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Incident Log for Model Office Testing - As at Day 9

Known Issues encountered

MOT Call Ref	Description	Resolution	Raised During	Existing PinICL
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	Casual Agent encashment of R1c generated payment on KPR - further investigation ongoing regarding impact on R2 generated encashments	MOR3	
E-9902190111 Horizon	Unable to perform manual foreign encashment during hybrid migration period	Agreement between Colin Oudot/Peter Jeram that the system will prevent manual foreign encashments generating card impounds when R2 counters are attached to R1c Data Centre	MOR3	

Incidents Raised

Key

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

Incident Ref.	HD Ref/Area	Description	Resolution	PinICL	Priority	Action
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	Releated to PC21871	21806	Med.*	Closed Dup.
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	Procedural - Declaring stock on shared Stock Unit - procedures out of sequence	Procedures updated in version 6.3	21818	Low*	Closed NFA
02 / 04	E-9902180095 Horizon	No transactions shown on daily BES encashment report		21821	Med.*	UI
02 / 05	E-9902180098	Various daily reports display pre	Known issue raised in 6 day as	21820	Med.*	UI

	Horizon	migration transactions	PC19950 - Awaiting confirmation with Product Management?			PDMGT
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 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	Fixed for live trial	21842	Low*	Closed LT
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. **UPDATE - priority downgraded by CAPS**	21855	~~High*~~ **Med***	UI
03 / 03	E-9902190056 Horizon	Weekly reports printing nil figures	Work package to resolve this due to be applied overnight - Will be fixed for Live Trial/02/99	21856	Med.*	Closed LT
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 snap- shot 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	Caused by OBCS Service not running at counter - already raised as issue 02 / 02, resolved.	21959	Med. *	Closed LT
06 / 05	E-9902220128 Horizon	No transactions shown on 'BES daily encashment recovered' report	Known problem raised during preproval 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. Product to be used is a non-core product which has not been requested	21973	Med. *	Closed LT
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
111	E-9902230020	Failure to collect Horizon Control	File delivered to HAPS Gateway		Med.*	Closed

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	HAPS	File, Log shows Access Denied. Subsequently no Horizon file for day 6 was received by HAPS.	PC by 18:45pm - Resolved by Pathway			OE
07 / 01	E-9902230008	The following products are omitted from the office balance snapshot MVLV11, AP receipts , UKPA's AP smart, PB deposit, green giro check, PB cheque encashment produced after MiECCO migration .If these figures were displayed the report will equal the pre- migration balance.		21984	Med.*	UI
07 / 02	E-9902230011	Produced transaction log for stock unit AC, and checked off days activity. All is correct except the volume for 1 transaction. One Postage stamp for £10.63 was sold, but the volume shows as 2 on the transaction log. .	Evidence available at MO if required.	21983	Low *	UI
07 / 03	E-9902230060	Procedural - There is no touch X icon on the system to re-enter the users password when a mistake entering the password has occurred.	Procedures confirmed as incorrect - will be raised during the Fagin review	21999	Med. *	Closed NFA
07 / 04	E-9902230068	Procedural - EPS191 - when an Small Packet item, Zone 2 2.1kg is selected on screen from the pick list, the procedures don't mention the error screen (message: TOO HEAVY PLEASE SELECT AGAIN)	Procedures confirmed as incorrect - will be raised during the Fagin review	22000	Low *	Closed Procs.
07 / 05	E-9902230071	Receiving OBCS book into office and redirecting out are not accessible either by touch screen nor by keyboard, to enable to input books details. Other icons on page are working. Occurred at Northern Ireland Outlet only		22002	Med. *	UI
07 / 06	E-9902230075	When trying to encash OBCS, book error Message " Query result unable to contact HQ,"	This problem is now fixed, but still needed to be logged. Similar occurred yesterday 220299, when trying to receive and issue book raised on PC0021959.	22003	Med. *	UI
07 / 07	E-9902230077	Procedural - OBC 009V6.08 , When encashing a Benefit on a Bar-coded book it says With Any Menu displayed, scan the bar-code on the order book. If you do this you get the message INVALID MODE: THE CURRENT MODE IS NOT ALLOWED FOR THIS EVENT User Guide should say AT THETRANSACTION/SERVE CUSTOMER screen.		22005	Low *	UI
07 / 08	E-9902230079	All Events Event Log. There are entries on the event log that state that after manual migration the stock units have rolled from CAP1 BP1 to CAP33 BP1. This should read CAP32 BP1 to CAP33 BP1. Evidence available at MO if required.	No fault - counters are delivered and installed in CAP 1 . The Migration tool sets the CAP to whatever the user specifies	22004	Low *	Closed NFA
07 / 09	E-9902230082	Procedural - In user guide OBC009 information should be the other way around, where box for has barcode been read the yes and no arrows should be swapped around. Also there is no instruction for what happens if the query result screen comes up.	Evidence and suggestion can be obtained from MO.	22006	Low *	UI
07 / 10	E-9902230083	Procedural - Settlement procedure EPS261 - 'Yes' & 'No' options incorrect after 'Savings Stamp tendered' option	Procedures confirmed as incorrect - will be raised during the Fagin review	22021	Low *	Closed Procs.
07 / 11	E-9902230134	Scales Transaction Inland Parcel 7800g. Pick List displayed Too Heavy message	No fault - scales weight limited to 6kg, although Parcel tariff exceeds this amount		Med. *	Closed NFA
112	E-9902240015 HAPS	Interrogation of the HAPS Gateway PC has detected two files, but failed	Resolved by Pathway		Med. *	Closed OE

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		to pick up either.				
113	E-9902250006 HAPS	No Horizon file to pickup from HAPS Gateway PC			Med. *	UI
08 / 01	E-9902240016 Horizon	OBCS - Unable to perform encashment at Northern Ireland Outlet			Med. *	UI
08 / 02	E-9902240020 Horizon	EPOSS - Report referred to incorrectely On Event Log			Med. *	UI
08 / 03	E-9902240028 Horizon	EPOSS - SU Balance snapshot repeated 6 times on Event Log Report			Med. *	UI
08 / 04	E-9902240031 Horizon	EPOSS - Transactional data receipts and payments not migrated correctly on to office balance snap shot			Med. *	UI
08 / 05	E-9902240041 Horizon	Training Mode - Unable to enter Training Mode at two of three counters	Related to PC21976		Med. *	Closed Dup.
08 / 06	E-9902240043 Horizon	EPOSS - stock data on stock unit balance snap shot not migrated correctly			Med. *	UI
08 / 07	E-9902240049 Horizon	Hardware - Counter Printer Not Working			Med. *	UI
08 / 08	E-9902240053 Horizon	EPOSS - Scales Transaction			Med. *	UI
08 / 09	E-9902240081 Horizon	BES -Impound Notice Appeared When Not Expected	Due to Operator error		Med. *	Closed NFA
08 / 10	E-9902240086 Horizon	EPOSS - Card impound report showing incorrect information			Med. *	UI
08 / 11	E-9902240132 Horizon	Hardware - Watford R2 Counter Failure			Med. *	UI
08 / 12	E-9902240136 Horizon	BES - Payment Locked After Voiding Transaction			Med. *	UI
08 / 13	E-9902240142 Horizon	BES - Agent Details Missing From ATP			Med. *	UI
08 / 14	E-9902240152 Horizon	EPOSS - Cash Flow Report Is Incorrect			Low *	UI
08 / 15	E-9902240153 Horizon	EPOSS - Same PUN impouded twice is displayed twice on PUN Impound report			Low *	UI
08 / 16	E-9902240155 Horizon	Procedural - Producing BES Reports Weekly			Low *	UI
08 / 17	E-9902240158 Horizon	EPOSS - PUN Impound report produced by all users show the same Impound			Low *	UI
08 / 18	E-9902240159 Horizon	EPOSS - Migration Figures Appear On Counter Weekly Reports			Med. *	UI
08 / 19	E-9902240160 Horizon	EPOSS - Suspense Reports Shows Incorrect Information			Med. *	UI
08 / 20	E-9902240164 Horizon	Procedural - Cutting off Weekly Counter Summaries			Low *	UI
08 / 21	E-9902240165 Horizon	EPOSS - Cheque Listing Report Displays Pre Migration Transactions In BP 02	Will be fixed for LT		Med. *	Closed LT
08 / 22	E-9902240166 Horizon	EPOSS - volume displayed as negative on daily Cheque Listing Report			Low *	UI
08 / 23	E-9902240167 Horizon	Procedural - Incorrect instructions when voiding a BES payment			Low *	UI
08 / 24	E-9902240168 Horizon	Procedural - Missing Procedure When Voiding BES Receipt ATP			Low *	UI
08 / 25	E-9902240169 Horizon	Procedural - Incorrect Procedure Recovering BES Transactions			Med. *	UI
08 / 26	E-9902240170 Horizon	Volume of AP transactions on balance snapshot and office balance			Low *	UI
08 / 27	E-9902240171 Horizon	Scales - Stack entries double up in Best Fit Option			Low *	UI
08 / 28	E-9902240172	Procedural - Incomplete Encashment			Low *	UI

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	Horizon	Procedures				
08 / 29	E-9902240174 Horizon	Procedural - the procedures are not clear if an invalid value is entered when entering a transaction			Low *	UI
08 / 30	E-9902240175 Horizon	Procedural - Declaring stamps offers incorrect options			Low *	UI
08 / 31	E-9902240177 Horizon	Procedural - Procedure unclear on BES Temp Token report			Low *	UI
08 / 32	E-9902240178 Horizon	EPOSS - Local schemes icons - no indication of underlying menu			Low *	UI
08 / 33	E-9902240179 Horizon	Procedural - Details of printed receipt missing from procedures			Low *	UI
08 / 34	E-9902240180 Horizon	BES - zero's displayed on Counter daily Giro Summary with nil transactions			Med. *	UI
08 / 35	E-9902250014 Horizon	EPOSS - Declaration discrepancy when using Touch Screen			Med. *	UI
08 / 36	E-9902250015 Horizon	Procedural - incorect prompt during Balancing Individual Stock Unit			Med. *	UI
08 / 37	E-9902250018 Horizon	Procedural - Options displayed incorrectly during Stock Unit balance process			Med. *	UI
08 / 38	E-9902250019 Horizon	EPOSS.- Balance Reports CAP Warning Incorrect			Med. *	UI
08 / 39	E-9902250021 Horizon	EPOSS - Incorrect volume on PO paid (Counter Weekly)			Med. *	UI
08 / 40	E-9902250026 Horizon	Procedural - Two different end of day procedures			Low *	UI
08 / 41	E-9902250028 Horizon	Procedural - No procedure for multiple sales.			Low *	UI
08 / 42	E-9902250030 Horizon	EPOSS - Settlement icons			Low *	UI
08 / 43	E-9902250012 Horizon	Ref. Data- Missing local products, expected at outlet			Med. *	UI
TIP 685	E-9902240065 TIP	TIP received transaction file which contained an unrecognised item id of 20000	Explanation provided by Peter Jeram - item generated during migration process, and will be investigated as part of the migration-specific incident review		Med. *	UI
TIP 686	E-9902240084 TIP	TIP received transaction file which contained invalid transaction modes			Low *	UI
09 / 01	E-9902250012	EPOSS - Missing local products			Med. *	UI
09 / 02	E-9902250014	EPOSS - Stamp Declaration Using Flat Touch Screen			Med. *	UI
09 / 03	E-9902250015	Procedural - Balancing Individual Stock Unit			Med. *	UI
09 / 04	E-9902250018	Procedural - Balancing At Stock			Med. *	UI
09 / 05	E-9902250019	Balance Reports CAP Warning Incorrect			Med. *	UI
09 / 06	E-9902250021	EPOSS - Incorrect volume on PO paid (Counter Weekly)			Med. *	UI
09 / 07	E-9902250026	Procedural - Two different end of day procedures			Low *	UI
09 / 08	E-9902250028	Procedural - No procedure for multiple sales.			Low *	UI
09 / 09	E-9902250030	EPOSS - Settlement icons			Low *	UI
09 / 10	E-9902250065	ACCESS CONTROL - Soft reboot allowed on system			Med. *	UI
09 / 11	E-9902250068	Procedural - Incomplete procedures on pick lists			Low *	UI
09 / 12	E-9902250069	EPOSS - Office weekly summaries preview suspense account			Low *	UI
09 / 13	E-9902250073	Procedural- producing office report.			Low *	UI
09 / 14	E-9902250075	EPOSS - Weekly reports. Transfer in report showing previous BP figures			Med. *	UI
09 / 15	E-9902250109	HARDWARE - Repleneshing consumables.			Low *	UI

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09 / 16	E-9902250112	EPOSS - Event log shows wrong information			Med. *	UI
09 / 17	E-9902250115	Procedural - Using scales procedures incorrect			Low *	UI
09 / 18	E-9902250119	AP- AP reports not aligned			Low *	UI
09 / 19	E-9902250120	ACCESS CONTROL - Log on after 3 attempts failed.			Med. *	UI
09 / 20	E-9902250123	Procedural - producing office cash account.			Low *	UI
09 / 21	E-9902250131	BES - Encashment from a different territory			Med. *	UI
09 / 22	E-9902250150	BES - Unable to perform casual agent encashment	Related to Issue 03/05		Med. *	UI
09 / 23	E-9902250157	Procedural - Errors when office balancing			Low *	UI
09 / 24	E-9902250158	Procedural - Printing office snapshot			Low *	UI
09 / 25	E-9902250161	Procedural - Daily BES Reports			Med. *	UI
09 / 26	E-9902250162	Procedural - Daily summary cut off			Low *	UI
09 / 27	E-9902250164	Procedural - Adding New User			Med. *	UI
09 / 28	E-9902250170	EPOSS - Daily event log not matching events			Med. *	UI
09 / 29	E-9902250176	BES - Unable to change customers nominated Post Office			Med. *	UI
09 / 30	E-9902250177	EPOSS - Unable to produce cash account report			Med. *	UI
09 / 31	E9902250117	Procedural - Balancing Cash Account			Low *	UI

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