

**ICL Pathway
Horizon
Project**

**Release 2 Model Office Rehearsal 3
Closure Report**

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Abstract: This document summarises the findings and conclusions achieved as a result of the Model Office Rehearsal 3 test phase.

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0 Document control

0.1 Document history

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0.1	20/11/98	First Draft
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0.2 Approval authorities

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0.3 Associated documents

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0.4 Abbreviations

APS	Automated Payment Service
BPS	Benefit Payment Service
CAPS	Customer Accounting and Payments Strategy
EPOSS	Electronic Point Of Sale Service
ESNS	Electronic Stop Notice System
HAPS	Host Automated Payments System
MOR1	Model Office Rehearsal 1
MOR2	Model Office Rehearsal 2
MOR3	Model Office Rehearsal 3
OBCS	Order Book Control System
R2	Release 2 (Horizon system)

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TIP	Transaction Information Processing
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0.5 Changes in this version

Changes in sections 4 and 5.

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1 Introduction

This is a summary report addressed to ICL Pathway and Horizon management to comment on the conduct of the Model Office Rehearsal 3 phase of ICL Pathway's Release 2 testing. It focuses on the testing environment, the testing activities performed, the results of these, and the conclusions drawn.

2 Scope and Objectives

MOR3 was the last of three planned Model Office Rehearsals. It's major objectives were to prove:

- the final draft of the operating processes and procedures across all domains
- ICL Pathway's target solution for architecture, network and connectivity
- ICL Pathway's supporting infrastructure
- and reiterate the migration process from Release 1c to R2
- that supporting and reporting processes and routes are in place

It was not a purpose of MOR3 to perform R2 functionality proving although note was taken, and incidents raised, in response to errors found. It was expected that all available counter tests would be executed to some degree.

The format of the testing was identical to that used both previous rehearsal cycles.

The MOR3 cycle continued to use the Model Office site based in Borough High Street and was supported by ICL Pathway operations at the R2 target live operational environment in the Bootle data centre.

3 System under test

3.1 Environment

The test environment within the ICL Pathway domain comprised two data centres, one at release 1c and the other the target R2 go live solution, with links to all external systems. Full details of these are given in Appendix A.

The test environment within the Horizon domain comprised seven Post Offices; three of these offices were migrated from release 1c to R2; four new offices were introduced into the R2 system, two from ECCO and two that were previously manual. A new addition for this pass was the introduction of the Pentium II 400mhz processors.

Gateway PC's, for the transmission of data to remote sites, were located at Farnborough, Huthwaite and De La Rue, Tewkesbury.

3.2 Software

The following applications formed part of the testing baseline:

- BPS
- EPOSS
- APS
- OBCS

The software build for MOR3 is referenced in the ICL Pathway change control system as 9f increment 5.1.

4 Test Conduct

4.1 Test Phases

The testing was performed by Horizon test staff and Post Office counter staff over the period 22nd October to 12th November inclusive, the stages being:

- 22nd - 24th October, phase 1 of migration, moving three outlets from release 1c to R2, with the data centre at release 1c. The start of MOR3 was delayed by 1 day due to a time synchronisation problem across all domains.
- 25th - 26th October, data centre migration to R2.
- 27th October - 12th November, full R2 operation and the introduction of new R2 outlets. The day lost at the beginning of the cycle was not recovered using planned contingency. This resulted in test execution completing 1 day behind the original schedule

All relevant data suppliers and receivers participated in this phase of testing i.e. TIP, CAPS.

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Tests Performed

The following test statistics were achieved:

■ number of planned scripts :	5236	
■ number of test steps :	24335	
■ test steps not run :	1456	5.98%
■ total test steps run :	22879	94.02%

Of the test steps run :

■	number of test steps passed :	22345	97.66%
■	number of test steps failed :	534	2.34%
■	total :	22879	

The tests described above can be broken down into the following test conditions;

<i>Area</i>	<i>Pass #</i>	<i>Pass %</i>	<i>Fail #</i>	<i>Fail %</i>	<i>Not Run #</i>	<i>Not Run %</i>	<i>Total</i>
ACUA	938	94.46%	8	0.81%	47	4.73%	993
APS	622	96.88%	1	0.16%	19	2.96%	642
BES	861	83.43%	35	3.39%	136	13.18%	1032
EPOSS	8217	92.34%	119	1.34%	563	6.33%	8899
Int. Services	178	91.75%	0	0	16	8.25%	194
Migration	49	98.00%	0	0	1	2.00%	50
OBCS	185	96.86%	6	3.14%	0	0	191
POLO	7	100.00%	0	0	0	0	7
Total	11057	92.08%	169	1.41%	782	6.51%	12008

The test conditions that have failed or were not run are summarised below:

<i>Area</i>	<i>Process</i>	<i>Attempted</i>	<i>Failed/ Not Run</i>
ACUA	One-shot password (external user)	2	2
ACUA	One-shot password (forgotten password)	4	4
ACUA	Temporary Lock	2	2
EPOSS	Cash Declaration/Individual Stock Unit Balance	466	34
EPOSS	Complete Cash Account - final account	2	2
EPOSS	Customer Request to Send Mail Item	531	73

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<i>Area</i>	<i>Process</i>	<i>Attempted</i>	<i>Failed/ Not Run</i>
EPOSS	Discounts	4	4
EPOSS	ONCH report - outlet	2	2
EPOSS	Ref. Data updates - with revaluation	1	1
EPOSS	Ref. Data updates - without revaluation	7	5
EPOSS	Reversals Process	23	5
EPOSS	Summaries - Daily/Weekly by individual Stock Unit	510	62
EPOSS	Summaries - Daily/Weekly by shared Stock Unit	513	209
EPOSS	Summaries - Office Daily/Weekly	51	12
EPOSS	System enforced log out	1	1
EPOSS	Transaction Log - use of	92	17
EPOSS	View Stock Unit Details	7	7
BES	Benefit payment encashment - Casual Agent	7	7
BES	Benefit payment encashment - Foreign encashment	42	13
BES	Benefit payment encashment - Standard encashment	113	16
BES	Extended Verification Procedure	81	14
OBCS	Receive OBCS Book	21	4

4.3 Testing Incidents

Throughout the test cycle a number of incidents were raised. These are summarised as follows:

Total Incidents raised in MOR3	397
Incidents Closed	373
no fix required	191
fix applied for MOT	92
duplicate of existing PinICL	90
Incidents still open	24

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Remaining open incidents, and any 'fixed' incidents will be carried forward until re-tested in MOT. Full details of the incidents as at 21st December 1998 can be found in Appendix 2.

5

Conclusion

5.1 Summary

MOR3 proved most of the test phase objectives.

Of the 12 limitations marked as cleared in the MOR3 Release Notice;

- Seven were successfully tested, confirming clearance
- Three were not covered by the MO test plan
- Two limitations remained;
 - APS - production of receipt following printer fault. The noted limitation was still in evidence
 - Training Mode - Although the new processors should have resolved the difficulties regarding this area, training mode was not available during MOR3.

The content of the counter procedures has stabilised somewhat since the first cycle. The presentation remained at draft standard (full production standard procedures are not expected until MOT).

ICL Pathway's architecture, networks, connectivity and supporting infrastructure moved closer to the target solution.

There are a number of outstanding incidents. Details of these, as at 21st December 1998, can be found in Appendix 2.

5.2 Achievements

The following have been successfully demonstrated:

- Bootle R2 data centre build
- networking and communications
- data centre security
- installation of outlet equipment
- auto-configuration of R2 counters
- migration of outlets from Release 1c to R2
- use of MiMan migration tool and draft HFSO procedures
- use of MiECCO migration tool
- data centre migration from Release 1c to R2
- links to ESNS (OBSC), Farnborough (HAPS) and Huthwaite (TIP)
- link to De La Rue
- PAS/CMS Help Desk operation

- Horizon Help Desk operation
- ICL Pathway support procedures
- operation of the four main application areas
- operation of the Data Warehouse
- application of planned changes to Reference Data
- availability of local reference data items
- benefit encashment at Rel 1c, Rel 2.0 and via PCHL
- BES activity at a Northern Ireland Outlet
- user training

5.3 Issues

The following issues were identified:

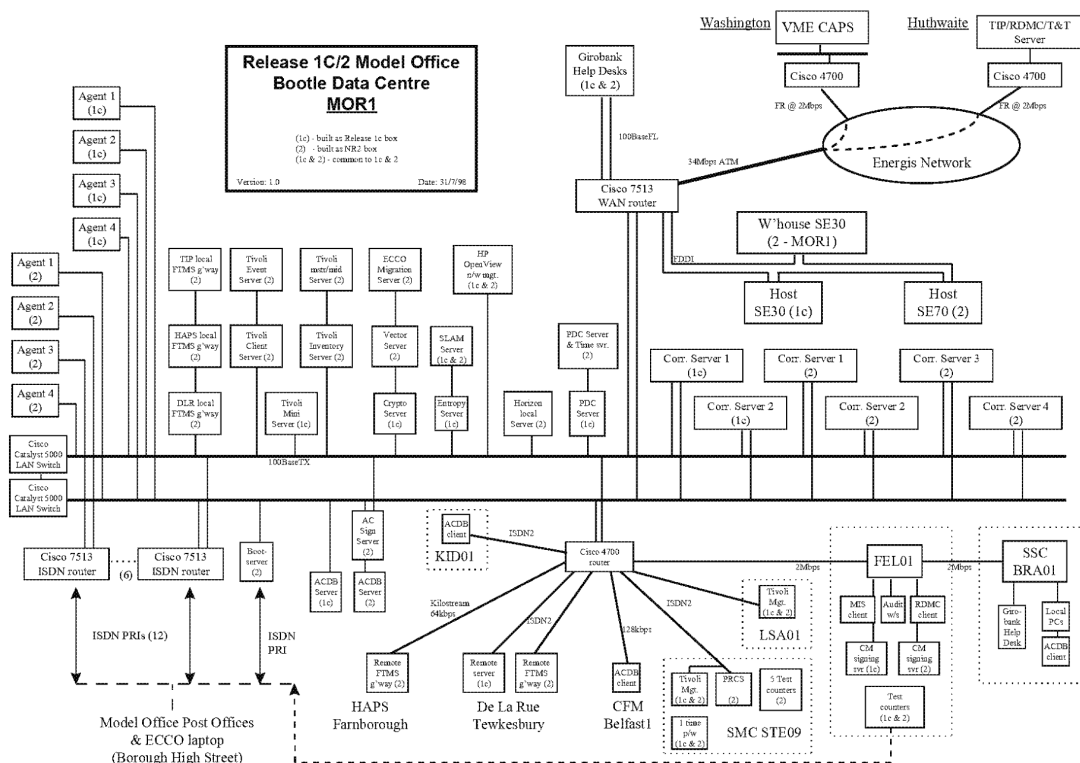
- The initial set up of the TPS system caused a number of problems with the dates of the files being sent to TIP.
- The initial set up of the CAPS data caused some initial problems with payments.
- On the first day of testing the date was set incorrectly on the counters. This caused a one day delay in the testing.
- In general, the migration tools performed well, however some minor problems were identified. These will be addressed by software and reference data changes in parallel to MOT testing.
- Most of the printed output of the system was factually incorrect, not produced or did not conform to specification.
- Of the 19 cash accounts produced, only one balanced account was achieved (which contained a single days transactions)
- Although all of the planned changes to reference data were applied successfully at the counter, 3 of the 6 planned changes created a imbalance in subsequent Cash Accounts
- Training mode was unavailable
- Carded Casual Agent functionality remained unavailable
- A foreign encashment could not be made on a Rel 2 counter if the customers nominated office was previously set as Rel 1c
- The foreign encashment count proved unreliable during the migration period
- A duplicate encashment was allowed via the HSHD (it should be noted that the original transaction was performed on a Rel 1c counter)

-
- Late in the cycle, amendment of the Back-Office printer settings resulted in a vast improvement in production quality and times. To improve this instance, the affected printers should be correctly configured during the installation process.
 - ITM discrepancies occurred between Pathway & TIP due to Pathway deriving their ITMs from the Menu Hierarchy & TIP deriving theirs from ITMs held on POCL Reference Data, resulting in file rejections. This issue is being addressed, in the short term, by TIP removing this part of their file validation.
 - TIP reject files containing ITM errors on the first ITM error found and Pathway are not notified of any other errors or further occurrences of the error until the file is re-sent
 - Organisational Unit Version numbers differed between TIP & Pathway due to the timing of the incremental reference data drops, resulting in file rejections. This issue is being addressed by TIP removing this part of their file validation.
 - FTMS was not used for the automatic transfer of files to remote sites.

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6 Appendix 1 - Model Office Test Environment



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7. Appendix 2 – Incident summary

The monitoring of the remaining open incidents from MOR3 has been transferred to the Horizon owned list. The details below were taken at 21st December 1998.

Total number of incidents	397
Number Open	24
Number Closed	373

Open Incidents

	Call Number	Problem Description	P	Site ID	PinICL	Owner	Progress
1.	E-9808130057	MOR1, BES Date:13/11/97, Counters-1, Day Number:9. Batch reconciliation count not incremented.	B	002680 8	14376	Design	For KPR1
2.	E-9808190079	MOR1, COUNTER, Screen locks after initial logon. Enter username, password, select continue, enter through warning message, and then enter through last logon message, press F1 twice straightaway and system freezes.	B	002038 9	14664	Private 3rd	Needs retest in MOT
3.	E-9809290034	MOR2, HELPDESK, Alt space bar crashes Oracle helpdesk application	C		16466	T&I BPS	
4.	E-9810010109	MOR2, EPOSS, MIECCO MIGRATION. Stamp book greeting	B	200150 0	16595	T&I desktop	WP2490
5.	E-9810020045	MOR2, EPOSS, Reprint screen no icons work (Icons work now but report format incorrect)	B	006560 9	16628	EPOSS-rel	WP2578
6.	E-9810120116	MOR2, TIP, CAC records not written by migration (Related to 18093 ?)	B	Path900	16946	T&I desktop	WP2422
7.	E-9810130047	MOR2, TIP, file W_329003 contains the transaction records for ORG unit 23572 (Office A). The transactions are dated for the 24/11/97 and 25/11/97, there should be an end of day marker for the 24/11/97 records, and also both days should be in separate subfiles.	B	Path900	16963	EPOSS-rel	CP1600 - KPR for LT Part fix in WP2576, 2577 and 2618
8.	E-9810230031	MOR3, EPOSS, no reports for giro deposits or withdrawals	B	006560 9	17372	EDSC	Needs retest in pre proving

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9.	E-9810240008	MOR3, EPOSS, icon trans cash local icon	B	002038 9	17467	T&I desktop	WP2490
10.	E-9810270121	MOR3, EPOSS, on selecting stock balance report system says outstanding reports. (Mandatory report with nothing on which to report)	B	002038 9	17610	EPOSS-rel	WP2578 Dup -18793
11.	E-9810280024	MOR3, AP, wrong scheme on AP receipt	B	006560 9	17638	T&I desktop	WP2490
12.	E-9810280074	MOR3, BES, Unable to perform carded casual agent	B	006560 9	17654	Design	
13.	E-9810300047	MOR3, BES, 3 rd encashment allowed	B	002680 8	17832	KPR	
14.	E-9810300112	MOR3, EPOSS, Transfer in slip produced by system varies from design spec example. Additional information on the system report transfer out ID is added between line 5 and 6.	C	510261 8	17846	EDSC	Documentation - RRFS
15.	E-9810300114	MOR3, EPOSS, non accounting data identical icons	C	002880 0	17848	Escher-dev	CP1631 - icons
16.	E-9811020024	MOR3, OPS, Critical Eventing error when counters do auto reload (Operational issue only)	B		17904	KPR	
17.	E-9811040053	MOR3, BES, impound of payment card	C	006560 9	18028	Escher rel	KPR LT fix delivered
18.	E-9811050038	MOR3, EPOSS, BES reports have CAP -1	B	200150 0	18100	KPR	Needs LT1 delivery
19.	E-9811070052	MOR3, BES, No payment available for collection	B	005770 3	18228	KPR	Closure recommendation
20.	E-9811100069	MOR3, EPOSS, Incorrect information on Datapost inland icon.	C	510261 8	18303	KPR	CP1631 - icons
21.	E-9811100071	MOR3, FTMS, They are not using the FTMS and Maestro software	B	Path900	18306	Live supp. test	With CS - operational issue
22.	E-9811130049	MOR3, FTMS, When running the PCS monitor process the FTP responses from the gateway pc differ from those expected by the monitor process, so the process fails. the interface specification needs clarification to specify which FTP responses to expect.	B	Path900	18526	Design	
23.	E-9811190075	MOR3, BES encashment performed at org unit 23575 (Omagh) on 14/11/97 (transaction references: 005 770/99/00003169 and 005770/99/00003172) for £11.05 and £40.10 respectively received by tip in file W 321019 contain cash account week number _ 33....	B	Path900	18743	TSC-dev	Fix available
24.	E-9811270026	The NR2 report – lost and stolen cards	B		19131	CFM support	

Closed Incidents

A&G	=	Advice and guidance
NFF	=	No fault found
Build fix	=	Fault in the build script
Unresolved	=	Either a one-off that cannot be recreated or insufficient evidence to investigate problem

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Withdrawn	=	Withdrawn by the customer
Dup	=	Duplicate of an existing problem know and being worked on by ICL Pathway
Test call	=	A test call raised from a Horizon test script
Software	=	Software fix identified
MOR3 c	=	Fix applied in MOR3
Ops	=	Operational issue

	Call Number	Short Text	P	Site ID	PinIC L	Closure Type	Comments
1.	E-9810230045	MOR3, EPOSS, Trying to adjust stock	B		-		
2.	E-9810230123	MOR3, HARDWARE, Having problems with keyboard on slave counter	B	002038 9	-	Hardware	
3.	E-9810240006	MOR3, BES, No payments available for collection.	B	006560 9	-	Software	
4.	E-9810270033	MOR3, TEST, PM is rebooting workstation an has got PMMC card but doesn't have a PIN number. It is a one counter site.	A	002680 8	-	Operational	
5.	E-9810270042	MOR3, COUNTER, Log on, counter procedures not aligned with system.	B	002038 9	-	Documentation	
6.	E-9810270083	MOR3, NETWORK, There are two ISDN lines down, affecting 510261 8 and 005770 3. They tested the lines with the ISDN phones.	C	510261 8	-	Inappropriate	
7.	E-9810270085	MOR3, NETWORK, ISDN line is not responding	C	510261 8	-	Inappropriate	
8.	E-9810280039	MOR3, TEST, PM has a customer who has come to collect payment card.	B	002038 9	-	Operational	
9.	E-9810280057	MOR3, TEST, Caller would like to order a cleaning kit	D	002038 9	-	Inappropriate	
10.	E-9810290067	MOR3, TEST, MO script test on procedures on how to cash an OBCS book. The PM wanted to know what page of the PO user guide the rules for OBCS are on.	C	510261 8	-	A&G	
11.	E-9810290096	MOR3, MIGRATION, Sio has called for info on the ECCO Office Migration. He would like the migration group number and the IP address.	B	200150 0	-	Network	
12.	E-9810290133	MOR3, OPS, Gateway PC at Huthwaite lost connection during polling. Message: Foreign host did not respond within open timeout.	B	Path900	-	Network	
13.	E-9810300132	MOR3, TEST, Wanted to order mor tally rolls	D			Inappropriate	
14.	E-9811030027	MOR3, TEST, PM wants to change till roll.	C	002680 8	-	A&G	
15.	E-9811030085	MOR3, TEST, PM has lost procedures.	C	006560 9	-	A&G	
16.	E-9811030096	MOR3, BES, Encashment of benefit.	C	002038 9	-	A&G	
17.	E-9811040030	MOR3, OBCS, Caller was trying to redirect a book from Arsenal to Portsmouth	C	006560 9	-	A&G	
18.	E-9811050044	MOR3, TEST, PM wanted to know how to do an encashment.	C	006560 9	-	A&G	
19.	E-9811050047	MOR3, TEST, PM cannot log on to system.	C	005770 3	-	A&G	
20.	E-9811050101	MOR3, Problem with the Pathway file regarding the PO.	B	Path900	-	Operational	

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21.	E-9811060004	MOR3, TEST, Caller cancelled the call.	D	002680 8	-	A&G	
22.	E-9811060033	MOR3, TEST, PM wanted advise on how to encash a benefit.	C	006560 9	-	A&G	
23.	E-9811090092	MOR3, OTP, This site needs a one shot password, as the manager has changed himself to supervisor, and the other manager has forgotten his password.	B	002880 0	-	Software	
24.	E-9811110016	MOR3, HARDWARE, PM has no PMMC card and system won't reload	A			Hardware	
25.	E-9811110026	MOR3, TEST, Want to order scratch cards	C			Inappropriate	
26.	E-9811130027	MOR3, APS, No file received for day 22	B	Path900	-	Operational	
27.	E-9808080022	MOR1, EPOSS, test day 2 script number 789. Remittance of £3 phonecard has no effect, £699 of £3 phonecards were remmed in from another PO. Rem in slip produced. £0 pounds displayed on \adjust stock screen,	B	002680 8	14139	Software	WP1213 WP1282 (WP1615 failed)
28.	E-9808130056	MOR1, BES, Report Date:13/11/97, Counters-3, Day Number:7, Script No;0781. BES Report produced but failed to give manual or print report option. Selecting report option, BES reports icon, Daily Encashment icon, the date shown was accepted,	B	002038 9	14375	Software	WP1933 WP1934
29.	E-9808130060	MOR1, EPOSS, Date:13/11/97, Day No:7, Counters:3, Script NO: 791 and 792. Declared cash and declared stamp screens are both frozen.	B	002038 9	14379	Software	WP1935 WP2027
30.	E-9808140086	MOR1, BES, Payments unavailable No payments have been made available due to an lack on comms between counters and correspondence server. This is symptomatic of fault raised on 13/8/98 which stated no messages being received which was due to router death	B	002038 9	14440	Network	
31.	E-9808150009	MOR1, EPOSS, Counter weekly POs encashed report incorrect	C		14456	Software	WP1933 WP1934
32.	E-9808150010	MOR1, OBCS, Stock unit P& A weekly summary not reporting transactions performed correctly. Does not show P & A group 1 and also does not show P & A group 4.	B	002680 8	14457	Ref data	WP1616
33.	E-9808170022	MOR1, EPOSS, Customer query screen not user friendly, customer query screen which appears when same product is selected more than once is not necessary and time consuming. Can time limits on query be increased?	C	006560 9	14473	Software	WP1933
34.	E-9808170036	MOR1, BES, reports FAD code not complete on BES daily and weekly summary when report is printed FAD code is incomplete on all other daily summaries the complete FAD code is shown.	C	006560 9	14486	Software	WP1593 WP1819
35.	E-9808170049	MOR1, EPOSS, Sys date: 14/11/97 Day Number: 10 - Number of Counter positions: 1 Green giro summary shows Milk Tokens issued when none.	B	002680 8	14493	Software	WP1788
36.	E-9808170048	MOR1, BES REPORT, NO CAP showing on counters rev weekly summary. CAP number is not correct	C	002680 8	14496	Software	WP1933 WP1934
37.	E-9808180031	MOR1, EPOSS, Touching previous icon on daily reports returns to desktop. Instead of returning to the reports screen it jumps to desktop. Sys date 14/11/97 Day:10 Scrip Num:0625.	C	002680 8	14573	Software	WP1933 WP1934
38.	E-9808180045	MOR1, BES, reports, Date 18/11/97, Day 14, Script 0784, CAP-1 displayed on BES reports, On all Bes reports CAP = -1 on all other reports CAP = 33	B	006560 9	14583	Software	WP1593
39.	E-9808200090	MOR1, EPOSS Discrepancies in cheque listing report, Taking the Path desktop, to reports to counter daily to	C	002880 0	14759	Software	WP2080

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		check listing when this report is produced there is an amount in the value column but 0 in the volume column.					
40.	E-9808250067	MOR1, TIP, file W_317003 received by Tip has mandatory fields that are not populated. records concerned have item number 768 and transaction mode 1.mandatory fields not populated are stock unit identifier and stock unit balance	B	PATH900	15006	Unresolved	
41.	E-9808270067	MOR1, BES, Migration CBOS report problem	B		15127	Software	
42.	E-9809020083	MOR1, OBCS, Sequence number of transactions received by OBCS progress by 20 rather than 1 at a time	B		15311	Software	WP1525
43.	E-9809170062	MOR2, EPOSS, Font too large in modify user screen.. The font is too large and text is hidden by message boxes	C	002038 9	15992	Software	WP1801 WP1617
44.	E-9809180067	MOR2, EPOSS, Registered service not available, Taking the path other products to scales. No option to send customers package by registered post, there should be an option to send by registered post.	B	006560 9	16014	Software	WP1933 WP1934
45.	E-9809180130	MOR2, EPOSS, no additional services. Taking the path from serve customer to other products to scales to inland parcel, to additional services. When trying to apply additional services to inland parcel, to add compensation fee, screen shows no additional	B	002038 9	16041	NFF (Procedures?)	
46.	E-9809180131	MOR2, APS, MAGNETIC CARD TRANSACTION. Taking the path from serve customer to swipe card. Swiped AP card successfully through reader but system did nothing, we expected AP transaction to completed successfully. AP card used was AP MOT022.	B	006560 9	16042	Software	WP1559 WP1562
47.	E-9809180129	MOR2, BUILD, Unix log ons for SSC have no permissions	C		16046	Withdrawn	Not MOR3
48.	E-9809220009	MOR2, EPOSS, Cash account discrepancies table not populated, Cash account report following miman migration where discrepancies was entered as £346.42 short.	B	002680 8	16143	Software	WP1615 WP1614
49.	E-9809230043	MOR2, HELPDESK, When accessing HLPF102 to make an encashment we are getting the error message FRM40505 unable to perform query. The version of form is 203.049.	A	PATH900	16215	Software	WP1760
50.	E-9809230058	MOR2, EPOSS Special delivery unavailable, Taking the path desktop to serve customer to other products to scales, there is no icon for special delivery unable to perform transaction for customer.	B	002038 9	16231	Software	WP1933 WP1934
51.	E-9809230077	MOR2, BES, bes report could not be produced. taken the path from reports to bes reports to weekly encashment. the weekly bes encashment report could not be produced because it would not accept any date as a valid end of cash account week date.	B	002038 9	16240	Software	WP1813
52.	E-9809240064	MOR2, EPOSS, build object incomplete. The rollout of the PO's Omagh, Celtic, and Wolves has not completed successfully. Originally only the license object was in the message store for each office. Some messages have been inserted into the correspondence server	BB	005770 3	16271	Software	WP1911 WP1912 WP1913 WP1914
53.	E-9809240081	MOR2, BES, Incorrect screen message. Following the activation of the customers card, the system displays a message box prompting the user to press continue to return to desktop and swipe card to encash any benefits.	B	002680 8	16282	Software	WP1820
54.	E-9809240116	MOR2, HELPDESK, On the encashment screen HLPF102, when hovering over the nominated or specified office field the details of the office appear on the screen and remain. This then means that the system cannot be used.	B	PATH900	16306	Software	WP1829
55.	E-9809250058	MOR2, TIP, files W_312010, W_312017, W_316004, and W_316015 sent to TIP, date of transaction is an out of date range.	B		16331	NFF	

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56.	E-9809250062	MOR2, TIP, BARSF for 12/11/97 expected with TIP files	B		16333	Administrative	
57.	E-9809260007	MOR2, TIP, Files W_316009, W_316006, W_313003, W_312006	B		16370	Unresolved	
58.	E-9809260009	MOR2, TIP, Two files received for system date 13/11/97	B		16372	Administrative	
59.	E-9809260020	MOR2, BES, Unexpected impound message	B		16387	Software	WP1819
60.	E-9809270002	MOR2, TIP, two otran subfiles and end of day markers re	B		16395	Administrative	
61.	E-9809270006	MOR2, EPOSS, No information on transaction log - Dup 11618 & 14534 ?	B		16396	Software	WP2241, 2257, 2067, 2066
62.	E-9809280043	MOR2, EPOSS, not all reports can be selected under icon	B	200150 0	16419	Software	WP2514/16
63.	E-9809280067	MOR2, APS, wrong addition on total at end of summary	B		16429	Software	WP1933 WP1934
64.	E-9809280066	MOR2, BES, unexpected screen message	B	510261 8	16430	Unresolved	
65.	E-9809280133	MOR2, TIP, files W_319002, W_319014, W_319015, W_3	B		16451	Administrative	
66.	E-9809290037	MOR2, EPOSS, Handover plus cash transactions are being re	B		16467	Software	WP1929
67.	E-9809290106	MOR2, EPOSS, international advise of delivery.	B		16479	NFF	
68.	E-9809300030	MOR2, OBCS, Issuing a OBCS book with a stop notice	B		16519	Withdrawn	
69.	E-9809300050	MOR2, OBCS, receiving an OBCS book.	B		16526	Software	Waiting PC16519
70.	E-9809300063	MOR2, EPOSS, unexpected message, rolling over stock unit	B		16533	Software	WP1933
71.	E-9810010099	MOR2, TIP, the following files were rejected; W_323001...	B		16590	Administrative	
72.	E-9810010108	MOR2, BES, 3 rd foreign encashment allowed	B		16594	Unresolved	
73.	E-9810010046	MOR2, OTP One Time password - PM is trying to log on terminal but has forgotten his password.	B	002880 0	16596	Build Fix	
74.	E-9810020047	MOR2, EPOSS, Unable to specify group	B		16629	Duplicate (Software)	11618 (WP1933, 1934)
75.	E-9810020096	MOR2, TIP, contact for this incident is Ian Senior	B		16642	Administrative	
76.	E-9810050128	MOR2, TIP, files rejected	B		16698	Administrative	
77.	E-9810060058	MOR2, MIGRATION, MIECCO not populating quantities	B		16709	Software	WP1892
78.	E-9810060107	MOR2, BES, no prompt to impound card	B		16724	Duplicate	16259
79.	E-9810060124	MOR2, TIP, TIP files	B		16730	Administrative	
80.	E-9810070049	MOR2, TIP, follow on from call ref e-9809300115, file W_322016 was resent and passed validation, however it failed during processing due to an invalid item transaction mode (item = 211, transaction mode = 15). The file will need correcting and resending.	B	PATH900	16750	Administrative	
81.	E-9810070094	MOR2, BES, BES card fallback. Daily report	B	002680 8	16767	Software	WP2066
82.	E-9810080050	MOR2, TIP, Files.	B	path900	16807	Administrative	
83.	E-9810080122	MOR2, TIP, The following files have been rejected which relate to system date 26/11/97 - W_330001, W_330015, W_330016.	B		16834	Duplicate	17027

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84.	E-9810090064	MOR2, TIP, files previously rejected	B		16861	Administrative	
85.	E-9810120013	MOR2, BES, Help icon button not displaying correct...	C		16897	Software	WP1790
86.	E-9810070090	MOR2, EPOSS, Failure to navigate back to transactions Screen due to No Entry on Riposte Logo.	B	510261 8	17005	Unresolved	
87.	E-9810140170	MOR3, TIP, duplicate records appear in TPS files to TIP	B		17027	Unresolved	
88.	E-9810200063	MOR3, NETWORK, OSI link between Pathway and CAPS	B		17227	Network	with CFM
89.	E-9810220047	MOR3, BES, No payments available for collection	B		17326	Workaround	
90.	E-9810220052	MOR3, OBCS, receive in book	B		17327	Duplicate	15919
91.	E-9810230028	MOR3, EPOSS, view stock unit had locked	B		17371	Duplicate	16268
92.	E-9810230044	MOR3, EPOSS, cash and stock declaration on individual discrepancy	B	006560 9	17386	Software	WP2080
93.	E-9810230065	MOR3, BES, stop not yet confirmed. The stop confirmation...	B		17392	NFF	
94.	E-9810230067	MOR3, BES, stop not yet confirmed. The stop conformation...	B		17393	NFF	
95.	E-9810230073	MOR3, BES, encashment file not received	B		17394	NFF	
96.	E-9810230079	MOR3, EPOSS, balancing	B		17399	Software	
97.	E-9810230082	MOR3, MIGRATION, missing product on migration tool	B		17400	NFF	
98.	E-9810230083	MOR3, MIGRATION, Migration, missing product on migration tool	B	006560 9	17401	Unresolved	
99.	E-9810230078	MOR3, COUNTER, The training mode has been selected by mistake	B		17403	Software	
100.	E-9810230086	MOR3, EPOSS, adjusting stock on hand figure.	B		17406	Workaround	
101.	E-9810230096	MOR3, EPOSS, home key needs repositioning on keyboard	B		17415	NFF	
102.	E-9810230101	MOR3, BES, encashment file does not show encashment	B		17416	Software	
103.	E-9810240002	MOR3, EPOSS, cash account prevented	C		17442	Duplicate	16255
104.	E-9810240003	MOR3, EPOSS cash account final report displays wrong...	B		17443	Duplicate	16258
105.	E-9810240004	MOR3, BES, no payments available for collection	B		17444	Duplicate	17326
106.	E-9810240007	MOR3, EPOSS, sun alliance insurance icon	C		17466	NFF	
107.	E-9810240005	MOR3, BES, No payments available for collection.	B		17506	Duplicate	17326
108.	E-9810260037	MOR3, EPOSS, Procedural, transfer in procedures..	B		17517	Documentation	
109.	E-9810260046	MOR3, OBCS, we have not received a file for logical...	B		17521	Unresolved	
110.	E-9810260117	MOR3, BES, No encashment details on CAPS POCL confirm	B		17543	NFF	
111.	E-9810260140	MOR3, BES, There is a discrepancy between PMSR100 and pmsr102	B		17548	Known Error	CP924(1c)
112.	E-9810270036	MOR3, BES, daily BES encashment not showing	B		17572	Software	
113.	E-9810270038	MOR3, OBCS, cannot receive book using barcode	B		17574	Network	
114.	E-9810270055	MOR3, MIGRATION, Remigration BES encashment file for ABEND	B		17580	NFF	
115.	E-9810270064	MOR3, BES, unexpected screen message when attempting...	A		17587	Software	
116.	E-9810270069	MOR3, EPOSS, Procedural, selling stock items	B		17588	Procedures	
117.	E-9810270070	MOR3, EPOSS, Procedural, cashing other banks cheques	B		17589	Procedures	
118.	E-9810270071	MOR3, EPOSS, unable to enter fee on gas/transcash	B		17590	NFF	
119.	E-9810270073	MOR3, EPOSS, entering account number for Girobank	C		17592	Software	

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120.	E-9810270105	MOR3, OBCS, scanning bar code on order...	B		17599	Procedures	
121.	E-9810270108	MOR3, EPOSS, NEW REVERSALS, Procedure missing descriptive...	C		17601	Procedures	
122.	E-9810270106	MOR3, EPOSS, Procedural, Issuing milk tokens when...	B		17603	NFF	
123.	E-9810270124	MOR3, OBCS, procedural, OBCS procedures incorrect	C		17611	Documentation	
124.	E-9810270133	MOR3, BES, PMRS105 for the benefits agency dated 9/11/97	B	Path900	17614	Software	WP2497/99
125.	E-9810270135	MOR3, EPOSS, Negative figures shown on daily NSB withdrawal summary	B		17622	Software	WP2066
126.	E-9810270160	MOR3, EPOSS, Invalid multiple or PSB	B		17624	NFF	
127.	E-9810280009	MOR3, APS, We are expecting an APS transaction file...	B		17629	Software	WP2041
128.	E-9810280016	MOR3, OPS, Problem with Tivoli patch download	A		17632	Software	
129.	E-9810280036	MOR3, TIP, Files expected by TIP for system date 10/11/97	A		17640	NFF	
130.	E-9810280048	MOR3, BES, Unexpected impound message of PUN	B		17642	Setup issue	
131.	E-9810280052	MOR3, BES, Card impound when customer should be re...	B		17643	Software	
132.	E-9810280059	MOR3, BES, Unexpected system message.	B		17645	Duplicate	17587
133.	E-9810280072	MOR3, OBCS receiving in OBCS books.	B		17651	Unresolved	routed CFM
134.	E-9810280073	MOR3, BES, Unexpected PUN impound message	B		17653	Duplicate	17587
135.	E-9810280084	MOR3, EPOSS, Producing weekly summaries	B		17659	Duplicate	15204
136.	E-9810280085	MOR3, EPOSS, Producing daily summaries for APS transactions	B	002038 9	17660	Software	WP2080
137.	E-9810280086	MOR3, EPOSS, procedural, no existing procedures for...	C		17661	Procedures	
138.	E-9810280087	MOR3, BES, Unexpected system message	B		17662	Duplicate	17587
139.	E-9810280088	MOR3, BES, Procedural, procedures incorrect for BES	C		17663	Documentation	
140.	E-9810280089	MOR3, BES, procedural, the procedures for BES non-automated office wrong	C	502560 5	17664	Procedures	
141.	E-9810280092	MOR3, BES, daily counter summaries incorrect procedure...	C		17679	Procedures	
142.	E-9810280093	MOR3, BES, procedural, summaries weekly counters...	C		17680	Documentation	
143.	E-9810280094	MOR3, ACCESS CONTROL, procedural, modifying user's...	B		17681	Documentation	
144.	E-9810270129	MOR3, EPOSS, cash account report (snapshot tria...	C		17684	Duplicate	16538
145.	E-9810280103	MOR3, EPOSS, daily summary of encashment receipts wrong	B	005770 3	17686	Software	
146.	E-9810280104	MOR3, EPOSS, withdrawal summary NSB showing minus	B		17689	Duplicate	17622
147.	E-9810280105	MOR3, EPOSS, balance snapshot	C		17690	Duplicate	13611
148.	E-9810280106	MOR3, EPOSS, Counter daily Giro deposit summary...	B		17692	Duplicate	10790
149.	E-9810280107	MOR3, APS, AP transaction done and no receipt produced.	B		17693	Duplicate	16493
150.	E-9810290023	MOR3, EPOSS, procedural, Reversals.	C		17694	Documentation	
151.	E-9810290025	MOR3, EPOSS, Pension and allowances report	C		17695	Duplicate	11464
152.	E-9810290026	MOR3, EPOSS, (this should be Arsnal Post Office) EPOS,...	C		17696	Documentation	
153.	E-9810290027	MOR3, EPOSS, (this should be Arsnal) EPOSS, during stock declaration unrequested receipt printed	C		17698	NFF	
154.	E-9810290036	MOR3, MIGRATION, unable to enter suspense account	B		17706	Software	WP1946
155.	E-9810290050	MOR3, EPOSS, printing customer receipt	C		17720	Duplicate	17267

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156.	E-9810290048	MOR3, BES, icon overlaying text	C		17721	Software	WP2224
157.	E-9810290053	MOR3, TEST, PM has had a power failure and is still not...	B		17722	Withdrawn	
158.	E-9810290060	MOR3, BES, Payment by helpdesk - payment allowed when previously encashed.	B	502560 5	17723	NFF	
159.	E-9810290062	MOR3, EPOSS, daily counter summaries	B		17724	Duplicate	14759
160.	E-9810290063	MOR3, EPOSS, procedural, pre-purchase transactions	B		17725	Procedures	
161.	E-9810290065	MOR3, EPOSS, receipt preview screen	B		17726	Duplicate	16493
162.	E-9810290066	MOR3, EPOSS, letters pre-paid transaction	C		17729	NFF	
163.	E-9810290052	MOR3, EPOSS, procedural, swiping AP card from des...	C		17730	Documentation	
164.	E-9810290068	MOR3, CAPS, Caller is part of the ESNS at Lytham.	B		17731	NFF	
165.	E-9810290055	MOR3, EPOSS, Celtic EPOSS counter summaries for daily giro report	B		17732	Software	WP2066
166.	E-9810290070	MOR3, EPOSS, UKPA product not available	C	002880 0	17733	Ref Data	WP2055 WP2080
167.	E-9810290071	MOR3, EPOSS, Moneygram product not available	C	002880 0	17734	Ref Data	WP2055
168.	E-9810290099	MOR3, EPOSS, transaction log	B		17753	Duplicate	11618
169.	E-9810290100	MOR3, BES, no payments available for collection	B		17755	Duplicate	17587
170.	E-9810290102	MOR3, BES, procedural error for recovering BES transactions	C		17756	Documentation	
171.	E-9810290103	MOR3, BES, expected payment not available for collection	B		17757	Network	
172.	E-9810290104	MOR3, EPOSS, missing information on receipts.	B		17759	Software	
173.	E-9810290112	MOR3, APS, AP recovery	B		17777	Software	WP2063
174.	E-9810290113	MOR3, EPOSS, procedural, information requirement...	C		17779	NFF	
175.	E-9810290116	MOR3, BES, recovering BES transaction	B		17780	Procedures	
176.	E-9810290117	MOR3, EPOSS, procedural, smart card procedures	B		17781	Procedures	
177.	E-9810290118	MOR3, EPOSS, CAP on weekly summaries	B		17782	Duplicate	01483
178.	E-9810290119	MOR3, BES, recovery	C		17784	Duplicate	17784
179.	E-9810290123	MOR3, TIP, File W_314013 failed validation and was rejected	B		17785	Administrative	
180.	E-9810290125	MOR3, TIP, File W_314057 which is subfile type CASHS co....	B		17786	Administrative	
181.	E-9810290128	MOR3, OPS, Correspondence server BBOCOR029 (cluster 2)	A	Path900	17787	Build fix?	
182.	E-9810290127	MOR3, TIP, File W_314045 was rejected because of an inc...	B		17788	Administrative	
183.	E-9810290129	MOR3, TIP, File W_313066 failed validation because it...	B		17789	NFF	
184.	E-9810290130	MOR3, TIP, File W_314066 failed validation and was rejected	B		17790	Administrative	
185.	E-9810290131	MOR3, TIP, File W_315066 failed validation and was rejected	B		17791	Administrative	
186.	E-9810290126	MOR3, EPOSS, suspense account	B		17792	Duplicate	16634
187.	E-9810290132	MOR3, EPOSS, Transactions performed on Day A are not being...	B		17793	NFF	
188.	E-9810290121	MOR3, EPOSS, NSB deposit reports	C	510261 8	17803	Software	WP2080
189.	E-9810290124	MOR3, EPOSS, Procedural, Bulk Input	C		17807	Procedures	
190.	E-9810290122	MOR3, EPOSS, procedural, daily BES encashment report	C		17808	Documentation	

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191.	E-9810290120	MOR3, BES, Procedure incorrect	C		17809	Documentation	
192.	E-9810300022	MOR3, OPS, CORRES. SERVER, cluster 1, PBOCOR028	A		17818	Duplicate	17787
193.	E-9810300045	MOR3, EPOSS, producing a manual session receipt	C		17831	Duplicate	17693
194.	E-9810300049	MOR3, BES, payment allowed when GRI applied	B	005770 3	17833	NFF	
195.	E-9810300052	MOR3, EPOSS, printing counters revenue report printer reports error to desktop	B		17834	Duplicate	16193, 16493
196.	E-9810300103	MOR3, HELPDESK, on HLPF102 two beneficiaries are shown, but..	B		17837	Build fix	WP2140, 2144
197.	E-9810300104	MOR3, HELPDESK, for CALLER ID on the post office screen, HLPF 404	B		17838	Procedures	
198.	E-9810300007	MOR3, APS, Files delivered with the wrong date stamp	B		17845	Withdrawn	
199.	E-9810300113	MOR3, EPOSS, producing an office report	C		17847	Duplicate	16254
200.	E-9810300115	MOR3, EPOSS, non accounting data	C		17849	Duplicate	14230
201.	E-9810300118	MOR3, EPOSS, cash account week number wrong on reports	B		17850	Duplicate	12411
202.	E-9810300120	MOR3, EPOSS, cash account snap shot report	B		17853	Duplicate	11724
203.	E-9810300116	MOR3, EPOSS, procedural, producing an office report	B		17854	Procedures	
204.	E-9810300121	MOR3, EPOSS, rem out other postage to supplies devi...	B		17855	NFF	
205.	E-9810300123	MOR3, OBCS, unable to contact HQ message	B		17857	Withdrawn	
206.	E-9810300125	MOR3, BES, procedural, to receive a batch of benefits...	B		17858	Procedures	
207.	E-9810300135	MOR3, MIGRATION, postal order fee discrepancy following migration	B		17860	NFF	Operations error
208.	E-9810300136	MOR3, EPOSS, unable to access adjust stock and MOP - Watford	B		17861	Software	WP2066
209.	E-9810300138	MOR3, EPOSS, unable to print stock unit balance - Watford	B		17862	Duplicate	17861
210.	E-9810300143	MOR3, EPOSS, missing phonecard icons	B		17864	Ref data	WP2055
211.	E-9810300144	MOR3, EPOSS, daily counter reports - daily giro deposit summary	B		17865	Unresolved	
212.	E-9810300145	MOR3, EPOSS, end of day summaries BES daily encashment report FAD incomplete	C		17866	Software	WP2066
213.	E-9810300147	MOR3, TIP, file W_316055 failed validation because it... - Transaction mode	B		17867	Workaround	
214.	E-9810300148	MOR3, TIP, file W_317066 rejected because file contents...	B		17868	NFF	
215.	E-9810300149	MOR3, TIP, file W_317067 has been rejected because the...	B		17869	NFF	
216.	E-9810310007	MOR3, TEST, Post office closing due to robbery	B		17872	NFF	
217.	E-9810310009	MOR3, BES, No payment available for collection	B		17874	NFF	
218.	E-9810290106	MOR3, EPOSS, Cash flow report, wrong info printed	C		17875	Duplicate	12966
219.	E-9810290114	MOR3, EPOSS, Receipts do not match payments on sto...	B		17876	Duplicate	15836
220.	E-9810310012	MOR3, APS, AP transaction reversal	C		17877	Duplicate	16925
221.	E-9810310013	MOR3, EPOSS, Existing reversal allows reversal of a...	C		17878	Duplicate	10146
222.	E-9810310015	MOR3, EPOSS, reference number on report printout	B		17879	Software	
223.	E-9810310016	MOR3, EPOSS, Transaction reference not completely displayed on receipt	C		17880	NFF	

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224.	E-9810310014	MOR3, EPOSS, Reboot after previewing report	B		17881	Duplicate	16493	
225.	E-9811020052	MOR3, EPOSS, Re-valued product list duplicating in...	B		17916	Duplicate	17402 17996	
226.	E-9811020053	MOR3, EPOSS, Office weekly transfer totals and rec...	B		17917	Duplicate	11952 11954	
227.	E-9811020035	MOR3, BES, file type 10 was received from pathway cont...	B		17919	NFF		
228.	E-9811020057	MOR3, EPOSS, in active stock roll over	B		17920	Procedures		
229.	E-9811020084	MOR3, BES, description of benefit on receipt.	B		17926	NFF		
230.	E-9811020100	MOR3, TEST, PM cant remember the password	B		17929	Duplicate	17968	
231.	E-9811020116	MOR3, TIP, Files W 319066 and W 318066 have both been...	B		17934	NFF		
232.	E-9811020115	MOR3, TIP, Files W 318067 and W 319067 have been re...	B		17936	NFF		
233.	E-9811020114	MOR3, BES, tsa ref 981031369, CAPS contact Ian	C		17937	Withdrawn		
234.	E-9811020117	MOR3, BES, batch receipt	B		17938	Setup		
235.	E-9811020119	MOR3, EPOSS, office weekly re-deemed stamps	B		17940	Duplicate	12073	
236.	E-9811020120	MOR3, EPOSS, office weekly P and A summary	B		17941	Duplicate	12411	
237.	E-9811020124	MOR3, EPOSS, office weekly green giro summary	B		17942	Duplicate	12072	
238.	E-9811020125	MOR3, EPOSS, office weekly postal orders encashment	B		17943	Duplicate	12095	
239.	E-9811020113	MOR3, BES, ITSA ref 981033391 CAPS contact nam Ian	C		17944	Duplicate	17723	
240.	E-9811020136	MOR3, Cardiff 12, test day 9, expected results	B		17948	Duplicate	17416	
241.	E-9811020134	MOR3, BES, refers Arsenal case 3, a successful urgent stop sent	B		17950	Withdrawn		
242.	E-9811030003	MOR3, APS, APS file P316001 which was delivered yesterday...	B		17964	Unresolved	routed CFM	to
243.	E-9811030020	MOR3, COUNTER, Manager is trying to log on to the main gate...	A		17968	Duplicate	16596	
244.	E-9811030064	MOR3, BES, unable to encash benefits as card is no...	B		17980	NFF		
245.	E-9811030067	MOR3, MIGRATION, discrepancies found between last ecco balance and stock unit snapshot.	B	200150 0	17983	Software		
246.	E-9811030095	MOR3, OPS, crtcl evn received from host H00577000101...	B		17987	Duplicate	17457	
247.	E-9811030106	MOR3, BES, incorrect screen message	B		17989	Duplicate	17990	
248.	E-9811030108	MOR3, BES, incorrect screen message	C		17990	Software		
249.	E-9811030109	MOR3, AP, summary of APS transaction - report in wrong order	C	005770 3	17993	Software	WP2080	
250.	E-9811030112	MOR3, EPOSS, AP, magnetic card transaction	C		17994	Duplicate	?	
251.	E-9811030115	MOR3, EPOSS, revaluation list produced by system when not expected	B		17996	Software	WP2066	
252.	E-9811030118	MOR3, BES, no payment available for collection	B		17997	Software		
253.	E-9811020091	MOR3, APS, two APS files received...	C		18018	Unresolved	routed CFM	to
254.	E-9811040051	MOR3, EPOSS, suspense / discrepancy handling - stock unit balance wrong	B		18027	NFF		
255.	E-9811040057	MOR3, EPOSS, PM is trying to reverse a re-evaluation tranaction	C		18031	Workaround		

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256.	E-9811040069	MOR3, BES, incorrect receipt message	C	200150 0	18035	NFF	
257.	E-9811040072	MOR3, EPOSS, Incorrect revaluation accepted by system	B		18038	Duplicate	17639
258.	E-9811040077	MOR3, BES, third foreign encashment allowed	B		18039	Duplicate	17926 (17832)
259.	E-9811040079	MOR3, APS, Cardiff AP summary total incorrect	B		18040	Duplicate	16429
260.	E-9811040104	MOR3, EPOSS, Counter weekly summaries showing no in...	B		18060	Duplicate	17659
261.	E-9811040105	MOR3, EPOSS, counter weekly PO paid summary incorrect	B		18061	Duplicate	12095
262.	E-9811040106	MOR3, EPOSS, no indication of error notices on bal	B		18063	NFF	
263.	E-9811020082	MOR3, RECONCILIATION, BSU report supr101 lists seven post offices	B		18067	Software	WP2115 WP2037
264.	E-9811040107	MOR3, EPOSS, counter weekly DVLA V10/V11 reports wrong	C	002038 9	18071	Software	WP2080
265.	E-9811040108	MOR3, EPOSS, Counter weekly P&A summery incorrect	C		18072	Duplicate	17652
266.	E-9811050018	MOR3, OPS, critical eventing error on model office tec server	B		18091	Unresolved	
267.	E-9811050051	MOR2, BES, Request was received to change customers no...	B		18102	NFF	
268.	E-9811050060	MOR3, OPS, Critical event rec from host H 510262004...	B		18104	NFF	
269.	E-9811050064	MOR3, BES, Wrong payment receipt advised by PCHL	C		18106	NFF	
270.	E-9811050078	MOR3, EPOSS, stock unit balance	B		18111	NFF	
271.	E-9811050080	MOR3, EPOSS, stock unit balancing	B		18112	Duplicate	18030
272.	E-9811050084	MOR3, AP, unable to get further copies of AP receipts	C		18113	Software	WP2221
273.	E-9811050101	MOR3, BES, Problem with Pathway file regarding the PO	B		18128	NFF	
274.	E-9811050102	MOR3, BES, Job BHBES1159010783, job agent 2/bes 2 aband...	B		18129	Duplicate	18148
275.	E-9811050109	MOR3, EPOSS, P&A grp 1, transaction not display...	B		18136	Unresolved	
276.	E-9811050111	MOR3, EPOSS, product not mapping to cash account report	B		18137	Software	WP2055
277.	E-9811050117	MOR3, EPOSS, cash account balance brought forward wrong	B		18142	Software	WP????
278.	E-9811050118	MOR3, EPOSS, Migration figures multiplied on cash...	B		18143	Duplicate	17542
279.	E-9811050124	MOR3, OPS, Harvester job has been abended and...	B		18148	Unresolved	with CFM
280.	E-9811060021	MOR3, TIP, file W_312001 has been rejected - invalid org	B		18165	Workaround	
281.	E-9811060023	MOR3, TIP, File W_316055 was expected to be correct	B		18166	Duplicate	17867
282.	E-9811060025	MOR3, TIP, File W_314057 has been rejected	B		18168	Duplicate	17786
283.	E-9811060026	MOR3, TIP, File W_314013 has been rejected	B		18169	Duplicate	17785
284.	E-9811060029	MOR3, TIP, file W_321036 has been rejected - invalid item id	B		18171	NFF	
285.	E-9811060030	MOR3, TIP, File W_321066 has been rejected	B		18172	Administrative	
286.	E-9811060038	MOR3, BES, unexpected message card not activated	B		18175	Software	
287.	E-9811060040	MOR3, EPOSS, counter weekly MVL V!!/V10 summary wrong	C		18176	Duplicate	18071
288.	E-9811060047	MOR3, BES payment collected incorrectly	B	002038 9	18178	Software	WP2447
289.	E-9811060051	MOR3, EPOSS, transaction log incorrect	C		18179	Duplicate	11618

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290.	E-9811060055	MOR3, TIP, file rejected W 321002 - invalid org and missing transaction mode	B		18180	Duplicate	18165
291.	E-9811060058	MOR3, TIP, file rejected W 322035 - invalid org	B		18181	Duplicate	18165
292.	E-9811060057	MOR3, TIP, files rejected W 321003, W 321019 - missing transaction mode	B		18182	Workaround	
293.	E-9811060066	MOR3, OPS, Critical event received from host bbo046	B		18184	Withdrawn	
294.	E-9811060074	MOR3, EPOSS, cash account displays time	C	006560 9	18189	Software	WP2422
295.	E-9811060076	MOR3, BES, DSS limit functionality	B	006560 9	18192	Duplicate	18178
296.	E-9811060080	MOR3, OPS, DWH, BES upload has abended...	A		18195	Duplicate	18159 13103
297.	E-9811060092	MOR3, EPOSS, cash account not reporting correct figures	B		18196	Duplicate	17516
298.	E-9811060093	MOR3, EPOSS, inland parcel service	B		18197	NFF	
299.	E-9811060094	MOR3, ACCESS CONTROL, temporary lock after 15 mins not implemented	B		18198	NFF	
300.	E-9811060095	MOR3, EPOSS, stock unit rollover did not print a final balance	C		18199	NFF	
301.	E-9811060096	MOR3, EPOSS, Procedural, to post a rem discrepancy into suspense	C		18201	Procedures	
302.	E-9811060120	MOR3, TIP, File rejected W 323034 - invalid item transaction mode	B		18210	NFF	
303.	E-9811060119	MOR3, TIP, file W 316966 has been rejected	B		18211	NFF	
304.	E-9811070039	MOR3, TEST, PM is having difficulty printing receipt for...	B		18220	Duplicate	16493
305.	E-9811070041	MOR3, BES, procedural, wrong icon shown in procedures	C		18221	Procedures	
306.	E-9811070045	MOR3, BES, no payment	B		18222	NFF	
307.	E-9811070050	MOR3, BES, CAB failure: Encashment made on day 14 at...	B		18226	Workaround	
308.	E-9811070054	MOR3, BES, Foreign encashment failures	B	Path900	18229	Software	
309.	E-9811070055	MOR3, BES, A 3 rd foreign encashment was allowed...	B		18230	NFF	
310.	E-9811070051	MOR3, NETWORK, Unable to communicate with Wolves counter...	B		18233	NFF	
311.	E-9811090032	MOR3, OPS, File P323001 was delivered at 7.42am 6/11/98	B		18246	Unresolved	routed to CFM
312.	E-9811090143	MOR3, BES, Procedural, Incorrect receipt used	C		18271	Procedures	
313.	E-9811100067	MOR3, EPOSS, Citibank money order icon not working	B		18302	Duplicate	16522
314.	E-9811100070	MOR3, APS, Clerk would like to reverse an AP transaction	B		18305	NFF	
315.	E-9811100074	MOR3, OPS, Critical event received from host	B		18308	NFF	
316.	E-9811100079	MOR3, TEST, Caller had a power cut during a BES transaction	B		18310	Withdrawn	
317.	E-9811100081	MOR3, TEST, PM has a customer who would like to encash a...	B		18312	NFF	
318.	E-9811100112	MOR3, BES, recovering incomplete BES transactions	B		18334	NFF	
319.	E-9811100113	MOR3, EPOSS, Supervisor level access denied by sys	C		18335	Duplicate	7261
320.	E-9811100116	MOR3, TIP, The following CLFSF files did not contain data...	B		18336	NFF	
321.	E-9811100147	MOR3, OPS, Critical error on rel2 MO Tivoli machine	B		18371	Software	
322.	E-981110049	MOR3, APS, transactions for 10/11/97 are notified...	B		18378	Unresolved	
323.	E-981110051	MOR3, APS, transactions 10/11/97 expected by TIP...	B		18379	Duplicate	18378

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324.	E-9811110054	MOR3, EPOSS, APS daily report	B		18383	Duplicate	17660
325.	E-9811110055	MOR3, BES, Encashments for day 17	B		18386	NFF	Operator error
326.	E-9811110057	MOR3, BES, Encashment missing	B		18388	NFF	
327.	E-9811110056	MOR3, TEST, Serve customer, printing receipt	B		18389	Duplicate	?????
328.	E-9811110059	MOR3, BES, SUPR101 dated the 24/11/97 reports 1 PO which...	B		18392	Duplicate	18067
329.	E-9811110060	MOR3, EPOSS, Unable to use a discount value ...	C		18396	NFF	
330.	E-9811110062	MOR3, EPOSS, Daily reports	B		18397	NFF	
331.	E-9811110063	MOR3, EPOSS, Transfer reversal	B		18399	Software	
332.	E-9811110068	MOR3, EPOSS, International reply coupons	B		18403	Duplicate	14519
333.	E-9811110070	MOR3, PROCEDURAL, Changing PIN on swipe card	C		18405	Procedures	
334.	E-9811120022	MOR3, BES, Non-receipt of replacement card	B		18434	NFF	
335.	E-9811120023	MOR3, EPOSS, reboot trying to produce a report	B		18435	Duplicate	16493
336.	E-9811120052	MOR3, BES, Non-receipt of batch of cards	B		18449	NFF	
337.	E-9811120055	MOR3, APS, Incorrect summary	B		18450	NFF	
338.	E-9811120076	MOR3, OBCS transactions for 24/11/97 received on...	B		18458	NFF	
339.	E-9811120095	MOR3, TIP, File W_328036 received by TIP contains 2 subfiles...	B		18488	Software	CP1600
340.	E-9811130002	MOR3, TIP, File W_329001 was rejected because a...	B		18508	Duplicate	18546
341.	E-9811130004	MOR3, TIP, File W_328002 has been rejected because...	B		18510	Software	CP1637
342.	E-9811130005	MOR3, TIP, File W_324044 was rejected because...	B		18511	NFF	
343.	E-9811130006	MOR3, TIP, File W_326003 contains an end of day marker for org unit 23579 (Southampton) which is non-automated. These are not expected by TIP.	B	Path900	18512	Unresolved	
344.	E-9811130140	MOR3, TIP, File W_330001 has been rejected...	B		18546	Duplicate	14519
345.	E-9811130138	MOR3, TIP, File rejected due to invalid item	B		18547	NFF	
346.	E-9811160054	MOR3, Day 22 encashments file has not come in...	B		18590	NFF	
347.	E-9811160113	MOR3, BES, 30 minute delay when collecting payments...	B		18610	Procedures	
348.	E-9811160129	MOR3, TIP, File W_322005 has been rejected...	B		18615	NFF	
349.	E-9811170030	MOR3, TIP, File W_330001 has been resent	B		18637	Withdrawn	
350.	E-9811170059	MOR3, APS, Unable to get APR reports off	C		18679	Unresolved	
351.	E-9811180125	MOR3, TIP, reconciliation issue	B		18704	Duplicate	17516
352.	E-9811060077	(ITSA REF: 981107525) Pathway problem relating to batch output. Batch received day 14 shows the card request issued from CAPS in respect of customers alternative payee has been rejected. The alternative payee is Mr Paul Davies, NINO: NZ001201C. On line	B	Path900	18729	Software	WP2141
353.	E-9811190078	MOR3, APS reconciliation report error	B	Path900	18746	Software	WP2403
354.	E-9811190080	MOR3, APS reconciliation national totals report error	B	Path900	18747	Software	WP2535
355.	E-9811190081	MOR3, APS reconciliation national totals report error	B	Path900	18748	Software	WP2403

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356.	E-9811190097	MOR3, BES, Encashment performed at org unit 23576 (Wolves) on 19/11/97 (transaction reference 510261/03/00001437) for £44.20 not received by TIP.	B	Path900	18755	NFF	
357.	E-9811190067	MOR3, BES, Encashment performed at org unit 23579 (Southampton) on 12/11/97 (transaction ref: 502560/99/00003152) for £44.20 not received by tip.	B	Path900	18768	NFF	
358.	E-9811190071	MOR3, TIP, Bes encashment performed at AUG unit 23579 (Southampton) on 13/11/97, transaction reference 502560/99/0000/3164 for £11.05, not received by TIP. NINO AB476345.	B	Path900	18769	NFF	
359.	E-9811240116	MOR3, BES encashment performed at AUG unit 23573 (Cardiff) on the 24/11/97 for £152.20 (transaction ref 002680/99/00003205) not received by TIP. This encashment appears to be included within the total encashments for 24/11/97 as reported on the PMSR 101	B	Path900	18931	Software	CP1637
360.	E-9811250063	MOR3, AP transactions received by TIP 13/11/97 = £17320.53. Transactions on CLSSF for 13/11/97 sent in otran file W_321067=£20400.56. There is a difference of £3080.03. AP transactions received by TIP 14/11/97=£6109.90 transactions on CLSSF for 14/11/97...	B	Path900	18971	Workaround	
361.	E-9811250087	MOR3, TIP, CAC records for org unit 23575 week 34. The value on lines 9086-9087-9088-9089-9092-9093-9094 and 9095. (table 12 parcel traffic) are zero. otx records received by TIP for this week included item 691 (inland parcel stamped) quantity 24...	B	Path900	18985	Duplicate	10552
362.	E-9811250088	MOR3, the following CAC value for AUG unit 23573 (Cardiff) for week number 34 was found to be in error when compared with OTX records; line 1062; OTX value = £2200.00, CAC value = 2619.37. OTX values received making up this are both Item ID 840, TXM mode	B	Path900	18986	Software	WP2404
363.	E-9811250089	MOR3, TIP, The following value for AUG unit...	B		18987	Duplicate	18986
364.	E-9811250090	MOR3, Following CAC value for AUG unit 23573 (Cardiff) for week number 34 was found to be in error when compared with OTX records;line 1066; CAC value = £638.54; OTX value = £842.32, a difference of £203.78. Is attributable to file transactions for item I	B	Path900	18988	Software	WP2404
365.	E-9811250091	MOR3, CAC value for line 0701 for AUG unit 23573 (Cardiff) for week number 34 contained a negative value (minus 8102.40) the only cash account line which can appear negative is line 2074 (uncharged receipts).	B	Path900	18989	Duplicate	18464
366.	E-9811250092	MOR3, Entries appear on hard copy cash accounts produced by Horizon Test Team for line No. 3091 for week 34 for Arsenal (23574) and Cardiff (23573) values 2 and 1 respectively. Corresponding entries within CAC records show values against line No. 9998.	B	Path900	18990	Duplicate	18456
367.	E-9811270087	MOR3, TIP, CAC record for Arsenal (23574) for week 35...	B		19075	Duplicate	17516
368.	E-9811270088	MOR3, TIP, CAC record for Arsenal (23574) for week 35...	B		19076	Withdrawn	
369.	E-9811300090	MOR3, CAC record for Arsenal (23574)	B		19107	NFF	Invalid char transmission error
370.	E-9811300094	MOR3, CAC record for Arsenal (23574)	B		19109	NFF	Invalid char transmission error
371.	E-9812010011	MOR3, CAC record for Arsenal (23574)	B		19118	NFF	
372.	E-9812010059	MOR3, CAC record for Arsenal (23574)	B		19122	Duplicate	14519

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373.	E-9812030048	MOR3, On many instances in this test phase - Horizon test team have carried out sell transactions valued at £93.41 with an item ID of 447 (British Gas barcode bill). TIP has not received any OTX records relating to these transactions.	B		19270	NFF	
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Duplicated PinICLs referenced during MOR3

	PinICL	Owner	Target	Status	Comment
1.	9504	T&I	C	Closed	Stack entry help facility - need to modify the message displayed WP1785
2.	9700	T&I	D	Closed	WP1619, WP1779
3.	10790	T&I	C	Closed	WP2514, WP2515 - MOT
4.	11241	T&I	C	Closed	Report - counter weekly transfer summary WP1934
5.	11464	T&I	C	Closed	WP1929-ST WP1933-MOT
6.	11534	T&I bus int	C	Closed	Report - Office daily rem in by day WP1934 / 1933
7.	11592	T&I	C	Closed	Report - Office weekly rem in by day WP2066 / 2067 / 2241 / 2257 - MOT, Awaiting WP2422
8.	11599	EPOSS	C	Closed	Report - Office daily UKPA WP1786
9.	11724	T&I	D	Closed	WP2066
10.	11890	T&I	C	Closed	Report - daily giro deposit & giro withdrawals WP2422
11.	11952	T&I	C	Closed	EPOSS - Office weekly transfer total report empty WP 2080 / 2422
12.	11954	T&I	C	Closed	EPOSS - Office weekly transfer recn report empty WP2080
13.	12072	T&I	C	Closed	WP1929-ST WP1933-MOT
14.	12073	T&I	C	Closed	Report - Weekly redeemed stamps WP2514
15.	12095	T&I	C	Closed	WP2066
16.	12627	EPOSS	C	Closed	Receipt - WP1551 - part fix, WP1609 9Finc6
17.	12891	EPOSS	B	Closed	14413 raised for complete fix for MOR2, WP1068, WP1125, WP1344, WP1345 - Check
18.	12966	T&I	C	Closed	Office weekly cash flow error WP2066
19.	13063	T&I	C	Closed	Revaluation slip wrong format, WP2422
20.	13096	T&I	B	Closed	Report - stock on hand WP2422
21.	13103	T&I	B	Closed	WP1528, WP2100-MOT(FT), WP2251-MOT, WP2182-MOR3
22.	13611	T&I	B	Closed	Report - stock unit & office balance WP2080
23.	14181	Dev int rel	B	Closed	WP1743
24.	14325	Private 3rd	B	Closed	BPS - CP
25.	14365	TSC	B	Closed	WP1727 final response
26.	14681	ref data	C	Closed	Product 121
27.	15139	T&I	C	Closed	Helpdesk WP1564

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28.	15315	T&I	B		Closed	Report - cash account part fix PC16528 for rest of fix
29.	15836	EPOSS-dev	B		Closed	EPOSS - SU + Offices bal report/missing info Duplicate 12153
30.	16254	T&I	C		Closed	CP1641, WP2066-MOT
31.	16255	T&I	B		Closed	WP1933-MOT
32.	16493	T&I	C		Closed	WP1790, Escher fix available
33.	16634	Dev-int-rel	A		Closed	WP1933/1934-MOT
34.	16868	T&I	B		Closed	
35.	16925	APS-ctr-dev	C		Closed	NFF
36.	17027	TPS-dev	B		Closed	Fixed in MOR3 - no fox identified
37.	17402	EPOSS-rel	D		Closed	WP2029
38.	17454	T&I BPS	D		Closed	WP1966-ST, WP2063-MOT
39.	17516	T&I	B		Closed	WP2055(FT)
40.	17542	T&I	B		Closed	WP2066/2067/2241/2257-MOT
41.	17639	T&I	C		Closed	Incorrect documentation of PAS/CMS error codes, WP2514
42.	17652	T&I	C		Closed	WP2066/2067/2241/2257-MOT
43.	18456	T&I	B		Closed	WP2080
44.	18464	T&I	B		Closed	WP2080
45.	7261	EPOSS-dev	B		Progress	WP2081-MOT, WP2516
46.	7853	PIAT	C		Progress	WP1576 failed
47.	9112	Private3rd	B	MOR3 c	Progress	Counter WP 2076 / 2077
48.	10146	EPOSS-sus p-dev	C		Progress	EPOSS - Handling of PO fees as stock items
49.	10552	T&I	B		Progress	Report - Cash account - WP 2028 / 2095 / 2170
50.	11618	EPOSS dev	B		Progress	Transaction logs, WP2576 / 2687 - MOT
51.	11874	T&I	C	MOR3 c	Progress	WP1438, WP1434, WP2404 / 2405 / 2510. Retest with WP2576 / 2577
52.	12411	T&I	C		Progress	Report - Weekly P2311MA, WP2514
53.	14519	EPOSS-	B		Progress	EPOSS - to enable transaction modes
54.	16162	T&I Bus	C		Progress	WP1969
55.	16193	Ref data	C		Progress	CP1641
56.	16522	POCL ref data	B		Progress	See gl - fix to cash/acc
57.	16528	T&I			Progress	WP1933 / 1934 / 1609