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Horizon Problems (formerly known as defects) - Latest Status of Open Items (as at 01/12/2023)

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Current open Horizon Problems – (potential for financial impact)

Under investigation	2
Fix understood - being developed	3
Fix developed - waiting deployment in scheduled release	1
Going through closure process	*2*

Criticality Score > 30
- PRB0041754 – The Auto TC is not working within D&G and requires a branch to contact BSC for a TC. Fix being deployed by Dec 12th
- PRB000041762 – Drop & Go Receipts code error. Fix being developed for 74.20 (March 2024)

Update since last report

Changes to process
- A graduate data analyst has been allocated to review data from BSC cases logged on MS Dynamics to try and identify branches that could have issues linked to open problems, or to identify potential new problem records, two additional Business Analysts will support this work if it proves successful from January following the contractor furlough period

New Horizon Problems in period
- 0 new Horizon Problem with potential for financial impact in last month

Closed Horizon Problems in period
- 0 closed records
- 2 items going through closure process

Key Performance Indicators

KPI		6 Months Rolling Performance		
		Failed	Achieved	%
Meeting held to review a new problem	Within 2 working days of identification	0	4	100%
Entry into Snow	within 2 working days of identification	0	4	100%
Branches notified via Branch Hub	within 5 working days of identification	0	4	100%
Knowledge Article Created	within 5 working days of identification	0	4	100%
Notification to legal	within 5 working days of identification	0	4	100%
Criticality Score	within 5 working days of initial investigation conclusion	4	0	0%
Impact statement	within 5 working days of initial investigation conclusion	3	1	25%

KPI reporting for criticality will be done by stakeholder % return rate to highlight which areas of the business are achieving / failing this target, this will commence from next month along with review into how to improve on receiving these results quicker

Release Dates (pending and deployed)
- 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) – 24/08/23 - 07/09/23
- R73.50 was deployed between 15/10/23 - 24/10/23
- R73.60 and R74.10 scheduled between 01/02/24 and 09/02/24
- 74.20 scheduled between 08/04/24 and 17/04/24

Change Freeze to protect Peak Trading Period
- 00:00 Wednesday 22/11/23 to 00:00 Thursday 04/01/24

Age Profile (Shows physical quarter each problem was raised)

Legend: ■ Open - No Funding Required ■ Open - Require Funding

Total Open / Closed Horizon Problems
(since recording started on Service Now in Sept 2020)

Type	Open	Pending Closure	Closed
Potential for financial impact	6	2	30
Poor Experience	25	3	180

Appendix – Latest Status of **Open Problems** (as at 01/12/2023)

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Problem Reference	Opened	Description	Proposed Resolution	Target/Release	Criticality Score	Resolution Understood
PRB0041738	18/09/2023	AP-ADC transactions recovered in the opposite order to the order they were added to basket. This could be issue if the basket contains related transactions where the final transaction uses knowledge of the previous transactions (e.g., "Add Order" added to the basket before a final "Submit Order" transaction). At recovery, the final transaction would be recovered first and so cannot take account the status of the other recoverable transactions.	An AP-ADC transaction can write recovery data so that if the system subsequently fails prior to settlement completing successfully the transaction can be recovered at next logon.	TBC	11	Under Investigation
PRB0041760	05/10/2023	Fast Cash - when selecting debit / credit card but settle basket to Fast Cash, the transaction cannot be refunded to cash if customer changes mind. If branch returns cash to the customer, then they will have a shortage and a TC would need to be issued to balance the branch	Data Services Team to review scripts and add product group to the basket. May require Fujitsu development	TBC	19	Under Investigation
PRB0041754	03/10/2023	The Auto Transaction Correction file is failing following changes made from the Hz Remediation Project in May 23. In Sept 23 a MSG10802 was introduced to advise branches to call BSC if a Drop & Go transaction settles to cash, as previously auto TC would have fixed these, but until this is fixed branches need to read this message and contact BSC for TC to be arranged	CDP (Accenture) and APADC (Data Services) The plan is to deploy the CDP change 7th Dec dormant until the APADC change is made to utilise them. The APADC change 11th Dec to be live on 12th Dec.	12/12/2023	41	Fix Understood
PRB0041762	06/10/2023	Drop & Go mismatch - The 'total cost' on the receipt does not match the debit from the D&G Account. Sending overseas mail items with ICDC (International Customs Data Capture) may cause accounts to not update correctly when a null/blank weight transaction is present in the basket. An example observed is the amount debited from the Drop & Go account does not match the receipt produced for sending an overseas mail item with ICDC, which follows a Parcelforce Contract Acceptance transaction with null/blank weight already present in the basket.	Fix being developed by Fujitsu. The AP-ADC StackLookUp data type should exclude items with a null/blank weight when using a WEIGHT filter, rather than raising a NullPointerException. Additionally, any exceptions during deferred actions should display a system error message.	74.20	33	Fix Understood
PRB0041303	18/11/2022	MoneyGram and Western Union Recovered Debit Card Transactions settle to Cash not card	Needs Funding Fix Required - The solution is delivery of the Bureau Refund to Card CP which is currently under review.	TBC	21	Fix Understood
PRB0041211	23/08/2022	Payment and Banking transactions are declined when a travel money card transaction fails at the exact same as another transaction is processed	Worldline Change Fix Developed – to fix issue where PAN's are blank for Travel Money Card transactions, as card being removed too quickly from contactless reader Pending Worldline release – currently planned for their release SI-37	Worldline Pending Release (Possibly SI-37)	14	Awaiting deployment

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Appendix – Latest Status of problems in **Closure Process** (as at 01/12/2023)

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Problem Reference	Opened	Description	Proposed Resolution	Target/Release	Criticality Score	Fix Deployed
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	30	✓
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	73.40	14	✓

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Appendix – Closed Items – Recorded in Service Now

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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

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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
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

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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
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
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
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
PRB0041553	25/04/2023	Customer charged twice for Western union cancelled transaction	Data Services Change Fix developed	Data services fix	04/11/2021
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.	Data services fix	23/08/2023
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	73.10	18/10/2023
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	72.30	18/10/2023
PRB0041160	11/07/2022	E-Top-Up issue – When doing a reversal to cancel an item, items can remain selected and get processed	Fujitsu Change Fix being developed - Counter code change to clear the selection when the user cancels at the selection confirmation message MSG00147 - Being fixed with CP2863	73.40	24/10/2023
PRB0041099	13/06/2022 10:41:50	Branch Trading Statement reports showing non-zero Trading Positions after a failed stock unit Balancing Period (BP) rollover attempt from BP99 to BP100 72.30	Fujitsu Change Fix Developed	72.30	18/10/2023
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	Data Services Change	18/10/2023

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Problem Reference	Opened	Description	Resolution	Target/Release	Closed
PRB0041212	23/08/2022 14:59:05	Credit Card Payment is available to MoneyGram Customers Inappropriately.	Fix created by Data Services in the form of a 5th control group. BUREAU can be paid for by Debit Card but not Credit Card	09/05/23	24/10/2023
PRB0041100	14/06/2022 10:40:08	Transaction logs report 1 hour incorrectly after clocks change where the report is run over the period the time changes 38.50	The counter/BAL code correctly assumes that the time window entered applies to GMT or BST based on the current date, but does not change that assumption for transactions that were made before the recent GMT/BST clock change. Counter and BAL code change to be delivered	HNG-X 38.50	27/10/2023
PRB0040622	02/09/2021 14:35:23	Recovery Scripts within APADC have been found to contain errors in scripting that in some cases cause detrimental impact on transactions and branches	depending on the sequence of failure. The likely outcomes after system failure are:1. The voucher will be 'rolled forward', i.e. recorded as complete if the clerk indicates that payment has been made; or 2. The voucher will be 'rolled back', i.e. voided. This means the voucher should be immediately redeemable at the same branch. In some circumstances, it may take an overnight process, or a call to the i-movo centre to resolve All the recovery scripts have been reviewed and appropriate fixes applied by Data Services	09/02/2023	31/12/2021
PRB0040811	21/12/2021 09:49:33	User is Locked Into a Field During Foreign Currency Rem In Transaction	A fix to prevent the counter from locking in these scenarios was deployed	73.30	31/12/2021