

Model Office Testing

Incident Log

Final Pass

**Incident Log for Model Office Testing - As at Day 6*****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	<b>UPDATE - Casual Agent encashment of R1c generated payment on KPR - further investigation ongoing regarding impact on R2 generated encashments</b>	MOR3	
E-9902190111 Horizon	Unable to perform manual foreign encashment during hybrid migration period	<b>UPDATE - Agreement between Colin Oudo/Peter Jeram that the system will prevent manual foreign encashments when R2 counters are attached to R1c Data Centre</b>	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 - <b>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</b>	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 <b>Problem reoccurred on day 6 - will retest on day 7</b>	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	UKPA fees only divisible by £21 in	Migration specific UKPA product	21826	Med.*	Closed

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	Horizon	receipts table during MiMan migration	introduced for Live Trail - will not be implemented in MOT			LT
02 / 07	E-9902180120 Horizon	TV licence line divisible by £97.50 in receipts table during MiMan migration - should be able to cater for mono TV fees as well	Migration specific TVL product introduced for Live Trail - will not be implemented in MOT	21837	Med.*	Closed LT
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. <b>UPDATE - priority downgraded by CAPS</b>	21855	<b>High*</b> <b>Med*</b>	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
06 / 01	E-9902220105 Horizon	Procedures conflict with advice from the help desk		21955	Low *	UI
06 / 02	E-9902220108 Horizon	Additional parcel services not available		21956	Low *	UI
06 / 03	E-9902220110 Horizon	Unable to progress past the revaluation message as expected	Issue identified in E2E as PC21039	21958	Low *	UI
06 / 04	E-9902220113 Horizon	To receive book and issue book	Cased by OBCS Service not running at counter - already raised as issue 02 / 02, and should have been resolved	21959	Med.*	UI
06 / 05	E-9902220128 Horizon	No transactions shown on 'BES daily encashment recovered' report	Known problem raised during preapproval activity	21963	Med *	UI
06 / 06	E-9902220203 Horizon	No line for entry of Counters Revenue	Raised and closed in MOR3, should be a line available during MiMan	21973	Med.*	UI
06 / 07	E-9902220207 Horizon	Event log does not report all events and duplicates others		21972	Low*	UI
06 / 08	E-9902220208 Horizon	Unable to logon to training mode		21976	Med.*	UI

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