POST OFFICE®

Branch Impacting Problems - Latest Status of Open Items (as at Insert date of start of the current month DD/MM/YY)

Current open Branch Impacting Problems
(with potential for financial impact) Use links in headings

Under investigation	1
Fix understood - being developed	1
Fix developed - waiting deployment in scheduled release (exclude anything that states next step = Closure Process)	5
Going through closure process (check above report for next steps = Closure Process)	5

Under Investigation: Provide description of any item under investigation
Funding required: use this to highlight any support required to resolve a problem

Update since last report

- **Changes to process – Michelle / Martin to update**
  - Process overview undertaken with Ben Foat and Mark Underwood
  - Create this Exec summary monthly going forwards
  - Rebrand from 'defects' to 'branch impacting problems' to align with ITIL and industry best practise (defect is a pre-production term normally)
  - Review of criticality scoring to ensure consistent and prompt responses

- **New Branch Impacting Problems in period** Data from Current open Branch Impacting Problems queries will show if date open is last month
  - 0 new Branch Impacting Problems with potential for financial impact

- **Closed Branch Impacting Problems in period**
  - 1 item closed (any items listed last report that are no longer open)
  - (5 more items going through closure process) (see top table for this data)

Branch Impacting Problem Process - Key Performance Indicators
Michelle provides this – need to understand the source data

	6 Months Rolling Performance				
	Failed	Achieved	Total	%	Change
Branch notified within 2 days	6	7	13	54%	+9%
KBA created within 2 days	6	7	13	54%	+9%
Notification to Legal within 5 days	2	8	10	80%	+5%
Criticality scored within 5 days	9	1	10	10%	+10%
Entry into Snow within 2 days	5	11	16	69%	-5%
Impact statement within 5 days	3	10	13	77%	+4%
Meeting held to discuss	8	8	16	50%	+7%

This section is to explain the performance above
And to share the last months performance

Release Dates (pending and deployed)
Ian or Sangram to provide this monthly

- R72.30 was deployed between 06/02/23 - 17/02/23
- R73.10 was deployed between 05/04/23 - 18/04/23
- R73.20 was deployed between 04/05/23 - 16/05/23
- R73.30 and R73.40 (one combined release) – w/c 11/08/23
- R73.50 – 14/09/23 -22/09/23 (currently sitting in SV&I test location)

Note: There are 2 types of Branch Impacting Problems:
1. Potential to have a financial impact on a branch
2. No potential for a financial impact, but could cause a poor experience

This report focuses on the most important Branch Impacting Problems that have the potential to have a financial impact

Age Profile Snow report
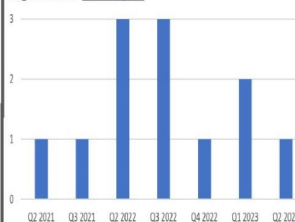
Total Open / Closed Branch Impacting Problems
Use open data from rest of this report, close data from Closed report

Type	Open	Pending Closure	Closed
Potential for financial impact	7	5	20
Poor Experience	5	13	163

Post Office Limited - Document Classification: INTERNAL

Appendix – Latest Status of Open Items

POST OFFICE®

Problem Reference	Opened	Description	Proposed Resolution	Target/Release	Resolution Understood
PRB0041161	11/07/2022	67 banking transactions declined, not acknowledged at counter. Transaction cancelled but processed by Vocalink. Cause - Worldline connectivity issue.	Needs Funding Fix required to prevent reoccurrence, but Worldline have investigated and indicate that the faulty switch is now working	TBC	Under Investigation
PRB0041303	18/11/2022	MoneyGram and Western Union Recovered Debit Card Transactions settle to Cash not card	Needs Funding Fix Required - The solution is seen as the delivery of the Bureau Refund to Card CP which is currently under review.	TBC	Fix Understood
PRB0041160	11/07/2022	E-Top-Up issue – When doing a reversal to cancel an item, items can remain selected and get	Fujitsu Change - Counter code change to clear the selection when the selection confirmation message MSG00147 - 2863	Targeted 73.40	Awaiting deployment
PRB0041211	23/08/2022	Payment and Banking transaction money card transaction fails transaction is processed	ix issue where PAN's are blank for Travel Money ecause card being removed too quickly from Pending Worldline release – currently planned for their release SI-36	Worldline Pending Release (Possibly SI-36)	Awaiting deployment
PRB0041480	06/02/2023	Recovery may fail if multiple payment transactions are present in a session undergoing recovery. Potential to affect payments, not banking transactions	Fujitsu Change Fix Developed- This is a problem that has not been seen in live or test environments. Observed as part of a code review. Being deployed in 73.30	73.30 (will be deployed with 73.40)	Awaiting deployment
PRB0041518	16/03/2023	Western Union Recovery Loop Error in APADC during multi KYC search as part of Receive Money transaction	Data Service Change Fix Required - Change to APADC script to bring recovery data down to allowed volume of field characters.	TBC	Awaiting deployment
PRB0041552	24/04/2023	Branch unable to rollover into another Balancing Period as stock unit is stuck at BP99. MSG40086 error displayed until all of the branch rolled over into Trading Period	Data Services Change Fix developed Currently being tested	TBC	Awaiting deployment

Queries to get this data from

Under investigation

Fix understood - being developed

Fix developed - waiting deployment in scheduled release
(exclude anything that states next step = Closure Process)

Post Office Limited - Document Classification: INTERNAL

Appendix – Latest Status of Open Items (as at 01/08/2023)

POST OFFICE®

Problem Reference	Opened	Description	Proposed Resolution	Target/Release	Fix Deployed
PRB0041109	20/06/2022 08:49:28	Contactless payment rejected by bank, customer inserts card into chip & pin at same time clerk logs into 2nd counter, causes basket & recovery to fail	Fujitsu Change Fix Developed - Implement defensive code so the system handles this error condition Deployed – Going through closure process	73.10 – Deployed - Pending Closure	✓
PRB0041104	14/06/2022 14:20:55	Transaction Reversed Twice - By Existing Reversals and by Recovery action	Fujitsu Change Fix developed - Root cause has been established and fixes planned as part of releases 72.30 / 36.10 ___ through closure process	72.30 - Deployed - Pending Closure	✓
PRB0041099	13/06/2022 10:41:50	Branch Trading Statement reports s___ after a failed stock unit Balancing Pe___ to BP100 72.30	Fix developed - waiting deployment in scheduled release through closure process	72.30 - Deployed - Pending Closure	✓
PRB0040622	02/09/2021 14:42:56	Recovery Scripts within APADC have ___ scripting that in some cases cause detrimental impact on transactions and branches	___ge Fix Developed Deployed – Going through closure process	APADC - Deployed - Pending Closure	✓
PRB0040527	21/05/2021	Communications loss both short and longer term caused issues with Pre Order Bureau transactions within branch	Data Services Change Requires Development – APADC scripting to allow transactions to handle correctly errors during communication including recovery process.	APADC - Deployed - Pending Closure	✓

Queries to get this data from

Fix developed - waiting deployment in scheduled release
(Only include anything that states next step = Closure Process)

✓ = Fix understood

Appendix – Closed Items – Recorded in Service Now

Append into tables below any items that were in previous report, but now closed

Post Office Limited - Document Classification: INTERNAL

Appendix – Closed Items – Recorded in Service Now

POST OFFICE

Problem Reference	Opened	Description	Resolution	Target/Release	Closed
PRB0041095	09/06/2022 12:36:57	Branch 183002 - Declined transaction at counter not reversed with Vocalink	Fix identified by Worldline and released as part of the Worldline release SI-32.	SI - 32	19/12/2022 12:51:58
PRB0040953	12/04/2022 14:59:17	Declined Banking/Payment Transactions recording as Quantity of 1	if transaction declined and not completed and settled successfully, counter recovery incorrectly sets the quantity to 1. Counter code change to set quantity to 0.	72.20	28/11/2022 16:57:21
PRB0040952	12/04/2022 14:41:12	Pressing the Back Office menu button while recovering payment or banking transactions	The missing 'Busy' wait message when PBS recovery is in progress to be included as the fix, which will then prevent user input during recovery stopping it from failing	72.20	28/11/2022 16:55:16
PRB0040949	12/04/2022 13:13:53	Recovery not invoked following an error 72.20	CBA fix to exception handling (ExceptionHanlderBLO) - display logic change developed.	72.20	28/11/2022 16:53:24
PRB0040948	12/04/2022 12:52:30	Loss of communications during banking transaction, branch have rebooted the counter rather than completing recovery	Fujitsu Change Fix Developed - Implement defensive code so the system handles this error condition Deployed – Going through closure process	72.30	10/07/2023 09:06:09
PRB0040947	12/04/2022 12:29:37	Refund failures for debit cards with Co-Op BIN ranges 450875 or 498824 90.01.03	Fix R90.01.03	90.01.03	24/05/2022 16:15:15
PRB0040894	28/02/2022 15:22:53	NRCC cards not setup as payment cards causing refunds and recovery to settle to cash	Code correction by Fujitsu to ensure that NRCC cards are classed as payment method.	FJ deployment	23/05/2022 08:55:42
PRB0040844	27/01/2022 15:42:35	Pre Payment Debit Card - Top up applied to two PAN numbers, but only one card used	The swipe of the card was cause of the issue. Prepay Solutions went live 12/04/2022 so customers now use PIN pad and enter PIN to deposit cash and the swipe function is no longer an allowed method - negating this issue from happening in future.	Update to Prepay Solution implemented	04/05/2022 17:08:12
PRB0040559	22/06/2021 15:20:06	Parcelforce Express 24 with discount shows a different price on the receipt than displayed on the counter terminal	Issue caused by Parcelforce Discount transaction calculating discounts in 2 separate places and using different rounding methods within each calculation. The fix is to use a consistent rounding method. On Horizon discount was £15.05. The discount in basket showed £15.04 due to the rounding method. The receipt shows amount £15.04. Fix applied	APADC data services change - RADC/2108/007	04/11/2021 11:26:45

Appendix – Closed Items – Recorded in Service Now

POST OFFICE®

Problem Reference	Opened	Description	Resolution	Target/Release	Closed
PRB0040553	17/06/2021 17:09:12	Gift Vouchers - Inactivity logout for End-Of-Session scripts causing transaction to settle and recover creating a duplicate transaction	Two changes to Gift Vouchers transaction 1) As voucher added to transaction basket, message displayed edited: Agree with the Customer that a Gift Card worth £%C.Amount% will be added to the basket. The Gift card will be activated when the basket has been settled and cannot be reversed. Check the receipt for activation timescales. If paid in cash, secure cash before settling basket. Gift cards can be removed before settling basket. 2) Once the customer has paid for voucher, and activation has been successfully completed online there is currently a 'Successful Activation' message displayed. This has been removed	APADC Script Change	04/11/2021 11:29:26
PRB0040532	28/05/2021 12:20:34	When settle is pressed for a Bureau Pre-Order transaction where the basket nets to zero, the 'Prev' button is displayed 71.20	Removal of the Prev and Cancel buttons from the transaction post basket settlement	71.20	24/05/2022 16:04:36
PRB0040603	09/08/2021 15:27:39	Glory Machine Proof of concept : Discrepancy (Loss) on Rochford Glory Deposit Machine	Glory and their software provider Antuar established root cause and a fix within the banking responses that ensures if an asynchronous response is received the machine confirms to the customer there was an issue, returns the money and Chip and PIN card to the customer and asks them to attempt the deposit again	Glory Machine Fix	01/11/2021 17:15:19
PRB0040608	20/08/2021 12:38:40	SSK - P2 INC0404157 SSK's are experiencing transactional failures - Cash refunded incorrectly	error in coding on build 106 identified - Since inception of SSK, it was not possible to cancel transaction successfully after partial cash tender is passed to POS. In build 106, as part of service improvement we tried to resolve the challenge of cancelling a mixed tender transaction on SSK without POS changes, so that SSK can return the cash when customer cancels the card transaction after depositing some cash as partial tender. One of the flag/variable used to track partial tender was not reset correctly for a unique specific flow which caused this major incident. This is a coding issue where one of the exit criteria was missed. Fixed in NCR SSK build 107	NCR SSK build 107	30/11/2021 11:10:27
PRB0040496	29/04/2021 16:49:37	SSK Transactions are being observed reversing on the SSK by the BRT team	Fixed in NCR SSK Build 107	NCR SSK build 107	31/12/2021 10:53:29

Post Office Limited - Document Classification: INTERNAL

Appendix – Closed Items – Recorded in Service Now

POST OFFICE®

Problem Reference	Opened	Description	Resolution	Target/Release	Closed
PRB0040492	15/04/2021 15:33:55	SSK Application Bug: communication error condition	Fixed in NCR SSK Build 107	NCR SSK build 107	31/12/2021 10:53:03
PRB0040491	15/04/2021 15:18:32	SSK Application bug: 1269 error, issue with allowing Credit Card payment type for bill payments	Fixed in NCR SSK Build 107	NCR SSK build 107	31/12/2021 10:52:44
PRB0040489	15/04/2021 15:05:24	SSK/HBS integration problem: Home Shopping return duplicate causing SSK failed basket settlement	Instances have reduced with percentage of impacted transactions under 0.002%, and caused by branch non-conformance - updated training materials produced - no technical fix required	No fix required	23/05/2022 09:05:35
PRB0040546	09/06/2021 16:45:34	SSK Part Payment of card and cash cancellations produces a receipt to indicate a refund is paid but cash is not dispensed	Fixed in NCR SSK Build 107	NCR SSK build 107	31/12/2021 10:53:55
PRB0040561	23/06/2021 08:53:23	SSK Sequence number rejects due to differing number limits by YesPay and HBS	Fixed in NCR SSK Build 107	NCR SSK build 107	31/12/2021 10:54:48
PRB0041553	25/04/2023	Customer charged twice for Western union cancelled transaction	Data Services Change Fix developed Currently being tested	Data services fix	04/11/2021 11:29:26