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Incident Log for Model Office Testing - As at Day 16

Key

MFBLT	Must be fixed before Live trial
SFBLT	Should be fixed before Live Trial
LT+	Must be fixed once Live Trial completes
UI	Under Investigation
NFA	No Further Action
OE	Operational Error
KPR	Issue identified as a known problem

Outstanding Incidents

Incident Ref.	HD Ref /Area	Description	Resolution	PinICL	Priority	Action
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 - **Procedures now updated – awaiting confirmation prior to incident clsoure**	21795	Med.	UI
02 / 04	E-9902180095 Horizon	No transactions shown on daily BES encashment report	Pathway plan to deliver a work package to resolve this issue within the current MOT cycle.	21821	Low	MBFLT
02 / 08	E-9902180138 Horizon	Card swiped before being activated was then subsequently impounded	Discussion required between Pathway & Product Management as to whether a fix for this issue is required for R2 or R2+	21840	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. **UPDATE : Still with Pathway design**	21855	Med.	UI
03 / 09	E-9902190123 Horizon	Incomplete manual benefit encashment receipt	Procedures to be updated	21886	Low	UI
03 / 11	E-9902190127	AP transactions omitted for counter daily summaries		21889	Med.	UI

	Horizon					
06 / 01	E-9902220105 Horizon	Procedures conflict with advice from the help desk	Procedures to be changed	21955	Low	UI
06 / 08	E-9902220208 Horizon	Unable to logon to training mode		21976	Med.	UI
07 / 05	E-9902230071 Horizon	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	Colin Oudot has confirmed that OBCS is not available in Northern Ireland - Call left open as OBCS icons should be marked 'No Entry'	22002	Med. *	UI
08 / 02	E-9902240020 Horizon	EPOSS - Report referred to incorrectly On Event Log			~~Low~~ **Med.**	UI
08 / 06	E-9902240043 Horizon	EPOSS - stock data on stock unit balance snap shot not migrated correctly	Pathway currently checking MiECCO mapping database, expected to be resolved for LT	22052	Med.	UI
08 / 12	E-9902240136 Horizon	BES - Payment Locked After Voiding Transaction	Known issue with migrated payments **Identified as 'HOT' issue**		Low	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 / 22	E-9902240166 Horizon	EPOSS - volume displayed as negative on daily Cheque Listing Report			Low	UI
08 / 25	E-9902240169 Horizon	Procedural - Incorrect Procedure Recovering BES Transactions			Low	UI
08 / 26	E-9902240170 Horizon	Volume of AP transactions on balance snapshot and office balance	Priority upgraded by Product Management		Med.	UI
08 / 28	E-9902240172 Horizon	Procedural - Incomplete Encashment Procedures			Low	UI
08 / 31	E-9902240177 Horizon	Procedural - Procedure unclear on BES Temp Token report			Low	UI
08 / 36	E-9902250015 Horizon	Procedural - incorect prompt during Balancing Individual Stock Unit			Low	UI
08 / 37	E-9902250018 Horizon	Procedural - Options displayed incorrectly during Stock Unit balance process			Low	UI
08 / 38	E-9902250019 Horizon	EPOSS.- Balance Reports CAP Warning Incorrect			Low	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 / 42	E-9902250030	EPOSS - Settlement icons	Priority upgraded by Product Management		Med.	UI

	Horizon					
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		Low	UI
TIP 686	E-9902240084 TIP	TIP received transaction file which contained invalid transaction modes			Low	UI
09 / 10	E-9902250065 Horizon	Access Control - Soft reboot allowed on system			Low	UI
09 / 12	E-9902250069 Horizon	EPOSS - Office weekly summaries preview suspense account			Low	UI
09 / 14	E-9902250075 Horizon	EPOSS - Weekly reports. Transfer in report showing previous BP figures	Currently with design	22160	Med.	UI
09 / 16	E-9902250112 Horizon	EPOSS - Event log shows wrong information			~~Low~~ **Med.**	UI
09 / 17	E-9902250115 Horizon	Procedural - Using scales procedures incorrect			Low	UI
09 / 18	E-9902250119 Horizon	AP- AP reports not aligned			Low	UI
09 / 20	E-9902250123 Horizon	Procedural - producing office cash account.			Low	UI
09 / 21	E-9902250131 Horizon	BES - Child Benefit Encashment from a different territory - one payment available, one stopped - both should have been stopped	**Possibly on KPR?**	22180	Med.	UI
09 / 22	E-9902250150 Horizon	BES - Unable to perform casual agent encashment	Related to Issue 03/05 **Identified as 'HOT' issue in weekly progress meeting**	22186	Med.	UI
09 / 27	E-9902250164 Horizon	Procedural - Adding New User			Med. *	UI
09 / 29	E-9902250176 Horizon	BES - Unable to change customers nominated Post Office		22198	Med. *	UI
09 / 30	E-9902250177 Horizon	EPOSS - Unable to produce cash account report	System freezes for 1 hour +, works on retry	22199	Med. *	UI
TIP 689	E-9902250061 TIP	TIP received transaction file for Wolves which included an unrecognised item ID (20000) which caused the TIP system to abend. TIP will only accept items held in Ref. Data.	Spurious Item ID generated during MiECCO migration process.	22156	Med *	UI
TIP 696	E-9902260074 TIP	TIP received a transaction file which contained an invalid transaction item mode. (item 2128, mode 1). No mode mappings exist for this product in test data, however, there are mappings within live data			Low *	UI
TIP 701	E-9902260100 TIP	TIP - PMSR reports detail 2 exceptions for a sinle transaction reference - only one transaction was recovered at the counter, therefore only 1 exception was expected	**Identified as 'HOT' issue in weekly progress meeting**	22251	Med. *	UI

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TIP 700	E-9902260098 TIP	TIP have received transaction files that contain details of voided and null BES transactions. Extra information is required for such transactions (i.e. NINO and amount), which was not supplied			Low *	UI
10 / 01	E-9902250107 CAPS	CAPS have not received confirmation of two Stops placed on authorised payments.	Problem within Oracle? Pathway to rectify **Now received, but awaiting fax confirmation**	22169	Med. *	UI
10 / 02	E-9902250083 CAPS	CAPS users were unable to place calls to the CMS Helpdesk (acting as a BA Office call). Access was denied as the caller identity was not recognised		22161	Med. *	UI
10 / 04	E-9902260082 Horizon	EPOSS - Non balancing of cash account	Awaiting information from Horizon - available on 05/03/99	22242	Med. *	UI
10 / 06	E-9902260099 Horizon	EPOSS - Suspense account report is incorrect	**Fix currently in T& I**	22252	Med. *	UI
10 / 07	E-9902260102 Horizon	AP - AP summary does not reflect the transactions		22256	Med. *	UI
10 / 08	E-9902260097 Horizon	EPOSS - Cash flow report displays incorrect information		22246	Med. *	UI
10 / 09	E-9902260101 Horizon	BES - No payments available		22254	Med. *	UI
10 / 10	E-9902260103 Horizon	EPOSS - Unexpected windows message caused system to cash and re boot		22257	Med. *	UI
10 / 11	E-9902260110 Horizon	EPOSS - Cash account does not balance			Med. *	UI
10 / 12	E-9902260111 Horizon	EPOSS - Final office balance report incorrect		22262	Med. *	UI
10 / 13	E-9902260120 Horizon	Helpdesk - Unable to perform lost PMMC procedure			Med. *	UI
115	E-9902260008 HAPS	HAPS were unable to pickup transaction file for day 9, although control file was successfully received			Med. *	UI
117	E-9903010016 HAPS	HAPS Gateway routine monitoring did not puck up a transaction file on Saturday night		22298	Med. *	UI
TIP 702	E-9902270006 TIP	TIP received a transaction file for Celtic that contains org. Unit version as 11. Reference data holds this value as 12 from 14/11/97			Low *	UI
TIP 706	E-9903010045 TIP	TIP received transaction file containing 'Moneygramme Send' items. The relevant entries were not evident on the Cash Account report or subfile.		22307	Med. *	UI
TIP 708	E-9903010169 TIP	TIP received transaction file containing AP smart item 853. This item does not map to the AP line on the receipts table, therefore creating a reconciliation failure between the cash account and the supporting document stream from APACHi		22359	Med. *	UI

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TIP 709	E-9903010175 TIP	TIP received 3 end-of-week markers for Wolves when only 1 was expected	**Identified as 'HOT' issue in weekly progress meeting**	22364	Med. *	UI
13 / 01	E-9903010066 CAPS	CAPS sent a stop file to Pathway on 10/11/97. CAPS then received a stop confirmation file from Pathway for one of the 2 affected customers. The confirmation file header was datestamped 9 hours before CAPS had sent the stop.			Med. *	UI
13 / 02	E-9903010051 Horizon	BES - no payments available at helpdesk, although payments visible at counter		22309	Med. *	UI
13 / 03	E-9903010058 Horizon	BES - no payments available following card activation by the Help Desk	**Possibly on KPR as PC18414?**	22313	Med. *	UI
13 / 04	E-9903010090 Horizon	EPOSS - format of address on receipt incorrect			Low *	UI
13 / 06	E-9903010095 Horizon	EPOSS - UKPA report shows pre-migration transactions in BP02		22335	Med. *	UI
13 / 07	E-9903010097 Horizon	EPOSS - Waited 1 hour to produce suspense account report, not forthcoming - abandoned and retried, report produced immediately, but contained no transactional data	**Fix in T & I**	22336	Med. *	UI
13 / 08	E-9903010102 Horizon	Access Control - Screen and keyboard froze after ONCH report			Med. *	UI
13 / 09	E-9903010127 Horizon	EPOSS - Unclaimed Payment data omitted from cash account		22342	Med. *	UI
13 / 11	E-9903010136 Horizon	Procedures - 'Suspense account' procedure EPS379 contains lots of '????' entries - offers little assistance to the user			Low *	UI
13 / 12	E-9903010144 Horizon	EPOSS - Scales transaction duplicates two 'Other Postage' items to transaction stack	**Identified as 'HOT' issue in weekly progress meeting**	22348	Med. *	UI
13 / 14	E-9903010148 Horizon	EPOSS - Unable to rollover dormant stock unit - Message 'Cannot rollover as transactions have been performed' - No transactions were performed on SU.			Med. *	UI
13 / 16	E-9903010154 Horizon	Procedural - User Guide prompts for entry of reference number for error notice - not required by system			Low *	UI
13 / 18	E-9903010173 Horizon	OBCS - 'Unable to contact HQ' message prevents receipt of book		22362	Med. *	UI
13 / 19	E-9903010176 Horizon	Procedures - Manual procedures for automated payments - incorrectly placed decision box on flow-chart			Low *	UI
13 / 20	E-9903010181 Horizon	BES - Impounded/Withdrawn Cards/PUNs reports display information relating to previous CAP		22371	Med. *	UI
13 / 21	E-9903010182 Horizon	Procedural - Missing Node Information Procedure			Low *	UI
13 / 22	E-9903010184 Horizon	BES - Incorrect information displayed on daily PUN impound report		22373	Med. *	UI

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14 / 01	E-9903020066 Horizon	EPOSS - Transaction log CAP filter not working			Low *	UI
14 / 02	E-9903020067 Horizon	EPOSS - System freezes when selecting event log			Med. *	UI
14 / 03	E-9903020071 Horizon	EPOSS - session Id differs between the customer receipt and the transaction log (i.e. first item on receipt 01-5471 expected to be displayed as 01-5471 on transaction log)			Low *	UI
14 / 04	E-9903020074 Horizon	Procedural - Impound of BES card does not automatically produce Impound receipt			Med. *	UI
14 / 05	E-9903020078 Horizon	AP - No AP Smart summary available to aid reconciliation			Low *	UI
14 / 06	E-9903020099 Horizon	EPOSS - Cannot produce counter weekly report after rollover			Low *	UI
14 / 07	E-9903020101 Horizon	EPOSS - Different format of session numbers between the transaction log and customer reports			Low *	UI
14 / 08	E-9903020104 Horizon	EPOSS - £ displayed as # on various reports			Low *	UI
14 / 09	E-9903020107 Horizon	EPOSS - Revaluation up slip does not show the volume of products revalued			Low *	UI
14 / 11	E-9903020150 Horizon	EPOSS - Business rule applied when attempting to redeem savings stamps but system and procedures do not elaborate			Med. *	UI
15 / 01	E-9903030035 Horizon	Procedural - BES080 procedure has one incorrect and one missing instruction			Low *	UI
15 / 02	E-9903030037 Horizon	Software - Dr Watson error when producing transaction log (and printer out of paper) - had to reboot to continue			Med. *	UI
15 / 03	E-9903030039 Horizon	BES - Weekly Impound reports are displaying details of cards/PUN's impounded in week 34, when we are in week 35	CP1664 will amend these reports to report within CAP boundaries rather than date - Awaiting approval and target release		Med. *	UI
15 / 04	E-9903030064 Horizon	BES - Only 1 payment available when two were expected			Med. *	UI
15 / 05	E-9903030065	Procedural - Add user option 'Account is not locked out' is not detailed in AFP100			Low *	UI
15 / 06	E-9903030066 Horizon	Procedural - Rebooting workstation procedures - 'Touch Proceed' option after PMMC card removed omitted from AFP205			Low *	UI
15 / 07	E-9903030077 Horizon	Procedural - There are no procedures defining benefit encashment during a LAN failure at a multi-terminal outlet			Low *	UI
15 / 09	E-9903030100 Horizon	EPOSS - Incorrect revaluation of Postal Order fees not prevented during SU Balance process - trial office balance and cash account produced subsequently misbalance			Med. *	UI
15 / 10	E-9903030022	OBCS received day 13 transactions duplicated in with day 14			Med. *	UI

	OBCS	transaction file			
TIP 737	E-9903030059 TIP	TIP has not received a transaction file for Wolves on day 14. Also TIP expected empty transaction files for Celtic, even though it is marked as 'Temporary closed'		Med. *	UI
TIP 739	E-9903030061 TIP	TIP received details of 2 voided BES encashments made by the Helpdesk, included a value for each encashment. Voided transactions should have a zero value.		Med *	UI
TIP 746	E-9903040041 TIP	TIP received day 14 files, which were renamed and processed successfully. A duplicate set of files was resent on the overnight of day 15. These were all rejected as duplicates		Med. *	UI
16 / 01	E-9903040013	EPOSS - unexpected message after logon - "Cannot perform transfer while processing report" - No Users were logged on previously		Low *	UI
16 / 02	E-9903040050	BES - Foreign encashment attempted via manual entry - refused as "Unable to contact HQ"		Med. *	UI
16 / 03	E-9903040053	BES - Only 1 payment available, when there should be 2		Med. *	UI
16 / 04	E-9903040054	BES - GRI encashment should have been refused by the Helpdesk, but was not.		Med. *	UI
16 / 05	E-9903040056	BES - 2 payments expected, but only 1 available		Med. *	UI
16 / 06	E-9903040070	BES - Customer unable to collect card - Batch successfully received and reconciled. Any attempt to issue a card using a valid PUN is refused stating 'PUN Error - PUN presented at wrong office'		Med. *	UI
16 / 07	E-9903040081	BES - No EVP invoked by system when attempting foreign office encashment		Low *	UI
16 / 08	E-9903040084	EPOSS - All cash account reports need to be printed again if PCHL reconciliation screen is cancelled		Low *	UI
16 / 09	E-9903040089	EPOSS - Rems out to supply division screen menu icon incorrect (icon indicates 'Rem In' rather than 'Rem Out')		Low *	UI
16 / 10	E-9903040104	EPOSS - Non Accounting data menu - incorrect icons for Registered and International Registered		Low *	UI
16 / 11	E-9903040107	BES - Possible duplicate encashment - PCHL was contact to seek ASSISTANCE making BES payment (i.e. not expected to complete HD encashment). Encashment then performed at counter OK. When Cash Account produced, 1 unreconciled HD encashment was evident		Med. *	UI
16 / 12	E-9903040110	EPOSS - Default stock unit not rolled in to the correct CAP - remains in CAP 33 when office is in CAP 35		Med. *	UI
16 / 13	E-9903040112	Training Mode - Giro Daily Deposit summary is not overwritten with 'Training Mode' indicators		Med. *	UI

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16 / 14	E-9903040113	EPOSS - System had not invoked temporary lock or enforced log-out after 90 minutes of inactivity			Low *	UI
16 / 15	E-9903040114	Procedural - User Guide and Training manual not consistent regarding correction stock unit			Low *	UI
16 / 16	E-9903040115	EPOSS - Attempted reversal of redeemed savings stamps on a Correctional stock unit - not allowed due to Business Rule restrictions - may need to override this restriction if correcting errors made during previous CAP			Low *	UI
16 / 17	E-9903040116	EPOSS - The HS Helpdesk were unable to provide guidance on the creation and implementation of a correctional stock unit			Low *	UI
16 / 18	E-9903040118	EPOSS - Dormant stock unit rollover allowed with no confimation of function - could result in unwanted SU rollover			Low *	UI

Closed Incidents

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 / 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	Low	Closed LT
02 / 01	E-9902180079 Horizon	Unable to produce impound weekly reports	Related to PC21871	21806	Low	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 Procs.
02 / 05	E-9902180098 Horizon	Various daily reports display pre migration transactions	Known issue raised in 6 day as PC19950 - UPDATE : to be resolved for LT	21820	~~Low~~ **Med.**	Closed LT
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	Low	Closed LT
03 / 01	E-9902190014 Horizon	Welsh BES receipt printing in left margin	Fixed for live trial	21842	Low	Closed LT
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	Fix in development - **for Live Trial**	21861	Med.	~~UI~~ **Closed LT**
03 / 05	E-9902190100 Horizon	Unable to perform carded casual agent encashment	Existing issue raised during MOR3 - Now closed as being tracked under issue 09 / 22	21870	Med.	Closed Dup.
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 **Identified as 'HOT' issue in weekly progress meeting**	21880	Med.	Closed KPR
03 / 08	E-9902190122 Horizon	BES daily encashment report does not report to event log	Duplicate of call raised during E2E UPDATE: Work package applied on Thursday has not resolved this issue	21884	Low	Closed Dup
03 / 10	E-9902190125 Horizon	Incorrect MOP enforced when session settled automatically	No fault found - May raise a CP as an enhancement	21888	Low	~~UI~~ Closed NFA
03 / 12	E-9902190131 Horizon	Volume figures showing on office balance and office balance snap-shot incorrectly after migration	Fixed for Live Trial	21894	~~Low~~ **Med.**	Closed LT
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	Pathway unable to reproduce	21895	~~Low~~ **Med.**	Close NFA
06 / 02	E-9902220108 Horizon	Additional parcel services not available	Referred to OSG **Confirmed that there is no requirement for additional serv.**	21956	Low	**Closed NFA**
06 / 03	E-9902220110 Horizon	Unable to progress past the revaluation message as expected	Issue identified in E2E as PC21039 **UPDATE : Fixed for LT**	21958	Low	**Closed SFBLT**
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 - Closed as duplicate of issue 02 / 04	21963	Low	Closed Dup.
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	Low	Closed LT
06 / 07	E-9902220207 Horizon	Event log does not report all events and duplicates others	Fixed for Live Trial	21972	Low	Closed LT
111	E-9902230020 HAPS	Failure to collect Horizon Control File, Log shows Access Denied. Subsequently no Horizon file for day 6 was received by HAPS.	File delivered to HAPS Gateway PC by 18:45pm - Resolved by Pathway		Med.	Closed 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.	These products should map to Cash. New version of MiECCO to be used during Migration preproving exercise will map these items to cash.	21984	Low	Close LT

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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. UPDATE : Cannot reproduce, and can confirm that fixed price stamp products are displayed correctly on the transaction log	21983	Low	Close NFA
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	Low	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 / 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	Low	Closed OE
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.	Procedure change to User Guide and PPD to be made	22005	Low	Closed Procs.
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. UPDATE : Procedures to be changed	22006	Low	~~Close~~ Procs.
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 to pick up either.	Resolved by Pathway		Med.	Closed OE
113	E-9902250006 HAPS	No Horizon file to pickup from HAPS Gateway PC			Med.	Closed OE
08 / 01	E-9902240016 Horizon	OBCS - Unable to perform encashment at Northern Ireland Outlet	**Duplicate of 07 / 05**	22043	Med.	Closed Dup.
08 / 03	E-9902240028 Horizon	EPOSS - SU Balance snapshot repeated 6 times on Event Log Report	**Fixed for Live Trial**		**Med.**	**Closed SFBLT**

08 / 04	E-9902240031 Horizon	EPOSS - Transactional data receipts and payments not migrated correctly on to office balance snap shot	Call closed - related to 07 / 01		Med.	Close Dup.
08 / 05	E-9902240041 Horizon	Training Mode - Unable to enter Training Mode at two of three counters	Related to PC21976		Low	Closed Dup.
08 / 07	E-9902240049 Horizon	Hardware - Counter Printer Not Working	**Hardware swapped out**		Low	**Closed OE**
08 / 08	E-9902240053 Horizon	EPOSS - Scales Transaction - Scales locked	**Fix in T&I expected for Live Trial**	22059	Med.	**Closed SFBLT**
08 / 09	E-9902240081 Horizon	BES -Impound Notice Appeared When Not Expected	Due to Operator error		~~Med. *~~ Low	Closed NFA
08 / 10	E-9902240086 Horizon	EPOSS - Card impound report showing incorrect information	**No fault - System displaying information as per requirement**		~~Med. *~~ Low	**Closed NFA**
08 / 11	E-9902240132 Horizon	Hardware - Watford R2 Counter Failure	Operational Issue - counter swapped out		Low	Closed OE
08 / 13	E-9902240142 Horizon	BES - Agent Details Missing From ATP	Already covered on KPR		Med.	Closed KPR
08 / 16	E-9902240155 Horizon	Procedural - Producing BES Reports Weekly	Procedures confirmed as incorrect - will be raised during the Fagin review	22101	Low	Closed Procs.
08 / 17	E-9902240158 Horizon	EPOSS - PUN Impound report produced by all users show the same Impound	Reports & Receipts FS states that this report displays information for the office not the user		Low	Close NFA
08 / 18	E-9902240159 Horizon	EPOSS - Migration Figures Appear On Counter Weekly Reports	Reports produced post-migration will be witnessed during the Migration pre-proval exercise		~~Low~~ **Med.**	Closed LT
08 / 19	E-9902240160 Horizon	EPOSS - Suspense Reports Shows Incorrect Information	Fixed for LT		Low	Closed LT
08 / 20	E-9902240164 Horizon	Procedural - Cutting off Weekly Counter Summaries	Procedures confirmed as incorrect - will be raised during the Fagin review	21070	Low	Closed Procs.
08 / 21	E-9902240165 Horizon	EPOSS - Cheque Listing Report Displays Pre Migration Transactions In BP 02	Will be fixed for LT		Low	Closed LT
08 / 23	E-9902240167 Horizon	Procedural - Incorrect instructions when voiding a BES payment	Procedures confirmed as incorrect - will be raised during the Fagin review	22110	Low	Closed Procs.
08 / 24	E-9902240168 Horizon	Procedural - Missing Procedure When Voiding BES Receipt ATP	Procedures confirmed as incorrect - will be raised during the Fagin review	22111	Low	Closed Procs.
08 / 27	E-9902240171 Horizon	Scales - Stack entries double up in Best Fit Option	**Duplicate of 13 / 12**		Low	**Closed Dup.**
08 / 29	E-9902240174 Horizon	Procedural - the procedures are not clear if an invalid value is entered when entering a transaction	Procedures confirmed as incorrect - will be raised during the Fagin review	22117	Low	Closed Procs.
08 / 30	E-9902240175 Horizon	Procedural - Declaring stamps offers incorrect options	Outdated version of procedures provided - current version of EPS311 (v6.3) correct		Low	Closed NFA
08 / 32	E-9902240178 Horizon	EPOSS - Local schemes icons - no indication of underlying menu	Closed - No Fault - conforms to OPS Menu Hierachy document		Low	Close NFA

08 / 33	E-9902240179 Horizon	Procedural - Details of printed receipt missing from procedures	Procedures confirmed as incorrect - will be raised during the Fagin review		Low	Close Procs.
08 / 34	E-9902240180 Horizon	EPOSS - zero's displayed on Counter daily Giro Summary with nil transactions	Related to PC20280 - System performing as expected		Low	Close NFA
08 / 35	E-9902250014 Horizon	EPOSS - Declaration discrepancy when using Touch Screen	Call Closed as a duplicate of issue 03 /04		Med.	Close Dup.
08 / 41	E-9902250028 Horizon	Procedural - No procedure for multiple sales.	Procedures confirmed as incorrect - will be raised during the Fagin review	22139	Low	Close Procs.
08 / 43	E-9902250012 Horizon	Ref. Data- Missing local products, expected at outlet	Reference Data applied successfully		Med.	**Closed OE**
09 / 11	E-9902250068 Horizon	Procedural - Incomplete procedures on pick lists	Procedures confirmed as incorrect - will be raised during the Fagin review	22154	Low	Close Procs.
09 / 13	E-9902250073 Horizon	Procedural- producing office report.	Procedures confirmed as incorrect - will be raised during the Fagin review		Low	Close Procs.
09 / 15	E-9902250109 Horizon	Hardware - Replenishing consumables.	**No fault - if change/enhancement required CR will need to be raised**		Low	**Closed NFA**
09 / 19	E-9902250120 Horizon	ACCESS CONTROL - Log on after 3 attempts failed.	**Retestsd in MOT on 04/03/99 - User locked out after four attempts OK**	22175	Med.	Closed NFA
09 / 23	E-9902250157 Horizon	Procedural - Errors when office balancing	Procedures confirmed as incorrect - will be raised during the Fagin review	22189	Low	Closed Procs.
09 / 24	E-9902250158 Horizon	Procedural - Printing office snapshot	Outdated version of procedures provided - current version (v6.3) correct	22190	Low *	Closed NFA
09 / 25	E-9902250161 Horizon	Procedural - Daily BES Reports	Procedures confirmed as incorrect - will be raised during the Fagin review	22191	Med. *	Closed Procs.
09 / 26	E-9902250162 Horizon	Procedural - Daily summary cut off	**Closed - Will be discussed as part of the Fagin review**		Low *	**Closed Procs.**
09 / 28	E-9902250170 Horizon	EPOSS - Daily event log not matching events	Will be fixed for Live Trial		Med. *	Closed LT
09 / 31	E-9902250117 Horizon	Procedural - Balancing Cash Account	Procedures confirmed as incorrect - will be raised during the Fagin review		Low *	Closed Procs.
TIP 699	E-9902260094 TIP	TIP - BES encashment performed at non-automated outlet (via PCHL) has not been received at TIP	**Transactions now received, although further issues identified (see TIP 739)**		Med. *	**Closed NFA**
10 / 03	E-9902260050 Horizon	Reference data drop not implemented	**New local product now applied successfully**	22223	Med. *	**Closed NFA**
10 / 05	E-9902260083 Horizon	EPOSS - PO encashed weekly office summary does not display values of stamps encashed	Missing figure was migrated data - Known problem with associated products handling during migration - Will be fixed for Live Trial	22243	Med. *	Closed LT
13 / 05	E-9903010094 Horizon	EPOSS - Address on cash account incorrect (Town Name) omitted	**Existing Change Request CR32A will introduce all changes to the Cash Account for 1999/2000 - does not include change for this issue**		Low *	**Closed NFA**

Model Office Testing   Incident Log   Final Pass

13 / 10	E-9903010130 Horizon	Procedures - Entry of a green giro cheque transaction - two separate paths to transaction	Procedures confirmed as incorrect - will be raised during the Fagin review		Low *	Close Procs.
13 / 13	E-9903010146 Horizon	Procedural - On OBC003, at 'Same as previous' prompt, procedure should offer two options instead of one	Procedures confirmed as incorrect - will be raised during the Fagin review		Low *	Close Procs.
13 / 15	E-9903010151 Horizon	Procedures - 'Yes' and 'No' options misplaced on 'Issuing a new benefit card' procedure	Procedures confirmed as incorrect - will be raised during the Fagin review		Low *	Close Procs.
13 / 17	E-9903010159 Horizon	EPOSS - Logout unsuccessful after attempt to rollover dormant stock unit	Duplicate of Issue 13 / 14		Med. *	Closed Dup.
14 / 10	E-9903020144 Horizon	EPOSS - Citibank money order appears on cheque listing	No fault - confirmed by John Plowman		Med. *	Closed NFA
15 / 08	E-9903030083 Horizon	EPOSS - Prepurchase redemption appears as a negative on the receipts section of the Balance snapshot - we expected a positive figure on the payments table	Prepurchase and prepurchase redeem products report to the same line but have different signs - No fault		Low *	Closed NFA

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