Export

Peak Incident Management System

Call Reference	**PC0246949**	Call Logger	_Customer Call_ -- EDSC
Release	Reported In -- HNG-X 12.11	Top Ref	PC0246997
Call Type	Live Incidents	Priority	C -- Non-critical
Contact	EDSC	Call Status	Closed -- Avoidance Action Supplied
Target Date	18/10/2015	Effort (Man Days)	0
Summary	2248433 - horizon - transaction discrepancies		
All References	Type	Value	
	OTI	GY:I7991774	
	DevIntRel-Director	Live Supp.Test	
	SSCKEL	KEL acha621P	
	SSCKEL	KEL acha621P	
	TRIOLE for Service	A10504260	
	Clone Call	PC0246997	

Progress Narrative

```
Date:13-Oct-2015 14:46:37 User:_Customer Call_
CALL PC0246949 opened
Details entered are:-
Summary:2248433 - horizon - transaction discrepancies
Call Type:L
Call Priority:C
Target Release:HNG-X 12.11
Routed to:EDSC - _Unassigned_
```

```
Date:13-Oct-2015 14:46:37 User:_Customer Call_
=================================================================
INCIDENT MANAGEMENT
Date/Time Raised: Oct 12 2015 5:10PM
Priority: C
Contact Name: PostOffice, Unknown
Contact Phone: [___GRO___]
Originator: XXXXXX@TFS01
Originator's reference: GY:I7991774
Product Serial No:
Product Site: 224843
=================================================================


Transfer Note: ****Please can PEAK investigate this discrepancy issue. NBSC has confirmed that following discussions and checks
with the user that this is not a user error issue, but an issue within the system requiring Fujitsu investigation.****:
Received the following email:
Hi Eden,
Need to raise an incident for below issue &amp; provide Fujitsu re.. It?s been confirmed with SM.
(previous ref: I7972295)
Note: NBSC has confirmed that they following discussions and checks with the user that this is not a user error issue, but an
issue within the system requiring Fujitsu investigation
-Name: Anne Ireland
-Phone #:[_____GRO_____]
-Caller type: Dalmellington Outreach Service
-FAD code (for branch) / PATH code (for supplier): 2248433
Problem/Request:
-user has discrepancies when transferring cash from one branch to another (specifically between their main branch to their
outreach branch); OUTREACH BRANCH ISSUE
-user said instead of the system logging it as 8000 pound transaction, it recognizes it as a 32,000 pound transaction
-user already contacted NBSC and was right away directed to us, POSD; reference# 1358666
FAD code *2248433
Node id *gellar kit
User id *AI[GRO]
Date / Time of transaction 8th October 2015 @ 1300
Session ID *1-12440-1 | 1-12441-1 | 1-12442-1 | 1-1243-1
Transaction number(s) * none
Amounts *8000 pounds over 32000 pounds
First 6 and last 4 digits of card number (if applicable) *n/a
Current TP / BP / Stock unit *TP - 6, BP - n/a, Stock Unit - AA
Key strokes *Back Office&gt; Remittances and Transfers&gt; Delivery&gt; Scan your barcode&gt; type in the amount&gt; confirm the
amount&gt; Enter

Regards,
Abhishek Rane
Incident Management
T +[___GRO___]
abhishek.[___GRO___]
Embassy Tech Zone,
```

```
Hinjewadi, Phase-2, Pune-411057
Atos India
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-email attached and forwarded to Fujitsu
-access attached
POL-SD-Horizon-Minimum Dataset for Software Calls
---
Incident History:
---
2015-10-12 17:10:56 [ POA-HDI]
INIT : Create a new request/incident/problem/change/issue
---
2015-10-12 17:10:57 [ POA-HDI]
zneut_en_poa : Transfer Notification
---
2015-10-12 17:10:57 [ POA-HDI]
zneun_en_poa : Open Notification
---
2015-10-12 17:12:58 [ POA-HDI]
HDIoutADD : From ATOSSDM12: ----Attachement 2248433 Dalmellington Outreach Service - horizon transaction discrepancies .msg ---
email from Rane
---
2015-10-12 17:14:29 [ POA-HDI]
HDIoutADD : From ATOSSDM12: ----Attachement RE 2248433 Dalmellington Outreach Service - horizon transaction discrepancies .msg ---
email from Katie
---
2015-10-12 17:15:00 [ POA-HDI]
HDIoutADD : From ATOSSDM12: 2015/10/12 17:13:39 GMT Log_Comment -received the following:
Thank you Abhishek.
Eden ? grateful if this one can be raised today. Please let myself and Abhishek know immediately if Fujitsu reject this call.
Thanks,
Katie
-email attached
---
2015-10-12 17:15:31 [ POA-HDI]
HDIoutADD : From ATOSSDM12: 2015/10/12 17:14:41 GMT Status Status changed to -
Received the following email:
Hi Eden,
Need to raise an incident for below issue & provide Fujitsu re.. It?s been confirmed with SM.
(previous ref: I7972295)
Note: NBSC has confirmed that they following discussions and checks with the user that this is not a user error issue, but an
issue within the system requiring Fujitsu investigation
-Name: Anne Ireland
-Phone #: [    GRO    ]
-Caller type: Dalmellington Outreach Service
-FAD code (for branch) / PATH code (for supplier): 2248433
Problem/Request:
-user has discrepancies when transferring cash from one branch to another (specifically between their main branch to their
outreach branch); OUTREACH BRANCH ISSUE
-user said instead of the system logging it as 8000 pound transaction, it recognizes it as a 32,000 pound transaction
-user already contacted NBSC and was right away directed to us, POSD; reference# 1358666
FAD code *2248433
Node id *gellar kit
User id *AI[GRO]
Date / Time of transaction *today @ 1300
Session ID *1-12440-1 | 1-12441-1 | 1-12442-1 | 1-1243-1
Transaction number(s) * none
Amounts *8000 pounds over 32000 pounds
First 6 and last 4 digits of card number (if applicable) *n/a
Current TP / BP / Stock unit *TP - 6, BP - n/a, Stock Unit - AA
Key strokes *Back Office> Remittances and Transfers> Delivery> Scan your barcode> type in the amount> confirm the amount> Enter

Regards,
Abhishek Rane
Incident Management
T [      GRO      ]
abhishek.rane[    GRO    ]
Embassy Tech Zone,
Hinjewadi, Phase-2, Pune-411057
Atos India
--------------------------------
-email attached and forwarded to Fujitsu
-access attached
POL-SD-Horizon-Minimum Dataset for Software Calls
****START****MON0900TUE0900WED0900THU0900FRI0900SAT0900SUN0000BNK0000
MON0000TUE0000WED0000THU0000FRI0000SAT0000SUN0000BNK0000
MON0000TUE0000WED0000THU0000FRI0000SAT0000SUN0000BNK0000
MON1730TUE1730WED1730THU1730FRI1730SAT1230SUN0000BNK0000****END****
---
2015-10-12 17:16:01 [ POA-HDI]
HDIoutADD : From ATOSSDM12: 2015/10/12 17:15:10 GMT Status Status changed to -
Received the following email:
Hi Eden,
Need to raise an incident for below issue & provide Fujitsu re.. It?s been confirmed with SM.
(previous ref: I7972295)
Note: NBSC has confirmed that they following discussions and checks with the user that this is not a user error issue, but an
issue within the system requiring Fujitsu investigation
-Name: Anne Ireland
-Phone #: [    GRO    ]
-Caller type: Dalmellington Outreach Service
-FAD code (for branch) / PATH code (for supplier): 2248433
```

Problem/Request:
-user has discrepancies when transferring cash from one branch to another (specifically between their main branch to their outreach branch); OUTREACH BRANCH ISSUE
-user said instead of the system logging it as 8000 pound transaction, it recognizes it as a 32,000 pound transaction
-user already contacted NBSC and was right away directed to us, POSD; reference# 1358666
FAD code *2248433
Node id *gellar kit
User id *AI [IRRELEVANT]
Date / Time of transaction *today @ 1300
Session ID *1-12440-1 | 1-12441-1 | 1-12442-1 | 1-1243-1
Transaction number(s) * none
Amounts *8000 pounds over 32000 pounds
First 6 and last 4 digits of card number (if applicable) *n/a
Current TP / BP / Stock unit *TP - 6, BP - n/a, Stock Unit - AA
Key strokes *Back Office> Remittances and Transfers> Delivery> Scan your barcode> type in the amount> confirm the amount> Enter

Regards,
Abhishek Rane
Incident Management
T [GRO]
abhishek.[GRO]
Embassy Tech Zone,
Hinjewadi, Phase-2, Pune-411057
Atos India

-email attached and forwarded to Fujitsu
-access attached
POL-SD-Horizon-Minimum Dataset for Software Calls
****START****MON0900TUE0900WED0900THU0900FRI0900SAT0900SUN0000BNK0000
MON0000TUE0000WED0000THU0000FRI0000SAT0000SUN0000BNK0000
MON0000TUE0000WED0000THU0000FRI0000SAT0000SUN0000BNK0000
MON1730TUE1730WED1730THU1730FRI1730SAT1230SUN0000BNK0000****END****

2015-10-12 17:27:00 [Millman, Emma]
HDIoutSTU : Hi

In regards to the above call, in the call notes it states the Date & Time of the
issue as 'today @ 1300.' I think you will find this is incorrect as the issue was originally raised on 8th October.

Please provide us with the correct date so we can investigate this.

Regards
Emma Millman

2015-10-12 17:45:11 [POA-HDI]
HDIoutADD : From ATOSSDM12: ----Attachement RE 2248433 Dalmellington Outreach Service - horizon transaction discrepancies
I7991774 - A10504260.msg ---
email to Rane and Katie

2015-10-12 18:27:12 [Millman, Emma]
zneut_en_poa : Transfer Notification

2015-10-13 04:19:29 [POA-HDI]
HDIoutADD : From ATOSSDM12: ----Attachement A10504260I7991774 .msg ---
email from MAC

2015-10-13 04:20:02 [POA-HDI]
HDIoutADD : From ATOSSDM12: ----Attachement RE 2248433 Dalmellington Outreach Service - horizon transaction discrepancies
I7991774 - A10504260.msg ---
email sent to Katie Austin and Abhishek Rane

2015-10-13 04:21:33 [POA-HDI]
HDIoutADD : From ATOSSDM12: 2015/10/13 04:19:26 GMT Log_Comment - received an email from MAC asking for a correct time and date
of the issue occurred
- forwarded email to Katie Austin and Abhishek Rane of IM
From: Post Office Service Desk
Sent: Tuesday, October 13, 2015 12:18 PM
To: Austin, Katie (ext); Rane, Abhishek
Subject: RE: 2248433 | Dalmellington Outreach Service - horizon | transaction discrepancies / I7991774 - A10504260

Good Morning,
We receive a new email from Fujitsu, please see below:
In regards to the above call, in the call notes it states the Date & Time of the issue as ?today @ 1300.? I think you will find
this is incorrect as the issue was originally raised on 8th October.
Please provide us with the correct date so we can investigate this.
Incident is still assigned to Fujitsu.
We will try to call the branch later to get the right information needed by them.
- will try to call the branch later if queue persist

2015-10-13 04:22:34 [POA-HDI]
HDIoutADD : From ATOSSDM12: ----Attachement Automatic reply 2248433 Dalmellington Outreach Service - horizon transaction
discrepancies I7991774 - A10504260.msg ---
OOO email from Katie Austin

2015-10-13 04:23:04 [POA-HDI]
HDIoutADD : From ATOSSDM12: 2015/10/13 04:22:08 GMT Log_Comment - OOO email from Katie Austin
From: Austin, Katie (ext)
Sent: Tuesday, October 13, 2015 1:44 AM
To: Post Office Service Desk
Subject: Automatic reply: 2248433 | Dalmellington Outreach Service - horizon | transaction discrepancies / I7991774 - A10504260

Thank you for your email.
I am travelling to offsite meetings on Tuesday 13th October and will therefore have limited access to email.
For any urgent issues, please call me on my mobile [GRO]

2015-10-13 08:50:22 [POA-HDI]
HDIoutADD : From ATOSSDM12: 2015/10/13 08:49:34 GMT Log_Comment email from Katie to IM:

Abhishek ? Please can you correct this with Fujitsu ? I believe the issue was reported on the 8th in the morning?

K

2015-10-13 08:50:56 [POA-HDI]
HDIoutADD : From ATOSSDM12: ----Attachement RE 2248433 Dalmellington Outreach Service - horizon transaction discrepancies
I7991774 - A10504260.msg ---
email from Katie to IM

2015-10-13 13:43:00 [Millman, Emma]
HDIoutSTU : Abhishek from Atos IMT called for an update.

I advised we are currently awaiting an update the SD regarding the correct date of when the issue occurred.

Abhishek advised the correct date is 8th October.

I advised I will amend the call and now I will send it over for investigation.

2015-10-13 13:46:11 [Millman, Emma]
zneut_en_poa : Transfer Notification
****Please can PEAK investigate this discrepancy issue. NBSC has confirmed that following discussions and checks with the user
that this is not a user error issue, but an issue within the system requiring Fujitsu investigation.****

Date:**13-Oct-2015 15:33:39** User:**Jonathan Pegg**
Product HNG-X Platforms -- HNG-X Counter App (CNT) (version unspecified) added.

Date:**13-Oct-2015 15:37:03** User:**Jonathan Pegg**
[Start of Response]

PRESCAN
Comments:
KEL Reference:
Assigned User: Cheryl Card

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

Date:**13-Oct-2015 15:37:38** User:**Jonathan Pegg**
The Call record has been assigned to the Team Member: Cheryl Card
Progress was delivered to Consumer

Date:**13-Oct-2015 15:53:44** User:**Cheryl Card**
The Call record has been assigned to the Team Member: Anne Chambers
Progress was delivered to Consumer

Date:**13-Oct-2015 16:32:09** User:**_Customer Call_**
From ATOSSDM12: 2015/10/13 15:29:41 GMT Log_Comment incident raised on 8th Oct
called & updated PM the situation
spoke with Fujitsu, updated them the correct incident raised date. they are currently investigating

---

Date:**13-Oct-2015 17:42:11** User:**Anne Chambers**
[Start of Response]
I can see that the clerk pressed Enter 4 times after the Delivery Receipts were printed, and each time a rem in transaction for
£8000 and its cash settlement were recorded. This should not be possible. Continuing to investigate.
[End of Response]
Response code to call type L as Category 40 -- Pending -- Incident Under Investigation
Response was delivered to Consumer

Date:**14-Oct-2015 07:12:40** User:**_Customer Call_**
From ATOSSDM12: ----Attachement RE 2248433 Dalmellington Outreach Service - horizon transaction discrepancies I7991774 -
A10504260.msg ---
email from Abishek Rane

Date:**14-Oct-2015 07:13:11** User:**_Customer Call_**
From ATOSSDM12: ----Attachement RE 2248433 Dalmellington Outreach Service - horizon transaction discrepancies I7991774 -
A10504260.msg ---
response to Abishek Rane

```
Date:14-Oct-2015 07:14:11 User:_Customer Call_
From ATOSSDM12: 2015/10/14 06:11:36 GMT Log_Comment -email from Abishek Rane:
" Yes, it?s for 8th Oct
Details were send with ref with I7972295
Regards,
Abhishek Rane
Incident Management
        GRO
abhishek.rane     GRO
Embassy Tech Zone,
Hinjewadi, Phase-2, Pune-411057
Atos India "
-responded to Abishek Rane
-emails attached
```

```
Date:14-Oct-2015 15:23:24 User:Anne Chambers
Call has been cloned to Call:PC0246997 by User:Anne Chambers
```

```
Date:14-Oct-2015 16:21:12 User:Anne Chambers
[Start of Response]
I have sent a clone of this call to development for investigation into the root cause, while I try to check whether the same
problem might have affected any other branches. Further update tomorrow.
[End of Response]
Response code to call type L as Category 40 -- Pending -- Incident Under Investigation
Response was delivered to Consumer
```

```
Date:14-Oct-2015 16:51:12 User:Anne Chambers
BRSS query to check for problem:

select branch_code, trunc(JOURNAL_DATE), PROD_ID, AMOUNT, to_char(POUCH_ID,'999999999999') pouch, min(SESSION_ID),
max(session_id), count(*)
from brdb_rx_eposs_transactions
where TRANSACTION_MODE_ID = 24
and journal_date >= to_date('10-OCT-2015','DD-MON-YYYY')
and POUCH_ID > 0
having count(*) > 1
and min(SESSION_ID) <> max(session_id)
group by branch_code, trunc(JOURNAL_DATE), PROD_ID, AMOUNT, to_char(POUCH_ID,'999999999999')
order by 1,2,3,4
```

```
Date:14-Oct-2015 17:25:52 User:_Customer Call_
From ATOSSDM12: 2015/10/14 16:23:56 GMT Log_Comment Spoke with emma - 'Fujitsu have sent the incident to development team to find
root cause, also checking if it has affected other branches'
```

```
Date:15-Oct-2015 13:46:59 User:_Customer Call_
From ATOSSDM12: 2015/10/15 12:43:56 GMT Log_Comment spoke with Emma(FJ), she said that their development team is still
investigating on this issue &amp; would provide update at EOD
```

```
Date:15-Oct-2015 15:41:46 User:Anne Chambers
[Start of Response]
KEL acha621P raised.
[End of Response]
Response code to call type L as Category 40 -- Pending -- Incident Under Investigation
Response was delivered to Consumer
```

```
Date:15-Oct-2015 15:56:36 User:Anne Chambers
[Start of Response]
We have found that if there is a logout before a user has fully logged on, then subsequently a pouch is remmed in manually (most
likely at an outreach branch), then after the rem in slip has been printed, the same screen is redisplayed and the user is likely
to press Enter again and duplicate the remittance, possibly several times. A different screen should be displayed which would
prevent this happening.

A rem in slip is printed each time, showing the same details but different session numbers, and a transaction log search confirms
the repeated rems.

This is not an area that has changed for several years so it likely to have happened before but we have no record of it having
been reported to us. I can only check back two months; I've found 4 other instances (outreach branches 214869, 106444, 110444,
207828) and all but the last removed the discrepancy by completing a rem out for the excess, which corrected the system cash
holding. Branch 224843 may be able to do the same but NBSC should advise on this.

We are continuing to investigate the problem (PC0246997), but any fix will not retrospectively change the branch accounts.
[End of Response]
Response code to call type L as Category 70 -- Final -- Avoidance Action Supplied
Routing to Call Logger following Final Progress update.
Service Response was delivered to Consumer
```

```
Date:15-Oct-2015 15:56:36 User:Anne Chambers
```

CALL PC0246949 closed: Category 70 Type L

Date:**15-Oct-2015 15:56:36** User:**Anne Chambers**
Defect cause updated to 96 -- Gen - Investigation On-Going

Date:**15-Oct-2015 16:11:27** User:**Kevin McKeown**
Irrelevant

Root Cause	Gen - Investigation On-Going
Logger	_Customer Call_ -- EDSC
Subject Product	HNG-X Platforms -- HNG-X Counter App (CNT) (version unspecified)
Assignee	_Customer Call_ -- EDSC
Last Progress	15-Oct-2015 16:11 -- Kevin McKeown