceManagement ; Brahmhatt, Rina; Brearley, Sharon; Rebecca Barker

Subject: RE: I6809136 / A7701255 - Meanwood Branch - Unable to Connect to the Data Center

All,

Please see reply from Rebecca Barker sent 26/02.

Hi SM

The process for this type of issue is that the authorisation for this is to be gained from the subpostmaster only.

We cannot authorise

Regards

Rebecca

Date:02-Mar-2015 21:58:36 User:\_Customer Call\_

From ATOSSDM12: ----Attachement RE I6809136 A7701255 - Meanwood Branch - Unable to Connect to the Data Center.msg ---

Email from Rebecca

Date:02-Mar-2015 22:17:08 User:\_Customer Call\_

From ATOSSDM12: ----Attachement RE I6809136 A7701255 - Meanwood Branch - Unable to Connect to the Data Center.msg ---

Email from Rebecca

Date:02-Mar-2015 23:51:49 User:\_Customer Call\_

From ATOSSDM12: ----Attachement RE I6809136 A7701255 - Meanwood Branch - Unable to Connect to the Data Center.msg ---

Email from Ian

Date:03-Mar-2015 08:46:53 User:Sudip Sur

[Start of Response]

I am returning this call back as POL have not formally authorise to remove this session.

[End of Response]

Response code to call type L as Category 68 -- Final -- Administrative Response

Routing to Call Logger following Final Progress update.

Service Response was delivered to Consumer

Date:03-Mar-2015 08:46:53 User:Sudip Sur

CALL PC0241242 closed: Category 68 Type L

Date:03-Mar-2015 08:46:53 User:Sudip Sur

Defect cause updated to 42 -- Gen - Outside Program Control

Date:03-Mar-2015 08:48:05 User:\_Customer Call\_

Call Reference:A7701255 Withdrawn by Consumer

Transfer Group from 'POA-FJ-PEAK' to 'POA-FJ-Service Desk'

Date:04-Mar-2015 15:11:44 User:\_Customer Call\_

CALL PC0241242 reopened by \_Customer Call\_

Date:04-Mar-2015 15:11:44 User:\_Customer Call\_

Transfer Note: Transfer Group from 'POA-FJ-ATOS' to 'POA-FJ-PEAK'

:

Mr. Khatker

FAD: 2693232

**GRO**

Location: Meanwood

Issue:

- error: not connecting to data center

- node 04  
- as per user he already spoke with NBSC  
- ref #: 822531  
steps:  
- did a hard reboot on the counter  
- still getting the same error  
- user id: GKH001  
- issue started today (02/24/15) at 4:30PM  
- keystrokes: login<tab>recovery screen<tab>error  
- TP: 12; BP: 01; SU: E1  
---

## Incident History:

2015-02-23 18:15:37 [ POA-HDI]  
INIT : Create a new request/incident/problem/change/issue  
---

2015-02-23 18:15:38 [ POA-HDI]  
zneut\_en\_poa : Transfer Notification  
---

2015-02-23 18:15:38 [ POA-HDI]  
zneun\_en\_poa : Open Notification  
---

2015-02-23 18:23:00 [ Millman, Emma ]  
HDIoutSTU : User ID : GKH001  
Time: 18:27  
Date: 23/02/2015  
Node: 4

PM has advised the following happens when he logs in to node 4.

A recovery message. appears advising a failure occurred during a previous session.

PM presses continue - Recovery details:

Cash withdrawal 00-269323-4-4536297-1  
PAN 633641\*\*\*\*\*0508  
Date/Time: 23/02/2015 10:46:21  
Stock unit: E1  
User: DSL001

PM advised they gave the customer £140, so PM presses yes.

Start recovery process, 'Horizon was processing a health lottery transaction when the system went down.'

This transaction will now be cancelled by the health lottery.

PM presses ok.

PM then receives the following message: 'Void not confirmed, recovery process was unsuccessful the cancel of the health lottery transaction cannot be confirmed. No further action is required.'

PM presses enter and it logs him out.  
---

2015-02-23 18:36:00 [ Millman, Emma ]  
HDIoutSTU : I think SSC KEL surs1034R may apply to this issue, but not entirely sure as the recovery details say it was a cash withdrawal. The following message the PM gets when doing the recovery says it is a health lottery transaction - 'Horizon was processing a health lottery transaction when the system went down.'

2015-02-23 18:39:28 [ Millman, Emma ]  
zneut\_en\_poa : Transfer Notification  
---

2015-02-23 18:40:12 [ TFS Connector]  
HDIinACK : Provider Ref: PC0241242  
---

2015-02-24 08:52:15 [ TFS Connector]  
HDIoutSTU : From PINICL: Update by Sarah English:Reference Added: SSCKEL surs1034R  
---

2015-02-24 08:52:47 [ TFS Connector]  
HDIoutSTU : From PINICL: Update by Sarah English:Call routed to Team:EDSC Member:Sudip Sur  
---

2015-02-24 09:51:55 [ POA-HDI]  
HDIoutADD : From ATOSSDM12: 2015/02/24 09:51:04 GMT Log\_Comment Summary of Issue: Status Update - I6809136  
Recommendation:

- User called in asked for the status update  
- Called Mac Team, spoke Calvin. He informed its still under investigation  
- User acknowledge and will call with an hour  
---

2015-02-24 10:41:02 [ TFS Connector]  
HDIoutSTU : From PINICL: Update by Sudip Sur:Category 38 -- Pending -- Potential Problem Identified:This call is identical to another incident which is currently being investigated by development.

According to counter log, there were two transactions in the session 4-520273.

1. Health Lottery txn 00-269323-4-4536296 -1
2. Banking txn 00-269323-4-4536297 -1

The settlement failed due to poor communication with the data centre (Network issue) and user was logged out by the system.

When the user logged back in, the recovery kicked-in. But the recovery of the Health Lottery txn 00-269323-4-4536296 -1 failed. As the recovery failed, user was/in unable to logon to Node:4.

I have asked POL (via ATOS) to authorise us to remove the Health Lottery txn 00-269323-4-4536296 -1 which is preventing successful recovery. It is not clear when (if) authorisation will arrive. Until then Node:4 will NOT be usable.

---

2015-02-24 12:31:49 [ POA-HDI]  
HDIoutADD : From ATOSSDM12: 2015/02/24 12:28:47 GMT Log\_Comment User callback chased for update.  
Informed user still waiting authorization to remove the health lottery transaction.  
User informed she will callback one hour later chase for update

---

2015-02-24 14:44:37 [ POA-HDI]  
HDIoutADD : From ATOSSDM12: 2015/02/24 14:43:49 GMT Log\_Comment Contact name: Kam  
Telephone Number:  
FAD Code: 269323  
Location: Meanwood  
Summary of Issue: Status Update - I6809136  
Recommendation:  
- User callback chased for update.  
- Informed user still waiting authorization to remove the health lottery transaction.  
- User informed she will callback one hour later chase for update

---

2015-02-24 17:20:10 [ POA-HDI]  
HDIoutADD : From ATOSSDM12: 2015/02/24 17:18:00 GMT Log\_Comment Received a call from Kam, wants to know update regarding the incident.  
Informed User that there is no further update and advised to call back later  
User hang up.

---

2015-02-24 19:20:43 [ POA-HDI]  
HDIoutADD : From ATOSSDM12: 2015/02/24 19:19:30 GMT Log\_Comment - Received an update from Sandie  
- attached update

---

2015-02-24 19:21:14 [ POA-HDI]  
HDIoutADD : From ATOSSDM12: ----Attachement A7711259 - I6809136 .msg ---  
Update from Sandie Bothick

---

2015-02-24 19:25:05 [ POA-HDI]  
HDIoutADD : From ATOSSDM12: ----Attachement RE A7711259 - I6809136 .msg ---  
Email from IM

---

2015-02-24 19:27:25 [ POA-HDI]  
HDIoutADD : From ATOSSDM12: ----Attachement RE A7711259 - I6809136 .msg ---  
Email from IM

---

2015-02-24 19:29:03 [ POA-HDI]  
HDIoutADD : From ATOSSDM12: ----Attachement RE A7711259 - I6809136 .msg ---  
Email from Sandie

---

2015-02-25 10:29:33 [ POA-HDI]  
HDIoutADD : From ATOSSDM12: 2015/02/25 10:25:15 GMT Log\_Comment -User called back to chased for update  
-Called MAC team, informed an update  
-Informed user still waiting for while a recovery performed on node 4.

---

2015-02-25 13:20:16 [ POA-HDI]  
HDIoutADD : From ATOSSDM12: 2015/02/25 13:17:23 GMT Log\_Comment - Post Mistress rung to chase the call  
- Advised PM that the call is still currently being investigated by the development team  
- PM wish to speak with a Manager  
- PM stated that it's been 3 days now and they dont know where the money from the Health Lottery and Bank Tarnsaction went through

---

2015-02-25 13:29:12 [ POA-HDI]  
HDIoutADD : From ATOSSDM12: 2015/02/25 13:23:22 GMT Log\_Comment SUP NOTE  
spoke with Mrs. Khatker  
caller inquiring how to proceed with the transaction  
she has an option to select yes or no  
advised caller that for transaction inquiry needs to contact NBSC  
advised caller will assist her with the chasing the resolution from the Fujitsu  
asked permission to place the call on hold to contact MAC  
called MAC spoke with Mary  
clarified update on the incident  
Mary advised that it was provided on the email thread  
checked attached email - last email came from Sandie Bothick and confirming if authorization request had been made to POL  
clarified who should be making this request as email is sent to IM and MAC and POSD is only cc  
Mary advised that POSD should be the one sending the request to POL  
went back to the caller but caller no longer on the line  
called back twice at [GRO] but line was busy  
advised agent to send email to POL for authorization request

---

2015-02-25 13:29:14 [ POA-HDI]  
HDIoutADD : From ATOSSDM12: -  
---Attachement LJ I6809136 A7701255 - Meanwood Branch - Unable to Connect to the Data Center.msg ---  
Mail to [GRO]

---

2015-02-25 13:32:23 [ POA-HDI]  
HDIoutADD : From ATOSSDM12: 2015/02/25 13:31:39 GMT Log\_Comment - Supervisor's conversation with PM got cut-off  
- Tried ringing the branch back however line is busy  
- As per Supervisor's conversation with Mary from FJS MAC;

POL authorization is needed for FJS to remove the Health Lottery txn 00-269323-4-4536296 -1

- This Health Lottery TXN is preventing successful recovery of node 4
- Counter on node 4 will not be useable until the said txn log is remove
- Sent email to [REDACTED] requesting approval/authorization for FJS to remove the said Health Lottery txn log

---

2015-02-25 13:55:13 [ POA-HDI]  
HDIoutADD : From ATOSSDM12: 2015/02/25 13:44:33 GMT Log\_Comment Mrs. Khatker following up the ticket

-Informed her that we sent an authorization request to the reference data team so that Fujitsu can start working on the issue. Caller is a bit concerned since issue started Monday and it's already 3 days. She is asking if we could provide an ETA for the authorization.

- told user that we do not have an ETA but once the authorization is received we will forward it to fujitsu as soon as possible, also we can contact her if she wants.
- Caller said that she will call the helpdesk every hour or two, to get an update on the ticket.
- also Mrs. Khatker is requesting for a follow up email to be sent, told user that we can update the ticket

---

2015-02-26 09:56:45 [ POA-HDI]  
HDIoutADD : From ATOSSDM12: ----Attachement RE I6809136 A7701255 - Meanwood Branch - Unable to Connect to the Data Center.msg ---  
Response from Reference Data team.

---

2015-02-26 10:16:14 [ POA-HDI]  
HDIoutADD : From ATOSSDM12: ----Attachement FW I6809136 A7701255 - Meanwood Branch - Unable to Connect to the Data Center.msg ---  
Forwarded to POL servicemanagement team.

---

2015-02-26 12:13:12 [ POA-HDI]  
HDIoutADD : From ATOSSDM12: 2015/02/26 12:11:07 GMT Log\_Comment - Dale called for update.

- Told him that we are still waiting for POLSM reply to the email that was sent to them.

---

2015-02-26 13:24:53 [ POA-HDI]  
HDIoutADD : From ATOSSDM12: ----Attachement FW I6809136 A7701255 - Meanwood Branch - Unable to Connect to the Data Center from POLSM.msg ---  
Email from POLSM raising to Branch support team.

---

2015-02-26 13:52:32 [ POA-HDI]  
HDIoutADD : From ATOSSDM12: 2015/02/26 13:51:01 GMT Log\_Comment Received an email from POLSM raising the authorisation to Branch support team.

---

2015-02-26 17:26:56 [ POA-HDI]  
HDIoutADD : From ATOSSDM12: 2015/02/26 17:25:45 GMT Log\_Comment Name: Dale  
Contact: [REDACTED] GRO  
FAD Code: 2693232  
Location: Meanwood  
Node: 04  
Summary: Status Call - I6809136 | A7701255  
Issue:  

- User is unable to login on Node 04 since 23/02/2015
- User is calling for an update for his login issue
- Advice user still awaiting response form the Branch Support team for authorisation

---

2015-02-26 17:56:48 [ POA-HDI]  
HDIoutADD : From ATOSSDM12: 2015/02/26 17:55:49 GMT Log\_Comment Name: Dale  
Contact: [REDACTED] GRO  
FAD Code: 2693232  
Location: Meanwood  
Node: 04  
Summary: Status Call - I6809136 | A7701255  
Issue:  

- User called back again for update and is getting frustrated
- Advice Dale that SD is unable to provision a timeframe for the Fix
- Advice Dale still awaiting response for authorisation to come thru
- Advice Dale, once the issue is sorted. He will be contacted.
- Apologies for the delay

---

2015-02-27 09:03:24 [ POA-HDI]  
HDIoutADD : From ATOSSDM12: 2015/02/27 09:01:44 GMT Log\_Comment User called to follow up the issue  
Advised that we are still waiting for an update as well and will contact him as soon as we got one  
User agreed but requesting for it to be resolved as soon as possible

---

2015-02-27 13:11:23 [ POA-HDI]  
HDIoutADD : From ATOSSDM12: 2015/02/27 13:10:39 GMT Log\_Comment Chased Branch support team.

---

2015-02-27 13:21:43 [ POA-HDI]  
HDIoutADD : From ATOSSDM12: 2015/02/27 13:20:31 GMT Log\_Comment Update from Branch Support team:  
Please see reply from Rebecca Barker sent 26/02.

Hi SM  
The process for this type of issue is that the authorisation for this is to be gained from the subpostmaster only.  
We cannot authorise  
Regards  
Rebecca

---

2015-02-27 13:23:18 [ POA-HDI]  
HDIoutADD : From ATOSSDM12: 2015/02/27 13:22:04 GMT Log\_Comment Requested Service Desk to help gain the authorization fro the sub postmaster.

---

2015-02-27 13:36:55 [ POA-HDI]  
HDIoutADD : From ATOSSDM12: 2015/02/27 13:36:11 GMT Status Status changed to -



Mr. Khatker  
FAD: 2693232

GRO

Location: Meanwood

issue:

- error: not connecting to data center
- node 04
- as per user he already spoke with NBSC
- ref #: 822531

steps:

- did a hard reboot on the counter
- still getting the same error
- user id: GKH001
- issue started today (02/24/15) at 4:30PM
- keystrokes: login>recovery screen>error
- TP: 12; BP: 01; SU: E1

\*\*\*\*\*

Nina- Notes:

I6809136 - A7701255

Contact name: Dale

Telephone Number: GRO

FAD Code: 2693232

Location: Meanwood

Counter/s: 04

Node Affected: 04

Solution:

- called in regarding the black box where in you insert a floppy disk and has an intel inside sticker (base unit) under node 4
- saying that it has flashing red light
- Dale compared it with the other counters, and the others has flashing green
- wanted an engineer visit to replace it, saying that this might be the reason why he can't use the counter
- called MAC team and spoke to Calvin and informed him of what Dale has reported
- was advised to change the ticket to a base unit replacement and is for an engineer visit tomorrow, no later than end of day
- called Dale and informed him, Dale acknowledged

\*\*\*START\*\*\*MON0900TUE0900WED0900THU0900FRI0900SAT0900SUN0000BNK0000

MON0000TUE0000WED0000THU0000FRI0000SAT0000SUN0000BNK0000

MON0000TUE0000WED0000THU0000FRI0000SAT0000SUN0000BNK0000

MON1730TUE1730WED1730THU1730FRI1730SAT1230SUN0000BNK0000\*\*\*END\*\*\*

---

2015-02-27 13:40:32 [ POA-HDI]

HDIOutADD : From ATOSSDM12: 2015/02/27 13:39:29 GMT Status Status changed to -

Mr. Khatker

FAD: 2693232

GRO

Location: Meanwood

issue:

- error: not connecting to data center
- node 04
- as per user he already spoke with NBSC
- ref #: 822531

steps:

- did a hard reboot on the counter
- still getting the same error
- user id: GKH001
- issue started today (02/24/15) at 4:30PM
- keystrokes: login>recovery screen>error
- TP: 12; BP: 01; SU: E1

\*\*\*\*\*

Nina- Notes:

I6809136 - A7701255

Contact name: Dale

Telephone Number: GRO

FAD Code: 2693232

Location: Meanwood

Counter/s: 04

Node Affected: 04

Description:

- called in regarding the black box where in you insert a floppy disk and has an intel inside sticker (base unit) under node 4
- saying that it has flashing red light
- Dale compared it with the other counters, and the others has flashing green
- wanted an engineer visit to replace it, saying that this might be the reason why he can't use the counter
- called MAC team and spoke to Calvin and informed him of what Dale has reported
- was advised to change the ticket to a base unit replacement and is for an engineer visit tomorrow, no later than end of day
- called Dale and informed him, Dale acknowledged

\*\*\*START\*\*\*MON0900TUE0900WED0900THU0900FRI0900SAT0900SUN0000BNK0000

MON0000TUE0000WED0000THU0000FRI0000SAT0000SUN0000BNK0000

MON0000TUE0000WED0000THU0000FRI0000SAT0000SUN0000BNK0000

MON1730TUE1730WED1730THU1730FRI1730SAT1230SUN0000BNK0000\*\*\*END\*\*\*

---

2015-02-27 13:42:37 [ POA-HDI]

HDIOutADD : From ATOSSDM12: 2015/02/27 13:41:22 GMT Log\_Comment

Contact name: Dale

Telephone Number: **GRO**  
FAD Code: 2693232  
Location: Meanwood  
Counter/s: 04  
Node Affected: 04

**Solution:**

-called in regarding the black box where in you insert a floppy disk and has an intel inside sticker (base unit) under node 4  
-saying that it has flashing red light  
-Dale compared it with the other counters, and the others has flashing green  
-wanted an engineer visit to replace it, saying that this might be the reason why he can't use the counter  
-called MAC team and spoke to Calvin and informed him of what Dale has reported  
-was advised to change the ticket to a base unit replacement and is for an engineer visit tomorrow, no later than end of day  
-called Dale and informed him, Dale acknowledged

\*\*\*\*\*

ticket updated  
prioritised to Fujitsu for a base unit replacement as advised by Calvin/MAC  
---

2015-02-27 14:01:24 [ TFS Connector]

HDIoutSTU : From PINICL: Update by Sudip Sur:Category 38 -- Pending -- Potential Problem Identified:Please note that the base unit swap will be a total waste of time and money.

The problem is in transaction Recovery software which we are currently looking at.

The work around is to delete this session from branch database which is causing this problem. But we need approval from Post Office in order to delete this session causing the problem.

The authorisation request was sent via ATOS but so far no response has been received.

Unless this session is deleted Node:4 will remain unusable.

---  
2015-02-27 14:32:00 [ TFS Connector]  
HDIoutSTU : From PINICL: Update by Sudip Sur:Category 38 -- Pending -- Potential Problem Identified:Looking through the responses, I have just noticed that ATOS received a response (Date:2015-02-27 13:22:00) from Post Office Branch Support team and they are not willing to authorise to delete this session. They are suggesting Sub-postmaster should be authorised. Unfortunately, this is a business issue and Post Office (POL) need to authorise this.

2015-02-27 15:20:55 [ POA-HDI]

HDIoutADD : From ATOSSDM12: ----Attachement RE I6809136 A7701255 - Meanwood Branch - Unable to Connect to the Data Center.msg ---  
Email chase from IM

2015-02-27 15:46:31 [ POA-HDI]

HDIoutADD : From ATOSSDM12: ----Attachement RE I6809136 A7701255 - Meanwood Branch - Unable to Connect to the Data Center.msg ---  
Email from Branch Support Team: **GRO**

2015-02-27 15:47:04 [ POA-HDI]

HDIoutADD : From ATOSSDM12: 2015/02/27 15:45:37 GMT Enquiry Received an email from Branch support Team saying that the Subpostmaster is the one who can authorize the removal of transaction

2015-02-27 15:52:28 [ POA-HDI]

HDIoutADD : From ATOSSDM12: 2015/02/27 15:51:32 GMT Log\_Comment Called Branch and spoke to KAM the sub-post master, but she was too busy  
Asked to call them back

2015-02-27 15:56:34 [ POA-HDI]

HDIoutADD : From ATOSSDM12: ----Attachement RE I6809136 A7701255 - Meanwood Branch - Unable to Connect to the Data Center.msg ---  
Email to and from IM

2015-02-27 16:03:19 [ TFS Connector]

HDIoutSTU : From PINICL: Update by Sudip Sur:Category 38 -- Pending -- Potential Problem Identified:As I have said earlier; Formal authorisation need to arrive from POL.  
We are unable to delete txn session with PM's authorisation.

A TFS call A7711259 has been raised for this:

2015-02-28 13:00:58 [ POA-HDI]

HDIoutADD : From ATOSSDM12: 2015/02/28 12:53:09 GMT Log\_Comment Contact name: Dale

Telephone Number: **GRO**

FAD Code: 2693232

Location: Meanwood

Summary of Issue:

- I6809136 - A7701255

- A7711259

- Caller is expecting an Engineer from Fujitsu to fix the base unit as advised by NBSC

- No open ticket for Engineer call

- Called MAC for update

- Needs authorization from PM to delete the txn session

- Advised caller to provide the authorization via email

- Asked them to send an email authorization to **GRO**

- We need to forward the authorization to MAC for them to fix this

- Once you POSD receives the email, please send to MAC and provide the reference numbers and ask them to provide an update to the caller

2015-02-28 13:00:59 [ POA-HDI]

HDIoutADD : From ATOSSDM12: 2015/02/28 12:59:37 GMT Enquiry Contact name: Dale

Telephone Number: **GRO**

FAD Code: 2693232

Location: Meanwood

Summary of Issue:

- I6809136 - A7701255  
- A7711259  
- Caller is expecting an Engineer from Fujitsu to fix the base unit as advised by NBSC  
- No open ticket for Engineer call  
- Called MAC for update  
- Needs authorization from PM to delete the txn session  
- Advised caller to provide the authorization via email  
- Asked them to send an email authorization to [REDACTED] GRO  
- We need to forward the authorization to MAC for them to fix this  
- Once you POSD receives the email, please send to MAC and provide the reference numbers and ask them to provide an update to the caller

2015-02-28 13:53:16 [ POA-HDI]

HDIoutADD : From ATOSSDM12: 2015/02/28 13:49:15 GMT Enquiry -Kam called in reporting that she already sent us an email regarding the authorization to delete session.

-Told her that I will be forwarding their email now to MAC team to investigate.  
-I checked the mailbox and Julius is now working on that.

2015-02-28 14:03:39 [ POA-HDI]

HDIoutADD : From ATOSSDM12: 2015/02/28 14:02:52 GMT Enquiry Authentication:

Name: Martin - Area manager

Contact #: [REDACTED] GRO

Branch: yes

FAD/Path code: 2693232 Meanwood PO

Issue:

-user called for reference number I6809136  
-as per notes, needs authorization from PM to delete the txn session  
-user is dissatisfied and needs this escalated  
-user refused to have subpostmaster send an email and they just basically needs an engineer to assist on the site  
-checked email logs, seems subpostmaster doesn't have an email for her to send this to  
-called MAC team, spoke with Ross and relayed issue  
-while awaiting for resolution, received an email via POSD mailbox from the subpostmaster and will just forward it to MAC team  
-relayed caller the same

2015-02-28 14:05:14 [ POA-HDI]

HDIoutADD : From ATOSSDM12: ----Attachement RE I6809136 A7701255 - Meanwood Branch - Unable to Connect to the Data Center.msg --- email sent to MAC

2015-02-28 15:40:41 [ POA-HDI]

HDIoutADD : From ATOSSDM12: ----Attachement regarding call A7711259 I6809136.msg --- Update from MAC

2015-02-28 15:42:15 [ POA-HDI]

HDIoutADD : From ATOSSDM12: 2015/02/28 15:40:07 GMT Enquiry Email received from MAC providing update

2015-02-28 16:16:31 [ POA-HDI]

HDIoutADD : From ATOSSDM12: 2015/02/28 16:12:00 GMT Enquiry -Jess called in for I6809136, she is chasing for an update.  
-Told her that it's already been sent to our Software team, as per the latest update they advised us to get POL to authorize the Fujitsu to delete the session which we already have done and now awaiting for the response.  
-Jess understood.

2015-02-28 16:21:06 [ POA-HDI]

HDIoutADD : From ATOSSDM12: ----Attachement FW I6809136 A7701255 - Meanwood Branch - Authorization to delete session.msg --- Sent email to Branch Support; copied IM and Sandie Bothick

2015-02-28 16:23:08 [ POA-HDI]

HDIoutADD : From ATOSSDM12: 2015/02/28 16:20:49 GMT Log Comment Polly received email from MAC to get email authorization from POL; sent them the authorization from PM as required by Branch Support; Sent email to Branch Support copied IM and Sandie Bothick seeking assistance on how to proceed with a resolution (email attached)

2015-02-28 16:53:07 [ POA-HDI]

HDIoutADD : From ATOSSDM12: 2015/02/28 16:51:01 GMT Log Comment PM called in and is asking on how they should proceed. Told caller that Fujitsu needs authorization to move forward and we already sent an email to branch Support and IM to know which authorization is needed.

2015-03-02 08:11:00 [ Wilcock, Jacqueline Denise]

LOG : Authorisation request has been received fro the Pm - see attachment.

2015-03-02 08:52:29 [ POA-HDI]

HDIoutADD : From ATOSSDM12: ----Attachement RE I6809136 A7701255 - Meanwood Branch - Unable to Connect to the Data Center - RC.msg --- Email from MAC

2015-03-02 08:53:32 [ POA-HDI]

HDIoutADD : From ATOSSDM12: 2015/03/02 08:52:17 GMT Log Comment - received an email from MAC.  
- sent an email to Nick Khatker requesting for the information needed by MAC.

2015-03-02 09:19:35 [ POA-HDI]

HDIoutADD : From ATOSSDM12: 2015/03/02 09:17:11 GMT Log Comment Bill called in to chase for a resolution. informed the user that an email was sent to the PM (Nick Khatker) requesting for the Session ID number to be identified.

2015-03-02 09:21:21 [ Tfs Connector]

HDIoutSTU : From PINICL: Update by Sudip Sur:Category 38 -- Pending -- Potential Problem Identified:Increasing the forecast date as we are still waiting for POL authorisation.

2015-03-02 09:27:07 [ TFS Connector]  
HDIoutSTPU : From PINICL: Update by Sudip Sur:Category 38 -- Pending -- Potential Problem Identified:I have already supplied the  
sessionId and transactionId earlier in this call.  
Please advise ATOS that we need formal POL authorisation and NOT sub-postmasters authorisation. We can not accept Sub-  
postmaster's authorisation to delete txn session.  
A separate TFS call A7711259 has also been raised for ATOS for this.  
---  
2015-03-02 12:33:10 [ POA-HDI]  
HDIoutADD : From ATOSSDM12: 2015/03/02 12:30:36 GMT Log\_Comment Dale called in asking for an update  
Checked email and have seen a confirmation from the Subpostmaster  
Although MAC needed confirmation from POL themselves not from sub post master  
Already checked with service management/reference data and branch support but as they have stated this needs to be authorized by  
the sub post master  
forwarded authentication to MAC team  
---  
2015-03-02 12:33:47 [ POA-HDI]  
HDIoutADD : From ATOSSDM12: ----Attachement FW I6809136A7701255 authorisation to delete session.msg ---  
Email to MAC forwarding Authentication  
---  
2015-03-02 14:06:00 [ Wilcock, Jacqueline Denise]  
LOG : Update from Atos  
Good afternoon,  
  
Regarding your advice on the incident I6809136/A7701255  
-----  
asked to get POL to formally authorise Fujitsu to delete this Health Lottery session so that office is able to use Node:4 again.  
This will enable the office to use Node:4 again quickly.  
  
If nothing is done then after 5 days both txns will enter into failed transaction state and will have to be removed manually.  
  
Please advise POL that POA Development investigations lead us to believe that the AP\_ADC Script developed in Post Office domain  
may be the underlying cause of the issue.  
  
---  
2015-03-02 17:50:41 [ POA-HDI]  
HDIoutADD : From ATOSSDM12: 2015/03/02 17:49:34 GMT Log\_Comment From: Brearley, Sharon  
Sent: Monday, March 02, 2015 11:16 PM  
To: Rebecca Barker; ITSupplierManagement  
Cc: Post Office Service Desk; POLServiceManagement ; Brahmabhatt, Rina; Branch Support Team; IT-Solutions R SMC PostOffice  
Incident Management; Thomas, Ian  
Subject: RE: I6809136 / A7701255 - Meanwood Branch - Unable to Connect to the Data Center  
Hi Rebecca  
I have referred this matter to our Operations Security Manager to raise with POL Security as I have not seen any documented  
process to support this and I'm not comfortable Atos Desk taking instruction from a branch to remove transactions as I'm unsure  
we are authorised to do this ? for example how would we even validate who the PM is. With all the issues relating to Second  
Sight, I just want to make sure we have an agreed process that POL Security have agreed to. In the meantime, if this is an  
existing process, can you provide me with a copy please.  
Many thanks, Sharon  
  
Sharon Brearley  
Service Manager ? Post Office  
M. [GRO]  
[GRO]  
Longfields Court  
Middleswoods Way  
Wharnccliffe Business Park  
Carlton  
Barnsley, S71 3GN  
www.atos.net  
  
From: Branch Support Team [GRO]  
Sent: Friday, February 27, 2015 1:18 PM  
To: IT-Solutions R SMC PostOffice Incident Management; Branch Support Team  
Cc: Post Office Service Desk; ITSupplierManagement; POLServiceManagement ; Brahmabhatt, Rina; Brearley, Sharon; Rebecca Barker  
Subject: RE: I6809136 / A7701255 - Meanwood Branch - Unable to Connect to the Data Center  
All,  
Please see reply from Rebecca Barker sent 26/02.  
  
Hi SM  
The process for this type of issue is that the authorisation for this is to be gained from the subpostmaster only.  
We cannot authorise  
Regards  
Rebecca  
---  
2015-03-02 21:57:55 [ POA-HDI]  
HDIoutADD : From ATOSSDM12: ----Attachement RE I6809136 A7701255 - Meanwood Branch - Unable to Connect to the Data Center.msg ---  
Email from Rebecca  
---  
2015-03-02 22:16:38 [ POA-HDI]  
HDIoutADD : From ATOSSDM12: ----Attachement RE I6809136 A7701255 - Meanwood Branch - Unable to Connect to the Data Center.msg ---  
Email from Rebecca  
---  
2015-03-02 23:51:15 [ POA-HDI]  
HDIoutADD : From ATOSSDM12: ----Attachement RE I6809136 A7701255 - Meanwood Branch - Unable to Connect to the Data Center.msg ---  
Email from Ian



---  
2015-03-03 08:47:27 [ TFS Connector]  
HDIInSRS : Provider Ref: PC0241242  
Resolution Details: Update by Sudip Sur:Category 68 -- Final -- Administrative Response:I am  
returning this call back as POL have not formally authorise to remove this session.  
---  
2015-03-03 08:47:28 [ POA-HDI]  
zneur\_en\_poa : Status changed from 'Acknowledged' to 'Resolved'  
---  
2015-03-03 08:47:28 [ POA-HDI]  
RE : Status changed from 'Acknowledged' to 'Resolved'  
---  
2015-03-03 10:10:18 [ POA-HDI]  
HDIoutADD : From ATOSSDM12: 2015/03/03 10:08:54 GMT Log\_Comment Dale called in to make a follow up for ticket I6809136, at the  
onset of the call, he is already upset, he said that his system has been down since last week and it is unacceptable, he would  
like to speak with a sup, deescalate the call, would like to received a callback around 12:30 from a sup, consulted PA April for  
updates  
---  
2015-03-03 10:23:44 [ Watts, James Marcus]  
zneut\_en\_poa : Transfer Notification  
---  
2015-03-03 10:37:00 [ Watts, James Marcus]  
HDIoutSTU : Atos called ofr the latest update, given latest update from PEAK  
---  
2015-03-03 10:43:41 [ Cowie, Ross Silverstone]  
zneut\_en\_poa : Transfer Notification  
---  
2015-03-03 11:03:43 [ POA-HDI]  
HDIoutADD : From ATOSSDM12: 2015/03/03 11:02:31 GMT Enquiry Name: KAM  
Contact: **GRO**  
FAD Code: 2693232  
Location: Meanwood  
Node: 04  
Summary: Status Call - I6809136 | A7701255  
Issue:  
- Kam called in for an update for the Incident  
- Advice Kam that the Software team is still awaiting for authorization to delete session  
- Advice that the team is still awaiting for response for POL  
- PM is pressing that she needs the incident resloved as soon as possible  
- Advice will update the Log and keep the team aware for her concerns  
---  
2015-03-03 11:24:20 [ POA-HDI]  
HDIoutADD : From ATOSSDM12: ----Attachement RE I6809136 A7701255 - Meanwood Branch - Unable to Connect to the Data Center.msg ---  
email by April Padilla in which POSD was copied  
---  
2015-03-03 12:07:24 [ POA-HDI]  
HDIoutADD : From ATOSSDM12: 2015/03/03 12:04:34 GMT Log\_Comment - Supervisor Log  
- Spoke with Ian H. of Service Management (Incident was endorsed to him by Ian Thomas)  
- Lync Conversation  
Humphries, Ian 7:01 PM  
I've asked Fujitsu if they would accept a note from POL to say we have delegated authority.  
they need to check with their Security team  
- Call branch, spoke with KAM  
- Provided the update from Ian H.  
- PM is not yet satisfied with the update  
- Apologized to PM for the delay and informed her that I will give her another call within the day for updates  
---  
2015-03-03 12:38:20 [ POA-HDI]  
HDIoutADD : From ATOSSDM12: 2015/03/03 12:36:01 GMT Log\_Comment Martin (manager of KAM)  
269323 - Meanwood  
**GRO**  
user calling in for reference I6809136  
advised Martin that this has been already escalated to POLServiceManagement and they are the ones currently looking into getting  
an approval from POL for the authorization to delete the specific transaction.  
Advised him that the update would be given within the day.  
EU not happy to hear about the update.  
advised that this has already been highlighted at the servicedesk and the Polservicemanagement team already as soon as an update  
is available the desk will contact both of them.  
---  
2015-03-03 14:21:58 [ POA-HDI]  
HDIoutADD : From ATOSSDM12: 2015/03/03 14:20:31 GMT Log\_Comment Received Email from Ian thomas, addressed to Ian Humphries  
---  
2015-03-03 14:26:52 [ POA-HDI]  
HDIoutADD : From ATOSSDM12: ----Attachement RE I6809136 A7701255 - Meanwood Branch - Unable to Connect to the Data Center - Email  
from Ian Thomas.msg ---  
Email from ian thomas, addressed to ian humphries  
---  
2015-03-03 17:17:45 [ POA-HDI]  
HDIoutADD : From ATOSSDM12: 2015/03/03 17:13:47 GMT Log\_Comment - Called PM and advised them that ATOS is still chasing POL for  
the approval  
- Lync conversation with Ian H.  
Humphries, Ian 10:42 PM  
Just spoke to Rebecca Barker who has been in touch with a POL contact. They are asking for details of the transaction.  
I sent over the information provided by Fujitsu but will see if there is anything further in the incident log.  
Hopefully I can get someone in POL to authorise.  
- PM is asking for an ETA, apologized to PM that we can't provide an ETA because the approval will come from POL and it is  
already out of our hand BUT advised her that will continue chasing this ticket POL

- Will update PM tom

2015-03-03 17:18:48 [ POA-HDI]

HDIoutADD : From ATOSSDM12: 2015/03/03 17:17:33 GMT Log\_Comment - Called Martin (manager of KAM)

269323 - Meanwood

GRO

- No answer

2015-03-04 11:02:24 [ POA-HDI]

HDIoutADD : From ATOSSDM12: 2015/03/04 10:59:31 GMT Log\_Comment Received mail from Sandie B (Fujitsu SDM) as below:

Can you please chase POL for authorisation to delete the transactions ? the PM is constantly chasing out 4th line support time

Can you treat this as an escalation and provide an update to the PM on your actions to get this resolved

Fujitsu requested to escalate the call.

2015-03-04 11:08:02 [ POA-HDI]

HDIoutADD : From ATOSSDM12: 2015/03/04 10:59:31 GMT Log\_Comment Received mail from Sandie B (Fujitsu SDM) as below:

Can you please chase POL for authorisation to delete the transactions ? the PM is constantly chasing out 4th line support time

Can you treat this as an escalation and provide an update to the PM on your actions to get this resolved

Fujitsu requested to escalate the call.

2015-03-04 11:14:12 [ POA-HDI]

HDIoutADD : From ATOSSDM12: 2015/03/04 11:13:02 GMT Log\_Comment Chased Service Management and Ian H for updates.

2015-03-04 11:21:21 [ POA-HDI]

HDIoutADD : From ATOSSDM12: 2015/03/04 11:19:56 GMT Log\_Comment Jackie from Fujitsu MAC called in to chase the ticket. Asked for advise from TL Eden and she spoke with Jackie and explained the current status

2015-03-04 11:22:27 [ POA-HDI]

HDIoutADD : From ATOSSDM12: ----Attachement A7711259I6815009 - From MAC.msg ---

Email update from MAC, this is already with POLservicemanagement team

2015-03-04 11:35:37 [ POA-HDI]

HDIoutADD : From ATOSSDM12: ----Attachement RE I6809136 A7701255 - Meanwood Branch - Unable to Connect to the Data Center.msg ---

Email sent to Atos Service Manager and Ian T. chasing the approval from POL

2015-03-04 11:38:31 [ POA-HDI]

HDIoutADD : From ATOSSDM12: 2015/03/04 11:36:35 GMT Log\_Comment - Spoke with Jacquie

- Atos is still awaiting for the approval from POL

- Sent an email to Atos Service Managers to request assistance in chasing the approval needed

- See attached email for reference

2015-03-04 11:48:08 [ POA-HDI]

HDIoutADD : From ATOSSDM12: 2015/03/04 11:47:01 GMT Log\_Comment From: Brearley, Sharon

Sent: Wednesday, March 04, 2015 5:13 PM

To: CASTRO, Eden; Thomas, Ian; PADILLA, April

Cc: Post Office Service Desk; POLServiceManagement ; Brahmibhatt, Rina; IT-Solutions R SMC PostOffice Incident Management;

LOMATAO, Mel; GALICIA, Lucky; Brady, Danielle; Humphries, Ian; Egan, James

Subject: RE: I6809136 / A7701255 - Meanwood Branch - Unable to Connect to the Data Center

Eden

This has been escalated to Post Office via Ian Humphries yesterday, Atos are awaiting response but the issue seems to be that POL do not seem to be able to confirm who this responsibility sits with hence the delay.

Regards, Sharon

Sharon Brearley

Service Manager ? Post Office

M [GRO]

GRO

Longfields Court

Middleswoods Way

Wharnccliffe Business Park

Carlton

Barnsley, S71 3GN

www.atos.net

From: CASTRO, Eden

Sent: Wednesday, March 04, 2015 11:33 AM

To: Thomas, Ian; PADILLA, April; Brearley, Sharon; Humphries, Ian; Egan, James

Cc: Post Office Service Desk; POLServiceManagement ; Brahmibhatt, Rina; IT-Solutions R SMC PostOffice Incident Management;

LOMATAO, Mel; GALICIA, Lucky; Brady, Danielle

Subject: RE: I6809136 / A7701255 - Meanwood Branch - Unable to Connect to the Data Center

Hi, all.

The desk received a call from FJS Team, they are chasing the approval from POL so that they can proceed with deleting the session. The PM keeps on calling them for an update.

@James, can you please help us chasing the approval from Rebecca Barker since Ian H is out today? As per my last conversation with Ian yesterday, he is coordinating with her for the approval.

Thank You.

Regards,

Ma. Eden B. Castro

Service Desk ? Team Manager

M [GRO]

GRO

2015-03-04 14:46:32 [ POA-HDI]

HDIoutADD : From ATOSSDM12: ----Attachement RE I6809136 A7701255 - Meanwood Branch - Unable to Connect to the Data Center.msg ---

Received approval from POL

2015-03-04 14:48:41 [ POA-HDI]  
HDIoutADD : From ATOSSDM12: 2015/03/04 14:47:04 GMT Log\_Comment - Received approval from POL  
- We will contact FJS to proceed with deleting the transaction  
---  
2015-03-04 15:00:17 [ POA-HDI]  
HDIoutADD : From ATOSSDM12: 2015/03/04 14:57:40 GMT Log\_Comment -  
Received email from Sharon Brearley of POLserviceManagement Team  
Advised that the authorization has been provided by POL  
-Forwarded the authorization to Fujitsu/MAC  
Please see attached file  
---  
2015-03-04 15:00:18 [ POA-HDI]  
HDIoutADD : From ATOSSDM12: ----Attachement RE I6809136 A7701255 - Meanwood Branch - Unable to Connect to the Data Center - Email  
from Sharon Brearley with POL Authorization.msg ---  
Email from Sharon Brearley with POL Authorization  
---  
2015-03-04 15:04:30 [ POA-HDI]  
HDIoutADD : From ATOSSDM12: 2015/03/04 15:02:55 GMT Log\_Comment called MAC spoke to MANpreet team to informed him that we sent  
the authorization.  
---  
2015-03-04 15:10:00 [ Dhillon, Manpreet Singh]  
LOG : Email sent to SSC duty mail box with authorisation to delete session.  
---  
2015-03-04 15:11:04 [ Dhillon, Manpreet Singh]  
zneut\_en\_poa : Transfer Notification  
Transfer Group from 'POA-FJ-ATOS' to 'POA-FJ-PEAK'  
-----  
Date:04-Mar-2015 15:25:08 User:Adam Woodley  
Evidence Added - Email sent to SSC DM with approval to delete session  
-----  
Date:04-Mar-2015 15:45:59 User:Customer Call  
From ATOSSDM12: ----Attachement RE I6809136 A7701255 - Meanwood Branch - Unable to Connect to the Data Center.msg ---  
Email from IM.  
-----  
Date:04-Mar-2015 16:17:15 User:Customer Call  
From ATOSSDM12: ----Attachement Lj - I6809136 A7701255 - Meanwood Branch - Unable to Connect to the Data Center.msg ---  
Eden Castro's email to: [GRO] [GRO]  
Thomas, Ian &lt;[GRO]> PADILLA, April &lt;[GRO]> Brearley, Sharon  
&lt;[GRO]> Humphries, Ian &lt;[GRO]> Egan, James &lt;[GRO]>  
-----  
Date:04-Mar-2015 16:30:08 User:Sudip Sur  
The Call record has been assigned to the Team Member: Sudip Sur  
Progress was delivered to Consumer  
-----  
Date:04-Mar-2015 17:32:13 User:Customer Call  
From ATOSSDM12: 2015/03/04 17:29:35 GMT Log\_Comment -attached email update from problem management to IM, service management at  
POSD OPS:  
Good Afternoon,  
  
FYI ? The PR ref for this is GY:P6335678.  
  
Could you please provide us with the following details so that we can request Fujitsu to raise a corresponding PR ticket.  
  
· Date and time of first incident detected  
· Description of symptoms  
· Volumes of incidents  
· business area(s) impacted  
· Affected service(s)  
· Details of current workaround in place  
· A list of all incident references for both ongoing and closed tickets  
  
Kind Regards,  
Robert Shaw  
Robert Shaw  
Problem Analyst  
-----  
Date:04-Mar-2015 17:34:14 User:Customer Call  
From ATOSSDM12: ----Attachement RE I6809136 A7701255 - Meanwood Branch - Unable to Connect to the Data Center.msg ---  
email from Problem mgmt to all  
-----  
Date:04-Mar-2015 22:48:41 User:Customer Call  
From ATOSSDM12: ----Attachement RE I6809136 A7701255 - Meanwood Branch - Unable to Connect to the Data Center.msg ---  
Email from IM  
-----  
Date:05-Mar-2015 08:45:17 User:Sudip Sur  
Target Date/Time updated: new value is 13/03/2015 18:39  
[Start of Response]  
Investigating  
[End of Response]

Response code to call type L as Category 40 -- Pending -- Incident Under Investigation  
Response was delivered to Consumer

Date: 05-Mar-2015 12:46:06 User: Customer Call

From ATOSSDM12: 2015/03/05 12:44:36 GMT Log Comment From: Ibrahim Kizildag

GRO

Sent: Thursday, March 05, 2015 6:01 PM

To: ITSupplierManagement; IT-Solutions Post Office complaints ; IT-Solutions R SMC PostOffice Incident Management

Cc: Humphries, Ian

Subject: RE: Meanwood Post Office- Branch Code2693232

Hi Rebecca;

I copied complaints at atos because originally I sent this complaint to them and branch and I didn't receive a response.

Kind Regards;

Ibrahim Kizildag Team Leader

NBSC

Dearne House

Cortonwood Drive

Brampton

Barnsley

S73 0UF

Phone Number:

GRO

GRO

From: ITSupplierManagement

Sent: 05 March 2015 12:05

To: Ibrahim Kizildag; IT-Solutions R SMC PostOffice Incident Management

Cc: Ian Humphries

Subject: RE: Meanwood Post Office- Branch Code2693232

Hi Ib

I'm not sure why you have copied complaints into the mail, this is currently with the incident management team. Anne Allaker has agreed for the transaction to be cleared.

IM please could you keep the branch updated

Becks

From: Ibrahim Kizildag

Sent: 05 March 2015 11:17

To:

GRO

Cc: ITSupplierManagement

Subject: RE: Meanwood Post Office- Branch Code2693232

Hi Rebecca and Paula;

Branch haven't had any response and their terminal is still down and PM said it has been down last two weeks, PM is not happy and she said she is loosing customers and wants a solution asap. I also haven't had any response from ATOS also.

Kind Regards;

Ibrahim Kizildag Team Leader

NBSC

Dearne House

Cortonwood Drive

Brampton

Barnsley

S73 0UF

Phone Number:

GRO

GRO

From: Ibrahim Kizildag

Sent: 03 March 2015 13:52

To:

GRO

Cc: ITSupplierManagement

Subject: RE: Meanwood Post Office- Branch Code2693232

Hi All;

Please see attached email, is there any update for this complaint?

Kind Regards;

Ibrahim Kizildag Team Leader

NBSC

Dearne House

Cortonwood Drive

Brampton

Barnsley

S73 0UF

Phone Number:

GRO

GRO

From: Ibrahim Kizildag

Sent: 27 February 2015 10:36

To:

GRO

Cc: ITSupplierManagement; Kendra Dickinson

Subject: Meanwood Post Office- Branch Code2693232

Hi All;

I took a manager call from Meanwood Post Office, branch code is; 2693232 . PM said one of the counter has not been working since last week and engineer visit has been arranged for last Monday but engineer failed to attend to this site , branch contacted service desk and option 7 numbers of times this week but nothing has been done and service desk have not provided any help and they referred PM to NBSC and ask for a manager. Can you please investigate this complaint asap and provide a response to PM. Service desk reference number is; I6809136. PM is not happy and wants a resolution asap.



Hi Paula and Rebecca;  
This is the second case this week , service desk referred branch to NBSC and their complaints have not been addressed. Has the process changed regarding service desk complaints?

Kind Regards;  
Ibrahim Kizildag Team Leader

NBSC  
Dearne House  
Cortonwood Drive  
Brampton  
Barnsley  
S73 0UF  
Phone Number: **GRO**

Date:05-Mar-2015 12:46:07 User:\_Customer Call\_  
From ATOSSDM12: ----Attachement RE Meanwood Post Office- Branch Code2693232.msg ---  
email to supplier team

Date:05-Mar-2015 12:48:45 User:\_Customer Call\_  
From ATOSSDM12: 2015/03/05 12:47:41 GMT Log\_Comment called **GRO** spoke to dale informed about the status.

Date:05-Mar-2015 14:45:49 User:Sudip Sur  
[Start of Response]  
FFS:A7711259 was raised on 24/2/15 in order for ATOS to obtain permission from POL to delete this Health Lottery session. I am not sure why it has taken so long for authorisation to arrive!  
Finally we received the necessary permission yesterday 4/3/15.  
I have produced a work around for this issue and currently waiting for development to validate my solution before I implement on live estate.  
Once this has been resolved we will supply the necessary reconciliation details to POL (using BIMS) for the Banking transaction which is also stuck along with the Health Lottery txn.

[End of Response]  
Response code to call type L as Category 40 -- Pending -- Incident Under Investigation  
Response was delivered to Consumer

Date:05-Mar-2015 15:46:35 User:Sudip Sur  
MSU please do the necessary reconciliation for the following:

This office was doing the following cash withdrawal txn for £70.66 on 23/2/15 @10:46.  
The session also contained a non financial Health Lottery txn.

The settlement failed due to poor communication with the data centre. The disconnected session receipts were printed which advised PM to pay the money out. Spoke to PM who confirmed that the money exchanged hands.

When PM tried to log back the recovery kicked-in. However the Health Lottery APADC recovery script failed and left counter unusable.

Yesterday POL Branch Support team authorised us to remove/update the session.

Today I have carried out and completed the task. PM is now able to use the node again.

Reconciliation needed for the banking transaction:  
The cash withdrawal txn was authorised and PM said they paid the money out.  
This will leave this office £70.66 short (cash shortage) as the session not completed fully.  
POL need to do appropriate reconciliation; transaction correction.

MSU: Please send the call back to me once BIMs have been raised.

Date:05-Mar-2015 15:53:08 User:Sudip Sur  
The Call record has been transferred to the team: MSU-Indt Mgt  
The Call record has been assigned to the Team Member: Tyrone Cozens  
Progress was delivered to Consumer

Date:05-Mar-2015 16:06:49 User:Sudip Sur  
Correction:  
MSU please note that it was a CAPO cash withdrawal for £140 and NOT £70.66.  
00-269323-4-4536297-1

Date:05-Mar-2015 16:12:04 User:Tyrone Cozens  
Update by Sudip:-

Please note that it was a CAPO cash withdrawal for £140 and NOT £70.66.  
00-269323-4-4536297-1

Date:05-Mar-2015 16:26:16 User:Sudip Sur  
Reference Added: MSC Task 043T0086258

Date:06-Mar-2015 10:48:23 User:Jason Muir  
BIMS has been sent to POL. Returning call to SSC.

Date:06-Mar-2015 10:48:39 User:Jason Muir  
The Call record has been transferred to the team: EDSC  
Progress was delivered to Consumer

Date:06-Mar-2015 10:49:50 User:David Seddon  
The Call record has been assigned to the Team Member: Sudip Sur  
Progress was delivered to Consumer

Date:09-Mar-2015 09:06:56 User:Sudip Sur  
[Start of Response]  
The work was completed on Thursday 5/3/15 and advised PM that they should be able to logon.  
  
PM confirmed that everything was ok.  
  
I have also advised MSU to do the necessary reconciliation and raise BIMS with POL for the Cash Withdrawal txn for £140  
  
This call may now be closed.  
  
[End of Response]  
Response code to call type L as Category 95 -- Final -- Advice after Investigation  
Routing to Call Logger following Final Progress update.  
Service Response was delivered to Consumer

Date:09-Mar-2015 09:06:56 User:Sudip Sur  
CALL PC0241242 closed: Category 95 Type L

Date:09-Mar-2015 09:08:22 User:\_Customer Call\_  
Call Reference:A7701255 Withdrawn by Consumer  
Transfer Group from 'POA-FJ-PEAK' to 'POA-FJ-Service Desk'

Date:09-Mar-2015 12:44:29 User:\_Customer Call\_  
Consumer XXXXXX@TFS01 has acknowledged the call closure

Root Cause	Gen - Outside Program Control
Logger	Customer Call -- EDSC
Subject Product	HNG-X Platforms -- Horixon Counter (CNH) (version unspecified)
Assignee	_Customer Call_ -- EDSC
Last Progress	09-Mar-2015 12:44 -- _Customer Call_