

ICL PATHWAY	ICL PATHWAY CS / BUSINESS SUPPORT UNIT MONTHLY INCIDENT REVIEW	Ref	CS/REP/030
		Version	1.0
		Date	01.01.99

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**Document Title:** ICL PATHWAY CS / BUSINESS SUPPORT UNIT MONTHLY INCIDENT REVIEW

**Document Type:** INCIDENT REVIEW - DECEMBER 1998

**Abstract:** This document contains a summary of the performance of the ICL Pathway Customer Service Business Support Unit in respect of reconciliation incident handling and resolution for the period 1<sup>st</sup> to 31<sup>st</sup> December 1998.

**Status:** Final

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**ICL PATHWAY      ICL PATHWAY CS / BUSINESS SUPPORT UNIT MONTHLY INCIDENT REVIEW**

Ref      CS/REP/030  
Version      1.0  
Date      01.01.99

---

**CONTENTS**

**0. DOCUMENT CONTROL**

**1. INTRODUCTION**

**2. MANAGEMENT SUMMARY**

**3. TRAFFIC REPORTS**

- 3.1 Incident Summary by Category - December 1998
- 3.1 Incidents Received by Exception Type - December 1998
- 3.1 Incidents Handled R1c to Date
- 3.1 Incidents Received by Category R1c to Date
- 3.1 POCL Incidents Received R1c to Date by Region
- 3.1 Closure Status of Incidents R1c to Date
- 3.1 Incomplete Transactions R1c to Date
- 3.1 Incomplete Transactions by PO Region - December 1998
- 3.1 Incomplete Transactions by PO FAD - December 1998
- 3.1 Incomplete Transaction Matrix
- 3.1 Forced Committal Report – December 1998
- 3.1 Incidents Received by Service Fault - December 1998 to Date
- 3.1 Non-Committed Transactions - December 1998 to Date
- 3.1 Analysis of Incomplete Transaction type 'System Freeze'

**4. LIABILITY REPORTS**

- 4.1 Final liability by Category - Cleared December 1998

**5. DECEMBER 1998 - KEY INCIDENTS REQUIRING DISCUSSION**

**5. DECEMBER 1998 - KEY INCIDENTS WHERE LIABILITY HAS BEEN PREVIOUSLY DISCUSSED**

**ICL PATHWAY      ICL PATHWAY CS / BUSINESS SUPPORT UNIT MONTHLY INCIDENT REVIEW**

Ref	CS/REP/030
Version	1.0
Date	01.01.99

---

## **0.    DOCUMENT CONTROL**

ICL PATHWAY      ICL PATHWAY CS / BUSINESS SUPPORT UNIT MONTHLY INCIDENT REVIEW

Ref      CS/REP/030  
Version      1.0  
Date      01.01.99

---

**0.1    DOCUMENT HISTORY**

Version	Date	Reason
1.0	01.01.99	Circulation for review

**0.2    ASSOCIATED DOCUMENTS**

Version	Date	Title

**0.3    ABBREVIATIONS**

AP            Authorised Payment  
BA            Benefits Agency  
BSU          ICL Pathway Business Support Unit



ICL PATHWAY	ICL PATHWAY CS / BUSINESS SUPPORT UNIT MONTHLY INCIDENT REVIEW	Ref	CS/REP/030
		Version	1.0
		Date	01.01.99

---

CAPS	Customer Accounting & Payments Strategy
DSS	Department of Social Security
PAS	Payment Authorisation Service
PO	Post Office
POCL TP	Post Office Counters Ltd. Transaction Processing
RED	Reconciliation Exception Database
TMS	Transaction Management Service

## 0.4 CHANGES IN THIS VERSION

None

## 0.5 GLOSSARY

### DSS INCIDENT:

- A reconciliation incident within DSS central systems (CAPS, CPCS etc.) with possible ICL Pathway system / service implications.

### FALLBACK INCIDENT

**ICL PATHWAY      ICL PATHWAY CS / BUSINESS SUPPORT UNIT MONTHLY INCIDENT REVIEW**

Ref	CS/REP/030
Version	1.0
Date	01.01.99

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- A reconciliation incident arising as a result of agreed 'Fallback' procedures being invoked by the Postmaster in order to facilitate the collection of benefit during times of ICL Pathway system failure.

**FRAUD INCIDENT**

- A reconciliation incident arising following fraudulent activity within the DSS, POCL or ICL Pathway system / service.

**INCOMPLETE TRANSACTION**

- Transactions resulting in the payment of benefit to a customer without the associated authorised payment being processed and marked as 'Encashed', due to ICL Pathway system failure or clerical error within the post office, resulting in a possible duplicate encashment when collecting subsequent benefit payments. (NB. Incomplete Transactions, although technically falling into either the PO Incident or POCL Incident categories, have been classified separately due to their high profile).

**NON-COMMITTED TRANSACTION**

- Transactions resulting in the payment of benefit to a customer without the associated authorised payment being processed and marked as 'Encashed'. This can be due to the transaction being wilfully voided or any other clerk action which prevents transaction committal when the system is working correctly.

**PAS INCIDENT**

- A reconciliation incident occurring within the ICL Pathway PAS with possible DSS, POCL or ICL Pathway system / service implications.

**PO INCIDENT**

- A reconciliation incident identified (usually at the time) by the Postmaster.

**ICL PATHWAY      ICL PATHWAY CS / BUSINESS SUPPORT UNIT MONTHLY INCIDENT REVIEW**

<b>Ref</b>	<b>CS/REP/030</b>
<b>Version</b>	<b>1.0</b>
<b>Date</b>	<b>01.01.99</b>

---

**POCL INCIDENT**

- A reconciliation incident identified within POCL TP Chesterfield when comparing values posted to the weekly office Cash Account by the ICL Pathway system against cash values declared by the Postmaster.

**TMS INCIDENT**

- A reconciliation incident occurring within the ICL Pathway TMS with possible DSS, POCL or ICL Pathway system / service implications.

**UNMATCHED ENCASHMENT**

- A reconciliation incident identified within the main CBoS reports in respect of an encashed payment which has failed to match with an authorised payment record.

## **1. INTRODUCTION**

The ICL Pathway Customer Service Monthly Incident Review is issued to present in a central document a complete analysis of the performance of the ICL Pathway Business Support Unit with regard to reconciliation incident handling and resolution.

### **1.1 INTERPRETATION**

Interpretation of data beyond the report label classification can be further qualified by the author as required.

ICL PATHWAY	ICL PATHWAY CS / BUSINESS SUPPORT UNIT MONTHLY INCIDENT REVIEW	Ref	CS/REP/030
		Version	1.0
		Date	01.01.99

---

## 2. MANAGEMENT SUMMARY

### 2.1 KEY POINTS - DECEMBER 1998

- The overall incident rate has increased slightly to 0.04% in December, with 40 incidents being received against 89k encashed payments. 'Incomplete transactions' account for 32.5% of exceptions received by BSU in December.
- There were 21 'Non committed' transactions this month, all being due to the clerk voiding the transaction after paying the customer, equating to 0.023% of the total encashment stream.
- The number of 'Incomplete Transactions' received in December increased to 13, which is 0.015% of the total encashment

**ICL PATHWAY      ICL PATHWAY CS / BUSINESS SUPPORT UNIT MONTHLY INCIDENT REVIEW**

Ref	CS/REP/030
Version	1.0
Date	01.01.99

---

stream. Four Incomplete Transactions incidents, which were all related, were due to power failure. These are discussed in Section 5 of this document. The remaining incidents were due to a combination of HSH instructions, system freeze, system message re-boot and software error.

- The number of transactions which have been forcibly committed are slightly lower this month with there being 34 occurrences, therefore still indicating a trend, where clerks are still leaving the system without finishing the transaction. The total value of transactions saved over the December period is £1536.50.

**Report 3.1: Incident Summary by Category December 1998**

ICL PATHWAY ICL PATHWAY CS / BUSINESS SUPPORT UNIT MONTHLY INCIDENT REVIEW

Ref CS/REP/030  
Version 1.0  
Date 01.01.99

Incident Category	04/11/97 Received	to Cleared	30/11/98 C/F		01/12/98 Received	to Cleared	31/12/98 C/F
DSS Incident	17	17	0	0	1	1	0
Fallback Incident	6	6	0	0	0	0	0
Incomplete Transaction	283	283	0	0	13	10	3
PAS Incident	18	18	0	0	1	1	0
PO Incident	24	24	0	0	2	2	0
POCL Incident	71	69	2	2	2	2	2
Unmatched Encashment	44	44	0	0	0	0	0
Non-Committed	28	28	0	0	21	21	0
	<b>491</b>	<b>489</b>	<b>2</b>	<b>2</b>	<b>40</b>	<b>37</b>	<b>5</b>

ICL PATHWAY ICL PATHWAY CS / BUSINESS SUPPORT UNIT MONTHLY INCIDENT REVIEW

Ref CS/REP/030  
Version 1.0  
Date 01.01.99

**Report 3.2: Incidents Received By Exception Type - December 1998**

Exception Types	Received
ABED/CAW misbalance	1
Committed transaction - clerk error	1
CPCS fails to update CMS with customer details	1
Error notice issued	1
Incomplete transaction - HSH instruction (BES)	3
Incomplete transaction - power failure (BES)	4
Incomplete transaction - software error (BES)	1
Incomplete transaction - system freeze (BES)	3
Incomplete transaction - system message re-boot (BES)	2
No stop confirmation received by CPCS from PAS	1
PO pays customer without payment authority	1
Voided in error	21
<b>Total:</b>	<b>40</b>

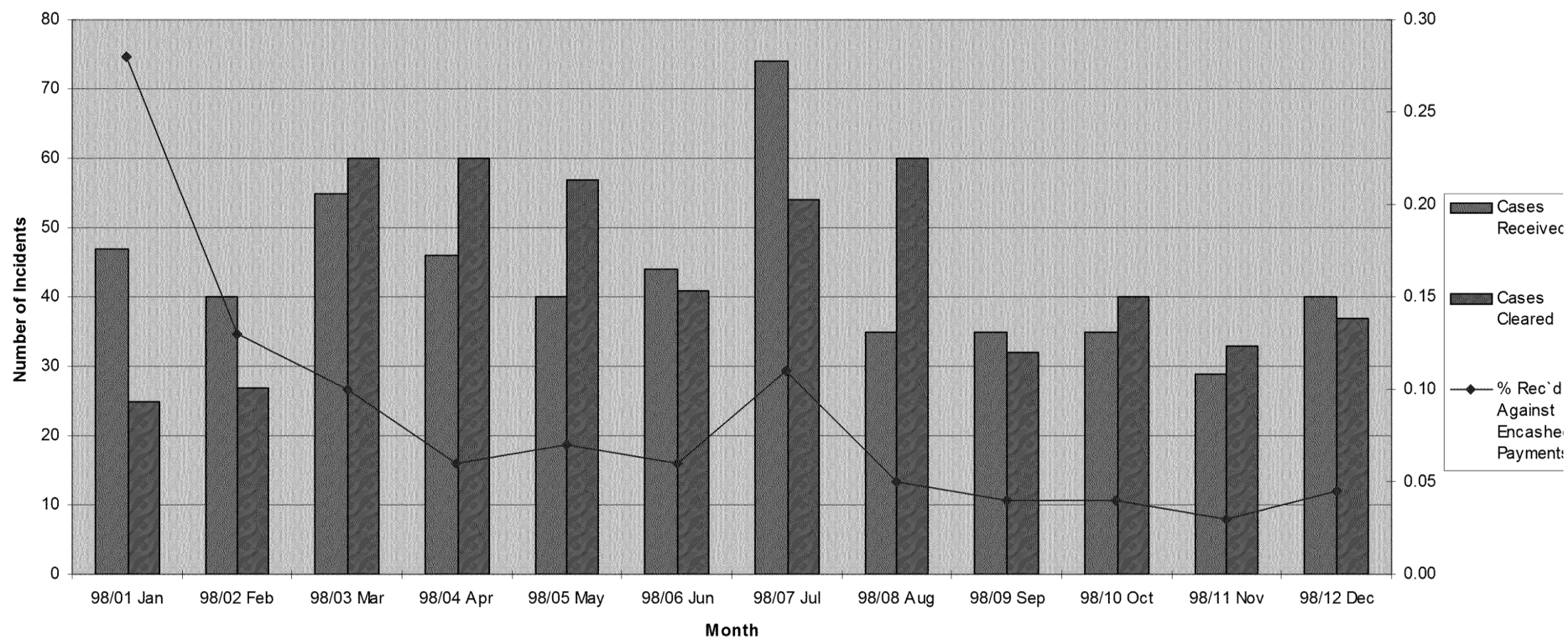


ICL PATHWAY

ICL PATHWAY CS / BUSINESS SUPPORT UNIT MONTHLY INCIDENT REVIEW

Ref CS/REP/030  
Version 1.0  
Date 01.01.99

### Report 3.3: Incidents Handled January 98 to Date





ICL PATHWAY ICL PATHWAY CS / BUSINESS SUPPORT UNIT MONTHLY INCIDENT REVIEW

Ref CS/REP/030  
Version 1.0  
Date 01.01.99

**Table 3.3: Incidents Handled January 98 to Date**

Month	Jan-98	Feb-98	Mar-98	Apr-98	May-98	Jun-98	Jul-98	Aug 98	Sep-98	Oct-98	Nov-98	Dec-98
% Rec'd Against Encashed Payments	0.28%	0.13%	0.10%	0.06%	0.07%	0.06%	0.11%	0.05%	0.04%	0.04%	0.03%	0.04%
No Encashments	16827	29964	54774	77973	60185	74007	69241	75340	78830	81480	86094	89013
Cases Received	47	40	55	46	40	44	74	35	35	35	29	40
Cases Cleared	25	27	60	60	57	41	54	60	31	40	33	37

- Incident receipts as a % of encashed payments have increased this month to 0.04%.

ICL PATHWAY      ICL PATHWAY CS / BUSINESS SUPPORT UNIT MONTHLY INCIDENT REVIEW

Ref	CS/REP/030
Version	1.0
Date	01.01.99

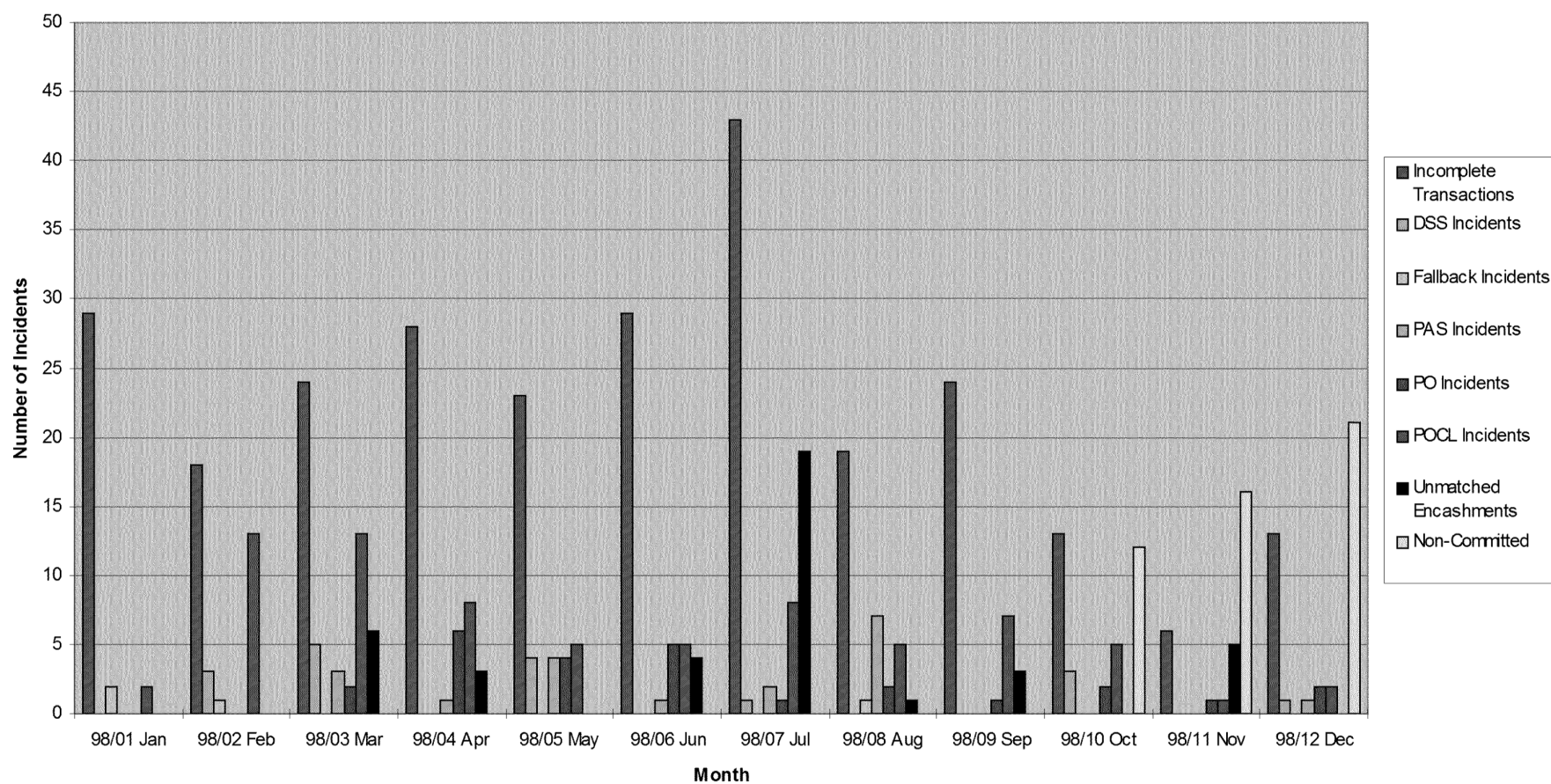
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**Report 3.4: Incidents Received by Category January 98 to Date**

ICL PATHWAY

ICL PATHWAY CS / BUSINESS SUPPORT UNIT MONTHLY INCIDENT REVIEW

Ref CS/REP/030  
Version 1.0  
Date 01.01.99



**ICL PATHWAY      ICL PATHWAY CS / BUSINESS SUPPORT UNIT MONTHLY INCIDENT REVIEW**

<b>Ref</b>	<b>CS/REP/030</b>
<b>Version</b>	<b>1.0</b>
<b>Date</b>	<b>01.01.99</b>

---

## ICL PATHWAY ICL PATHWAY CS / BUSINESS SUPPORT UNIT MONTHLY INCIDENT REVIEW

Ref CS/REP/030  
Version 1.0  
Date 01.01.99

**Table 3.4: Incidents Received by Category January 98 to Date**

Month	98/01 Jan	98/02 Feb	98/03 Mar	98/04 Apr	98/05 May	98/06 Jun	98/07 Jul	98/08 Aug	98/09 Sep	98/10 Oct	98/11 Nov	98/12 Dec
Incomplete Transactions	29	18	24	28	23	29	43	19	24	13	6	13
DSS Incidents	0	3	5	0	4	0	1	0	0	3	0	1
Fallback Incidents	2	1	0	0	0	0	0	1	0	0	0	0
PAS Incidents	0	0	3	1	4	1	2	7	0	0	0	1
PO Incidents	0	0	2	6	4	5	1	2	1	2	1	2
POCL Incidents	2	13	13	8	5	5	8	5	7	5	1	2
Unmatched Encashments	0	0	6	3	0	4	19	1	3	0	5	0
Non-Committed	0	0	0	0	0	0	0	0	0	12	16	21

- Incomplete transactions account for 32.5% of exceptions received this month (Please refer to Report 3.7 for full breakdown of exception type within this category).

ICL PATHWAY      ICL PATHWAY CS / BUSINESS SUPPORT UNIT MONTHLY INCIDENT REVIEW

Ref      CS/REP/030  
Version      1.0  
Date      01.01.99

---

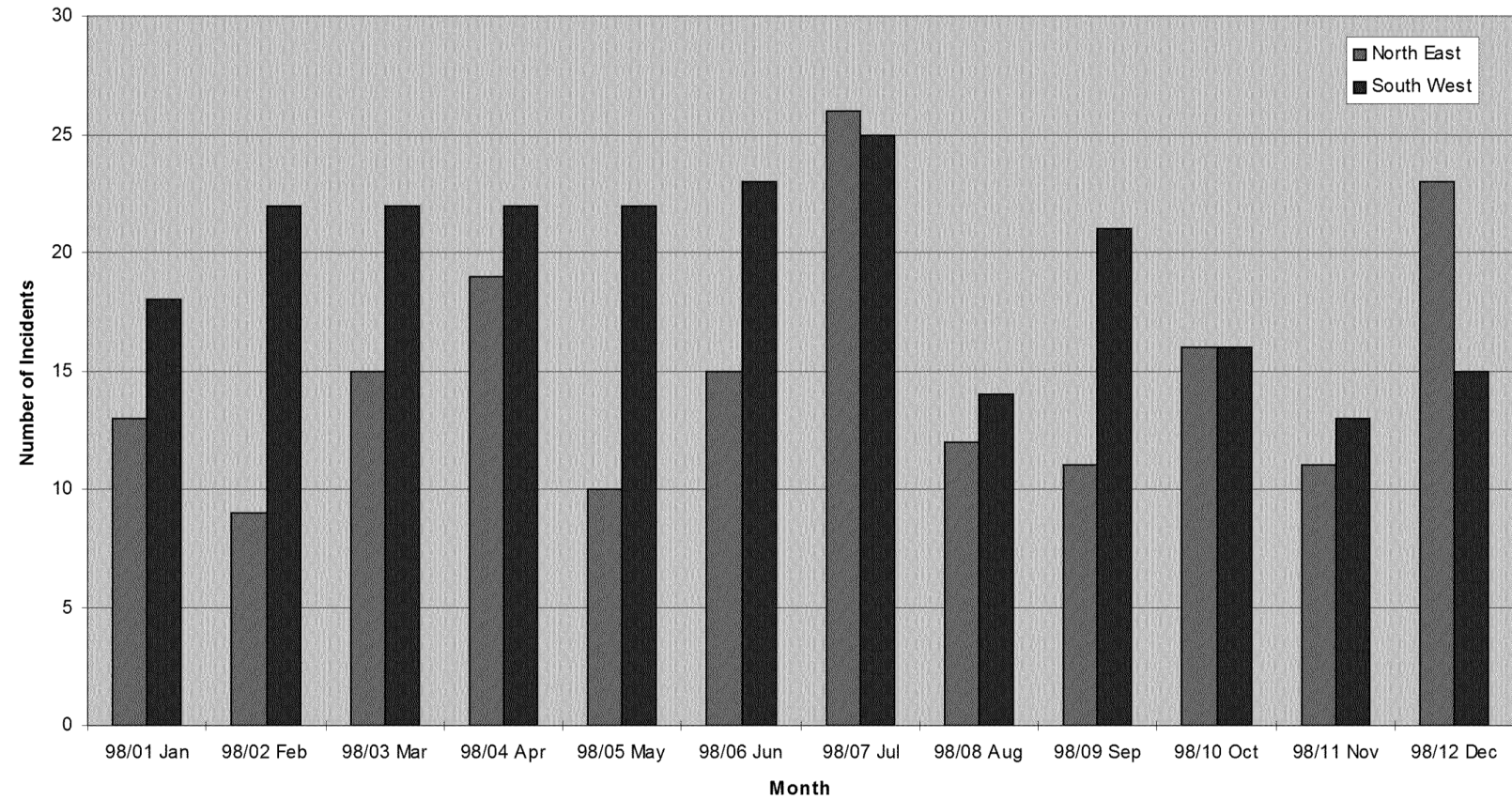
Report 3.5: POCL Incidents Received January 98 to Date - By Region

(PO, POCL, Incomplete Transactions for Automated Offices Only)



ICL PATHWAY      ICL PATHWAY CS / BUSINESS SUPPORT UNIT MONTHLY INCIDENT REVIEW

Ref      CS/REP/030  
Version      1.0  
Date      01.01.99



ICL PATHWAY ICL PATHWAY CS / BUSINESS SUPPORT UNIT MONTHLY INCIDENT REVIEW

Ref CS/REP/030  
Version 1.0  
Date 01.01.99

**Table 3.5: POCL Incidents Received January 98 to Date by Region**

Month	Jan-98	Feb-98	Mar-98	Apr-98	May-98	Jun-98	Jul-98	Aug-98	Sep-98	Oct-98	Nov-98	Dec-98
POCL Incidents Received North East	13	9	15	19	10	15	26	12	11	16	11	23
POCL Incidents Received South West	18	22	22	22	22	23	25	14	21	16	13	15

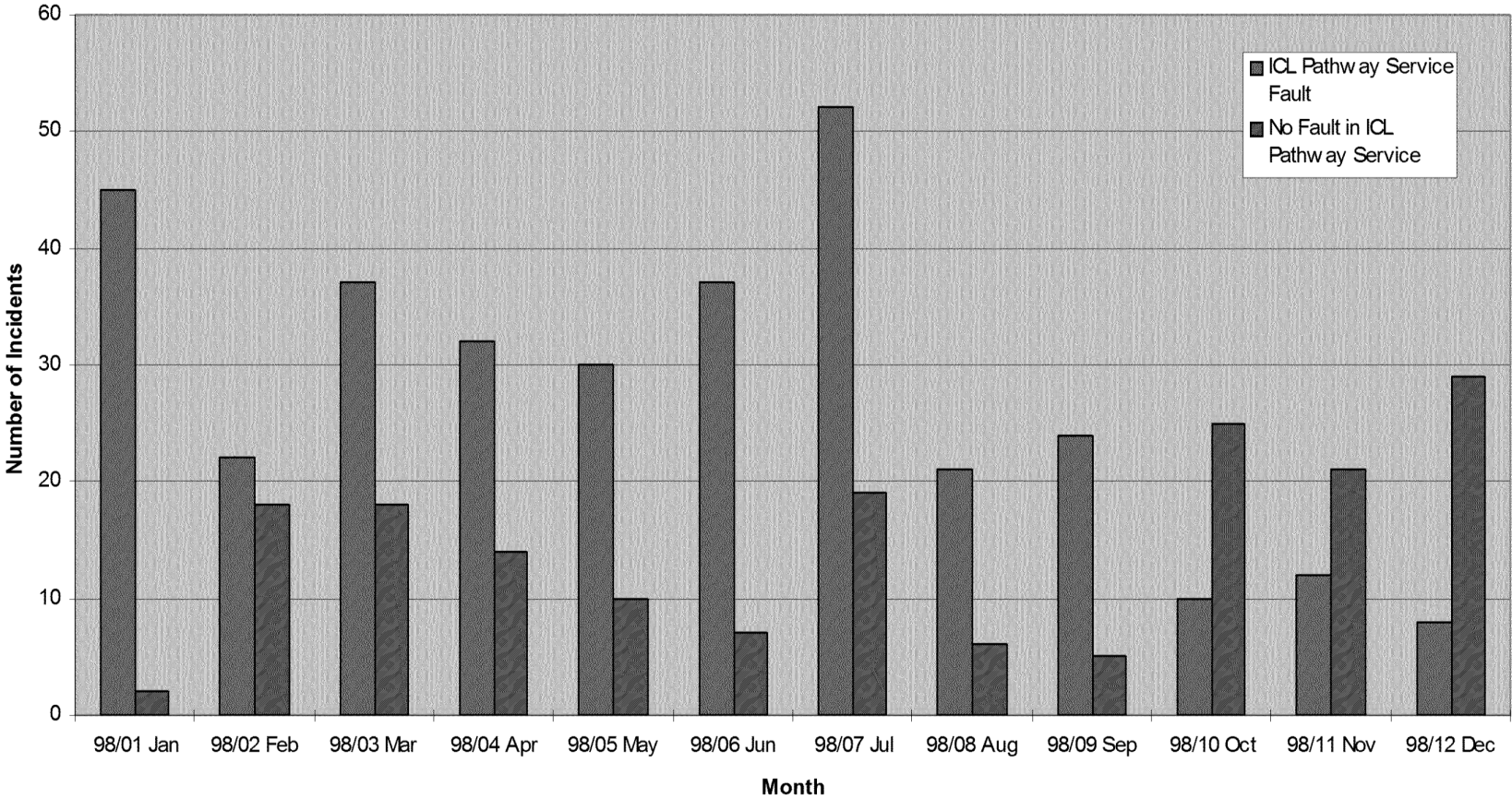
- This section identifies those incidents that originate within Post Offices, being raised by the Post Office clerk or POCL Chesterfield in respect of general reconciliation problems or incomplete transactions. The North East encountered more problems than those in the South West during the month of December.



**Report 3.6: Closure Status of Incidents January 98 to Date**

ICL PATHWAY ICL PATHWAY CS / BUSINESS SUPPORT UNIT MONTHLY INCIDENT REVIEW

Ref CS/REP/030  
Version 1.0  
Date 01.01.99



ICL PATHWAY      ICL PATHWAY CS / BUSINESS SUPPORT UNIT MONTHLY INCIDENT REVIEW

Ref      CS/REP/030  
Version      1.0  
Date      01.01.99

---

**Table 3.6: Closure Status of Incidents January 98 to Date**

Month	Jan-98	Feb-98	Mar-98	Apr-98	May-98	Jun-98	Jul-98	Aug-98	Sep-98	Oct-98	Nov-98	Dec-98
ICL Pathway Service Fault	45	22	37	32	30	37	52	21	24	10	12	8
No Fault in ICL Pathway Service	2	18	18	14	10	7	19	5	5	25	21	29

**ICL PATHWAY      ICL PATHWAY CS / BUSINESS SUPPORT UNIT MONTHLY INCIDENT REVIEW**

<b>Ref</b>	<b>CS/REP/030</b>
<b>Version</b>	<b>1.0</b>
<b>Date</b>	<b>01.01.99</b>

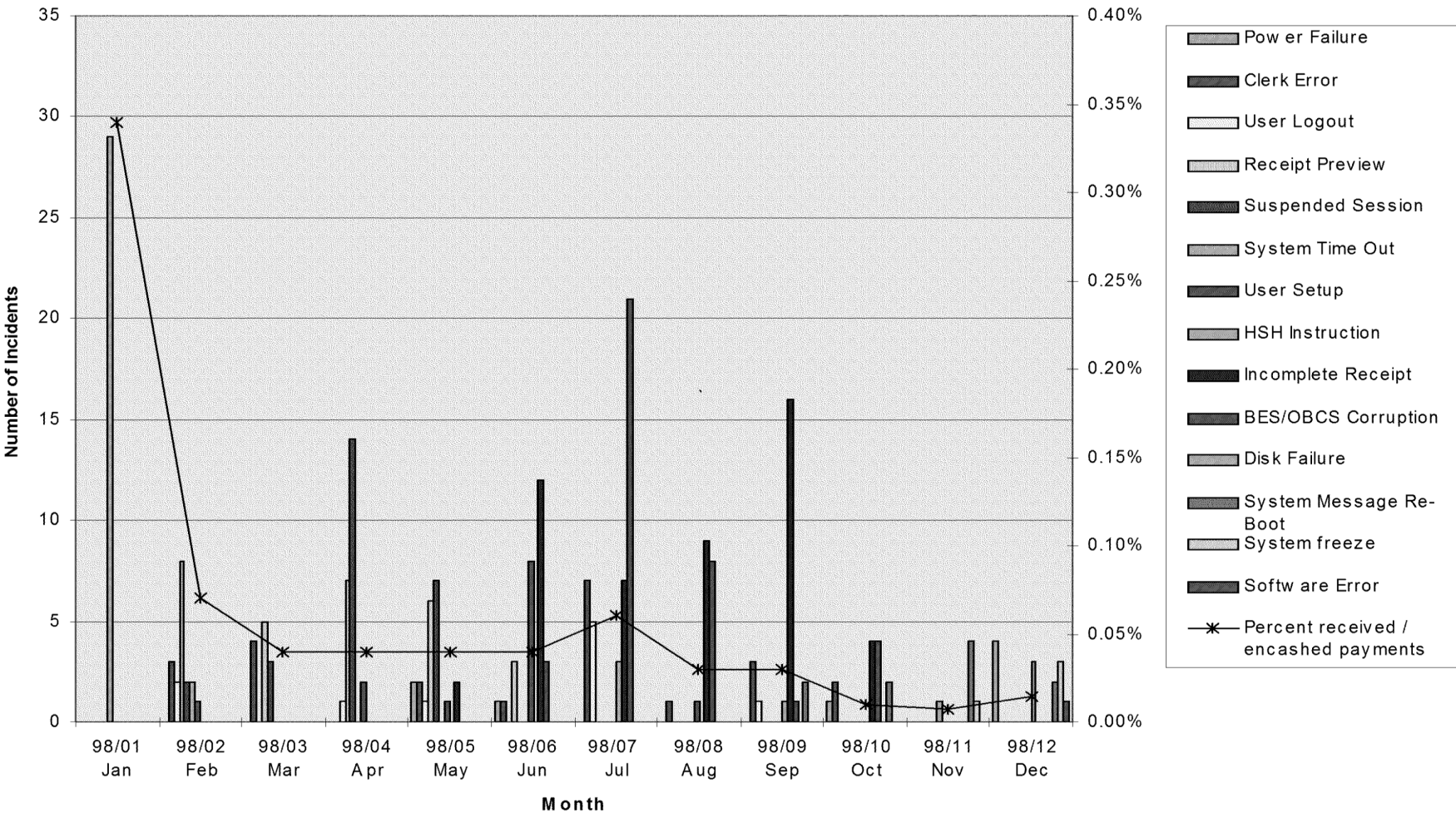
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- Incidents cleared under the "No Fault in ICL Pathway Service" category has risen to 29 this month. This will be monitored closely as NR2 approaches when ICL Pathway will be able to charge for this work.



ICL PATHWAY ICL PATHWAY CS / BUSINESS SUPPORT UNIT MONTHLY INCIDENT REVIEW

Ref CS/REP/030  
Version 1.0  
Date 01.01.99



ICL PATHWAY      ICL PATHWAY CS / BUSINESS SUPPORT UNIT MONTHLY INCIDENT REVIEW

Ref      CS/REP/030  
Version      1.0  
Date      01.01.99

---

**Report 3.7: Incomplete Transactions January 98 to Date**



## ICL PATHWAY ICL PATHWAY CS / BUSINESS SUPPORT UNIT MONTHLY INCIDENT REVIEW

Ref CS/REP/030  
Version 1.0  
Date 01.01.99

**Table 3.7: Incomplete Transactions January 98 to Date**

Month	Jan-98	Feb-98	Mar-98	Apr-98	May-98	Jun-98	Jul-98	Aug-98	Sep-98	Oct-98	Nov-98	Dec-98
Percent received / encashed payments	0.34%	0.07%	0.04%	0.04%	0.04%	0.04%	0.06%	0.03%	0.03%	0.02%	0.007%	0.015%
Power Failure	0	0	0	0	2	1	0	0	0	1	0	4
Clerk Error	0	3	4	0	2	1	7	1	3	2	0	0
User Logout	0	2	0	1	1	0	5	0	1	0	0	0
Receipt Preview	0	8	5	7	6	3	0	0	0	0	0	0
Suspended Session	0	2	3	14	7	0	0	0	0	0	0	0
System Time Out	29	2	0	0	0	0	0	0	0	0	1	0
User Setup	0	1	0	2	1	8	0	1	0	0	0	0
HSH Instruction	0	0	0	0	0	0	3	0	3	0	0	3
In omplete Receipt	0	0	0	0	2	12	7	9	16	4	0	0
BES/OBCS Corruption	0	0	0	0	0	3	21	8	1	4	0	0
Disk Failure	0	0	0	0	0	0	0	0	0	0	0	0
System Message Re-boot	0	0	0	0	0	0	0	0	2	2	4	2
System freeze	0	0	0	0	0	0	0	0	0	0	1	3
Software error	0	0	0	0	0	0	0	0	0	0	0	1
Others	0	0	12	4	2	1	0	0	0	2	0	0

## ICL PATHWAY ICL PATHWAY CS / BUSINESS SUPPORT UNIT MONTHLY INCIDENT REVIEW

Ref CS/REP/030  
Version 1.0  
Date 01.01.99

- This report accounts for **ALL** incomplete transactions, which have occurred at the Post Offices whether notified by the clerk at the time or by POCL TP when the Cash Account is reconciled. Progress has been made in this area to reduce the number of incidents:
- On 09/10/98 all outstanding fixes for identified problems have now been delivered to the R1c counters.

**Report 3.8: Incomplete Transactions by PO FAD - December 1998**

	Month	PO FAD	Address 1	Exception Description	Number of Incidents
1	98/12 Dec	176523	FALFIELD	Incomplete transaction - HSH instruction (BES)	1
2		249329	HAZELRIGG	Incomplete transaction - system freeze (BES)	1
3		252329	KILLINGWORTH	Incomplete transaction - system freeze (BES)	1
4		196328	MORPETH	Incomplete transaction - system message re-boot (BES)	1
5		357329	SUNNISIDE	Incomplete transaction - HSH instruction (BES)	1
6		391329	WIDEOPEN	Incomplete transaction - system freeze (BES)	1
7		249329	HAZELRIGG	Incomplete transaction - software error (BES)	1
8		152329	WEST STREET, GATESHEAD	Incomplete transaction - HSH instruction (BES)	1
9		268511	OLDLAND COMMON	Incomplete transaction - power failure (BES)	4
10		252329	KILLINGWORTH	Incomplete transaction - system message re-boot (BES)	1
Total:					13





ICL PATHWAY ICL PATHWAY CS / BUSINESS SUPPORT UNIT MONTHLY INCIDENT REVIEW

Ref CS/REP/030  
Version 1.0  
Date 01.01.99

**Report 3.9: Incomplete Transactions by PO Region - December 1998**

Month	PO Region	Exception Description	No. of Incidents
98/12 Dec	South West	Incomplete transaction - HSH instruction (BES)	1
	South West	Incomplete transaction - power failure (BES)	4
	North East	Incomplete transaction - system freeze (BES)	3
	North East	Incomplete transaction - system message re-boot (BES)	2
	North East	Incomplete transaction - HSH instruction (BES)	2
	North East	Incomplete transaction - software error (BES)	1
		Total:	13

## ICL PATHWAY ICL PATHWAY CS / BUSINESS SUPPORT UNIT MONTHLY INCIDENT REVIEW

Ref CS/REP/030  
Version 1.0  
Date 01.01.99**Report 3.10: Incomplete Transaction Matrix**

Incomplete Transaction Category	Definition	Recommendation	Review Dates	Target Dates	Actual Resolution Details	Problem Status	Comments / Next Steps
1. Timeout  Pinicl - PC0009860	Terminal will 'Time Out' after 15 minutes if there has been no activity. Transactions will be processed up to final committal stage only. The transaction is not completed			Fix 09.02.98	<b>Short term fix</b> -Time out extended to 1hr. <b>Permanent fix</b> - 'Forced committal' fix - ensuring that an incomplete transaction is committed after 74 minutes.	Re-opened following incident November.	A daily report of transactions which have been forcibly committed by the system is produced and circulated to BA and POCL. NB: Transaction is only committed in this way if a receipt has been printed.
2. Suspended Session  Pinicl - PC0008680	User starts a BES session, session then suspended and not committed. Second BES session started and committed in the normal manner. First session transaction is not completed..			Fix 17.05.98	'Forced committal' ensuring that any session suspended containing an incomplete transaction is committed after 74minutes.	Closed	A daily report of transactions which have been forcibly committed by the system is produced and circulated to BA and POCL. NB: Transaction is only committed in this way if a receipt has been printed.
3. User Setup  Pinicl - PC0012110	New User is introduced to the system by the Postmaster and not allocated to any User Group. A BES transaction may be progressed through 'Swipe of card', 'Print receipt' but the system will not allow the User to 'Finish', resulting in an incomplete transaction.	Suggested: Make user member of clerks group by default. Fix rec'd into T&I 24.08.98. Awaiting testing results	07.08.98 – new target 04.09.98	09.10.98	Fix tested. Does not allocate user to default group. Displays message and prevents any BES encashment. See CCN 331	Monitor – a/w subsequent fix	Internal ICL Pathway CP raised by Janet Dore. Horizon Procedures Update to ask PMs to follow full procedure to "Add New User" as in BPS Service Booklet. New fix requested from Escher 21.09 – no target date at present.

## ICL PATHWAY ICL PATHWAY CS / BUSINESS SUPPORT UNIT MONTHLY INCIDENT REVIEW

Ref CS/REP/030  
Version 1.0  
Date 01.01.99

Incomplete Transaction Category	Definition	Recommendation	Review Dates	Target Dates	Actual Resolution Details	Problem Status	Comments / Next Steps
1. Incomplete Receipt  Pinicl – PC0011122	Receipt has been removed prematurely from printer during BES transaction or the printer has failed during the transaction. An error message appears requesting the User retries the receipt printing. If this option is selected the transaction should progress through to completion. However, if the User selects 'Cancel' the transaction cannot be completed without voiding and recommencing from card swipe	Under investigation with Escher – fix rec'd into T&I 24.08.98. Awaiting results of testing.	07.08.98 – new target 04.09.98	09.10.98	Fix tested. Prevents user exiting transaction prior to completion. See CCN 330	Closed	Currently with Counter development.  'A' priority incident
2. Power Failure	User proceeds through normal BES transaction, printing a receipt and paying the Customer. There are two scenarios where the transaction cannot be completed when power is lost: 1 If the power is lost following printing of the receipt and the customer has been paid but before the User has touched 'Finish' 2. If the power fails after the User has touched 'Finish' but in the 'split second' prior to the transaction being written to the PC's hard disk.				BSU authorises PCHL encashment. Machine re-started by PM.	Closed	Unable to provide any system solution to this problem, BSU resolve incident.

ICL PATHWAY ICL PATHWAY CS / BUSINESS SUPPORT UNIT MONTHLY INCIDENT REVIEW

Ref CS/REP/030  
Version 1.0  
Date 01.01.99

Incomplete Transaction Category	Definition	Recommendation	Review Dates	Target Dates	Actual Resolution Details	Problem Status	Comments / Next Steps
1. Receipt Preview  Pinicl – PC0010079	During fallback when a manual receipt is prepared by the User following counter printer failure, the User should access the 'Manual Receipt' option via 'Exceptions'. This will allow the completion of the transaction once the manual receipt has been completed. Some Users are accessing the 'R. Preview' button via 'Exceptions'. The screen appears identical to the screen displayed when the 'Manual Receipt' button is pressed, however the transaction cannot be completed when the User exits out of the receipt screen.			Fix 02.07.98	"Receipt preview" inactivated during periods where the receipt printer has failed. Clerk is forced to use 'Manual Receipt' option.	Closed	ICL Pathway and BA / POCL are checking requirements to identify where 'Receipt Preview' is specified



ICL PATHWAY ICL PATHWAY CS / BUSINESS SUPPORT UNIT MONTHLY INCIDENT REVIEW

Ref CS/REP/030  
Version 1.0  
Date 01.01.99

Incomplete Transaction Category	Definition	Recommendation	Review Dates	Target Dates	Actual Resolution Details	Problem Status	Comments / Next Steps
1. Incomplete Receipt BES / OBCS Corruption  Pinicl – PC0012641	OBCS transaction has been started but not finished and a BES transaction is then started. Receipt has been removed prematurely from printer during BES transaction or the printer has failed during the transaction. An error message appears requesting the User retries the receipt printing. If this option is selected the transaction should progress through to completion. However, if the User selects 'Cancel' the transaction cannot be completed without returning to 'Desktop' and recommencing from card swipe. In this occasion however, when the User returns to 'Desktop', the OBCS transaction is available for finishing. This we suggest gives the User a false sense of security as the impression may be given that by finishing the OBCS transaction, the BES transaction is also completed	Under investigation with Escher – fix rec'd into T&I 24.08.98. Awaiting results of testing.	07.08.98 – new target 04.09.98	09.10.98	Fix tested. Prevents user exiting transaction prior to completion. See CCN 330	Closed	Currently with Counter development.  'A' priority incident.
8. Clerk Error	Any failure to commit a transaction resulting from genuine clerk error where the system behaved as required.					Closed	Any perceived 'Clerk errors' will be fully documented and reviewed by the Accounting and Reconciliation Operations forum for agreement.

## ICL PATHWAY ICL PATHWAY CS / BUSINESS SUPPORT UNIT MONTHLY INCIDENT REVIEW

Ref CS/REP/030  
Version 1.0  
Date 01.01.99

Incomplete Transaction Category	Definition	Recommendation	Review Dates	Target Dates	Actual Resolution Details	Problem Status	Comments / Next Steps
9. User Logout	User proceeds through normal BES transaction, printing a receipt but because of printer problems cannot complete the transaction. User then touches 'Riposte' button which has the effect of returning the system to Desktop and the User then logs out of the system.	Under investigation with Escher – fix rec'd into T&I 24.08.98. Awaiting results of testing.	07.08.98 – new target 04.09.98	09.10.98	Fix tested. Prevents user logging out of transaction prior to completion. See CCN 330	Closed	Currently with Counter development.  'A' priority incident.
10. New Card Activation	User proceeds through normal BES transaction, printing a receipt but does not complete the transaction. User activates a new card prior to completing the transaction, this transfers the payment to the new card however the payment accessed from the old card is still active. This can result in a duplicate payment if the first payment is subsequently committed.	Under investigation with Escher – fix rec'd into T&I 24.08.98. Awaiting results of testing.	07.08.98 – new target 04.09.98	09.10.98	Fix tested. Prevents user exiting transaction prior to completion. See CCN 330	Closed	Currently with Counter development.  'A' priority incident.

## ICL PATHWAY ICL PATHWAY CS / BUSINESS SUPPORT UNIT MONTHLY INCIDENT REVIEW

Ref CS/REP/030  
Version 1.0  
Date 01.01.99

Incomplete Transaction Category	Definition	Recommendation	Review Dates	Target Dates	Actual Resolution Details	Problem Status	Comments / Next Steps
11. HSHD Instruction	User alerts HSHD of system problem. HSHD instructs User to log out during transaction – no follow up advice. Transaction Incomplete	HSHD advised of correct procedure. Ascertain where User was within the transaction when the system failed and advise accordingly				Closed	
12. System Message Re-boot	Clerk commences transaction correctly by swiping a benefit card. The system correctly produces a receipt, which is passed to the customer for signature. The customer is paid and leaves the post office. The clerk then tries to commit the transaction but is prevented from doing so by the system locking and displaying the following screen message: 'The status of this transaction has changed'. HSHD then provide a re-boot and follow up action for an incomplete transaction.	Still under investigation as to cause of message display	28.10.98	09.11.98	TBA	Open	<p>Currently we have no explanation as to why this message is being displayed. It should only be displayed if:</p> <ul style="list-style-type: none"> <li>an unfinished transaction is repeated on another terminal within the same office</li> <li>an unfinished transaction is started by an alternative payee at another office</li> </ul> <p>In all cases so far, we have been unable to determine whether either action has been taken, the Riposte message store does not indicate that it has.</p> <p>This fault is receiving priority attention within ICL Pathway.</p>

## ICL PATHWAY ICL PATHWAY CS / BUSINESS SUPPORT UNIT MONTHLY INCIDENT REVIEW

Ref CS/REP/030  
Version 1.0  
Date 01.01.99

Incomplete Transaction Category	Definition	Recommendation	Review Dates	Target Dates	Actual Resolution Details	Problem Status	Comments / Next Steps
13 System Freeze PC0017544	An uncommitted transaction was lost due to slow counter response that was compounded by repeated counter swapping on the next transaction, a card activation. (RED 98103010093)	We have passed this problem to Design / BES Development for an answer. Development state that no guarantee can be given against any system 'freezing' for no apparent reason and then being cleared with either a re-boot or subsequent action. We have been totally unable to replicate this series of. We do not intend to remove any of the counters at this office as no further problems have occurred.. We have taken the decision to classify this event as an incomplete transaction System Frozen.	17.11.98	17.11.98	Still with Development. However it is unlikely that a quick solution will be suggested due to our inability to replicate the fault on any test rigs. Development suggest that this may be something that we will have to accept has happened within R1c and ensure that the NR2 kit is tested thoroughly for the same scenario.	Monitor	Unable to proceed further with this case as we are unable to replicate the events to give the same result. Suggest the way forward is discussed in detail at the next ICT meeting on 4.12.98.



ICL PATHWAY ICL PATHWAY CS / BUSINESS SUPPORT UNIT MONTHLY INCIDENT REVIEW

Ref CS/REP/030  
Version 1.0  
Date 01.01.99

POTENTIAL PROBLEMS

Incomplete Transaction Category	Definition	Recommendation	Review Dates	Target Dates	Actual Resolution Details	Problem Status	Comments / Next Steps
1. Disk Failure	User proceeds through normal BES transaction, printing a receipt and paying the Customer. Within R1c single counter post offices, if the hard disk were to fail with a total loss of data prior to the ISDN line being opened to communicate with the correspondence server (in practice this line opens approx. every 10 to 15 minutes), any completed BES transactions would be lost, with the status of Incomplete.	In NR2, single counter offices will have 2 hard disks making this event unlikely.				Closed	Unable to provide any system solution to this problem, BSU resolve incident.  NB This problem has not occurred in R1c



## ICL PATHWAY

## ICL PATHWAY CS / BUSINESS SUPPORT UNIT MONTHLY INCIDENT REVIEW

Ref  
Version  
DateCS/REP/030  
1.0  
01.01.99**Report 3.11: Forced Committal – December 1998**

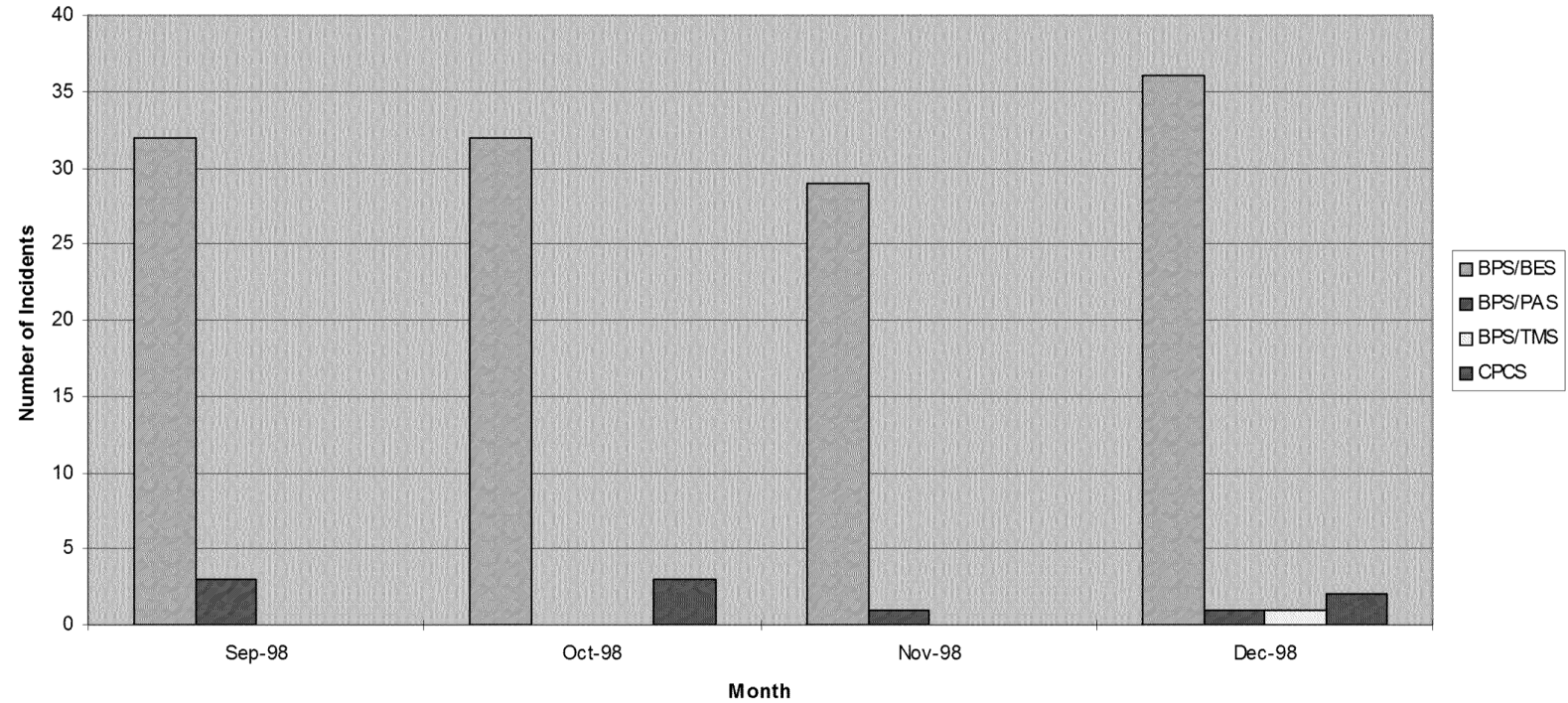
	Date	Time	Transaction ID	Payment ID	Beneficiary NINO	Amount
1	28-Nov-98	11:56:34	2395230100016823	44000NS878326B0009	NS878326	£83.00
2	28-Nov-98	12:06:30	3165230100022012	44000YB117886D0026	YB117886	£45.80
3	29-Nov-98		NIL			NIL
4	30-Nov-98		NIL			NIL
5	01-Dec-98	15:54:23	2405230200021077	44000NZ117211C0026	NZ117211	£26.40
6	01-Dec-98	15:03:40	2533290100021515	44000YR543914B0040	YR543914	£11.45
7	01-Dec-98	15:03:40	2533290100021515	44000YR543914B0041	YR543914	£11.45
8	01-Dec-98	13:23:48	2545230200002731	44000WP287991B0003	WP287991	£83.00
9	02-Dec-98	12:13:45	1583290300037717	44000NM540151C0010	NM540151	£83.00
10	02-Dec-98	17:59:40	2385230100024707	44000WM765513B0031	WM765513	£26.40
11	03-Dec-98		NIL			NIL
12	04-Dec-98	13:35:05	3415230200003456	44000YY142587D0003	YY142587	£120.20
13	05-Dec-98	10:53:42	1573280100038096	44000YS750555D0009	YS750555	£83.00
14	06-Dec-98		NIL			NIL
15	07-Dec-98	13:43:03	1643280100023460	44000YM695495D0040	YM695495	£20.75
16	07-Dec-98	17:58:13	2355230100018980	44000NR188035D0053	NR188035	£20.75
17	08-Dec-98	12:22:52	2785110200005756	44000YE329180B0056	YE329180	£11.45
18	08-Dec-98	16:17:29	2883290100011001	44000WE467728B0003	WE467728	£157.40
19	09-Dec-98	18:36:23	3815230100014285	44000NY857615B0040	NY857615	£35.70
20	10-Dec-98		NIL			NIL
21	11-Dec-98	13:40:41	4703290100028647	44000NA618913D0056	NA618913	£11.45
22	12-Dec-98		NIL			NIL
23	13-Dec-98		NIL			NIL
24	14-Dec-98	14:53:43	3543290200041136	44000NW483816C0034	NW483816	£20.75
25	15-Dec-98	18:33:19	3643290300025853	44000NH714994A0040	NH714994	£26.40
26	16-Dec-98	11:28:10	1855040100010740	44000YW808064D0003	YW808064	£45.80
27	16-Dec-98	11:59:25	2385230100025632	44000YP317390B0014	YP317390	£11.45
28	17-Dec-98	19:01:40	3033290400011463	44000YT841519B0009	YT841519	£45.80
29	18-Dec-98	12:37:11	3815230100014631	44000ZX272528C0042	ZX272528	£11.45
	Date	Time	Transaction ID	Payment ID	Beneficiary NINO	Amount

ICL PATHWAY		ICL PATHWAY CS / BUSINESS SUPPORT UNIT MONTHLY INCIDENT REVIEW				Ref Version Date	CS/REP/030 1.0 01.01.99
30	18-Dec-98	13:38:05	4125230100009659	44000WA011005A0046	WA011005	£17.10	
31	19-Dec-98		NIL			NIL	
32	20-Dec-98		NIL			NIL	
33	21-Dec-98	17:23:00	2143280100013657	44000NB037386B0004	NB037386	£83.00	
34	21-Dec-98	13:29:58	2825230100022772	44000YP195354A0023	YP195354	£11.45	
35	21-Dec-98	13:29:58	2825230100022772	44000YP195354A0024	YP195354	£11.45	
36	21-Dec-98	14:12:43	3345110100015251	44000NP755623B0060	NP755623	£30.05	
37	21-Dec-98	14:12:43	3345110100015251	44000NP755623B0061	NP755623	£9.30	
38	21-Dec-98	14:12:43	3345110100015251	44000NP755623B0059	NP755623	£39.35	
39	22-Dec-98	12:27:49	1733280100003301	44000WK566186B0057	WK566186	£20.75	
40	22-Dec-98	12:27:49	1733280100003301	44000WK566186B0058	WK566186	£20.75	
41	22-Dec-98	12:54:21	1883280100015611	44000JC323453B0020	JC323453	£11.45	
42	22-Dec-98	12:54:29	2533290100022431	44000YT979302C0041	YT979302	£11.45	
43	22-Dec-98	12:54:29	2533290100022431	44000YT979302C0040	YT979302	£11.45	
44	22-Dec-98	12:54:29	2533290100022431	44000YT979302C0042	YT979302	£11.45	
45	22-Dec-98	12:54:29	2533290100022431	44000YT979302C0043	YT979302	£11.45	
46	23-Dec-98	10:19:19	2815230100009049	44000YW751823C0038	YW751823	£11.45	
47	23-Dec-98	10:19:19	2815230100009049	44000YW751823C0040	YW751823	£11.45	
48	24-Dec-98		NIL			NIL	
49	25-Dec-98		NIL			NIL	
50	26-Dec-98		NIL			NIL	
51	27-Dec-98		NIL			NIL	
52	28-Dec-98		NIL			NIL	
53	29-Dec-98	15:48:07	3033290300010859	44000NZ844431D0029	NZ844431	£17.10	
54	30-Dec-98	16:44:38	2113280100018692	44000WM450750D0011	WM450750	£45.80	
55	30-Dec-98	13:38:18	3415230200003729	44000WA290127C0003	WA290127	£83.00	
56	30-Dec-98	13:38:18	3415230200003729	44000WA290127C0005	WA290127	£74.40	
57	31-Dec-98	12:57:44	3303290100036591	44000NS697876D0054	NS697876	£11.45	
58	31-Dec-98	12:57:44	3303290100036591	44000NS697876D0055	NS697876	£9.30	
59	31-Dec-98	12:50:36	3625110200038696	44000YZ195497C0011	YZ195497	£120.20	
Total						£1,536.50	

ICL PATHWAY      ICL PATHWAY CS / BUSINESS SUPPORT UNIT MONTHLY INCIDENT REVIEW

Ref      CS/REP/030  
Version      1.0  
Date      01.01.99

**Report 3.12: Incidents Received By Service Fault - September 1998 to Date**

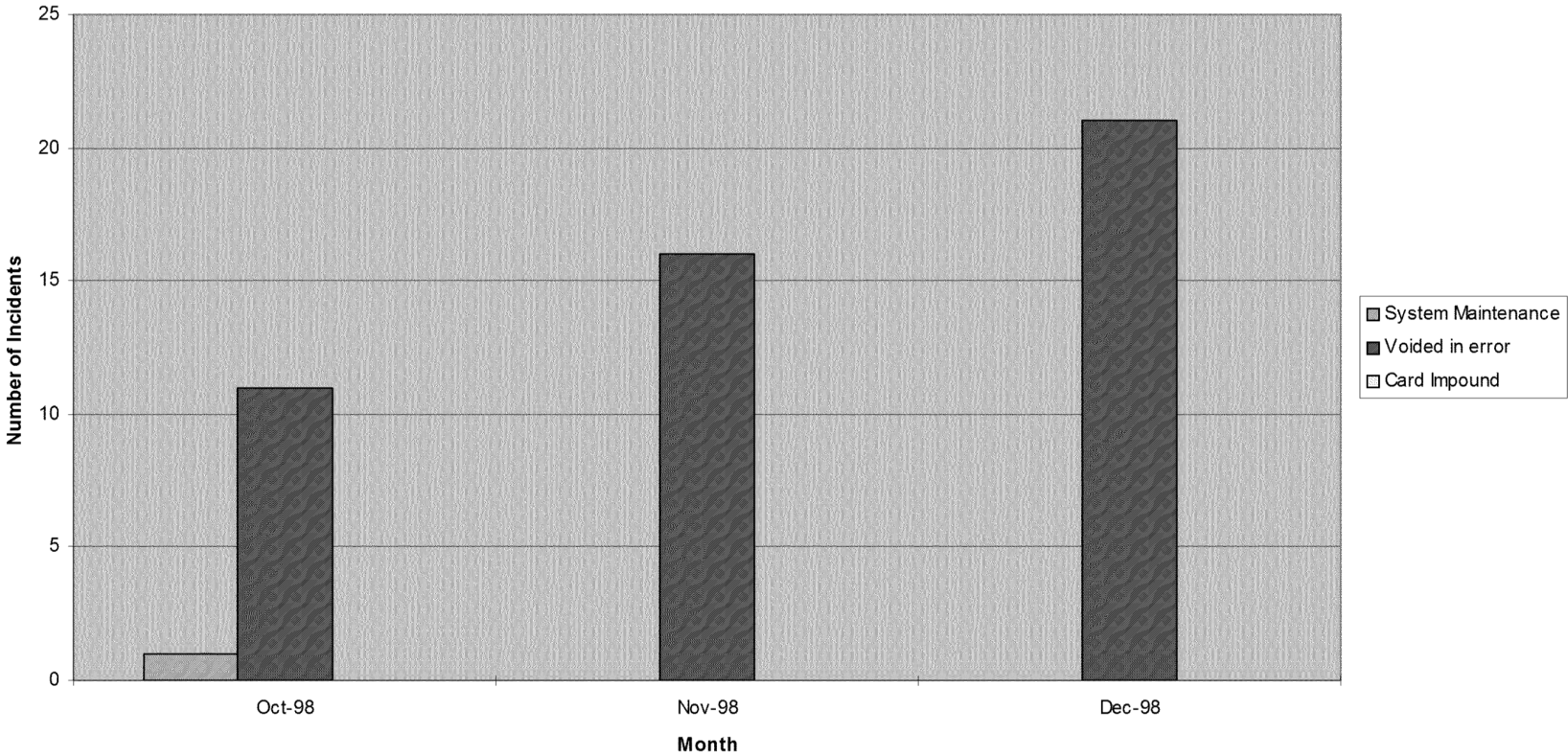


**Report 3.13: Non Committed Transactions – October 1998 to Date**



ICL PATHWAY      ICL PATHWAY CS / BUSINESS SUPPORT UNIT MONTHLY INCIDENT REVIEW

Ref      CS/REP/030  
Version      1.0  
Date      01.01.99





ICL PATHWAY      ICL PATHWAY CS / BUSINESS SUPPORT UNIT MONTHLY INCIDENT REVIEW

Ref      CS/REP/030  
Version      1.0  
Date      01.01.99

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**Report 3.14: Analysis of Incomplete Transaction type 'System Freeze' December 98**

	PO FAD	Enc Date	Time	HSHD Reference
1	252329	19/11/98	10.05	E9811200095
2	249329	30/11/98	12.41	E9812010068
3	391329	07/12/98	17.23	E9812080001

## ICL PATHWAY ICL PATHWAY CS / BUSINESS SUPPORT UNIT MONTHLY INCIDENT REVIEW

Ref CS/REP/030  
Version 1.0  
Date 01.01.99

**Report 4.1: Final Liability by Category - Cleared December 1998 (Excludes Incidents Raised for Rejected Records)****Incomplete Transactions**

	Date Received	RED Ref.	HSHD Ref.	Final Liability	Exception Description	Date Cleared	Cash Account Week	FAD Code	PO Name
1	01/12/98	RED98120110124	E9811300093	N/A	Incomplete transaction-HSH instruction (BES)	01/12/98	3698	176523	FALFIELD
2	01/12/98	RED98120110125	E9812010068	N/A	Incomplete transaction - System Freeze (BES)	01/12/98	3698	249329	HAZLERIGG
3	02/12/98	RED98120210126	E9811200095	N/A	Incomplete transaction - System Freeze (BES)	02/12/98	3698	252329	KILLINGWORTH
4	07/12/98	RED98120710134	E9812070039	N/A	Incomplete transaction - system message re-boot (BES)	07/12/98	3798	196328	WIDDRINGTON
5	08/12/98	RED98120810136	E9812070064	N/A	Incomplete transaction-HSH instruction (BES)	08/12/98	3798	357329	SUNNYSIDE
6	08/12/98	RED98120810138	E9812080001	N/A	Incomplete transaction - System Freeze (BES)	08/12/98	3798	391329	WIDEOPEN
7	16/12/98	RED98121610149	E9812140073	N/A	Incomplete transaction - software error (BES)	16/12/98	3898	249329	HAZLERIGG
8	21/12/98	RED98122110152	E9812210032	N/A	Incomplete transaction-HSH instruction (BES)	21/12/98	3998	152329	GATESHEAD
9	23/12/98	RED98122310158	E9812210070	N/A	Incomplete transaction - power failure (BES)	23/12/98	3998	268511	OLDLAND COMMON
10	31/12/98	RED98123110169	E981230033	N/A	Incomplete transaction - system message re-boot (BES)	31/12/98	4198	252329	KILLINGWORTH

**PAS Incident**

ICL PATHWAY ICL PATHWAY CS / BUSINESS SUPPORT UNIT MONTHLY INCIDENT REVIEW

Ref CS/REP/030  
Version 1.0  
Date 01.01.99

	Date Received	RED Ref.	HSHD Ref.	Final Liability	Exception Description	Date Cleared	Cash Account Week	FAD Code	PO Name
1	09/12/98	RED98120910140	E9812080077	N/A	No stop confirmation received by CPCS from PAS	09/12/98	3798	244329	GARDEN VILLAGE

**PO Incident**

	Date Received	RED Ref.	HSHD Ref.	Final Liability	Exception Description	Date Cleared	Cash Account Week	FAD Code	PO Name
1	08/12/98	RED98120810139	E9812070069	POCL	Committed transaction - clerk error	08/12/98	3798	209511	ELMGROVE
2	15/12/98	RED98121510146	E9812150047	N/A	PO pays customer without payment authority	15/12/98	3898	16511	CLIFTON

**POCL Incident**

	Date Received	RED Ref.	HSHD Ref.	Final Liability	Exception Description	Date Cleared	Cash Account Week	FAD Code	PO Name
1	14/10/98	RED98101410063	E9810090073	N/A	No error identified	21/12/98	#N/A	184329	METRO CENTRE
2	07/12/98	RED98120710133	E9812070032	N/A	Error notice issued	15/12/98	3798	205329	COATSWORTH RD



## ICL PATHWAY ICL PATHWAY CS / BUSINESS SUPPORT UNIT MONTHLY INCIDENT REVIEW

Ref CS/REP/030  
Version 1.0  
Date 01.01.99

**Non-Committed**

	Date Received	RED Ref.	HSHD Ref.	Final Liability	Exception Description	Date Cleared	Cash Account Week	FAD Code	PO Name
1	02/12/98	RED98120210127	E9812020009	N/A	Voided in error	02/12/98	3698	310329	PALMERSVILLE
2	02/12/98	RED98120210128	E9812010099	N/A	Voided in error	02/12/98	3698	324523	WHITEHALL
3	02/12/98	RED98120210129	E9812010127	N/A	Voided in error	02/12/98	3698	300511	SOUTHMEAD
4	02/12/98	RED98120210130	E9812020007	N/A	Voided in error	02/12/98	3698	357329	SUNNYSIDE
5	04/12/98	RED98120410131	E9812030092	N/A	Voided in error	04/12/98	3798	362511	CHANDAG
6	07/12/98	RED98120710135	E9812040095	N/A	Voided in error	07/12/98	3798	334511	WHITEHALL
7	07/12/98	RED98120710132	E9812070037	POCL	Voided in error	18/12/98	3798	351511	STATION ROAD
8	08/12/98	RED98120810137	E9812080003	N/A	Voided in error	08/12/98	3798	152329	GATESHEAD
9	09/12/98	RED98120910142	E9812090019	N/A	Voided in error	09/12/98	3798	314329	PRINCE CONSORT RD
10	11/12/98	RED98121110143	E9812110013	N/A	Voided in error	11/12/98	3898	223329	DUDLEY
11	14/12/98	RED98121410144	E9812120009	N/A	Voided in error	14/12/98	3898	156523	BARNWOOD
12	15/12/98	RED98121510147	E9812150001	N/A	Voided in error	15/12/98	3898	194329	CAMBOIS
13	15/12/98	RED98121510145	E9812140071	N/A	Voided in error	15/12/98	3898	252329	KILLINGWORTH
14	16/12/98	RED98121610148	E9812160015	N/A	Voided in error	16/12/98	3898	152329	GATESHEAD
15	18/12/98	RED98121810151	E9812170054	N/A	Voided in error	18/12/98	3998	4023219	WHITLEY BAY
16	22/12/98	RED98122210153	E9812220005	N/A	Voided in error	22/12/98	3998	152329	GATESHEAD
17	22/12/98	RED98122210154	E9812220011	N/A	Voided in error	22/12/98	3998	152329	GATESHEAD
18	22/12/98	RED98122210155	E9812220011	N/A	Voided in error	22/12/98	3998	152329	GATESHEAD
19	29/12/98	RED98122910160	E9812290015	N/A	Voided in error	29/12/98	4098	152329	GATESHEAD
20	29/12/98	RED98122910161	E9812290027	N/A	Voided in error	29/12/98	4098	214328	NORTH SUNDERLAND
21	29/12/98	RED98122910162	E9812290040	N/A	Voided in error	29/12/98	4098	272523	PARKEND

**ICL PATHWAY      ICL PATHWAY CS / BUSINESS SUPPORT UNIT MONTHLY INCIDENT REVIEW**

<b>Ref</b>	<b>CS/REP/030</b>
<b>Version</b>	<b>1.0</b>
<b>Date</b>	<b>01.01.99</b>

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ICL PATHWAY ICL PATHWAY CS / BUSINESS SUPPORT UNIT MONTHLY INCIDENT REVIEW

Ref CS/REP/030  
Version 1.0  
Date 01.01.99

## 5. DECEMBER 1998 - KEY INCIDENTS REQUIRING DISCUSSION

RED Reference	Summary	Recommendation
RED98122210156	Incomplete transaction – power failure (BES)	Not reported by PM at time of failure causing additional complications.
RED98122310157	Incomplete transaction – power failure (BES)	As above
RED98122310158	Incomplete transaction – power failure (BES)	As above
RED98122310159	Incomplete transaction – power failure (BES)	As above

**6. DECEMBER 1998 - KEY INCIDENTS WHERE LIABILITY HAS BEEN PREVIOUSLY DISCUSSED**

*The following incidents have been previously discussed at the Accounting and Reconciliation Operational Forum, and a response has not been received from POCL. The incident will now be closed with no ICL Pathway liability.*

RED Reference	Summary	Recommendation
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