Horizon Problems (formerly known as defects) - Latest Status of Open Items (as at 02/10/2023)

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Current open Horizon Problems
(with potential for financial impact)

Under investigation	1
Fix understood - being developed	1
Fix developed - waiting deployment in scheduled release	1
Going through closure process	*8*

Under Investigation – New problem PRB0041738 (raised 19/09/23).
Funding required – Seeking funding to resolve 2 of these open items
Criticality Score more than 30 – 1 item that is resolved, going through closure process

Update since last report

Changes to process
- Follow up sessions with Mel Park and team plus Kirsty O'Connor held to address the challenge from Ben Foat on identifying a link between resolved problems and impacted branches, actions are underway including an education program for BSC and an overview of open problem records for investigation teams, so they have more chance of identifying if a branch is talking to them about an existing problem. Discussions on how to do more in this space are also underway at directorship level.
- The rebrand from 'defects' to 'branch impacting problems' is temporarily on hold, now referring to them as Horizon Problems.
- Reached out to Pam Heap, Remediation Unit Escalation Director to ensure that all relevant parties are notified of new Horizon problems.

New Horizon Problems in period
- 1 new Horizon Problem with potential for financial impact in September

Closed Horizon Problems in period
- No closed records
- *(8 items going through closure process)*

Horizon Problem 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	3	100%
Entry into Snow	within 2 working days of Identification	0	3	100%
Branches notified via Branch Hub	within 5 working days of Identification	0	3	100%
Knowledge Article Created	within 5 working days of Identification	0	3	100%
Notification to legal	within 5 working days of identification	0	3	100%
Criticality Score	within 5 working days of initial investigation conclusion	3	0	0%
Impact statement	within 5 working days of initial investigation conclusion	0	3	100%

- The performance of the Horizon Problem process against its Key Performance Indicators has improved, and with one exception all items are now 100%.
- The failing measure is obtaining from the various business stakeholders a criticality score within 5 working days of being asked, the criticality score is used to measure the importance / impact of this problem on the business and its potential priority for resolution etc. We have sent reminders to the offending teams to ensure they respond quicker in the future

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 scheduled for 15/10/23 - 23/10/23
- R73.60 scheduled for 05/11/23 - 13/11/23

Note: There are 2 types of Horizon 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 Horizon Problems that have the potential to have a financial impact

Age Profile *(Shows physical quarter each problem was raised)*

■ 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	3	8	21
Poor Experience	22	7	163

Appendix – Latest Status of Open Problems (as at 02/10/2023)

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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 in which they were added to the basket	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. This transaction recovery can use an AP-ADC recovery script. Transactions are currently recovered in the opposite order to the order in which they were added to the basket (i.e. newest transaction first). This can cause difficulty where the basket contains a number of related transactions where the final transaction uses knowledge of the previous transactions (e.g. "Add Order" transactions added to the basket before a final "Submit Order" transaction). At recovery, this final transaction would be recovered first and so cannot take account the status of the other recoverable transactions.	TBC	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	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, because card being removed too quickly from contactless reader Pending Worldline release – currently planned for their release SI-36	Worldline Pending Release (Possibly SI-36)	14	Awaiting deployment

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Appendix – Latest Status of problems in **Closure Process** (as at 02/10/2023)

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Problem Reference	Opened	Description	Proposed Resolution	Target/Release	Criticality Score	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	10	✓
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 Deployed – Going through closure process	72.30 - Deployed - Pending Closure	33	✓
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 - Deployed – Going through closure process	72.30 - Deployed - Pending Closure	4	✓
PRB0040622	02/09/2021 14:42:56	Recovery Scripts within APADC have been found to contain errors in scripting that in some cases cause detrimental impact on transactions and branches	Data Services Change Fix Developed Deployed – Going through closure process	APADC - Deployed - Pending Closure	8	✓
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	✓
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	15	Deployment underway
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	Deployment underway
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	Data Services Change	4	✓

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 (ExceptionHanIderBLO) - 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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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

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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
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 10:05:37