

Model Office Testing

Incident Log

Final Pass

Incident Log for Model Office Testing - As at Day 3***Known Issues encountered***

<i>MOT Call Ref</i>	<i>Description</i>	<i>Resolution</i>	<i>Raised During</i>	<i>Existing PinICL</i>
E-9902180098 Horizon	Various daily reports display pre migration transactions	Awaiting confirmation with Product Management?	6 Day - Pass #1	19950
E-9902190100 Horizon	Unable to perform carded casual agent encashment	Awaiting confirmation from Pathway as to resolution for MOT/LT	MOR3	
E-9902190111 Horizon	Unable to perform foreign encashment	Awaiting confirmation from Pathway as to resolution for MOT/LT	MOR3	

Incidents Raised**Key**

LT	Fixed for Live trial
UI	Under Investigation
NFA	No Further Action
CC	Close to be Confirmed
Closed	Closed

<i>Incident Ref.</i>	<i>HD Ref/Area</i>	<i>Description</i>	<i>Resolution</i>	<i>PinICL</i>	<i>Priority</i>	<i>Action</i>
01 / 01	E-9902170087 Horizon	No Welsh ATP Received	Ongoing discussion as to whether there is a requirement for a Welsh ATP - Lorraine Wood confirmed that there is not a requirement for a Welsh ATP at present		Low*	Closed NFA
01 / 02	E-9902180047 Horizon	Data entry mistake made during manual migration - Availability of procedures to workaround	Awaiting confirmation from Migration team - Steve Grayston confirms that he would like to see the HFSO guide updated to reflect procedures when errors made (i.e. receipt of Error Notice, e.t.c.) - Call currently with Pathway procedures	21795	Med.*	UI
01 / 03	E-9902180049 Horizon	Rod Licences only divisible by £16 in receipts table during MiMan migration	Migration specific Rod Licence product introduced for Live Trail - will not be implemented in MOT	21796	Med.*	Closed LT
02 / 01	E-9902180079 Horizon	Unable to produce impound weekly reports		21806	Med.*	UI
02 / 02	E-9902180087 Horizon	Unable to receive order book	Due to OBCS Stop Service not running on Release 2 counter after installation - build issue Problem reoccurred on day 6 - will retest on day 7	21812	Med.*	Closed NFA
02 / 03	E-9902180094 Horizon	Declaring stock on shared Stock Unit procedures out of sequence		21818	Low*	UI
02 / 04	E-9902180095 Horizon	No transactions shown on daily BES encashment report		21821	Med.*	UI
02 / 05	E-9902180098 Horizon	Various daily reports display pre migration transactions	Known issue raised in 6 day as PC19950 - Awaiting confirmation with Product Management?	21820	Med.*	UI
02 / 06	E-9902180104 Horizon	UKPA fees only divisible by £21 in receipts table during MiMan migration	Migration specific UKPA product introduced for Live Trail - will not be implemented in MOT	21826	Med.*	Closed LT
02 / 07	E-9902180120 Horizon	TV licence line divisible by £97.50 in receipts table during MiMan migration - should be able to cater	Migration specific TVL product introduced for Live Trail - will not be implemented in MOT	21837	Med.*	Closed LT

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		for mono TV fees as well				
02 / 08	E-9902180138 Horizon	Card swiped before being activated was then subsequently impounded		21840	Med.*	UI
03 / 01	E-9902190014 Horizon	Welsh BES receipt printing in left margin		21842	Low*	UI
03 / 02	E-9902190054 CAPS	Customer's address changed to NFA on day -2. Later on the same day card was reported lost. A new card was expected on day 2, but did not arrive (it had not been ordered)	Due to address change and stop being applied on the same day. These 2 actions should have been intercepted by Pathway, and a new card generated.	21855	High*	UI
03 / 03	E-9902190056 Horizon	Weekly reports printing nil figures	Work package to resolve this due to be applied overnight on 22/02/99 - Will retest on day 7	21856	Med.*	UI
03 / 04	E-9902190073 Horizon	Stamp and cash declared correctly - use of edit icon introduces discrepancy		21861	Med.*	UI
03 / 05	E-9902190100 Horizon	Unable to perform carded casual agent encashment	Existing issue raised during MOR3	21870	Med.*	UI
03 / 06	E-9902190108 Horizon	Incorrect information from the help desk when activating a card	Call closed. Help Desk have tightened Procedures.		Low*	Closed NFA
03 / 07	E-9902190111 Horizon	Unable to perform foreign encashment	Hybrid encashment problem raised during MOR3	21880	Med.*	UI
03 / 08	E-9902190122 Horizon	BES daily encashment report does not report to event log		21884	Low*	UI
03 / 09	E-9902190123 Horizon	Incomplete manual benefit encashment receipt		21886	Low*	UI
03 / 10	E-9902190125 Horizon	Incorrect MOP enforced when session settled automatically		21888	Low*	UI
03 / 11	E-9902190127 Horizon	AP transactions omitted for counter daily summaries		21889	Med.*	UI
03 / 12	E-9902190131 Horizon	Volume figures showing on office balance and office balance snapshot incorrectly after migration		21894	Med*	UI
03 / 13	E-9902190133 Horizon	Transactions doubling up on scales and personal a/c cheque deposit - single transaction displayed as two duplicate items on stack		21895	Med.*	UI

**These categories are an initial testing impact, and are subject to Product Management confirmation*