

Message

From: Andrew Winn [GRO]
Sent: 21/05/2013 07:10:01
To: Post Office Security [GRO]
CC: Robert N Atkinson [GRO] John Dutton [GRO]
Subject: FW: East ham 194002
Attachments: image001.png; image002.png; image003.png; image004.png; image005.jpg; image006.png; image007.png; image008.png; image009.png

Hi
I need an enhanced ARQ to interrogate Horizon records to determine if a debit card authorisation code was system generated or manually input to Horizon for the above branch. The raw logs should indicate a referral message being shown. See detailed requirement in e mail chain below.

Transaction date: - 23/10/12, 9.20, £2,703.95

Many thanks

Andy Winn Relationship Manager
Finance Service Centre, 1 Future Walk, Chesterfield S49 1 PF

Desk [GRO]
Mob [GRO]

From: Jenkins Gareth GI [mailto:Gareth.Jenkins@GRO]
Sent: 20 May 2013 16:59
To: Andrew Winn
Cc: Robert N Atkinson
Subject: RE: East ham 194002

Andy,

When requesting an ARQ, POL can ask for additional info. When that happens, the guys in Fujitsu processing the request often come to me asking if the request can be made. At that point I can then tell them if the info is in the raw logs and advise of any additional charges to pull that out as a 1-off. If this is the sort of thing you might want regularly, then the POL security team could raise a CR (Change Request) to enhance the info in the standard report to include an additional field (eg resp_code).

Does that give you what you need?

Regards

Gareth

Gareth Jenkins
Distinguished Engineer
Business Applications Architect
Post Office Account

FUJITSU
Lovelace Road, Bracknell, Berkshire, RG12 8SN

Tel: [GRO]
Mobile: [GRO]
email: Gareth.Jenkins@GRO
Web: <http://uk.fujitsu.com>



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Please consider the environment - do you really need to print this email?

From: Andrew Winn [<mailto:andrew.winn@> **GRO**]

Sent: 20 May 2013 16:20

To: Jenkins Gareth GI

Cc: Robert N Atkinson

Subject: RE: East ham 194002

Hi Gareth

We have found the field in Credence but the report only goes back 90 days so we can't access summary data it seems. I was hoping that if there was only the one transaction in the day I would have seen enough.

Do you know what route I should take to request the raw logs? Don't go hunting if you don't, I can start trawling here.

Cheers

Andy

GRO

From: Jenkins Gareth GI [<mailto:Gareth.Jenkins@> **GRO**]

Sent: 29 April 2013 09:53

To: Andrew Winn

Cc: Robert N Atkinson

Subject: RE: East ham 194002

Andy,

The field you want is Resp_code.

This isn't in the standard ARQ extract, but is available in the raw logs. It is also passed to Credence (as RESPONSE_CODE), but I don't know if it is visible in the Credence reports.

A value of 10 indicates that the MA has requested a Referral, which means the Branch phoning up for an Auth Code which they then key in. There is no way we can confirm if the bank was phoned or a random value keyed in, but this would at least indicate that there was a Referral.

I have access to data up to 6 months old (which should have included resp_code), but I see that we've just missed that timeframe.

If you can't get RESPONSE_CODE from Credence, then you could request the raw logs (not part of the standard ARQ). If this is likely to be a common requirement, then amending the standard ARQ to include Resp_code would be a simple change, but require a CR.

Regards

Gareth

Gareth Jenkins
Distinguished Engineer
Business Applications Architect
Post Office Account

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GRO



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Please consider the environment - do you really need to print this email?

From: Andrew Winn [<mailto:andrew.winn@>

GRO

Sent: 29 April 2013 09:01

To: Jenkins Gareth GI

Cc: Robert N Atkinson

Subject: East ham 194002

Hi Gareth

This is a scenario I have had before were we have issued a TC to a branch on a bureau card payment where our card processor state that no authorisation call was made (implying that the branch manually input an authorisation code that was not provided from the card processor) whereas the branch are adamant that authorisation was automatically provided.

We normally do not progress these but I'm being put under pressure to provide evidence on this one. This may be the type of enquiry we get from 2nd Sight anyway so thought I would raise an ARQ.

I can't see any more detail from what I got in Credence. Is there any way we can see the key strokes that would support a manual authorisation being input?

Cheers

Andy Winn Relationship Manager



Finance Service Centre, 1 Future Walk, Chesterfield S49 1 PF

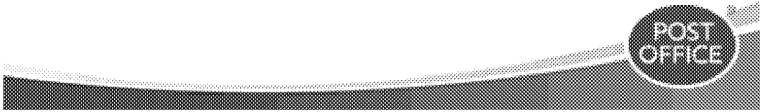


GRO



andrew.winn@

GRO



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