

ICL Pathway
Customer Service
Management Support Unit

MONTHLY INCIDENT REVIEW

Ref: CS/REP/066
Version: 1.1
Date: 13.04.00

Document Title: MONTHLY INCIDENT REVIEW

Document Type: INCIDENT REVIEW – MARCH 2000

Abstract: This document contains a summary of the performance of the ICL Pathway Customer Service Management Support Unit in respect of reconciliation incident handling and resolution for the period 1st to 31st March 2000.

Status: Completed

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Signature: _____ **Date:** _____

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0. DOCUMENT CONTROL

0.1 DOCUMENT HISTORY

Version	Date	Reason
1.1	13.03.99	Issued

0.2 ASSOCIATED DOCUMENTS

Version	Date	Title
CS/PRO/111		TPS Reconciliation and Business Incident Management

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0.3 ABBREVIATIONS

MSU	ICL Pathway Management Support Unit
PO	Post Office
POCL TP	Post Office Counters Ltd. Transaction Processing
POCL TIP	Post Office Counters Ltd. Transaction Information Processing
RED	Reconciliation Exception Database
TMS	Transaction Management Service
HAPS	Host Automated Payment System
BIMS	Business Incident Management Service

0.4 CHANGES IN THIS VERSION

- The whole of this document has been revised as a result of the introduction of the Business Incident Management Service (BIMS) in March 2000.

0.5 GLOSSARY OF INCIDENT CODES AND CLASSES

CODE 0001

- Committed Cash Account does not agree with Electronic Cash Account

CODE 0002

- Signed re-printed paper CA does not agree with electronic CA

CODE 0003

- Transaction has null mode

CODE 0004

- Transaction posts to a null product

CODE 0005

- Transaction has no primary mapping

CODE 0006

- Transaction mode for new reversal – should be Serve Customer

CODE 0007

- Transaction start date is null

CODE 0008

- Transaction end date is null

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CODE 0009

- Transaction for an unknown mode as per mode parameters

CODE 0010

- Transaction product has no CA mapping object

CODE 0011

- CA node does not exist for CA mapping node specified

CODE 0012

- Double negative in quantity field

CODE 0013

- Double negative in sale value field

CODE 0014

- Migration of erroneous ECCO transfer transactions

CODE 0015

- Non polled office

CODE 0016

- Transaction reversed with incorrect details

CODE 0017

- Invalid reference data

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CODE 0018

- Customer / Client enquiry

CODE 0019

- Receipts and payments do not balance (migration)

CODE 0020

- Receipts and payments do not balance (post migration)

CODE 0021

- Transaction cannot be reversed following End of Day

CODE 0022

- Deleted Stock Unit (SU)

CODE 0023

- Stock Unit double roll over

CODE 0024

- New Stock Unit / Blank fields

CODE 0025

- Transaction timestamp missing

CODE 0026

- Replication recovery

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CODE 0027

- Fee migration correction error

CODE 0028

- Multiple simultaneous roll over

CODE 0029

- Settlement of reversal of the settlement of a stock adjustment

CODE 0030

- Incorrect recording of stock transfer transactions & consequences

CODE 0031

- APS reversal transaction with missing O mode

CODE 0032

- Missing primary mappings in reference data

CODE 0033

- Transfer out transaction with DDN session

CODE 0034

- Transfer out transaction with DDN session

CODE 0035

- Deletion of non core reference data

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CODE 0036

- Volume only transaction in deleted stock unit

CODE 0037

- Partial transfer

CODE 0038

- Field size problem

CODE 0039

- Field size problem

CODE 0040

- Migration of incorrect office B/F balance

CODE 0041

- Transaction input by user to wrong week

CODE 0042

- Product deleted with current transactions

CODE 0043

- Obcs swipe permitted in invalid mode

CODE 0044

- Transaction(s) polled by TIP but not by HAPS

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CODE 0045

- Transaction(s) polled by HAPS but not by TIP

CODE 0047

- Missing AP transaction(s)

CODE 0048

- AP invalid client / service

CODE 0049

- AP invalid MOP / value

CODE 0050

- AP invalid MOP / value

CODE 0051

- AP invalid date

CODE 0052

- HAPS rejects transactions

CODE 0053

- APACHI rejects transaction(s)

CODE 0054

- AP reversal following End of Day

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CODE 0055

- AP reversal following Invalid item transaction mode

CODE 0056

- Confirmed APS/TPS exception

CODE 0057

- APS 10 day report error

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1. INTRODUCTION

The ICL Pathway Customer Service / Management Support Unit Monthly Incident Review is issued to present in a central document a complete analysis of the performance of the ICL Pathway Management Support Unit, with regard to reconciliation and business incident handling and resolution.

1.1 INTERPRETATION

Interpretation of data beyond the report label classification can be further qualified by the author as required.

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2. MANAGEMENT SUMMARY

2.1 KEY POINTS – MARCH 2000

- In March Pathway Management Support Unit received 434 incidents, as compared to 267 in February, thus showing an increase of 38.48% .
- The most numerous incidents were for the Non-polled incident class, accounting for 245 incidents received or 56.5%. This was followed by "receipts and payments" (migration) comprising 140 of all incidents received, or 32.3%. Please refer to table and reports 3.1 to 3.3 for further detail.
- With the introduction of the new BIMS system from the 1/3/00, this has enabled the use of the new incident classes and descriptions, hence the revision of this report to bring it line with the new service. Of the 434 received, 302 of these were cleared, where analysis indicates that 97.9% of all incidents were successfully cleared achieving the 5day SLA. This has improved since February by 3.8% with the introduction of the new system.
- Report 3.4 shows the closure status of incidents, whereby in March 114 were Pathway fault and 165 No Fault in Pathway. Of the 165 which were No Fault in Pathway, the majority of these incidents occurred due to "receipts and payments" (migration).

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Report 3.1: Incident Summary by Class – March 2000

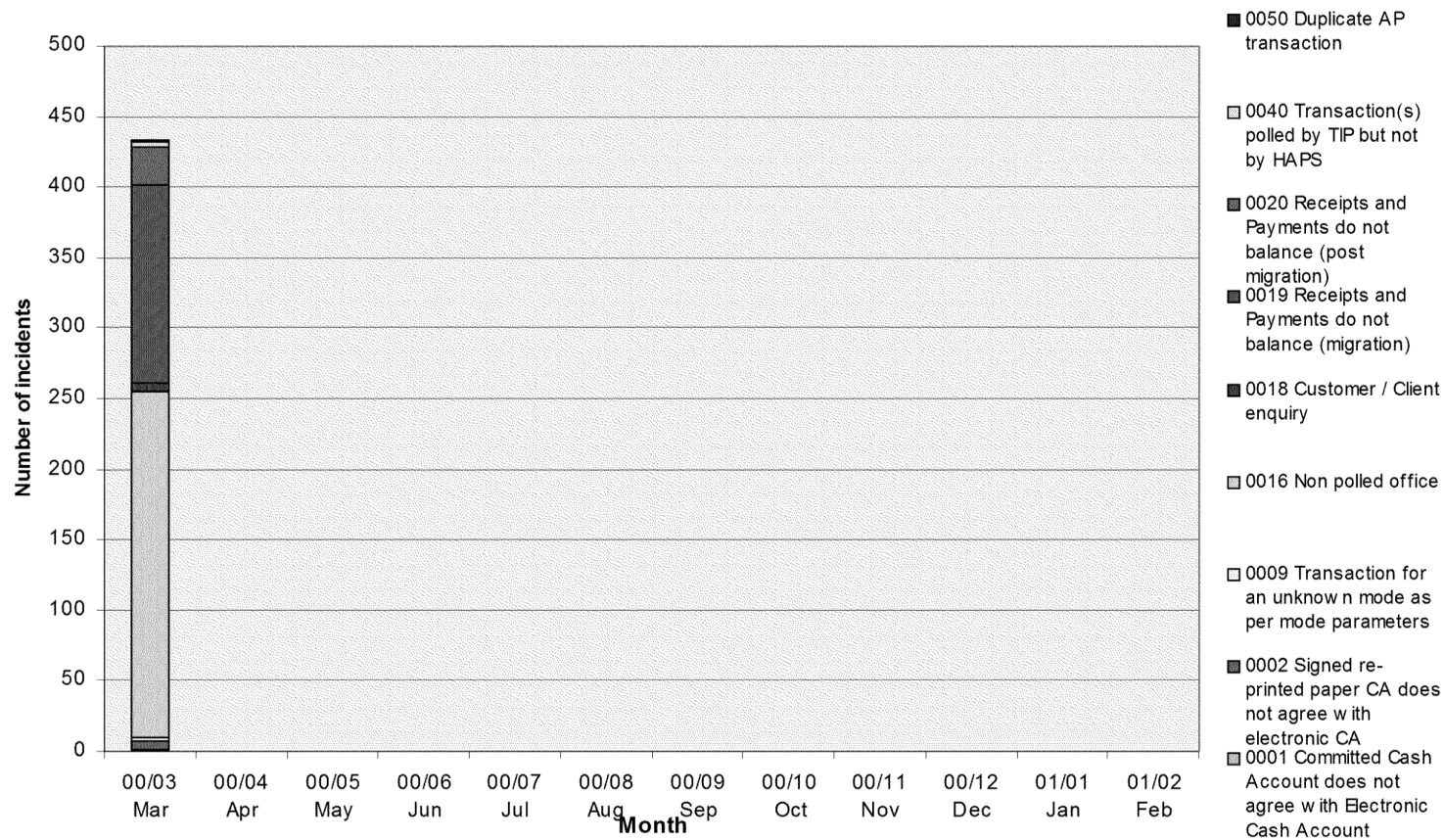
Incident class	01/03/00 Received	to Cleared	31/03/00 C/F
Committed Cash Account does not agree with Electronic Cash Account	1	1	0
Signed re-printed paper CA does not agree with electronic CA	6	6	0
Transaction for an unknown mode as per mode parameters	3	2	1
Non polled office	245	161	84
Customer / Client enquiry	6	5	1
Receipts and Payments do not balance (migration)	140	107	33
Receipts and Payments do not balance (post migration)	27	16	11
Transaction(s) polled by TIP but not by HAPS	4	3	1
Duplicate AP transaction	2	1	1
Total	434	302	132

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Report 3.2: Incidents Received By Class – March 2000



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Table 3.2: Incidents Received By Class – March 2000

Class code	Class Description	00/03 Mar	00/04 Apr	00/05 May	00/06 Jun	00/07 Jul	00/08 Aug	00/09 Sep	00/10 Oct	00/11 Nov	00/12 Dec	01/01 Jan	01/02 Feb
0001	Committed Cash Account does not agree with Electronic Cash Account	1	0	0	0	0	0	0	0	0	0	0	0
0002	Signed re-printed paper CA does not agree with electronic CA	6	0	0	0	0	0	0	0	0	0	0	0
0009	Transaction for an unknown mode as per mode parameters	3	0	0	0	0	0	0	0	0	0	0	0
0016	Non polled office	245	0	0	0	0	0	0	0	0	0	0	0
0018	Customer / Client enquiry	6	0	0	0	0	0	0	0	0	0	0	0
0019	Receipts and Payments do not balance (migration)	140	0	0	0	0	0	0	0	0	0	0	0
0020	Receipts and Payments do not balance (post migration)	27	0	0	0	0	0	0	0	0	0	0	0
0040	Transaction(s) polled by TIP but not by HAPS	4	0	0	0	0	0	0	0	0	0	0	0
0050	Duplicate AP transaction	2	0	0	0	0	0	0	0	0	0	0	0
	Total	434	0	0	0	0	0	0	0	0	0	0	0

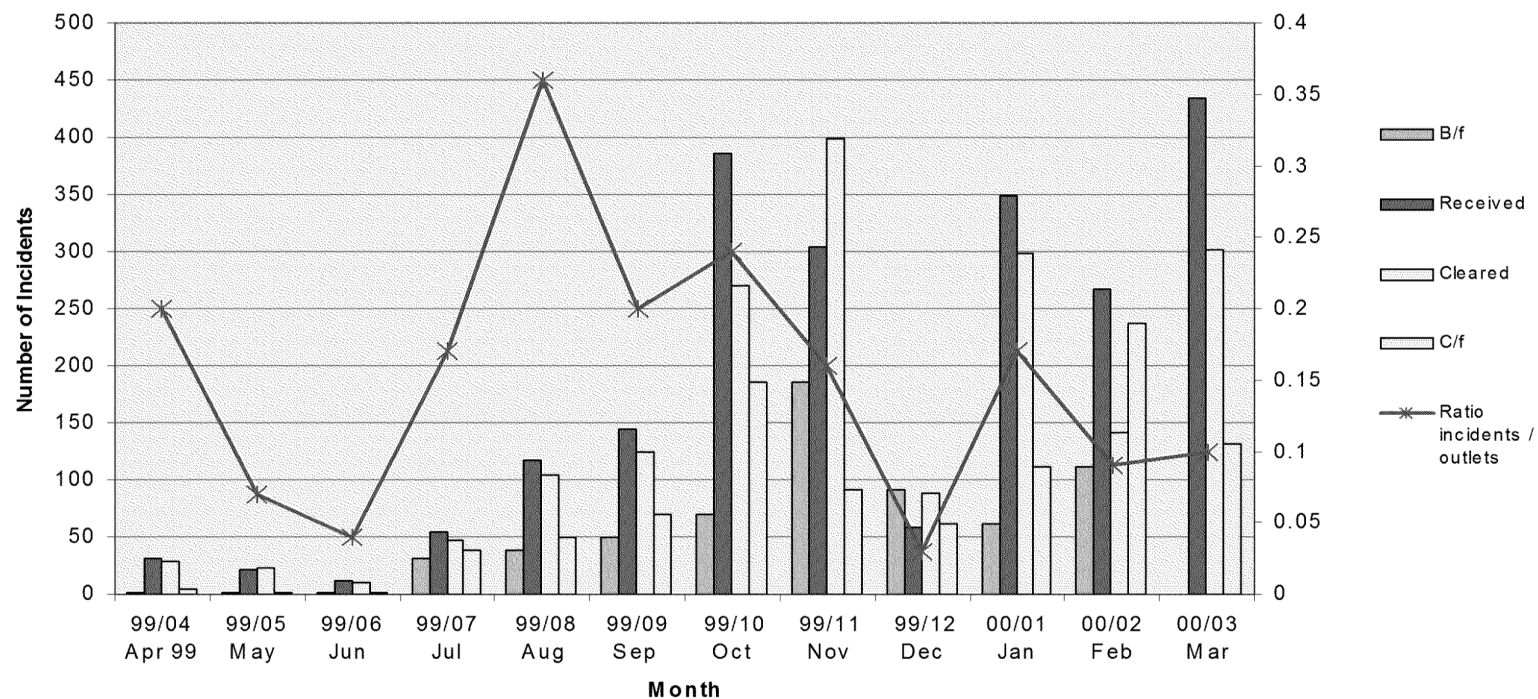
- The most frequently occurring incidents in March were “non polled offices” (56.5%) but as a proportion of all incidents received, this has increased when compared to last month figure of 49.1%. Receipts and payments (migration) are the second most frequently occurring incident class at 32.3%.

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Table 3.3: Business Incidents – March 2000

	99/04 Apr 99	99/05 May	99/06 Jun	99/07 Jul	99/08 Aug	99/09 Sep	99/10 Oct	99/11 Nov	99/12 Dec	00/01 Jan	00/02 Feb	00/03 Mar
B/f	2	2	1	31	38	50	70	186	92	62	111	0
Received	32	22	11	54	117	144	386	304	59	348	267	434
Cleared	29	23	10	47	105	124	270	398	89	299	141	302
C/f	5	1	2	38	50	70	186	92	62	111	237	132
Ratio incidents / outlets	0.2	0.07	0.04	0.17	0.36	0.2	0.24	0.16	0.03	0.17	0.09	0.1

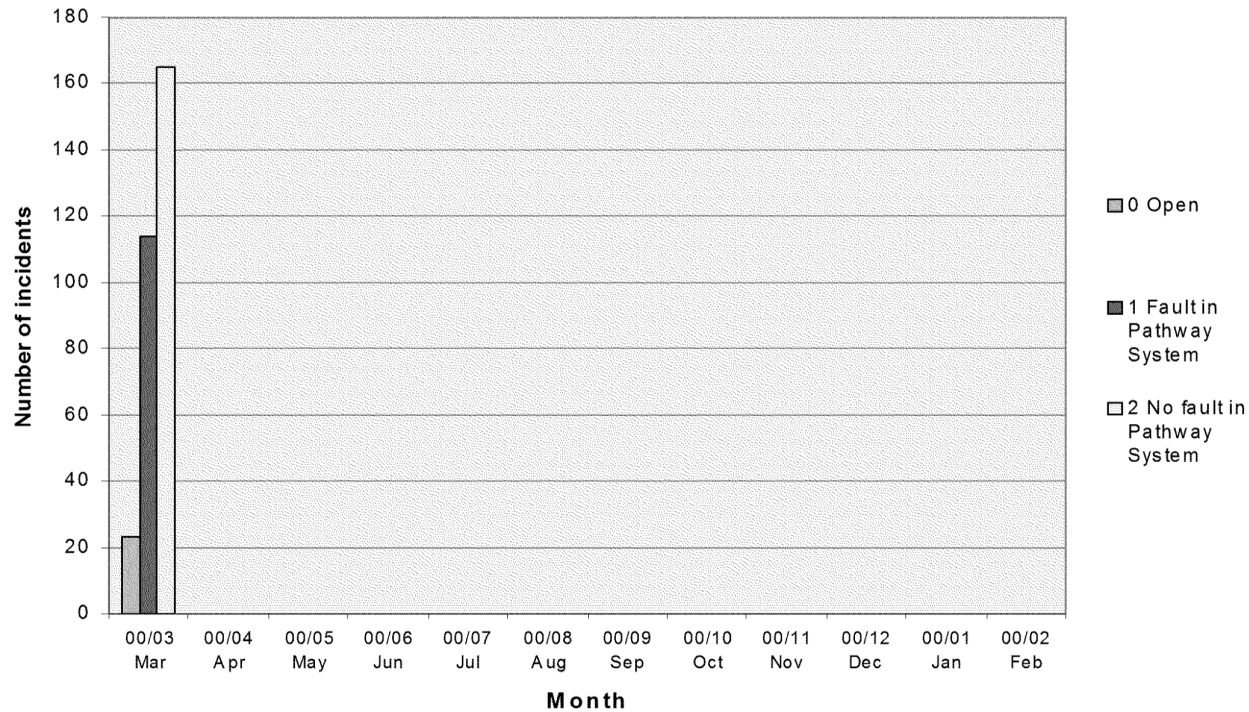
- The ratio of incidents to outlets has increased slightly from 0.09 in February to 0.1 in March.

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Table 3.4: Closure Status of Incidents – March 2000

Closure Code Description	00/03 Mar	00/04 Apr	00/05 May	00/06 Jun	00/07 Jul	00/08 Aug	00/09 Sep	00/10 Oct	00/11 Nov	00/12 Dec	00/01 Jan	00/02 Feb
Open	23	0	0	0	0	0	0	0	0	0	0	0
Fault in Pathway System	114	0	0	0	0	0	0	0	0	0	0	0
No fault in Pathway System	165	0	0	0	0	0	0	0	0	0	0	0

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Report 3.5: Non Polled Offices – March 2000

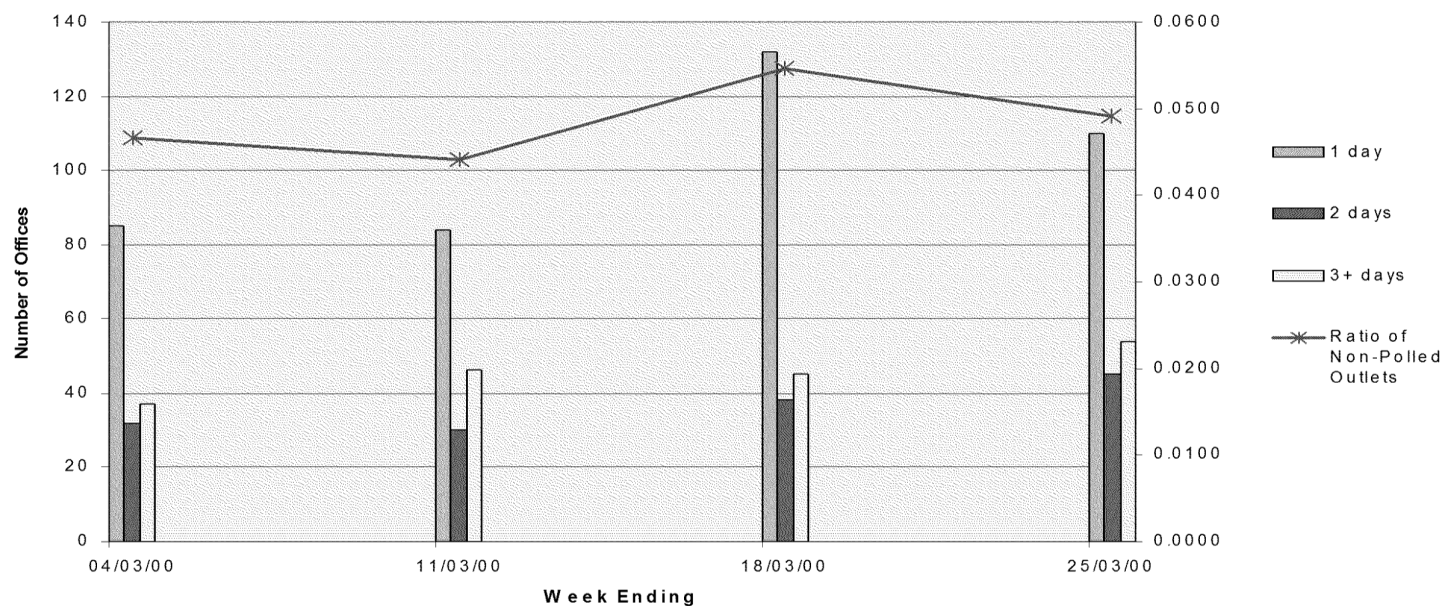


Table 3.5: Non Polled Offices - March 2000

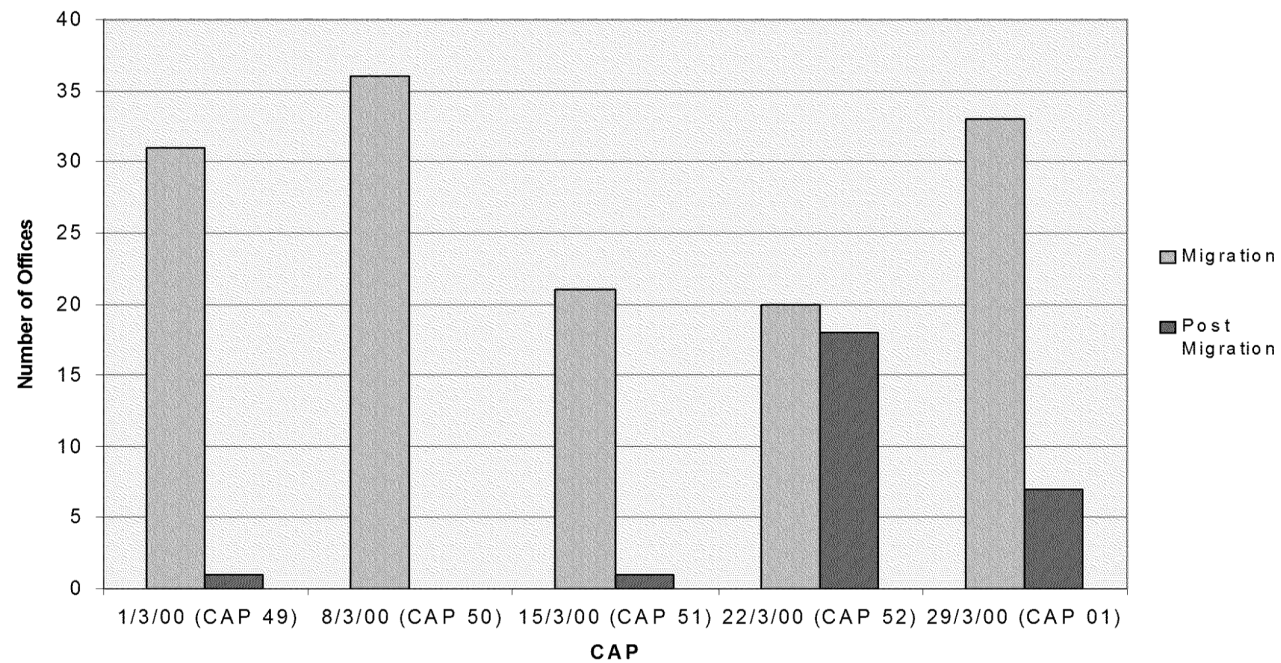
	04-Mar	11-Mar	18-Mar	25-Mar
1 day	85	84	132	110
2 days	32	30	38	45
3+ days	37	46	45	54
Ratio of Non-Polled Outlets	0.0467	0.0442	0.0547	0.0491

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Report 3.6: Receipts and Payments Incidents by CAP – March 2000



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Table 3.6: Receipts and Payments - March 2000

CAP	1/3/00 (CAP 49)	8/3/00 (CAP 50)	15/3/00 (CAP 51)	22/3/00 (CAP 52)	29/3/00 (CAP 01)
Migration	31	36	21	20	33
Post Migration	1	0	1	18	7

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Table 3.7: Agreed Charges for MERs - January and February 2000

TIP #	BIMS #	Date Rec'd	Date TIP Raised	BIMS Cost (£)	Cash Account Compare cost	Clause	Summary	Pathway Comments
January 2000								
1035	1753	13/1/00	22/12/99	150		3.6.13.1	TIP logged incident. <i>Reversing transaction not Harvested. Data Error..</i>	Pathway agrees on charge.
1036	1754	12/1/00	23/12/99	0			TIP logged incident. <i>SU is rolled back to correct CAP after TIP Harvest. CA is correct, but TIP derived Figure differs.</i>	Pathway agrees on zero charge
1037	1752	11/1/00	5/1/00	0		3.6.13.1	TIP logged incident. <i>Postal order fee of £1.90 inserted in message store to make counter balance. Message then not Harvested so CA and derived not =.</i>	Pathway does not agree this charge. The error was caused during migration where £20.00 in postal orders were input but the associated fees were input for only £18.00. Pathway corrected this error by inserting 2 x 95p PO fee. Pathway / POCL now agree on zero charge (M Box)
1038	1755	12/1/00	5/1/00	0			TIP logged incident. <i>SU is rolled back to correct CAP after TIP Harvest. CA is correct, but TIP derived Figure differs.</i>	Pathway agrees on zero charge
1039	1760	14/1/00	14/1/00	100		3.6.13.1	PW logged incident <i>Reversal not Harvested, so CA does not = derived TIP figure.</i>	Pathway dispute £150.00 charge. This error relates to a non-harvested transaction which was discovered before transmission to TIP. Charge should be £100.00 Pathway / POCL now agree on £100 charge.(M Box)

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TIP #	BIMS #	Date Rec'd	Date TIP Raised	BIMS Cost (£)	Cash Account Compare cost	Clause	Summary	Pathway Comments
February 2000								
1042	1967	8/2/00	7/2/00	100		7.2	TIP logged incident. <i>Rollover process drops transaction so CA at counter is incorrect and not = to TIP derived.</i>	Pathway agree on charge.
1043	1968	8/2/00	7/2/00	150		7.2	TIP logged incident. SAP, and SAN entered which created very large (not Harvestible) adjusting transactions. CA ok but not = to Tips derived figures.	Pathway feel this is a NOT DATA ERROR, and dispute the charge. The error in the TIP derived figure was primarily caused by the actions of the PM in creating high value adjustments which were not equal and opposite. <i>Pathway / POCL now agree charge (R Brunskill)</i>
1046	1909	4/2/00	7/2/00	100		3.6.13.2/7.2	PW raised incident. <i>Transaction and associated settlement not Harvested because of Null mode.</i>	As the original transaction and its associated settlement were both not harvested Pathway feel that the total charge may be £200.00! <i>Pathway / POCL now agree charge (M Box)</i>
1047	1948	4/2/00	7/2/00	100		7.2	PW raised incident. <i>Roll over process drops ER transactions from CA. Tip's derived figures are correct, CA is incorrect.</i>	Pathway agrees on charge.
1048	1979	9/2/00	7/2/00	150		7.2	TIP raised incident. <i>Roll over process drops ER transactions from CA. Tip's derived figures are correct, CA is incorrect.</i>	Pathway dispute £150.00 charge. Precedent set with TIP 1047. Incident classified as Inaccurate Cash Account (Data Error)- not corrected. Charge should be £100.00. <i>Pathway / POCL now agree charge (R Brunskill)</i>
1049	1980	9/2/00	9/2/00	0		7.2	TIP raised incident. <i>Pathway figures are correct. TIP misinterpreted the results.</i>	Pathway agree on zero charge.
1051	2038	22/2/00	15/2/00	150		7.2	TIP raised incident. <i>Roll over process drops ER transactions from CA. Tip's derived figures are correct, CA is incorrect.</i>	Pathway dispute £150.00 charge. Precedent set with TIP 1047. Incident classified as Inaccurate Cash Account (Data Error)- not corrected. Charge should be £100.00. <i>Pathway / POCL now agree charge (R Brunskill)</i>
TIP #	BIMS #	Date Rec'd	Date TIP Raised	BIMS Cost (£)	Cash Account Compare cost	Clause	Summary	Pathway Comments
February 2000								
1052	2078	23/2/00	18/2/00	0		7.2	TIP raised incident. <i>Migration problem in ECCO environment in which illogical transfers are migrated as is to Horizon..</i>	Pathway agrees on zero charge.
1053	2079	23/2/00	18/2/00	0		7.2	TIP raised incident. <i>Migration problem in ECCO environment in which illogical transfers are migrated as is to Horizon.</i>	Pathway agrees on zero charge.

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1054	1886	3/2/00	18/2/00	100		3.6.13.2/7.2	PW logged incident <i>Reversal not Harvested, so CA does not = derived TIP figure.</i>	Pathway agrees on charge.
1055	0002180018	18/2/00	18/2/00	100		7.2	Cash account records missing from TP_file for ORG 8469 in CAP 46 as they were not written to Stock Holding Tables.	Incident not initial received by MSU as a Business incident procedures not followed therefore no entry of this incident on the SIL. However Pathway agree on charge and has classified incident as Inaccurate Cash Account (Data Error) - Not Corrected
1056	2171	29/2/00	29/2/00	0		7.2	TIP logged incident. <i>CA is correct though TIP misinterpret the derived stream. PW data is correct.</i>	Pathway agrees on zero charge.
1057	0003070906	8/3/00	28/2/00	0			TIP logged incident. <i>CA is correct though TIP misinterpret the derived stream. PW data is correct.</i>	Pathway agrees on zero charge.
N/A	2077	18/2/00	N/A	100		3.6.13.4	PW raised incident. <i>Receipts and payments do not match as Product was deleted (as requested) during CAP, but this product was not REMed out.</i>	Pathway agree on charge.
N/A	2012	11/2/00	N/A	800		3.6.13.1	PW raised incident. Different versions of SU are held at counter and agent which caused the Agent to drop transactions occurring in this SU. Pathway agree on charge.	Pathway agrees on charge.

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Table 3.8: ICL Pathway Charges for MERS for Agreement- March 2000

Date Received	Class Description	Class Code	Chargeable Errors	FAD	TXN Error Type	Exception Value
23-Mar-00	Signed re-printed paper CA does not agree with electronic CA	0002	2	070114	Transaction Error	£40.00
31-Mar-00	Receipts and Payments do not balance (migration)	0019	2	153832	Cash Account Error	£750.06
27-Mar-00	Receipts and Payments do not balance (post migration)	0020	2	002313	Cash Account Error	£14,000.00
07-Apr-00	Receipts and Payments do not balance (post migration)	0020	2	186418	Cash Account Error	£12.97
03-Mar-00	Signed re-printed paper CA does not agree with electronic CA	0002	9	349704	Transaction Error	£27.48
	Total		17			

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Table 3.9: POCL Charges for MERs for Agreement - March 2000

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TP REF	BIMS REF	CLASS	No OF CHARGEABLE ERRORS	VALUE OF CHARGEABLE ERRORS	TOTAL £	CLAUSE	COMMENTS	PATH WAY AGREED
315	0003030324	0002	9	100.00	900.00		signed re printed cash account does not agree with electronic cash account	YES
320	0003030432	0019	1	100.00	100.00		ECCO software problem at migration. No error in message store at migration.	
332	0003030337	0020	1	100.00	100.00		Post migration receipts and payments misbalance	
349	0002250287	0018	51	150.00	7,650.00		Hardware fault duplicated transactions (pg 21 of SIL)	
351	0003070927	0002	1	150.00	150.00		signed re printed cash account does not agree with electronic cash account	
352	0003130820	0009	1	150.00	150.00		transaction for an unknown mode as per mode parameters	
388	0003100347	0019	1	100.00	100.00		Ecco software problem at migration. No error reported at migration	
415	0003201015	0020	1	100.00	100.00		Inaccurate cash account - 79 incorrect entries on the original cash account	
419	0003171301	0050	36	150.00	5,400.00		Information on BIMS not consistent with details logged by H SH. Software problems caused 36 duplicated transactions	
422	0003231284	0002	2	100.00	200.00		signed re printed cash account does not agree with electronic cash account	YES
425	0003240875	0002			-		to be discussed	
445	0003240681	0020	1	100.00	100.00		Receipts and payments post migration	YES
446	0003240550	0020	1	100.00	100.00		Receipts and payments post migration	YES

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TP REF	BIMS REF	CLASS	Nº OF CHARGEABLE ERRORS	VALUE OF CHARGEABLE ERRORS	TOTAL £	CLAUSE	COMMENTS	PATH WAY AGREED
447	0003240572	0020	1	100.00	100.00		Receipts and payments post migration	YES
448	0003240669	0020	1	100.00	100.00		Receipts and payments post migration	YES
449	0003240673	0020	1	100.00	100.00		Receipts and payments post migration	
450	0003240676	0020	1	100.00	100.00		Receipts and payments post migration	YES
451	0003240678	0020	1	100.00	100.00		Receipts and payments post migration	YES
452	0003240544	0020	2	100.00	200.00		Receipts and payments post migration	YES
453	0003240682	0020	1	100.00	100.00		Receipts and payments post migration	YES
454	0003240683	0020	1	100.00	100.00		Receipts and payments post migration	YES
455	0003240687	0020	1	100.00	100.00		Receipts and payments post migration	YES
456	0003240691	0020	3	100.00	300.00		Receipts and payments post migration	YES
457	0003240693	0020	2	100.00	200.00		Receipts and payments post migration	YES
458	0003240695	0020	2	100.00	200.00		Receipts and payments post migration	YES
459	0003240698	0020	1	100.00	100.00		Receipts and payments post migration	YES
460	0003240700	0020	2	100.00	200.00		Receipts and payments post migration	YES
461	0003240322	0002	1	150.00	150.00		Transaction dropped by Agent Server	
462	0003270494	0020	2	100.00	200.00		Receipts and payments post migration.	YES
464	0003281187	0050	61	150.00	9,150.00		Duplicate AP transactions caused by system fault	
465	0003271269	0020	1	100.00	100.00		Receipts and payments post migration. Revised cash account received	
468	0003310720	0020	1	100.00	100.00		Receipts and payments post migration.	

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TP REF	BIMS REF	CLASS	Nº OF CHARGEABLE ERRORS	VALUE OF CHARGEABLE ERRORS	TOTAL £	CLAUSE	COMMENTS	PATH WAY AGREED
469	0003310708	0020	1	100.00	100.00		Receipts and payments post migration.	
470	0003310693	0020	1	100.00	100.00		Receipts and payments post migration	YES
471	0003310684	0020	3	100.00	300.00		Receipts and payments post migration	YES
497	0003310677	0020	1	100.00	100.00		Receipts and payments post migration	YES
498	0003310673	0020	2	100.00	200.00		Receipts and payments post migration	YES

TIP REF	BIMS / HSH REF	CLASS	Nº OF CHARGEABLE ERRORS	VALUE OF CHARGEABLE ERRORS	TOTAL £	CLAUSE	COMMENTS	PATH WAY AGREED
1075	0003221771							
1080	0003290920	0009	73	150.00	10,950.00		invalid item transaction modes	
1073	0003170064	no BIMS ?	1	150.00	150.00		duplicate AP transactions FAD 131 136	
1074	0003200032	no BIMS ?	1	150.00	150.00		duplicate event FAD 105 136	
1077	0003240061	no BIMS ?	1	100.00	100.00		missing cash account record FAD 004 106	
1079	0003290054	no BIMS ?	2	150.00	300.00		duplicate event FAD 366 201 & 004 424	
1081	0003310040	no BIMS ?	1	150.00	150.00		duplicate event FAD 325 230	

Total £ 39,350.00

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Report 4.1: Final Clearance of Incidents by Class- March 2000

	Date Received	HSH Reference	Class Code	Class Description	FAD	Exception Value	Date Cleared By PW	Agreed Closure Date
1	16-Mar-00	0003160615	1	Committed Cash Account does not agree with Electronic Cash Account	844410	£0.00	21-Mar-00	

	Date Received	HSH Reference	Class Code	Class Description	FAD	Exception Value	Date Cleared By PW	Agreed Closure Date
1	03-Mar-00	0003030324	0002	Signed re-printed paper CA does not agree with electronic CA	349704	£27.48	08-Mar-00	
2	08-Mar-00	0003070906	0002	Signed re-printed paper CA does not agree with electronic CA	191418	£2,000.00	14-Mar-00	
3	08-Mar-00	0003070927	0002	Signed re-printed paper CA does not agree with electronic CA	162420	£1.00	14-Mar-00	
4	23-Mar-00	0003231284	0002	Signed re-printed paper CA does not agree with electronic CA	070114	£40.00	28-Mar-00	
5	24-Mar-00	0003240875	0002	Signed re-printed paper CA does not agree with electronic CA		£0.00	28-Mar-00	
6	24-Mar-00	0003240322	0002	Signed re-printed paper CA does not agree with electronic CA	272418	£600.00	28-Mar-00	

	Date Received	HSH Reference	Class Code	Class Description	FAD	Exception Value	Date Cleared By PW	Agreed Closure Date
1	14-Mar-00	0003130820	0009	Transaction for an unknown mode as per mode parameters	380642	£0.00	22-Mar-00	
2	23-Mar-00	0003221285	0009	Transaction for an unknown mode as per mode parameters	174201	£0.00	28-Mar-00	

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	Date Received	HSH Reference	Class Code	Class Description	FAD	Exception Value	Date Cleared By PW	Agreed Closure Date
1	02-Mar-00	0003020244	0015	Non polled office	431246	£0.00	06-Mar-00	
2	06-Mar-00	0003060179	0015	Non polled office	189410	£0.00	06-Mar-00	
3	01-Mar-00	0003010164	0015	Non polled office	055116	£0.00	07-Mar-00	
4	02-Mar-00	0003020231	0015	Non polled office	156131	£0.00	07-Mar-00	
5	02-Mar-00	0003020237	0015	Non polled office	189714	£0.00	08-Mar-00	
6	02-Mar-00	0003020241	0015	Non polled office	220511	£0.00	08-Mar-00	
7	02-Mar-00	0003020246	0015	Non polled office	290523	£0.00	08-Mar-00	
8	01-Mar-00	0003010183	0015	Non polled office	268230	£0.00	09-Mar-00	
9	02-Mar-00	0003020243	0015	Non polled office	405246	£0.00	09-Mar-00	
10	03-Mar-00	0003030206	0015	Non polled office	011323	£0.00	09-Mar-00	
11	03-Mar-00	0003030213	0015	Non polled office	302323	£0.00	09-Mar-00	
12	03-Mar-00	0003030218	0015	Non polled office	321323	£0.00	09-Mar-00	
13	03-Mar-00	0003030221	0015	Non polled office	338410	£0.00	09-Mar-00	
14	03-Mar-00	0003030229	0015	Non polled office	342323	£0.00	09-Mar-00	
15	03-Mar-00	0003030233	0015	Non polled office	359136	£0.00	09-Mar-00	
16	03-Mar-00	0003030238	0015	Non polled office	158329	£0.00	09-Mar-00	
17	03-Mar-00	0003030259	0015	Non polled office	224323	£0.00	09-Mar-00	
18	06-Mar-00	0003060174	0015	Non polled office	158306	£0.00	13-Mar-00	
19	06-Mar-00	0003060183	0015	Non polled office	107112	£0.00	13-Mar-00	
20	06-Mar-00	0003060185	0015	Non polled office	152642	£0.00	13-Mar-00	
21	06-Mar-00	0003060188	0015	Non polled office	15311	£0.00	13-Mar-00	

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					2			
22	06-Mar-00	0003060198	0015	Non polled office	15671 4	£0.00	13-Mar-00	
23	06-Mar-00	0003060203	0015	Non polled office	16852 3	£0.00	13-Mar-00	
24	06-Mar-00	0003060206	0015	Non polled office	18052 3	£0.00	13-Mar-00	
25	06-Mar-00	0003060211	0015	Non polled office	20220 1	£0.00	13-Mar-00	

	Date Received	HSH Reference	Class Code	Class Description	FAD	Exception Value	Date Cleared By PW	Agreed Closure Date
26	06-Mar-00	0003060212	0015	Non polled office	20371 1	£0.00	13-Mar-00	
27	06-Mar-00	0003060216	0015	Non polled office	20534 9	£0.00	13-Mar-00	
28	06-Mar-00	0003060218	0015	Non polled office	30332 3	£0.00	13-Mar-00	
29	06-Mar-00	0003060220	0015	Non polled office	34613 6	£0.00	13-Mar-00	
30	06-Mar-00	0003060223	0015	Non polled office	00643 4	£0.00	13-Mar-00	
31	06-Mar-00	0003060234	0015	Non polled office	13611 2	£0.00	13-Mar-00	
32	06-Mar-00	0003060240	0015	Non polled office	15613 1	£0.00	13-Mar-00	
33	06-Mar-00	0003060243	0015	Non polled office	15783 0	£0.00	13-Mar-00	
34	06-Mar-00	0003060244	0015	Non polled office	16971 5	£0.00	13-Mar-00	
35	06-Mar-00	0003060247	0015	Non polled office	18071 5	£0.00	13-Mar-00	
36	06-Mar-00	0003060250	0015	Non polled office	18464 2	£0.00	13-Mar-00	
37	06-Mar-00	0003060256	0015	Non polled office	19050 4	£0.00	13-Mar-00	
38	06-Mar-00	0003060260	0015	Non polled office	19070	£0.00	13-Mar-00	

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					2			
39	06-Mar-00	0003060264	0015	Non polled office	24961 1	£0.00	13-Mar-00	
40	06-Mar-00	0003060267	0015	Non polled office	28252 3	£0.00	13-Mar-00	
41	06-Mar-00	0003060272	0015	Non polled office	28724 6	£0.00	13-Mar-00	
42	06-Mar-00	0003060281	0015	Non polled office	38064 2	£0.00	13-Mar-00	
43	07-Mar-00	0003070162	0015	Non polled office	16232 9	£0.00	13-Mar-00	
44	07-Mar-00	0003070171	0015	Non polled office	24121 7	£0.00	13-Mar-00	
45	08-Mar-00	0003080191	0015	Non polled office	20170 2	£0.00	13-Mar-00	
46	08-Mar-00	0003080194	0015	Non polled office	21030 6	£0.00	13-Mar-00	
47	08-Mar-00	0003080204	0015	Non polled office	23530 6	£0.00	13-Mar-00	
48	08-Mar-00	0003080208	0015	Non polled office	31641 8	£0.00	13-Mar-00	
49	09-Mar-00	0003090353	0015	Non polled office	41324 6	£0.00	13-Mar-00	
50	13-Mar-00	0003130308	0015	Non polled office	21513 6	£0.00	13-Mar-00	

	Date Received	HSH Reference	Class Code	Class Description	FAD	Exception Value	Date Cleared By PW	Agreed Closure Date
51	06-Mar-00	0003060230	0015	Non polled office	06913 1	£0.00	15-Mar-00	
52	08-Mar-00	0003080174	0015	Non polled office	05813 1	£0.00	15-Mar-00	
53	08-Mar-00	0003080182	0015	Non polled office	16941 0	£0.00	15-Mar-00	
54	08-Mar-00	0003080185	0015	Non polled office	17970 5	£0.00	15-Mar-00	
55	08-Mar-00	0003080206	0015	Non polled office	27441 0	£0.00	15-Mar-00	

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56	08-Mar-00	0003080411	0015	Non polled office	40732 9	£0.00	15-Mar-00	
57	08-Mar-00	0003080188	0015	Non polled office	19370 2	£0.00	20-Mar-00	
58	09-Mar-00	0003090331	0015	Non polled office	25732 9	£0.00	20-Mar-00	
59	10-Mar-00	0003100185	0015	Non polled office	84441 0	£0.00	20-Mar-00	
60	10-Mar-00	0003100191	0015	Non polled office	21820 2	£0.00	20-Mar-00	
61	10-Mar-00	0003100206	0015	Non polled office	34332 3	£0.00	20-Mar-00	
62	13-Mar-00	0003130249	0015	Non polled office	09013 0	£0.00	20-Mar-00	
63	13-Mar-00	0003130257	0015	Non polled office	28441 8	£0.00	20-Mar-00	
64	13-Mar-00	0003130258	0015	Non polled office	35913 6	£0.00	20-Mar-00	
65	13-Mar-00	0003130267	0015	Non polled office	37920 1	£0.00	20-Mar-00	
66	13-Mar-00	0003130278	0015	Non polled office	15331 3	£0.00	20-Mar-00	
67	13-Mar-00	0003130280	0015	Non polled office	22332 9	£0.00	20-Mar-00	
68	13-Mar-00	0003130289	0015	Non polled office	10311 4	£0.00	20-Mar-00	
69	13-Mar-00	0003130293	0015	Non polled office	13611 3	£0.00	20-Mar-00	
70	13-Mar-00	0003130294	0015	Non polled office	17270 9	£0.00	20-Mar-00	
71	13-Mar-00	0003130295	0015	Non polled office	18070 2	£0.00	20-Mar-00	
72	13-Mar-00	0003130297	0015	Non polled office	18371 1	£0.00	20-Mar-00	
73	13-Mar-00	0003130300	0015	Non polled office	18650 4	£0.00	20-Mar-00	
74	13-Mar-00	0003130304	0015	Non polled office	19920 2	£0.00	20-Mar-00	
75	13-Mar-00	0003130307	0015	Non polled office	20270 9	£0.00	20-Mar-00	

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	Date Received	HSH Reference	Class Code	Class Description	FAD	Exception Value	Date Cleared By PW	Agreed Closure Date
76	13-Mar-00	0003130309	0015	Non polled office	250410	£0.00	20-Mar-00	
77	13-Mar-00	0003130314	0015	Non polled office	256704	£0.00	20-Mar-00	
78	13-Mar-00	0003130316	0015	Non polled office	257329	£0.00	20-Mar-00	
79	13-Mar-00	0003130317	0015	Non polled office	277410	£0.00	20-Mar-00	
80	13-Mar-00	0003130319	0015	Non polled office	281523	£0.00	20-Mar-00	
81	13-Mar-00	0003130284	0015	Non polled office	065134	£0.00	21-Mar-00	
82	14-Mar-00	0003140181	0015	Non polled office	084131	£0.00	21-Mar-00	
83	14-Mar-00	0003140194	0015	Non polled office	115131	£0.00	21-Mar-00	
84	14-Mar-00	0003140206	0015	Non polled office	133131	£0.00	21-Mar-00	
85	14-Mar-00	0003140210	0015	Non polled office	136113	£0.00	21-Mar-00	
86	14-Mar-00	0003140217	0015	Non polled office	238201	£0.00	21-Mar-00	
87	14-Mar-00	0003140219	0015	Non polled office	239130	£0.00	21-Mar-00	
88	14-Mar-00	0003140225	0015	Non polled office	274136	£0.00	21-Mar-00	
89	14-Mar-00	0003140229	0015	Non polled office	292418	£0.00	21-Mar-00	
90	14-Mar-00	0003140240	0015	Non polled office	212113	£0.00	21-Mar-00	
91	08-Mar-00	0003080175	0015	Non polled office	165705	£0.00	22-Mar-00	
92	10-Mar-00	0003100203	0015	Non polled office	281130	£0.00	22-Mar-00	
93	13-Mar-00	0003130256	0015	Non polled office	175313	£0.00	22-Mar-00	
94	13-Mar-00	0003130273	0015	Non polled office	135136	£0.00	22-Mar-00	

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95	15-Mar-00	0003150133	0015	Non polled office	00370 5	£0.00	22-Mar-00	
96	15-Mar-00	0003150140	0015	Non polled office	13313 1	£0.00	22-Mar-00	
97	16-Mar-00	0003160514	0015	Non polled office	07313 4	£0.00	23-Mar-00	
98	16-Mar-00	0003160523	0015	Non polled office	08911 6	£0.00	23-Mar-00	
99	16-Mar-00	0003160530	0015	Non polled office	19160 4	£0.00	23-Mar-00	
100	16-Mar-00	0003160531	0015	Non polled office	23123 0	£0.00	23-Mar-00	

	Date Received	HSH Reference	Class Code	Class Description	FAD	Exception Value	Date Cleared By PW	Agreed Closure Date
101	16-Mar-00	0003160533	0015	Non polled office	23564 2	£0.00	23-Mar-00	
102	16-Mar-00	0003160535	0015	Non polled office	41252 3	£0.00	23-Mar-00	
103	17-Mar-00	0003170335	0015	Non polled office	00470 2	£0.00	24-Mar-00	
104	17-Mar-00	0003170345	0015	Non polled office	06513 4	£0.00	24-Mar-00	
105	17-Mar-00	0003170350	0015	Non polled office	16371 5	£0.00	24-Mar-00	
106	17-Mar-00	0003170358	0015	Non polled office	27820 5	£0.00	24-Mar-00	
107	17-Mar-00	0003170362	0015	Non polled office	36070 4	£0.00	24-Mar-00	
108	17-Mar-00	0003170373	0015	Non polled office	35913 6	£0.00	24-Mar-00	
109	17-Mar-00	0003170382	0015	Non polled office	12610 6	£0.00	24-Mar-00	
110	20-Mar-00	0003200217	0015	Non polled office	07313 4	£0.00	27-Mar-00	
111	20-Mar-00	0003200225	0015	Non polled office	18870 5	£0.00	27-Mar-00	

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11 2	20-Mar-00	0003200231	0015	Non polled office	27241 8	£0.00	27-Mar-00	
11 3	20-Mar-00	0003200234	0015	Non polled office	01051 1	£0.00	27-Mar-00	
11 4	20-Mar-00	0003200241	0015	Non polled office	17532 9	£0.00	27-Mar-00	
11 5	20-Mar-00	0003200244	0015	Non polled office	19220 5	£0.00	27-Mar-00	
11 6	20-Mar-00	3200251	0015	Non polled office	21232 9	£0.00	27-Mar-00	
11 7	20-Mar-00	0003200257	0015	Non polled office	30141 8	£0.00	27-Mar-00	
11 8	20-Mar-00	0003200259	0015	Non polled office	31132 9	£0.00	27-Mar-00	
11 9	20-Mar-00	0003200262	0015	Non polled office	39432 9	£0.00	27-Mar-00	
12 0	20-Mar-00	0003200272	0015	Non polled office	00740 6	£0.00	27-Mar-00	
12 1	20-Mar-00	0003200273	0015	Non polled office	06912 4	£0.00	27-Mar-00	
12 2	20-Mar-00	0003200284	0015	Non polled office	19570 9	£0.00	27-Mar-00	
12 3	20-Mar-00	0003200290	0015	Non polled office	27171 5	£0.00	27-Mar-00	
12 4	20-Mar-00	0003200292	0015	Non polled office	28770 4	£0.00	27-Mar-00	
12 5	20-Mar-00	0003200294	0015	Non polled office	34243 2	£0.00	27-Mar-00	

	Date Received	HSH Reference	Class Code	Class Description	FAD	Exception Value	Date Cleared By PW	Agreed Closure Date
12 6	20-Mar-00	0003200298	0015	Non polled office	35913 6	£0.00	27-Mar-00	
12 7	20-Mar-00	0003200432	0015	Non polled office	17270 2	£0.00	27-Mar-00	
12 8	06-Mar-00	0003060275	0015	Non polled office	33420 1	£0.00	28-Mar-00	

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12 9	08-Mar-00	0003080196	0015	Non polled office	22542 0	£0.00	28-Mar-00	
13 0	20-Mar-00	0003200279	0015	Non polled office	15583 0	£0.00	28-Mar-00	
13 1	20-Mar-00	0003200412	0015	Non polled office	00370 5	£0.00	28-Mar-00	
13 2	22-Mar-00	0003220207	0015	Non polled office	21285 5	£0.00	28-Mar-00	
13 3	22-Mar-00	0003220225	0015	Non polled office	35721 7	£0.00	28-Mar-00	
13 4	23-Mar-00	0003230499	0015	Non polled office	20051 1	£0.00	28-Mar-00	
13 5	20-Mar-00	0003200228	0015	Non polled office	26232 9	£0.00	29-Mar-00	
13 6	20-Mar-00	0003200232	0015	Non polled office	30822 6	£0.00	29-Mar-00	
13 7	20-Mar-00	0003200236	0015	Non polled office	16932 9	£0.00	29-Mar-00	
13 8	20-Mar-00	0003200245	0015	Non polled office	20242 0	£0.00	29-Mar-00	
13 9	20-Mar-00	0003200255	0015	Non polled office	26732 9	£0.00	29-Mar-00	
14 0	20-Mar-00	0003200258	0015	Non polled office	30332 9	£0.00	29-Mar-00	
14 1	20-Mar-00	3200260	0015	Non polled office	33232 9	£0.00	29-Mar-00	
14 2	20-Mar-00	0003200269	0015	Non polled office	40032 9	£0.00	29-Mar-00	
14 3	20-Mar-00	0003200270	0015	Non polled office	41532 9	£0.00	29-Mar-00	
14 4	20-Mar-00	0003200275	0015	Non polled office	10583 0	£0.00	29-Mar-00	
14 5	20-Mar-00	0003200277	0015	Non polled office	15252 3	£0.00	29-Mar-00	
14 6	20-Mar-00	0003200282	0015	Non polled office	15783 0	£0.00	29-Mar-00	
14 7	20-Mar-00	0003200283	0015	Non polled office	18732 8	£0.00	29-Mar-00	
14 8	20-Mar-00	0003200287	0015	Non polled office	22871 5	£0.00	29-Mar-00	
14 9	20-Mar-00	0003200296	0015	Non polled office	35270 4	£0.00	29-Mar-00	
15 0	20-Mar-00	0003200300	0015	Non polled office	36620 1	£0.00	29-Mar-00	

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151	20-Mar-00	0003200426	0015	Non polled office	153410	£0.00	29-Mar-00	
152	21-Mar-00	0003210251	0015	Non polled office	210702	£0.00	29-Mar-00	
153	21-Mar-00	0003210259	0015	Non polled office	298226	£0.00	29-Mar-00	
154	21-Mar-00	0003210262	0015	Non polled office	311217	£0.00	29-Mar-00	
155	22-Mar-00	0003220197	0015	Non polled office	152227	£0.00	29-Mar-00	
156	22-Mar-00	0003220204	0015	Non polled office	181230	£0.00	29-Mar-00	
157	22-Mar-00	0003220219	0015	Non polled office	298201	£0.00	29-Mar-00	
158	23-Mar-00	0003230513	0015	Non polled office	203504	£0.00	30-Mar-00	
159	23-Mar-00	0003230515	0015	Non polled office	206405	£0.00	30-Mar-00	
160	23-Mar-00	0003230536	0015	Non polled office	182227	£0.00	30-Mar-00	
161	30-Mar-00	0003300376	0015	Non polled office	281130	£0.00	30-Mar-00	

	Date Received	HSH Reference	Class Code	Class Description	FAD	Exception Value	Date Cleared By PW	Agreed Closure Date
1	06-Mar-00	0002250287	0018	Customer / Client enquiry	008604	£2,868.42	06-Mar-00	
2	06-Mar-00	0002260143	0018	Customer / Client enquiry	189130	£60.25	10-Mar-00	
3	14-Mar-00	0003130910	0018	Customer / Client enquiry	283611	-£1.00	22-Mar-00	
4	21-Mar-00	0003171030	0018	Customer / Client enquiry			22-Mar-00	
5	21-Mar-00	0003160111	0018	Customer / Client enquiry	06613	£0.42	28-Mar-00	

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	Date Received	HSH Reference	Class Code	Class Description	FAD	Exception Value	Date Cleared By PW	Agreed Closure Date
1	02-Mar-00	0003020325	0019	Receipts and Payments do not balance (migration)	371410	£0.01	03-Mar-00	
2	03-Mar-00	0003030350	0019	Receipts and Payments do not balance (migration)	072113	£3,164.89	03-Mar-00	
3	03-Mar-00	0003030355	0019	Receipts and Payments do not balance (migration)	077113	£28.00	03-Mar-00	
4	03-Mar-00	0003030358	0019	Receipts and Payments do not balance (migration)	095113	£1,339.44	03-Mar-00	
5	03-Mar-00	0003030359	0019	Receipts and Payments do not balance (migration)	105131	£0.90	03-Mar-00	
6	03-Mar-00	0003030361	0019	Receipts and Payments do not balance (migration)	133113	£339.32	03-Mar-00	
7	03-Mar-00	0003030364	0019	Receipts and Payments do not balance (migration)	143131	£424.74	03-Mar-00	
8	03-Mar-00	0003030366	0019	Receipts and Payments do not balance (migration)	167702	£59.02	03-Mar-00	
9	03-Mar-00	0003030368	0019	Receipts and Payments do not balance (migration)	181230	£841.00	03-Mar-00	
10	03-Mar-00	0003030369	0019	Receipts and Payments do not balance (migration)	185230	£0.20	03-Mar-00	
11	03-Mar-00	0003030371	0019	Receipts and Payments do not balance (migration)	199321	£108.00	03-Mar-00	

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12	03-Mar-00	0003030373	0019	Receipts and Payments do not balance (migration)	205349	£5.00	03-Mar-00	
13	03-Mar-00	0003030374	0019	Receipts and Payments do not balance (migration)	208410	£30.40	03-Mar-00	
14	03-Mar-00	0003030375	0019	Receipts and Payments do not balance (migration)	208702	£18,000.00	03-Mar-00	
15	03-Mar-00	0003030378	0019	Receipts and Payments do not balance (migration)	219205	£10.00	03-Mar-00	
16	03-Mar-00	0003030379	0019	Receipts and Payments do not balance (migration)	225205	£9,080.00	03-Mar-00	
17	03-Mar-00	0003030380	0019	Receipts and Payments do not balance (migration)	248321	£409.50	03-Mar-00	
18	03-Mar-00	0003030386	0019	Receipts and Payments do not balance (migration)	258321	£1.00	03-Mar-00	

	Date Received	HSH Reference	Class Code	Class Description	FAD	Exception Value	Date Cleared By PW	Agreed Closure Date
19	03-Mar-00	0003030396	0019	Receipts and Payments do not balance (migration)	260205	£65.00	03-Mar-00	
20	03-Mar-00	0003030401	0019	Receipts and Payments do not balance (migration)	262217	£1,000.00	03-Mar-00	
21	03-Mar-00	0003030404	0019	Receipts and Payments do not balance (migration)	278205	£17.76	03-Mar-00	
22	03-Mar-00	0003030410	0019	Receipts and Payments do not balance (migration)	298321	£115.69	03-Mar-00	
23	03-Mar-00	0003030415	0019	Receipts and Payments do not balance (migration)	308230	£0.10	03-Mar-00	
24	03-Mar-00	0003030421	0019	Receipts and Payments do not balance (migration)	337217	£0.01	03-Mar-00	
25	03-Mar-00	0003030423	0019	Receipts and Payments do not balance (migration)	346230	£15.00	03-Mar-00	
26	03-Mar-00	0003030424	0019	Receipts and Payments do not balance (migration)	368230	£500.00	03-Mar-00	
27	03-Mar-00	0003030425	0019	Receipts and Payments do not balance (migration)	465246	£165.85	03-Mar-00	
28	03-Mar-00	0003030428	0019	Receipts and Payments do not balance (migration)	367410	£36.80	03-Mar-00	

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29	03-Mar-00	0003030429	0019	Receipts and Payments do not balance (migration)	003705	£14.85	03-Mar-00	
30	03-Mar-00	0003030432	0019	Receipts and Payments do not balance (migration)	013217	£772.80	08-Mar-00	
31	08-Mar-00	0003080220	0019	Receipts and Payments do not balance (migration)	431246	£24.46	09-Mar-00	
32	09-Mar-00	0003090341	0019	Receipts and Payments do not balance (migration)	206201	£511.36	09-Mar-00	
33	09-Mar-00	0003090349	0019	Receipts and Payments do not balance (migration)	222230	£60.00	09-Mar-00	
34	10-Mar-00	0003100152	0019	Receipts and Payments do not balance (migration)	057106	£3.20	10-Mar-00	
35	10-Mar-00	0003100160	0019	Receipts and Payments do not balance (migration)	059134	£60.00	10-Mar-00	
36	10-Mar-00	0003100163	0019	Receipts and Payments do not balance (migration)	064106	£10.00	10-Mar-00	

	Date Received	HSH Reference	Class Code	Class Description	FAD	Exception Value	Date Cleared By PW	Agreed Closure Date
37	10-Mar-00	0003100170	0019	Receipts and Payments do not balance (migration)	064134	£515.06	10-Mar-00	
38	10-Mar-00	0003100176	0019	Receipts and Payments do not balance (migration)	072134	£2,190.01	10-Mar-00	
39	10-Mar-00	0003100182	0019	Receipts and Payments do not balance (migration)	075106	£10.00	10-Mar-00	
40	10-Mar-00	0003100190	0019	Receipts and Payments do not balance (migration)	081134	£260.00	10-Mar-00	
41	10-Mar-00	0003100193	0019	Receipts and Payments do not balance (migration)	087106	£545.30	10-Mar-00	
42	10-Mar-00	0003100195	0019	Receipts and Payments do not balance (migration)	102134	£0.25	10-Mar-00	
43	10-Mar-00	0003100198	0019	Receipts and Payments do not balance (migration)	114106	£0.26	10-Mar-00	
44	10-Mar-00	0003100201	0019	Receipts and Payments do not balance (migration)	119134	£9.60	10-Mar-00	
45	10-Mar-00	0003100204	0019	Receipts and Payments do not balance (migration)	159113	£0.06	10-Mar-00	

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46	10-Mar-00	0003100205	0019	Receipts and Payments do not balance (migration)	162217	£730.66	10-Mar-00	
47	10-Mar-00	0003100208	0019	Receipts and Payments do not balance (migration)	166309	£1.76	10-Mar-00	
48	10-Mar-00	0003100210	0019	Receipts and Payments do not balance (migration)	167230	£11.00	10-Mar-00	
49	10-Mar-00	0003100212	0019	Receipts and Payments do not balance (migration)	174705	£0.09	10-Mar-00	
50	10-Mar-00	0003100216	0019	Receipts and Payments do not balance (migration)	175113	£441.72	10-Mar-00	
51	10-Mar-00	0003100235	0019	Receipts and Payments do not balance (migration)	184313	£0.10	10-Mar-00	
52	10-Mar-00	0003100253	0019	Receipts and Payments do not balance (migration)	186217	£25.17	10-Mar-00	
53	10-Mar-00	0003100258	0019	Receipts and Payments do not balance (migration)	191201	£135.14	10-Mar-00	
54	10-Mar-00	0003100261	0019	Receipts and Payments do not balance (migration)	201230	£6.60	10-Mar-00	

	Date Received	HSH Reference	Class Code	Class Description	FAD	Exception Value	Date Cleared By PW	Agreed Closure Date
55	10-Mar-00	0003100264	0019	Receipts and Payments do not balance (migration)	206217	£69.12	10-Mar-00	
56	10-Mar-00	0003100266	0019	Receipts and Payments do not balance (migration)	214217	£49.38	10-Mar-00	
57	10-Mar-00	0003100268	0019	Receipts and Payments do not balance (migration)	240227	£62.66	10-Mar-00	
58	10-Mar-00	0003100273	0019	Receipts and Payments do not balance (migration)	281230	£8.97	10-Mar-00	
59	10-Mar-00	0003100275	0019	Receipts and Payments do not balance (migration)	309309	£0.74	10-Mar-00	
60	10-Mar-00	0003100286	0019	Receipts and Payments do not balance (migration)	324217	£3,620.95	10-Mar-00	
61	10-Mar-00	0003100301	0019	Receipts and Payments do not balance (migration)	332309	£1.00	10-Mar-00	
62	10-Mar-00	0003100313	0019	Receipts and Payments do not balance (migration)	333309	£660.00	10-Mar-00	

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63	10-Mar-00	0003100317	0019	Receipts and Payments do not balance (migration)	340309	£34.38	10-Mar-00	
64	10-Mar-00	0003100333	0019	Receipts and Payments do not balance (migration)	364227	£0.44	10-Mar-00	
65	10-Mar-00	0003100342	0019	Receipts and Payments do not balance (migration)	397217	£180.00	10-Mar-00	
66	10-Mar-00	0003100347	0019	Receipts and Payments do not balance (migration)	340329	£1,153.15	15-Mar-00	
67	16-Mar-00	0003160466	0019	Receipts and Payments do not balance (migration)	280205	£30.00	16-Mar-00	
68	17-Mar-00	0003170608	0019	Receipts and Payments do not balance (migration)	060134	£1,749.09	17-Mar-00	
69	17-Mar-00	0003170617	0019	Receipts and Payments do not balance (migration)	061106	£2.00	17-Mar-00	
70	17-Mar-00	0003170620	0019	Receipts and Payments do not balance (migration)	077134	£759.84	17-Mar-00	
71	17-Mar-00	0003170623	0019	Receipts and Payments do not balance (migration)	107832	£396.00	17-Mar-00	
72	17-Mar-00	0003170625	0019	Receipts and Payments do not balance (migration)	116134	£3.60	17-Mar-00	

	Date Received	HSH Reference	Class Code	Class Description	FAD	Exception Value	Date Cleared By PW	Agreed Closure Date
73	17-Mar-00	0003170627	0019	Receipts and Payments do not balance (migration)	162711	£1.62	17-Mar-00	
74	17-Mar-00	0003170636	0019	Receipts and Payments do not balance (migration)	164327	£9.50	17-Mar-00	
75	17-Mar-00	0003170643	0019	Receipts and Payments do not balance (migration)	165226	£37.00	17-Mar-00	
76	17-Mar-00	0003170648	0019	Receipts and Payments do not balance (migration)	220309	£1,162.92	17-Mar-00	
77	17-Mar-00	0003170649	0019	Receipts and Payments do not balance (migration)	182226	£713.00	17-Mar-00	
78	17-Mar-00	0003170650	0019	Receipts and Payments do not balance (migration)	244226	£800.00	17-Mar-00	
79	17-Mar-00	0003170654	0019	Receipts and Payments do not balance (migration)	257227	£25.65	17-Mar-00	

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80	17-Mar-00	0003170655	0019	Receipts and Payments do not balance (migration)	260329	£3.00	17-Mar-00	
81	17-Mar-00	0003170656	0019	Receipts and Payments do not balance (migration)	309226	£0.30	17-Mar-00	
82	17-Mar-00	0003170657	0019	Receipts and Payments do not balance (migration)	152832	£0.70	17-Mar-00	
83	17-Mar-00	0003170653	0019	Receipts and Payments do not balance (migration)	248226	£0.03	21-Mar-00	
84	17-Mar-00	0003170661	0019	Receipts and Payments do not balance (migration)	004134	£353.47	21-Mar-00	
85	20-Mar-00	0003200988	0019	Receipts and Payments do not balance (migration)	299217	£90.00	21-Mar-00	
86	20-Mar-00	0003201119	0019	Receipts and Payments do not balance (migration)	065134	£10.76	21-Mar-00	
87	23-Mar-00	0003230646	0019	Receipts and Payments do not balance (migration)	183226	£3.00	23-Mar-00	
88	24-Mar-00	0003240429	0019	Receipts and Payments do not balance (migration)	067137	£3,701.25	24-Mar-00	
89	24-Mar-00	0003240436	0019	Receipts and Payments do not balance (migration)	131832	£87.15	24-Mar-00	
90	24-Mar-00	0003240440	0019	Receipts and Payments do not balance (migration)	143137	£0.70	24-Mar-00	

	Date Received	HSH Reference	Class Code	Class Description	FAD	Exception Value	Date Cleared By PW	Agreed Closure Date
91	24-Mar-00	0003240476	0019	Receipts and Payments do not balance (migration)	156226	£51.24	24-Mar-00	
92	24-Mar-00	0003240480	0019	Receipts and Payments do not balance (migration)	160343	£36.50	24-Mar-00	
93	24-Mar-00	0003240484	0019	Receipts and Payments do not balance (migration)	161327	£262.30	24-Mar-00	
94	24-Mar-00	0003240485	0019	Receipts and Payments do not balance (migration)	181227	£401.76	24-Mar-00	
95	24-Mar-00	0003240491	0019	Receipts and Payments do not balance (migration)	188227	£15.00	24-Mar-00	
96	24-Mar-00	0003240493	0019	Receipts and Payments do not balance (migration)	192327	£770.34	24-Mar-00	

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97	24-Mar-00	0003240503	0019	Receipts and Payments do not balance (migration)	198226	£19.00	24-Mar-00	
98	24-Mar-00	0003240510	0019	Receipts and Payments do not balance (migration)	207137	£47.50	24-Mar-00	
99	24-Mar-00	0003240519	0019	Receipts and Payments do not balance (migration)	230327	£36.10	24-Mar-00	
100	24-Mar-00	0003240521	0019	Receipts and Payments do not balance (migration)	288832	£2.85	24-Mar-00	
101	24-Mar-00	0003240523	0019	Receipts and Payments do not balance (migration)	293226	£1.10	24-Mar-00	
102	24-Mar-00	0003240527	0019	Receipts and Payments do not balance (migration)	296226	£2.00	24-Mar-00	
103	24-Mar-00	0003240532	0019	Receipts and Payments do not balance (migration)	298226	£0.82	24-Mar-00	
104	24-Mar-00	0003240553	0019	Receipts and Payments do not balance (migration)	354226	£27.36	24-Mar-00	
105	24-Mar-00	0003240567	0019	Receipts and Payments do not balance (migration)	388217	£3.00	24-Mar-00	
106	24-Mar-00	0003240571	0019	Receipts and Payments do not balance (migration)	224226	£71.51	24-Mar-00	
107	27-Mar-00	0003270481	0019	Receipts and Payments do not balance (migration)	105134	£19.21	28-Mar-00	

	Date Received	HSH Reference	Class Code	Class Description	FAD	Exception Value	Date Cleared By PW	Agreed Closure Date
1	24-Mar-00	0003240572	0020	Receipts and Payments do not balance (post migration)	081116	£0.06	28-Mar-00	
2	24-Mar-00	0003240669	0020	Receipts and Payments do not balance (post migration)	118113	£240.87	29-Mar-00	
3	24-Mar-00	0003240676	0020	Receipts and Payments do not balance (post migration)	172642	£1.62	29-Mar-00	
4	24-Mar-00	0003240678	0020	Receipts and Payments do not balance (post migration)	190702	£19.98	29-Mar-00	
5	24-Mar-00	0003240681	0020	Receipts and Payments do not balance (post migration)	217205	£6.66	29-Mar-00	

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6	24-Mar-00	0003240682	0020	Receipts and Payments do not balance (post migration)	219410	£3.18	29-Mar-00	
7	24-Mar-00	0003240683	0020	Receipts and Payments do not balance (post migration)	281523	£6.30	29-Mar-00	
8	24-Mar-00	0003240687	0020	Receipts and Payments do not balance (post migration)	291205	£16.08	29-Mar-00	
9	24-Mar-00	0003240691	0020	Receipts and Payments do not balance (post migration)	301230	£24.88	29-Mar-00	
10	24-Mar-00	0003240544	0020	Receipts and Payments do not balance (post migration)	312226	£110.88	29-Mar-00	
11	24-Mar-00	0003240693	0020	Receipts and Payments do not balance (post migration)	346230	£188.34	29-Mar-00	
12	24-Mar-00	0003240695	0020	Receipts and Payments do not balance (post migration)	346642	£7.08	29-Mar-00	
13	24-Mar-00	0003240550	0020	Receipts and Payments do not balance (post migration)	348309	£0.06	29-Mar-00	
14	24-Mar-00	0003240698	0020	Receipts and Payments do not balance (post migration)	359323	£49.20	29-Mar-00	
15	24-Mar-00	0003240700	0020	Receipts and Payments do not balance (post migration)	255328	£30.51	29-Mar-00	
16	20-Mar-00	0003201015	0020	Receipts and Payments do not balance (post migration)	158410	£9,368.40	30-Mar-00	

	Date Received	HSH Reference	Class Code	Class Description	FAD	Exception Value	Date Cleared By PW	Agreed Closure Date
1	10-Mar-00	0003100223	0044	Transaction(s) polled by TIP but not by HAPS		£5.00	13-Mar-00	
2	20-Mar-00	0003200446	0044	Transaction(s) polled by TIP but not by HAPS	073134	£0.00	21-Mar-00	
3	24-Mar-00	0003240356	0044	Transaction(s) polled by TIP but not by HAPS	182227	£0.00	27-Mar-00	

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1	21-Mar-00	0003171301	0050	Duplicate AP transaction	23920 1	£595.56	21-Mar-00	
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Report 4.2: Incidents Carried Forward

	Date Received	Red Ref.	HSH Ref.	Exception Description	Date Cleared	Exception Value
1	1-Oct-99	RED9910011076 5	E9909280205	Missing transactions	01/10/99	0.00
2	18-Oct-99	RED9910181093 3	E9910130827	Receipts and payments do not balance	12/11/99	0.00
3	8-Nov-99	RED9911081129 1	e9911020115	System Duplicates Transaction	08/11/99	22.65

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4	11-Jan-00	RED00011111718	e0001040225	No error identified	11-Jan-00	0.00
5	11-Jan-00	RED00011111716	e9912180177	Postmaster manually inputs wrong amount	11-Jan-00	0.00
6	9-Dec-99	RED99120911551	e9910300379	System Duplicates Transaction	17-Jan-00	114.62
7	10-Jan-00	RED00011011570	E991120182	TPS Harvester Agent Failure	13-Jan-00	0.00
8	9-Dec-99	RED99120911552	e9911090052	Transactions not committed - User error	19-Jan-00	75.26
9	7-Dec-99	RED99120711543	e9911190401	Transactions not committed - User error	20-Jan-00	0.00
10	11-Jan-00	RED00011111715	e0001040299	Transactions polled by TIP but not by HAPS	11-Jan-00	0.00
11	04-Feb-00	RED00020411936	e0002040220	Receipts and payments do not balance	07-Mar-00	0.25
12	04-Feb-00	RED00020411950	e0002040222	Receipts and payments do not balance	07-Mar-00	20.80
13	04-Feb-00	RED00020411951	e0002040217	Receipts and payments do not balance	07-Mar-00	3.60
14	11-Feb-00	RED00021111990	e0002110085	Receipts and payments do not balance	07-Mar-00	19.76
15	11-Feb-00	RED00021111992	e0002110091	Receipts and payments do not balance	07-Mar-00	0.30
16	18-Feb-00	RED00021812048	e0002180425	Receipts and payments do not balance	07-Mar-00	14460.32
17	18-Feb-00	RED00021812050	e0002180445	Receipts and payments do not balance	07-Mar-00	426.42
18	18-Feb-00	RED00021812051	e0002180451	Receipts and payments do not balance	07-Mar-00	1.82
19	18-Feb-00	RED00021812052	e0002180455	Receipts and payments do not balance	07-Mar-00	1492.25
20	18-Feb-00	RED00021812053	e0002180463	Receipts and payments do not balance	07-Mar-00	0.01
21	18-Feb-00	RED00021812055	e0002180720	Receipts and payments do not balance	07-Mar-00	832.00

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22	18-Feb-00	RED00021812058	e0002180508	Receipts and payments do not balance	07-Mar-00	0.30
23	18-Feb-00	RED00021812061	e0002180515	Receipts and payments do not balance	07-Mar-00	180.50
24	18-Feb-00	RED00021812062	e0002180517	Receipts and payments do not balance	07-Mar-00	100.00
25	18-Feb-00	RED00021812064	e0002180523	Receipts and payments do not balance	07-Mar-00	159.05

	Date Received	Red Ref.	HSH Ref.	Exception Description	Date Cleared	Exception Value
26	18-Feb-00	RED00021812065	e0002180524	Receipts and payments do not balance	07-Mar-00	94.07
27	18-Feb-00	RED00021812066	e0002180526	Receipts and payments do not balance	07-Mar-00	61.90
28	18-Feb-00	RED00021812070	e0002180532	Receipts and payments do not balance	07-Mar-00	2986.08
29	18-Feb-00	RED00021812072	e0002180536	Receipts and payments do not balance		554.42
30	18-Feb-00	RED00021812073	e0002180539	Receipts and payments do not balance	07-Mar-00	5.08
31	18-Feb-00	RED00021812074	e0002180544	Receipts and payments do not balance	07-Mar-00	333.00
32	18-Feb-00	RED00021812077	e0002180605	Receipts and payments do not balance	25-Feb-00	737.48
33	25-Feb-00	RED00022512113	e0002250181	Receipts and payments do not balance	25-Feb-00	2179.53
34	25-Feb-00	RED00022512117	e0002250212	Receipts and payments do not balance	25-Feb-00	1.65
35	25-Feb-00	RED00022512121	e0002250221	Receipts and payments do not balance	25-Feb-00	2098.50
36	25-Feb-00	RED00022512122	e0002250222	Receipts and payments do not balance	25-Feb-00	0.32
37	25-Feb-00	RED00022512122	e0002250231	Receipts and payments do not balance	25-Feb-00	100.00

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Management Support Unit**

MONTHLY INCIDENT REVIEW

**Ref: CS/REP/066
Version: 1.1
Date: 13.04.00**

		6				
38	25-Feb-00	RED0002251212 7	e0002250233	Receipts and payments do not balance	25-Feb-00	180.00
39	25-Feb-00	RED0002251212 8	e0002250234	Receipts and payments do not balance	25-Feb-00	0.30
40	25-Feb-00	RED0002251212 9	e0002250236	Receipts and payments do not balance	25-Feb-00	188.85
41	25-Feb-00	RED0002251213 1	e0002250240	Receipts and payments do not balance	25-Feb-00	283.20
42	25-Feb-00	RED0002251213 2	e0002250241	Receipts and payments do not balance	25-Feb-00	868.00
43	25-Feb-00	RED0002251213 3	e0002250243	Receipts and payments do not balance	25-Feb-00	1000.00
44	25-Feb-00	RED0002251213 5	e0002250244	Receipts and payments do not balance	25-Feb-00	61.90
45	25-Feb-00	RED0002251213 6	e0002250247	Receipts and payments do not balance	25-Feb-00	437.50
46	25-Feb-00	RED0002251213 7	e0002250248	Receipts and payments do not balance	25-Feb-00	0.50
47	25-Feb-00	RED0002251213 9	e0002250251	Receipts and payments do not balance	25-Feb-00	22.32
48	25-Feb-00	RED0002251214 0	e0002250252	Receipts and payments do not balance	07-Mar-00	52814.29
49	25-Feb-00	RED0002251214 1	e0002250253	Receipts and payments do not balance	07-Mar-00	2780.00
50	01-Feb-00	RED0002011190 9	e0002010127	CA report does not agree with TIP	04-Feb-00	18.95

	Date Received	Red Ref.	HSH Ref.	Exception Description	Date Cleared	Exception Value
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51	11-Feb-00	RED0002111201 2	e0002110315	CA report does not agree with TIP	07-Mar-00	0.00
52	03-Feb-00	RED0002031192 4	e0002030228	Missing transactions	07-Mar-00	0.00
53	04-Feb-00	RED0002041194 9	e0002040269	Transactions polled by TIP but not by HAPS	06-Mar-00	1.55
54	22-Feb-00	RED0002221209 9	e0002220302	Transactions polled by TIP but not by HAPS	06-Mar-00	10.00
55	22-Feb-00	RED0002221210 0	e0002220802	Transactions polled by TIP but not by HAPS	06-Mar-00	30.00
56	29-Feb-00	RED0002291217 3	e0002290478	Transactions polled by TIP but not by HAPS	06-Mar-00	10.00
57	17-Feb-00	RED0002171204 4	e0002150346	Customer Enquiry		28.25
58	03-Feb-00	RED0002031192 5	e0002030247	System Reverses transaction with incorrect details	07-Mar-00	35.00
59	04-Feb-00	RED0002041192 9	e0001260895	Committed transaction - clerk error	04-Feb-00	19.90

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5. MARCH 2000 - KEY INCIDENTS REQUIRING DISCUSSION

RED Reference	Summary	Recommendation
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None