

Drop and Go Weekly Report

Horizon Known Error - jsim1215Q

Description

Although the Horizon code is working as expected it results an undesirable impact to the Drop & Go session.

If the user has not completed the compliance training adds a compliance product to the session the user receives a message stating that the training is not done and the script is exited.

This leaves the other products still in the basket but when they try to settle these they get an error message advising the Drop&Go card is locked.

The Solution options outlined are as follows:

1. Start Transaction to return an error rather than throwing an exception if we try to transact an EUM barred product. 60 code paths which call this function are impacted. Needs design to consider how to handle this particular error and code changes in each impacted path.

Actions Investigation - Significant Counter regression testing required.

2. New AP-ADC data type(s) to provide script access to EUM training curriculum data. This would stop the clerk before he got too far down the DRGO journey. **Actions Investigation** - Require possible complex AP-ADC script changes to utilise.

3. Check EUM training curriculum data within counter AP-ADC implementation before Start transaction is called. Handle error locally. May still require AP-ADC updates. **Actions Investigation** - Needs AP-ADC regression testing.

There are a number of ways a AP-ADC script can cause a product to be added into the basket including:

- In the case described in the Peak the DRGO script is using the Chain() datatype with an AddProduct action.
- Product() datatype with MAKECUR option to make the product the current product will also fail in the same way. If you don't specify MAKECUR (i.e. just get info on the product) it works. Need to determine if the latter case should return an error also.
- AssociatePart (& possibly PSAssociatePart though I haven't checked that one) will allow you to add in an otherwise EUM barred product as an add-on to the primary product. Though this is unlikely to become an issue in practice I would question whether this should be allowed to sneak through.
- Chain into PS-12 and trying to transact a barred product from within PS-12 will fail in the same way.

4. Should Abandon Exception be killing AP-ADC chaining? Abandon Exception is relatively low down the Exception pecking order.

Actions Investigation - May need to change existing code that returns Abandon Exception to return some other exception.

5. Somehow treat DRGO scripts differently to other scripts, possibly via an option to an existing datatype - the counter pp does not know it is running a DRGO script just that it's an AP-ADC script. **Investigation required.**

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POL Reporting - Investigation to see the impact volumes

POL receive a daily file from Accenture called Pending Closure Report. Report comes from Quatrix. The created by and owned by on the file info say pol.ao.team.al [GRO]

The file consists of the following -

- D&G account blocks if a transaction settled to cash or if the customer as requested closure.
- Transactions settle to cash if a horizon session times out or if the transaction would take the account balance into the negative
- 10 to 15 blocked each day includes negative balances sometimes none in a week sometimes could get 3 in one day. The negative account IS unblocked but the TC tells the branch that the card is in a negative balance and the customer cannot use the card again until topped up

Approximately 3 closures per day on average in addition to the ones above

Action - Accenture requested if they can run a separate report excluding genuine requests for closure from branch and negative balances, this would leave time outs which settle to cash and those who are unable to complete the transaction due to not completing the Mails compliance.

Investigation between POL (James Brett) and FJ (Alan Holmes) – Is there a way of NOT locking the customer Drop & go card

Background on the design behind the Drop & Go AP-ADC scripts

POL JB - There is an API call to suspend the account, which is triggered in an End Of Session script if End Mails is not present in the basket. We created the closed loop to ensure that branches could not simply forget to run End Mails, now it is the only way to exit the closed Drop & Go control menu. As you say, session timeouts and these EUM controls do allow the user to drop out of the Drop & Go menu, and this then means they will lock the account (as there is no way for the clerk to trigger End Mails outside of the closed Drop & Go menu. I believe the original thinking was that POL set up a process to deal with suspended accounts, investigating what caused it and raising TC's to correct the branch accounts if required.

I'm not sure if there are other alternatives with the current set of API's developed on CDP. I'd suggest a conversation with Henk Bakker, who has been involved with previous efforts to reduce the likelihood of locked accounts and improve the user journey.

FJ Alan - Does letting them do an independent 'End Mails', providing there's an orphaned 'Start Mails' in the basket offer anything? It wouldn't do anything for the inactivity timeout case but might offer a way out for the counter exception scenario providing the clerk is aware that he needs to do it.

POL JB - that's what we did for the interim period after introducing the closed Drop & Go menu....we left the End Mails button visible on the Drop & Go Menu (which is outside of the closed control menu), to allow clerks to save locking the account if they managed to escape the loop. Henk asked for the button to be removed after a couple of months, as they found clerks were not escaping the loop, but the majority of issues were caused by inactivity log outs (which the button provided no help towards).

It would be easy enough to reinstate the button, at POL's request.

Call set up for 23/07 @ 14:00 to discuss

POL – Lorna Owens, Henk Bakker, James Brett

FJ – Alan Holmes, Adam Woodley, Sonia Hussain