

**Problem more than 3 months old @ 13 Nov 2001**

Date Raised	Problem Id	Problem Title	Problem Description	Problem Manager	Problem Coordinator
27/06/2000	P10000202	Inadequate procedures for office closures	No process for checking that all transactions have been successfully polled prior to closure of an outlet	hansde01	heelma01
27/07/2000	P10000227	Unmatched reversed/reversing at EOD	Unmatched reversed/reversing transactions are being caused by Postmasters reversing at the moment the end of day marker is dropped. A fuller description in attachment	smithp1	heelma01
01/08/2000	P10000228	Printer Roll Wastage	Printer indicates paper running out too early	jonese	nortph02
12/09/2000	P10000274	Outlets unable to follow Inward Rem Procedure	CSR+ outlets are receiving Inward Rems of which they cannot accept into the office via the Horizon System.	walsth01	brownsj
03/11/2000	P10000342	LFS Remittance receipt at open plan offices.	When remts are delivered to open plan offices, Cashco deliver to the secure area. The clerk must open the safe, check the remittance, & take the empty pouches to the open plan area to scan. CH&D not prepared to wait while this is done.	walsth01	nortph02
17/11/2000	P10000361	OBC Process - Unplanned Closures	2 offices closed (Aug/ Oct) longer than 5 weeks. NBSC were notified and went through contact list with RNM. Network Transformation were contacted, however the OBC procedure was not implemented and as a result the kit was not removed from the office.	hansde01	hallja02
19/12/2000	P10000386	Inter-Office Transfers being attempted by Horizon offices.	Horizon outlets are trying to transfer stock and cash to other offices which is causing accounting problems.	walsth01	brownsj
12/01/2001	P10000401	Non conformance relating to OBCS operations	Postmasters are failing to follow correct procedures relating to the OBCS process.	wrightm1	knigma02
12/03/2001	P10000457	Incorrect Cash Declarations	Outlets are either not declaring or wrongly declaring their over night cash holdings on a daily basis. They are also making incorrect declarations at the week end.	walsth01	brownsj
03/04/2001	P10000485	Screen freezes when charging Quantum cards	A number of outlets have experienced screen freezes when cards have been inserted into slot in keyboard, a reboot is required to clear. (Please press Show Problem button and see attachment for more info)	smithp1	bhatij01

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03/04/2001	P10000486	Quantum cards: Incorrect amounts charged	A number of PM's have reported problems with incorrect amounts being charged to the cards. (Please press show problem button and see attachment for more information.)	smithp1	bhatij01
22/05/2001	P10000520	Lost Data from ICLP Data Warehouse	A period of data has been lost from both the ICLP Data Warehouses due to corrupt tapes. This data is used to support prosecutions.	bentonr	leigch02
24/05/2001	P10000524	Noise levels of mobile & PES units on Horizon system	There have been a number of complaints from offices about the noise levels of both the Horizon mobile solution & Personnel Earth Station (PES) units during the Horizon Implementation Project.	jonese	terran02
06/07/2001	P10000567	Customers unable to contact first rate	Outlets and customers are at present experiencing major delays or are unable to contact First Rate, for pre order tele ordering. This Telephone number is also for express orders as in Counter News Week 6. Customers are therefore canceling orders.	jonesws	knigma02
09/07/2001	P10000568	Failure to deliver delayed AP txns to clients	Office 210702 was re-rolled. AP transactions already sent to ICL's systems were not downloaded to TIP or HAPS ( BIMS ref. BE 0106071155: attached ). Intervention by ICL did return transactions to TIP (although these were delayed), but not to HAPS.	smithp1	bhatij01
30/07/2001	P10000581	Post Office Local collect packages without barcode labels	As part of the Post Office Local Collect scheme, packages can be left at Outlets of the addressees choice for collection at a convenient time. Packages left at Outlets require a bar-coded label to allow Outlets to account for these on Horizon.	jonesws	knigma02
09/08/2001	P10000591	LFS Daily cash declarations, process unclear for SSU offices	SSU (Shared Stock Units) Outlets are contacting HSH for advice regarding weekly cash on hand figures (ONCH) produced on Horizon not reflecting what is actually on hand in the office.	walsth01	brownsj
13/08/2001	P10000592	*YG* - White screens on YG kiosks	There are a large number of incidents about Your Guide kiosks with white screens. The same symptom may also be described as a blank screen, a grey screen, a frozen screen, or a message saying "the page you are looking for is currently unavailable."	barnesa	sumnpa02