

ICL Pathway
Customer Service
Management Support Unit

MONTHLY INCIDENT REVIEW

Ref: CS/REP/077
Version: 1.0
Date: 07.12.00

Document Title: MONTHLY INCIDENT REVIEW

Document Type: INCIDENT REVIEW – NOVEMBER 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 30th November 2000.

Status: Approved

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Approval Authority: Richard Brunskill - ICL Pathway Management Support Manager

Signature: _____ **Date:** _____

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0. DOCUMENT CONTROL

0.1 DOCUMENT HISTORY

Version	Date	Reason
1.0	07.12.00	Issued as approved

0.2 ASSOCIATED DOCUMENTS

Version	Date	Title
CS/PRO/111	16/10/00	TPS Reconciliation and Business Incident Management

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0.3 ABBREVIATIONS

MSU	ICL Pathway Management Support Unit
PO	Post Office
PON TP	Post Office Network. Transaction Processing
PON TIP	Post Office Network. Transaction Information Processing
RED	Reconciliation Exception Database
TMS	Transaction Management Service
HAPS	Host Automated Payment System
BIMS	Business Incident Management Service
MER	Manual Error Report

0.4 CHANGES IN THIS VERSION

- None

0.5 GLOSSARY OF INCIDENT CODES AND CLASSES

- Please refer to CS/PRO/111 – TPS Reconciliation and Business Incident Management.

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.

2. MANAGEMENT SUMMARY

2.1 KEY POINTS – NOVEMBER 2000

- During November the number of incidents received by MSU increased to 109, in comparison to October where 91 received and resolved by MSU. A total 98 incidents were cleared and 13 will be carried forward into December.
- The most frequently occurring incidents in November were both types of Receipts and Payments Incidents (Migration and Post Migration), with 31 incidents per category. The Migration incidents have remained at the same level, whereby the Post Migration occurrences have increased. This was followed by 17 Transactions Polled by TIP but not by HAPS, these were due to delayed transactions as reported on APSS 2133c. These transactions are added back into normal processing.
- Report 3.3 indicates that the ratio of incidents to outlets in November has remained the same at 0.01, compared to October, although the number of incidents received and handled by MSU increased. Report 3.5 shows Non Polled Outlets, whereby it can be noted on the 27th November there was a peak of one thousand plus offices due to counters remaining at POLO logon until PM's logged back on the Monday. This reduction in numbers, due to logging back onto the system, is noted on the report on Tuesday 28th November.
- The incident analysis for November indicates that the reconciliation SLA is 100%, whereby incidents were successfully cleared achieving the 5 day SLA.

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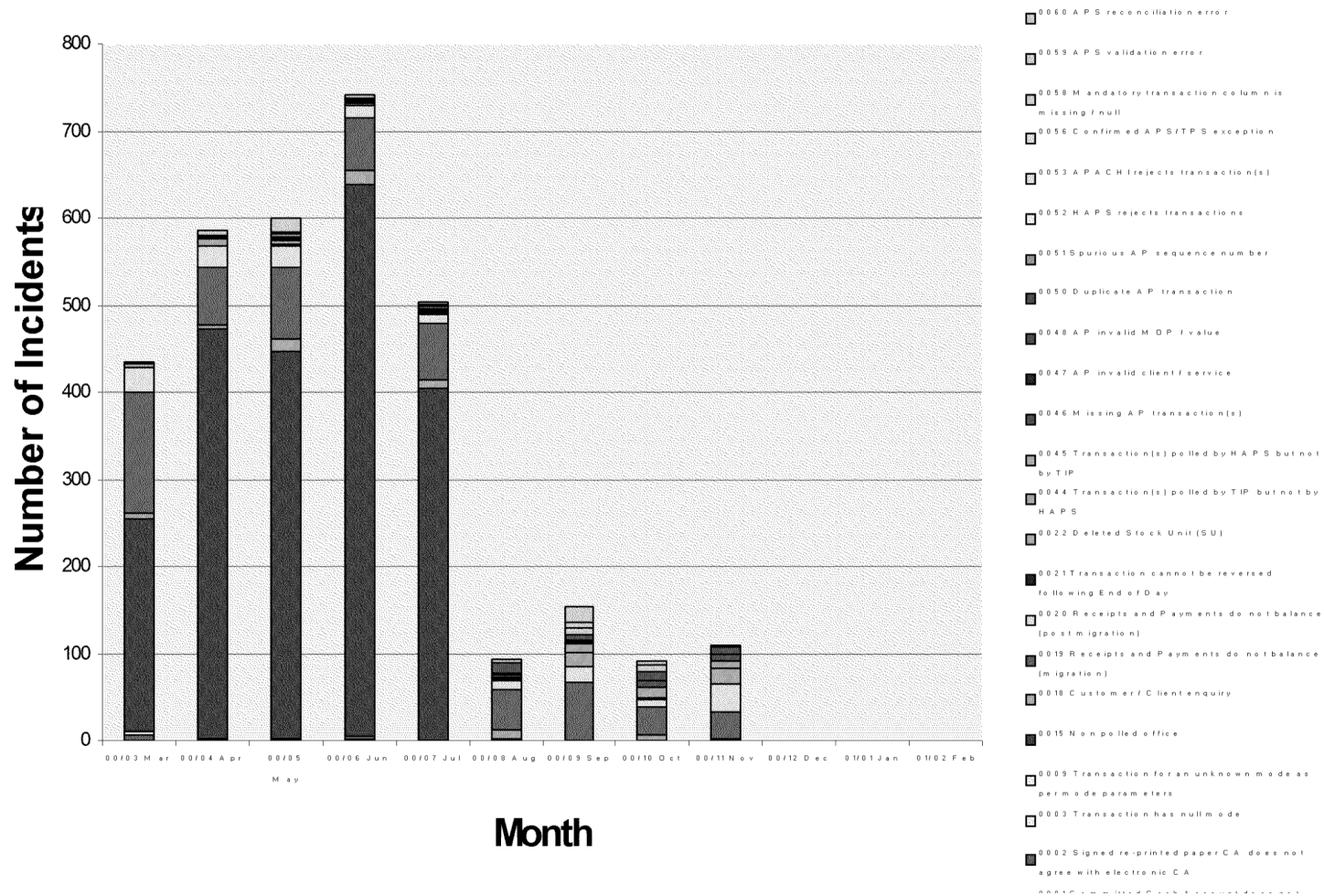
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Report 3.1: Incident Summary by Class – November 2000

Incident class	01/03/00 Received	to Cleared	31/10/00 C/F	B/F	01/11/00 Received	to Cleared	30/11/00 C/F
AP invalid client / service	4	4	0	0	0	0	0
AP invalid MOP / value	1	1	0	0	0	0	0
APACHI rejects transaction(s)	2	2	0	0	0	0	0
APS reconciliation error	23	23	0	0	0	0	0
APS validation error	6	6	0	0	0	0	0
Committed Cash Account does not agree with Electronic Cash Account	4	4	0	0	0	0	0
Confirmed APS/TPS exception	2	2	0	0	0	0	0
Customer / Client enquiry	66	65	1	1	1	2	0
Deleted Stock Unit (SU)	1	1	0	0	0	0	0
Duplicate AP transaction	35	34	1	1	9	8	2
HAPS rejects transactions	1	1	0	0	0	0	0
Mandatory transaction column is missing / null	51	51	0	0	1	1	0
Missing AP transaction(s)	14	14	0	0	8	8	0
Non polled office	2197	2197	0	0	0	0	0
Receipts and Payments do not balance (migration)	559	559	0	0	31	30	1
Receipts and Payments do not balance (post migration)	137	137	0	0	31	24	7
Signed re-printed paper CA does not agree with electronic CA	11	11	0	0	0	0	0
Spurious AP sequence number	6	6	0	0	1	1	0
Transaction cannot be reversed following End of Day	2	2	0	0	1	1	0
Transaction for an unknown mode as per mode parameters	7	7	0	0	0	0	0
Transaction has null mode	1	1	0	0	1	1	0
Transaction(s) polled by HAPS but not by TIP	21	21	0	0	8	8	0
Transaction(s) polled by TIP but not by HAPS	51	51	0	0	17	14	3
Total	3202	3200	2	2	109	98	13

Report 3.2: Incidents Received By Class – November 2000

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Report 3.2: Incidents Received By Class – November 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	½ Feb
0001	Committed Cash Account does not agree with Electronic Cash Account	1	0	1	0	0	2	0	0	0	0	0	0
0002	Signed re-printed paper CA does not agree with electronic CA	6	2	0	3	0	0	0	0	0	0	0	0
0003	Transaction has null mode	0	0	0	0	0	1	0	0	1	0	0	0
0009	Transaction for an unknown mode as per mode parameters	3	1	1	2	0	0	0	0	0	0	0	0
0015	Non polled office	245	470	445	633	404	0	0	0	0	0	0	0
0018	Customer / Client enquiry	6	3	14	16	11	9	0	7	1	0	0	0
0019	Receipts and Payments do not balance (migration)	140	68	83	61	63	46	67	31	31	0	0	0
0020	Receipts and Payments do not balance (post migration)	27	23	24	15	10	11	18	9	31	0	0	0
0021	Transaction cannot be reversed following End of Day	0	0	0	0	0	1	0	1	1	0	0	0
0022	Deleted Stock Unit (SU)	0	0	1	0	0	0	0	0	0	0	0	0
0044	Transaction(s) polled by TIP but not by HAPS	4	9	4	1	3	2	16	12	17	0	0	0
0045	Transaction(s) polled by HAPS but not by TIP	0	2	3	1	1	3	10	1	8	0	0	0
0046	Missing AP transaction(s)	0	0	2	0	3	0	2	7	8	0	0	0
0047	AP invalid client / service	0	0	0	0	0	1	3	0	0	0	0	0
0048	AP invalid MOP / value	0	0	0	1	0	0	0	0	0	0	0	0
0050	Duplicate AP transaction	2	1	0	1	4	12	5	10	9	0	0	0
0051	Spurious AP sequence number	0	0	3	1	2	0	0	0	1	0	0	0
0052	HAPS rejects transactions	0	0	1	0	0	0	0	0	0	0	0	0
0053	APACHI rejects transaction(s)	0	0	1	1	0	0	0	0	0	0	0	0
0056	Confirmed APS/TPS exception	0	1	0	1	0	0	0	0	0	0	0	0
0058	Mandatory transaction column is missing / null	0	5	17	5	3	5	8	8	1	0	0	0
0059	APS validation error	0	0	0	0	0	0	6	0	0	0	0	0
0060	APS reconciliation error	0	0	0	0	0	0	18	5	0	0	0	0
		434	585	600	742	504	93	153	91	109	0	0	0

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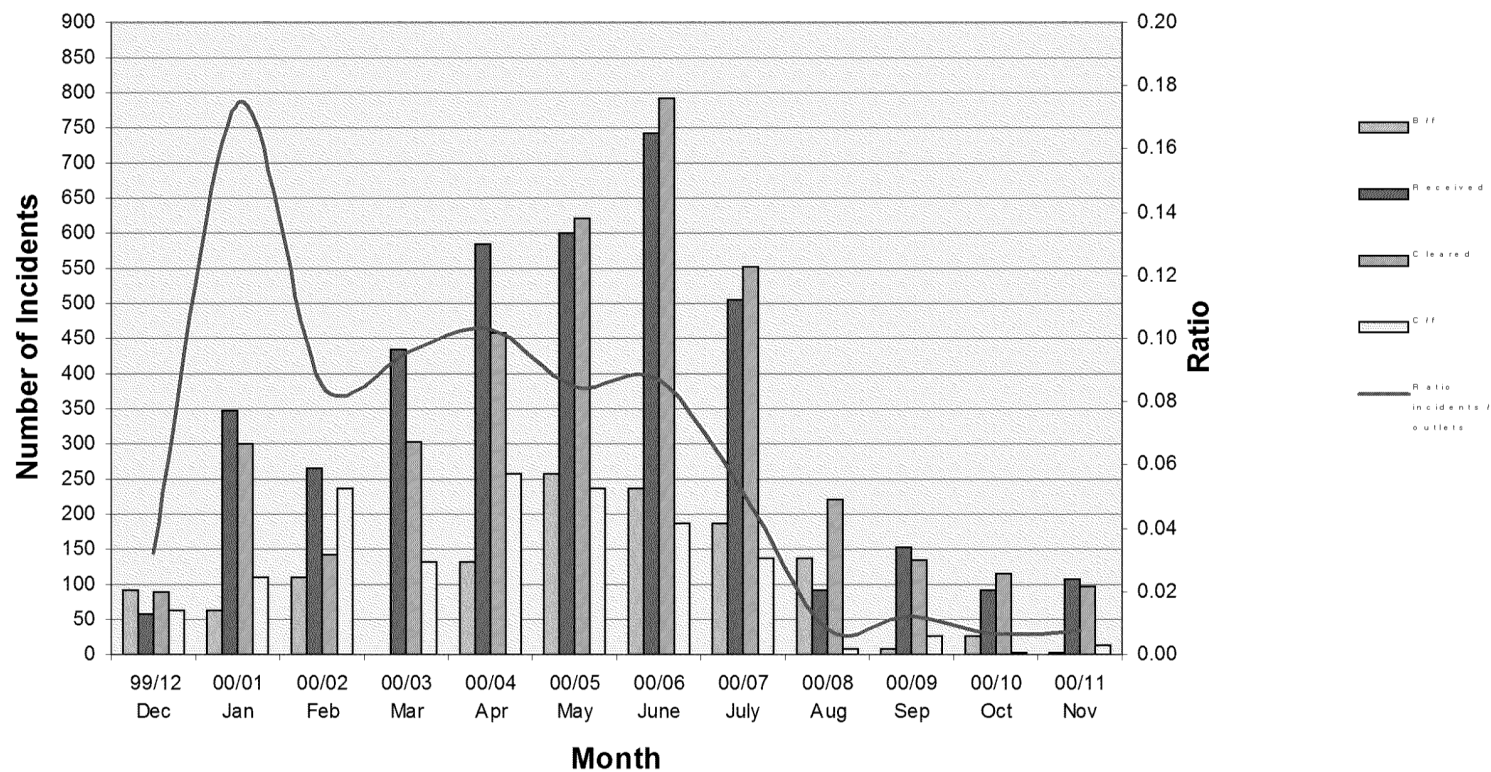
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Report 3.3: Business Incidents – November 2000



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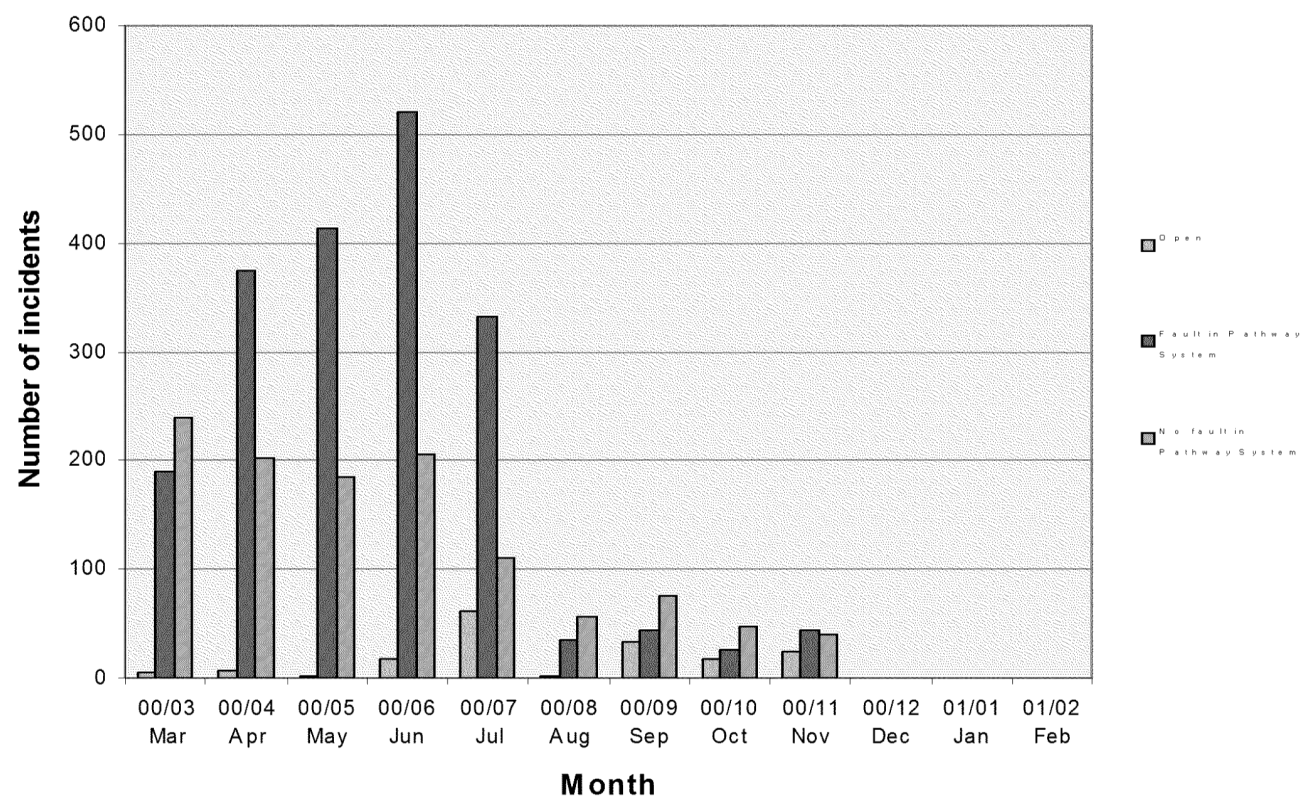
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Table 3.3: Business Incidents – November 2000

	99/12 Dec	00/01 Jan	00/02 Feb	00/03 Mar	00/04 Apr	00/05 May	00/06 June	00/07 July	00/08 Aug	00/09 Sep	00/10 Oct	00/11 Nov
B/f	92	62	111	0	132	258	238	186	137	8	26	2
Received	59	348	267	434	585	600	742	504	93	153	91	109
Cleared	89	299	141	302	459	620	792	553	222	135	115	98
C/f	62	111	237	132	258	238	186	137	8	26	2	13
Ratio incidents / outlets	0.03	0.17	0.09	0.10	0.10	0.08	0.09	0.05	0.01	0.01	0.01	0.01

Report 3.4: Closure Status of Incidents – November 2000

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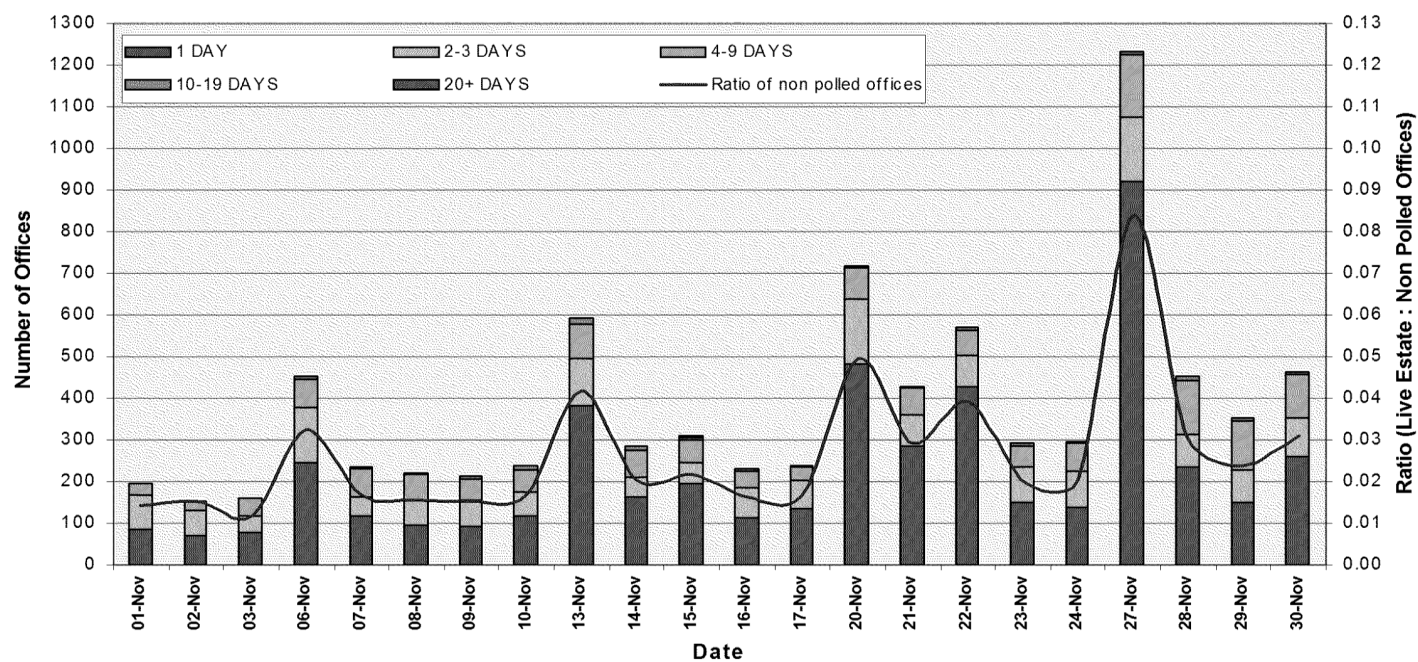
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Table 3.4: Closure Status of Incidents – November 2000

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	01/01 Jan	½ Feb
Open	5	7	2	17	61	1	34	18	25	0	0	0
Fault in Pathway System	190	375	414	520	333	36	44	26	44	0	0	0
No fault in Pathway System	239	203	184	205	110	56	75	47	40	0	0	0

Report 3.5: Non Polled Offices – November 2000**Non Polled Offices**

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Table 3.5: Non Polled Offices - November 2000

DATE	01-Nov	02-Nov	03-Nov	06-Nov	07-Nov	08-Nov	09-Nov	10-Nov	13-Nov	14-Nov	15-Nov
1 DAY	86	70	77	248	118	95	94	119	383	164	195
2-3 DAYS	83	61	40	130	47	61	64	57	112	45	52
4-9 DAYS	28	22	43	69	67	61	49	53	85	66	53
10-19 DAYS	0	1	1	6	4	5	8	11	13	12	8
20+ DAYS	0	0	0	0	0	0	0	0	0	0	1
TOTAL	197	154	161	453	236	222	215	240	593	287	309

DATE	16-Nov	17-Nov	20-Nov	21-Nov	22-Nov	23-Nov	24-Nov	27-Nov	28-Nov	29-Nov	30-Nov
1 DAY	115	137	481	284	429	150	141	921	234	151	261
2-3 DAYS	70	65	160	75	76	86	83	153	80	77	92
4-9 DAYS	39	35	74	66	61	51	70	150	128	118	104
10-19 DAYS	8	4	3	2	4	5	3	9	11	8	6
20+ DAYS	1	0	0	0	0	0	0	0	0	1	1
TOTAL	233	241	718	427	570	292	297	1233	453	355	464

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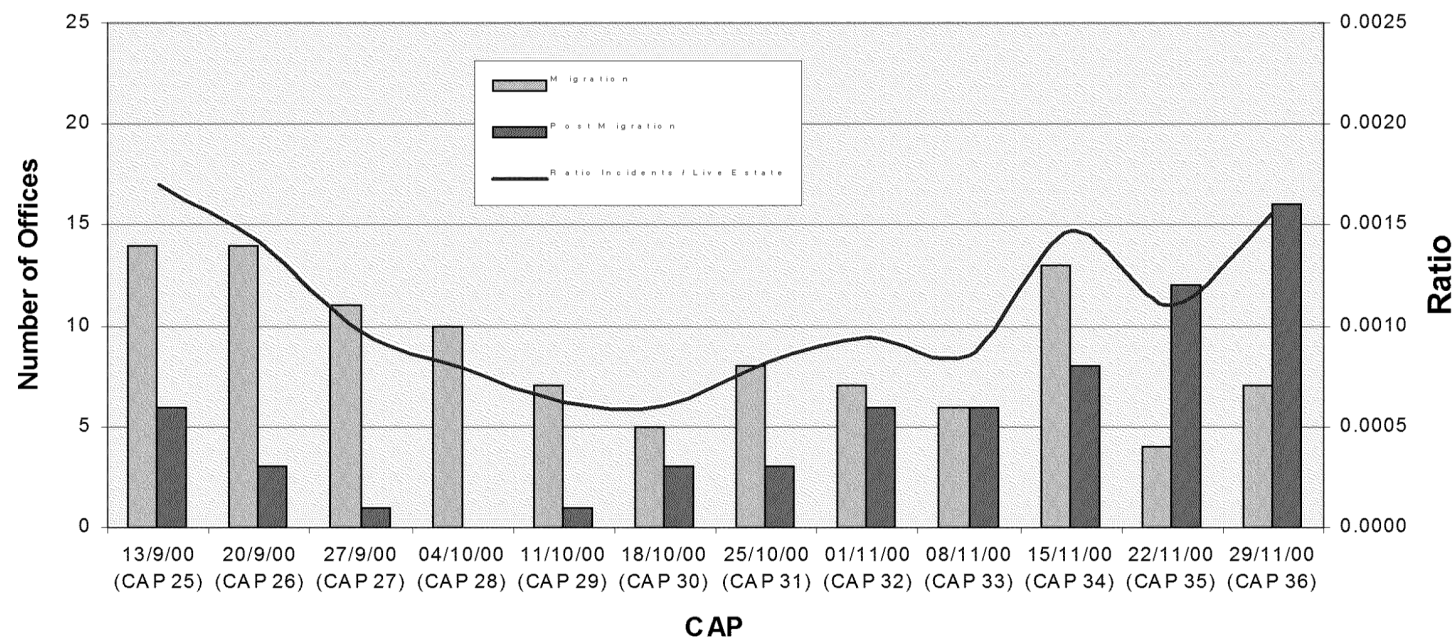
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Report 3.6: Receipts and Payments Incidents by CAP – November 2000



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

CAP	13/9/00 (CAP 25)	20/9/00 (CAP 26)	27/9/00 (CAP 27)	04/10/00 (CAP 28)	11/10/00 (CAP 29)	18/10/00 (CAP 30)	25/10/00 (CAP 31)	01/11/00 (CAP 32)	08/11/00 (CAP 33)	15/11/00 (CAP 34)	22/11/00 (CAP 35)	29/11/00 (CAP 36)
Migration	14	14	11	10	7	5	8	7	6	13	4	7
Post Migration	6	3	1	0	1	3	3	6	6	8	12	16
Live Estate	11755	12051	12344	12629	12919	13208	13491	13758	14024	14291	14542	14803
Ratio Incidents / Live Estate	0.0017	0.0014	0.0010	0.0008	0.0006	0.0006	0.0008	0.0009	0.0009	0.0015	0.0011	0.0016

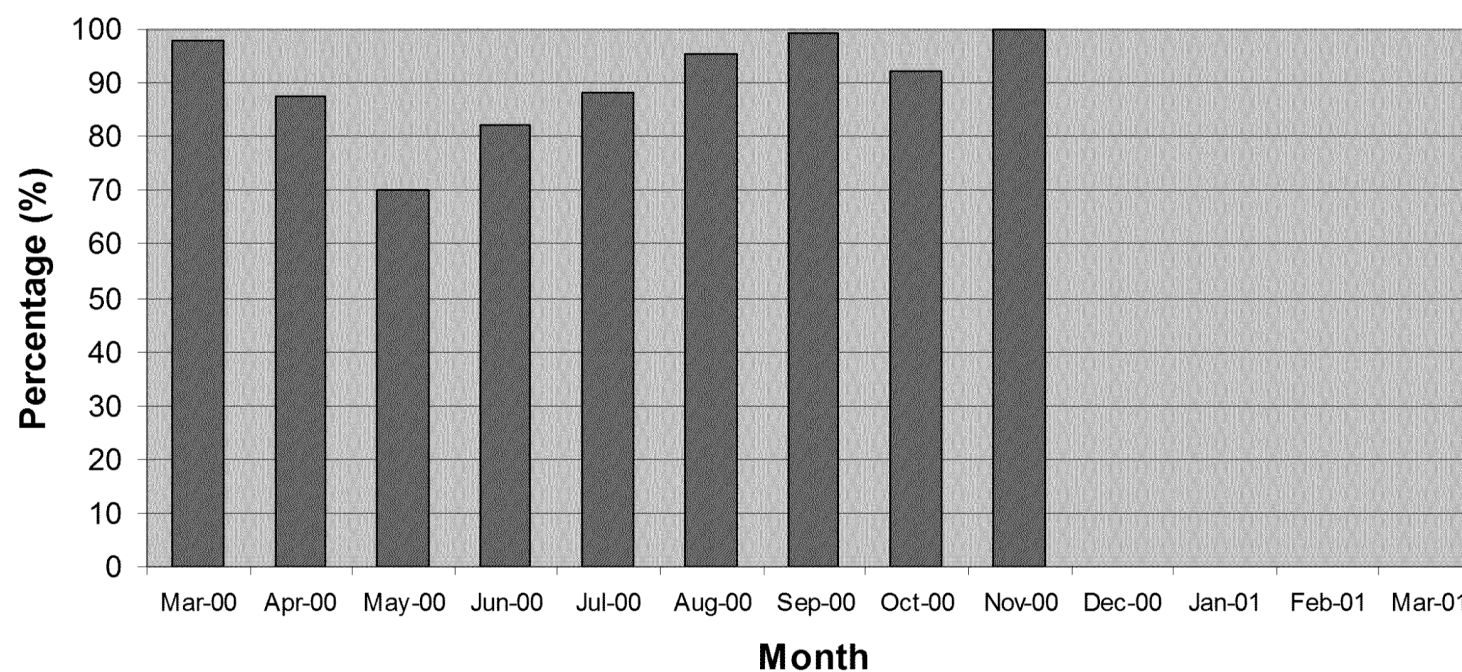
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3.7 5 Day Reconciliation SLA – November 2000

5 Day Reconciliation SLA



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

Date Received	HSH Reference	Class Code	Class Description	Exception Value	FAD	Date Cleared by PW	Agreed Closure Date	Comments	TP REF
08-Nov-00	0011080896	0003	Transaction has null mode	£78.65	004549	08-Nov-00			
Date Received	HSH Reference	Class Code	Class Description	Exception Value	FAD	Date Cleared by PW	Agreed Closure Date	Comments	TP REF
31-Oct-00	0010312093	0018	Customer / Client enquiry	£0.00		08-Nov-00			
03-Nov-00	0011031779	0018	Customer / Client enquiry	£0.00	170007	08-Nov-00			
Date Received	HSH Reference	Class Code	Class Description	Exception Value	FAD	Date Cleared by PW	Agreed Closure Date	Comments	TP REF
03-Nov-00	0011031108	0019	Receipts and Payments do not balance (migration)	£46.80	059130	07-Nov-00			
03-Nov-00	0011031113	0019	Receipts and Payments do not balance (migration)	£1.29	179709	07-Nov-00			
03-Nov-00	0011031115	0019	Receipts and Payments do not balance (migration)	£48.69	190337	07-Nov-00			
03-Nov-00	0011031119	0019	Receipts and Payments do not balance (migration)	£0.61	233337	07-Nov-00			
03-Nov-00	0011031124	0019	Receipts and Payments do not balance (migration)	£0.04	310227	07-Nov-00			
03-Nov-00	0011031131	0019	Receipts and Payments do not balance (migration)	£97.72	007227	07-Nov-00			

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Date Received	HSH Reference	Class Code	Class Description	Exception Value	FAD	Date Cleared by PW	Agreed Closure Date	Comments	TP REF
03-Nov-00	0011031144	0019	Receipts and Payments do not balance (migration)	£20.00	055008	07-Nov-00			
10-Nov-00	0011030968	0019	Receipts and Payments do not balance (migration)	£0.24	273230	10-Nov-00			
10-Nov-00	0011101138	0019	Receipts and Payments do not balance (migration)	£1.25	187202	14-Nov-00			
10-Nov-00	0011101141	0019	Receipts and Payments do not balance (migration)	£80.50	193202	14-Nov-00			
10-Nov-00	0011101144	0019	Receipts and Payments do not balance (migration)	£7,100.00	283320	14-Nov-00			
10-Nov-00	0011101149	0019	Receipts and Payments do not balance (migration)	£0.18	492201	14-Nov-00			
10-Nov-00	0011101168	0019	Receipts and Payments do not balance (migration)	£188.10	395311	14-Nov-00			
17-Nov-00	0011171078	0019	Receipts and Payments do not balance (migration)	£0.80	530323	20-Nov-00			
17-Nov-00	0011171081	0019	Receipts and Payments do not balance (migration)	£8.00	228941	20-Nov-00			
17-Nov-00	0011171056	0019	Receipts and Payments do not balance (migration)	£85.68	107941	20-Nov-00			

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Date Received	HSH Reference	Class Code	Class Description	Exception Value	FAD	Date Cleared by PW	Agreed Closure Date	Comments	TP REF
17-Nov-00	0011171062	0019	Receipts and Payments do not balance (migration)	£0.05	140941	20-Nov-00			
17-Nov-00	0011171065	0019	Receipts and Payments do not balance (migration)	£1.00	194941	20-Nov-00			
17-Nov-00	0011171070	0019	Receipts and Payments do not balance (migration)	£0.90	358311	20-Nov-00			
17-Nov-00	0011171084	0019	Receipts and Payments do not balance (migration)	£6.40	164306	20-Nov-00			
17-Nov-00	0011171086	0019	Receipts and Payments do not balance (migration)	£800.00	237306	20-Nov-00			
17-Nov-00	0011171077	0019	Receipts and Payments do not balance (migration)	£6.04	449323	21-Nov-00			
20-Nov-00	0011201803	0019	Receipts and Payments do not balance (migration)	£77.32	322226	21-Nov-00			
20-Nov-00	0011201810	0019	Receipts and Payments do not balance (migration)	£0.01	229242	21-Nov-00			
24-Nov-00	0011180984	0019	Receipts and Payments do not balance (migration)	£4,755.81	346230	24-Nov-00			
20-Nov-00	0011201812	0019	Receipts and Payments do not balance (migration)	£36.24	003702	27-Nov-00			

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Date Received	HSH Reference	Class Code	Class Description	Exception Value	FAD	Date Cleared by PW	Agreed Closure Date	Comments	TP REF
24-Nov-00	0011240584	0019	Receipts and Payments do not balance (migration)	£108.62	320340	27-Nov-00			
24-Nov-00	0011240589	0019	Receipts and Payments do not balance (migration)	£483.40	432641	27-Nov-00			
24-Nov-00	0011240577	0019	Receipts and Payments do not balance (migration)	£219.00	147832	28-Nov-00			
28-Nov-00	0011281701	0019	Receipts and Payments do not balance (migration)	£1.54	158349	28-Nov-00			
Date Received	HSH Reference	Class Code	Class Description	Exception Value	FAD	Date Cleared by PW	Agreed Closure Date	Comments	TP REF
03-Nov-00	0011031138	0020	Receipts and Payments do not balance (post migration)	£30.00	179504	07-Nov-00			
03-Nov-00	0011031142	0020	Receipts and Payments do not balance (post migration)	£43.72	257306	07-Nov-00			
03-Nov-00	0011031145	0020	Receipts and Payments do not balance (post migration)	£12.20	463311	07-Nov-00			
03-Nov-00	0011031146	0020	Receipts and Payments do not balance (post migration)	£753.52	002014	07-Nov-00			

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Date Received	HSH Reference	Class Code	Class Description	Exception Value	FAD	Date Cleared by PW	Agreed Closure Date	Comments	TP REF
03-Nov-00	0011031134	0020	Receipts and Payments do not balance (post migration)	£5,616.85	156313	08-Nov-00			
10-Nov-00	0011101172	0020	Receipts and Payments do not balance (post migration)	£0.75	460614	14-Nov-00			
10-Nov-00	0011101163	0020	Receipts and Payments do not balance (post migration)	£8,167.41	281238	15-Nov-00			
15-Nov-00	0011092521	0020	Receipts and Payments do not balance (post migration)	£48.86	007227	15-Nov-00			
10-Nov-00	0011101153	0020	Receipts and Payments do not balance (post migration)	£26.66	226432	17-Nov-00			
10-Nov-00	0011101158	0020	Receipts and Payments do not balance (post migration)	£609.18	277207	17-Nov-00			
15-Nov-00	0011092335	0020	Receipts and Payments do not balance (post migration)	£722.28	335406	22-Nov-00			
17-Nov-00	0011171093	0020	Receipts and Payments do not balance (post migration)	£14.25	185226	23-Nov-00			

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Date Received	HSH Reference	Class Code	Class Description	Exception Value	FAD	Date Cleared by PW	Agreed Closure Date	Comments	TP REF
17-Nov-00	0011171095	0020	Receipts and Payments do not balance (post migration)	£0.10	189207	23-Nov-00			
13-Nov-00	0011131207	0020	Receipts and Payments do not balance (post migration)	£510.00	166405	24-Nov-00			
17-Nov-00	0011171087	0020	Receipts and Payments do not balance (post migration)	£15.00	147130	24-Nov-00			
17-Nov-00	0011171091	0020	Receipts and Payments do not balance (post migration)	£3,054.00	166405	24-Nov-00			
20-Nov-00	0011201807	0020	Receipts and Payments do not balance (post migration)	£95.00	066129	24-Nov-00			
23-Nov-00	0011154791	0020	Receipts and Payments do not balance (post migration)	£3.99	470323	24-Nov-00			
24-Nov-00	0011240619	0020	Receipts and Payments do not balance (post migration)	£95.00	066129	24-Nov-00			
24-Nov-00	0011240621	0020	Receipts and Payments do not balance (post migration)	£400.00	237306	24-Nov-00			

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20-Nov-00	0011201795	0020	Receipts and Payments do not balance (post migration)	£473.00	126824	27-Nov-00			
20-Nov-00	0011201815	0020	Receipts and Payments do not balance (post migration)	£3,236.00	145004	27-Nov-00			
24-Nov-00	0011223033	0020	Receipts and Payments do not balance (post migration)	£40.86	173306	29-Nov-00			
24-Nov-00	0011222317	0020	Receipts and Payments do not balance (post migration)	£10.89	161114	29-Nov-00			
Date Received	HSH Reference	Class Code	Class Description	Exception Value	FAD	Date Cleared by PW	Agreed Closure Date	Comments	TP REF
14-Nov-00	0011063286	0021	Transaction cannot be reversed following End of Day	£11.92	239546	14-Nov-00			
Date Received	HSH Reference	Class Code	Class Description	Exception Value	FAD	Date Cleared by PW	Agreed Closure Date	Comments	TP REF
01-Nov-00	0011012345	0044	Transaction(s) polled by TIP but not by HAPS	£92.69	198555	06-Nov-00			
03-Nov-00	0011030938	0044	Transaction(s) polled by TIP but not by HAPS	£426.46	295432	07-Nov-00			
06-Nov-00	0011061385	0044	Transaction(s) polled by TIP but not by HAPS	£1,857.17	295432	07-Nov-00			

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Date Received	HSH Reference	Class Code	Class Description	Exception Value	FAD	Date Cleared by PW	Agreed Closure Date	Comments	TP REF
07-Nov-00	0011071160	0044	Transaction(s) polled by TIP but not by HAPS	£2,778.49		08-Nov-00			
09-Nov-00	0011090969	0044	Transaction(s) polled by TIP but not by HAPS	£4,331.89		10-Nov-00			
08-Nov-00	0011081388	0044	Transaction(s) polled by TIP but not by HAPS	£1,675.28	395641	13-Nov-00			
10-Nov-00	0011100946	0044	Transaction(s) polled by TIP but not by HAPS	£15.00	103843	13-Nov-00			
17-Nov-00	0011171006	0044	Transaction(s) polled by TIP but not by HAPS	-£58.85	211548	21-Nov-00			
15-Nov-00	0011151285	0044	Transaction(s) polled by TIP but not by HAPS	£4.00	072900	22-Nov-00			
20-Nov-00	0011201732	0044	Transaction(s) polled by TIP but not by HAPS	£1,984.76	435340	23-Nov-00			
22-Nov-00	0011221318	0044	Transaction(s) polled by TIP but not by HAPS	-£25.00		24-Nov-00			
20-Nov-00	0011201735	0044	Transaction(s) polled by TIP but not by HAPS	-£124.14		24-Nov-00			
22-Nov-00	0011221312	0044	Transaction(s) polled by TIP but not by HAPS	£65.00	235820	29-Nov-00			
28-Nov-00	0011281023	0044	Transaction(s) polled by TIP but not by HAPS	£69.62	010004	29-Nov-00			

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16-Nov-00	0011161201	0045	Transaction(s) polled by HAPS but not by TIP	£2,729.57		17-Nov-00			
20-Nov-00	0011201819	0045	Transaction(s) polled by HAPS but not by TIP	£96.63	282632	21-Nov-00			
20-Nov-00	0011201719	0045	Transaction(s) polled by HAPS but not by TIP	£5,796.79		22-Nov-00			
17-Nov-00	0011171001	0045	Transaction(s) polled by HAPS but not by TIP	£2,925.46		22-Nov-00			
20-Nov-00	0011201728	0045	Transaction(s) polled by HAPS but not by TIP	£2,478.40		22-Nov-00			
21-Nov-00	0011211285	0045	Transaction(s) polled by HAPS but not by TIP	£3,126.78		22-Nov-00			
23-Nov-00	0011230826	0045	Transaction(s) polled by HAPS but not by TIP	£983.96	181424	24-Nov-00			
20-Nov-00	0011201817	0045	Transaction(s) polled by HAPS but not by TIP	£44,347.96	238422	27-Nov-00			
Date Received	HSH Reference	Class Code	Class Description	Exception Value	FAD	Date Cleared by PW	Agreed Closure Date	Comments	TP REF
07-Nov-00	0011061450	0046	Missing AP transaction(s)	£10.00	262604	07-Nov-00			
06-Nov-00	0011060931	0046	Missing AP transaction(s)	£17.94	389311	13-Nov-00			
08-Nov-00	0011081899	0046	Missing AP transaction(s)	£50.93	109025	13-Nov-00			
06-Nov-00	0011060891	0046	Missing AP transaction(s)	£280.00	122948	14-Nov-00			

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08-Nov-00	0011081937	0046	Missing AP transaction(s)	£25.09	006907	14-Nov-00			
10-Nov-00	0011092520	0046	Missing AP transaction(s)	£70.00	052124	14-Nov-00			
23-Nov-00	0011230454	0046	Missing AP transaction(s)	£48.26	239207	30-Nov-00			
28-Nov-00	0011280866	0046	Missing AP transaction(s)	£0.00	182337	30-Nov-00			
Date Received	HSH Reference	Class Code	Class Description	Exception Value	FAD	Date Cleared by PW	Agreed Closure Date	Comments	TP REF
26-Oct-00	0010260328	0050	Duplicate AP transaction	£262.67	228907	01-Nov-00			
02-Nov-00	0011012386	0050	Duplicate AP transaction	£300.06	198555	07-Nov-00			
07-Nov-00	0010271023	0050	Duplicate AP transaction	£2.00	270329	07-Nov-00			
07-Nov-00	0010200505	0050	Duplicate AP transaction	£226.04	142849	07-Nov-00			
13-Nov-00	0011081412	0050	Duplicate AP transaction	£5.00	327611	14-Nov-00			
28-Nov-00	0011201982	0050	Duplicate AP transaction	£7.63	394246	28-Nov-00			
28-Nov-00	0011281669	0050	Duplicate AP transaction	£70.00	360226	29-Nov-00			
28-Nov-00	0011281691	0050	Duplicate AP transaction	£31.50	006321	29-Nov-00			
Date Received	HSH Reference	Class Code	Class Description	Exception Value	FAD	Date Cleared by PW	Agreed Closure Date	Comments	TP REF
13-Nov-00	0011072998	0051	Spurious AP sequence number	£0.00	099904	13-Nov-00			

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Date Received	HSH Reference	Class Code	Class Description	Exception Value	FAD	Date Cleared by PW	Agreed Closure Date	Comments	TP REF
17-Nov-00	0011171103	0058	Mandatory transaction column is missing / null	£6.00	007205	17-Nov-00			

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Date Received	HSH Reference	Class Code	Class Description	Exception Value	FAD	Date Cleared by PW	Agreed Closure Date	Comments	TP REF
13-Oct-00	0010131408	0018	Customer / Client enquiry	£20,000.00	212844	19-Oct-00			
19-Oct-00	0010172607	0018	Customer / Client enquiry	£5.00	154320	19-Oct-00			
19-Oct-00	0009071395	0018	Customer / Client enquiry	£30.00	169227	19-Oct-00			
20-Oct-00	0010191716	0018	Customer / Client enquiry	£0.00		23-Oct-00			
30-Oct-00	0010241229	0018	Customer / Client enquiry	£5.00	290309	30-Oct-00			
31-Oct-00	0010312093	0018	Customer / Client enquiry	£0.00					

Date Received	HSH Reference	Class Code	Class Description	Exception Value	FAD	Date Cleared by PW	Agreed Closure Date	Comments	TP REF
02-Oct-00	0010021323	0019	Receipts and Payments do not balance (migration)	£608.00	250539	09-Oct-00			
06-Oct-00	00100686	0019	Receipts and Payments do not balance (migration)	£0.08	228539	09-Oct-00			
06-Oct-00	00100694	0019	Receipts and Payments do not balance (migration)	£0.30	273539	10-Oct-00			

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Date Received	HSH Reference	Class Code	Class Description	Exception Value	FAD	Date Cleared by PW	Agreed Closure Date	Comments	TP REF
06-Oct-00	00100698	0019	Receipts and Payments do not balance (migration)	£1.48	456539	09-Oct-00			
06-Oct-00	00100705	0019	Receipts and Payments do not balance (migration)	£8.00	487614	10-Oct-00			
11-Oct-00	0010111210	0019	Receipts and Payments do not balance (migration)	£17.88	294539	17-Oct-00			
13-Oct-00	0010130929	0019	Receipts and Payments do not balance (migration)	£3.25	145106	17-Oct-00			
13-Oct-00	0010130932	0019	Receipts and Payments do not balance (migration)	£19.92	169604	17-Oct-00			
13-Oct-00	0010130937	0019	Receipts and Payments do not balance (migration)	£0.80	182519	17-Oct-00			
13-Oct-00	0010130938	0019	Receipts and Payments do not balance (migration)	£80.70	215604	17-Oct-00			
13-Oct-00	0010130943	0019	Receipts and Payments do not balance (migration)	£4.00	014005	17-Oct-00			
19-Oct-00	0010191224	0019	Receipts and Payments do not balance (migration)	£0.05	079104	19-Oct-00			
19-Oct-00	0010121703	0019	Receipts and Payments do not balance (migration)	£36,042.02	160114	24-Oct-00			
20-Oct-00	0010200477	0019	Receipts and Payments do not balance (migration)	£4,520.00	252555	20-Oct-00			

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Date Received	HSH Reference	Class Code	Class Description	Exception Value	FAD	Date Cleared by PW	Agreed Closure Date	Comments	TP REF
20-Oct-00	0010200485	0019	Receipts and Payments do not balance (migration)	£5.00	058104	20-Oct-00			
25-Oct-00	0010252733	0019	Receipts and Payments do not balance (migration)	£7,111.65	456614	31-Oct-00			
27-Oct-00	0010271726	0019	Receipts and Payments do not balance (migration)	£10.00	089136	30-Oct-00			
27-Oct-00	0010271737	0019	Receipts and Payments do not balance (migration)	£3.00	189205	30-Oct-00			
27-Oct-00	0010271739	0019	Receipts and Payments do not balance (migration)	£18.00	209555	30-Oct-00			
27-Oct-00	0010271740	0019	Receipts and Payments do not balance (migration)	£47.56	298205	30-Oct-00			
27-Oct-00	0010271743	0019	Receipts and Payments do not balance (migration)	£11.00	428311	30-Oct-00			
27-Oct-00	0010271745	0019	Receipts and Payments do not balance (migration)	£5.98	492246	30-Oct-00			

Date Received	HSH Reference	Class Code	Class Description	Exception Value	FAD	Date Cleared by PW	Agreed Closure Date	Comments	TP REF
05-Oct-00	0009221623	0020	Receipts and Payments do not balance (post migration)	£152.82	275801	05-Oct-00			

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Date Received	HSH Reference	Class Code	Class Description	Exception Value	FAD	Date Cleared by PW	Agreed Closure Date	Comments	TP REF
05-Oct-00	0009220823	0020	Receipts and Payments do not balance (post migration)	£1,015.00	056009	05-Oct-00			
20-Oct-00	0010191233	0020	Receipts and Payments do not balance (post migration)	£717.00	070422	27-Oct-00			
27-Oct-00	0010271747	0020	Receipts and Payments do not balance (post migration)	£21,656.00	002420	31-Oct-00			
27-Oct-00	0010271749	0020	Receipts and Payments do not balance (post migration)	£717.00	070422	30-Oct-00			
27-Oct-00	0010271750	0020	Receipts and Payments do not balance (post migration)	£675.00	060014	30-Oct-00			
27-Oct-00	0010271748	0020	Receipts and Payments do not balance (post migration)	£10,828.00	002420	31-Oct-00			
31-Oct-00	0010311776	0020	Receipts and Payments do not balance (post migration)	£753.52	002014	31-Oct-00			

Date Received	HSH Reference	Class Code	Class Description	Exception Value	FAD	Date Cleared by PW	Agreed Closure Date	Comments	TP REF
17-Oct-00	0009231007	0021	Transaction cannot be reversed following End of Day	£125.51	189539	17-Oct-00			

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Date Received	HSH Reference	Class Code	Class Description	Exception Value	FAD	Date Cleared by PW	Agreed Closure Date	Comments	TP REF
05-Oct-00	0010050885	0044	Transaction(s) polled by TIP but not by HAPS	£2.00		05-Oct-00			
12-Oct-00	0010121283	0044	Transaction(s) polled by TIP but not by HAPS	-£286.47		19-Oct-00			
12-Oct-00	0010121321	0044	Transaction(s) polled by TIP but not by HAPS	£718.02		19-Oct-00			
12-Oct-00	0010121671	0044	Transaction(s) polled by TIP but not by HAPS	£80.00		19-Oct-00			
16-Oct-00	0010161176	0044	Transaction(s) polled by TIP but not by HAPS	£25.75	159329	23-Oct-00			
19-Oct-00	0010190970	0044	Transaction(s) polled by TIP but not by HAPS	£15.00	341832	25-Oct-00			
19-Oct-00	0010190990	0044	Transaction(s) polled by TIP but not by HAPS	-£464.00	157604	25-Oct-00			
20-Oct-00	0010200750	0044	Transaction(s) polled by TIP but not by HAPS	£89.74		25-Oct-00			
27-Oct-00	0010271412	0044	Transaction(s) polled by TIP but not by HAPS	£6.52	174205	31-Oct-00			
27-Oct-00	0010271418	0044	Transaction(s) polled by TIP but not by HAPS	-£142.32		31-Oct-00			

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Date Received	HSH Reference	Class Code	Class Description	Exception Value	FAD	Date Cleared by PW	Agreed Closure Date	Comments	TP REF
09-Oct-00	0010091610	0046	Missing AP transaction(s)	£46.00	157546	11-Oct-00			
11-Oct-00	0010112218	0046	Missing AP transaction(s)	£44.73	017907	12-Oct-00			
17-Oct-00	0009250648	0046	Missing AP transaction(s)	£35.30	189818	17-Oct-00			
18-Oct-00	0010061535	0046	Missing AP transaction(s)	£17.63	250340	18-Oct-00			
18-Oct-00	0009150248	0046	Missing AP transaction(s)	£93.24	268715	18-Oct-00			
20-Oct-00	0010191685	0046	Missing AP transaction(s)	£0.00	508201	24-Oct-00			

Date Received	HSH Reference	Class Code	Class Description	Exception Value	FAD	Date Cleared by PW	Agreed Closure Date	Comments	TP REF
09-Oct-00	0009281277	0050	Duplicate AP transaction	£175.32	189714	09-Oct-00			
17-Oct-00	0009212961	0050	Duplicate AP transaction	£43.27	171410	17-Oct-00			
17-Oct-00	0009260318	0050	Duplicate AP transaction	£59.85	005948	17-Oct-00			
17-Oct-00	0010160805	0050	Duplicate AP transaction	£8.00	006406	18-Oct-00			
19-Oct-00	0009122652	0050	Duplicate AP transaction	£50.13	267546	19-Oct-00			
19-Oct-00	0009210022	0050	Duplicate AP transaction	£51.88	235313	19-Oct-00			
24-Oct-00	0010241176	0050	Duplicate AP transaction	£120.14	005424	30-Oct-00			
26-Oct-00	0010260328	0050	Duplicate AP transaction	£262.67	228907	01-Nov-00			
26-Oct-00	0010253422	0050	Duplicate AP transaction	£289.67	195327	31-Oct-00			
31-Oct-00	0010270593	0050	Duplicate AP transaction	£90.00	382238	31-Oct-00			

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Date Received	HSH Reference	Class Code	Class Description	Exception Value	FAD	Date Cleared by PW	Agreed Closure Date	Comments	TP REF
04-Oct-00	00010041046	0058	Mandatory transaction column is missing / null	£100.00	016007	04-Oct-00			
10-Oct-00	0010101088	0058	Mandatory transaction column is missing / null	£37.72	004208	17-Oct-00			
13-Oct-00	0010130946	0058	Mandatory transaction column is missing / null	£23.56	364230	19-Oct-00			
18-Oct-00	0010180672	0058	Mandatory transaction column is missing / null	£37,702.48	145114	23-Oct-00			
24-Oct-00	0010041046	0058	Mandatory transaction column is missing / null	£100.00	016007	24-Oct-00			
24-Oct-00	0010241183	0058	Mandatory transaction column is missing / null	£29.97	414511	24-Oct-00			
25-Oct-00	0010051241	0058	Mandatory transaction column is missing / null	£2.01	009006	25-Oct-00			
26-Oct-00	0010261735	0058	Mandatory transaction column is missing / null	£20.00	014504	30-Oct-00			

Date Received	HSH Reference	Class Code	Class Description	Exception Value	FAD	Date Cleared by PW	Agreed Closure Date	Comments	TP REF
11-Oct-00	0010111214	0060	APS reconciliation error	£54.53	390329	12-Oct-00			

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Date Received	HSH Reference	Class Code	Class Description	Exception Value	FAD	Date Cleared By PW	Agreed Closure Date	Comments	TP REF
01-Sep-00	0009010853	0019	Receipts and Payments do not balance (migration)	£26.62	287406	01-Sep-00			
25-Aug-00	0008250766	0019	Receipts and Payments do not balance (migration)	£0.40	104002	04-Sep-00			
15-Sep-00	0009151220	0019	Receipts and Payments do not balance (migration)	£9.20	051005	15-Sep-00			
15-Sep-00	0009151210	0019	Receipts and Payments do not balance (migration)	£194.23	082006	18-Sep-00			
15-Sep-00	0009151276	0019	Receipts and Payments do not balance (migration)	£482.66	072128	19-Sep-00			
19-Sep-00	0009191404	0019	Receipts and Payments do not balance (migration)	£7,600.00	051010	19-Sep-00			
25-Sep-00	0009221517	0019	Receipts and Payments do not balance (migration)	£68.00	194552	25-Sep-00			
25-Sep-00	0009221525	0019	Receipts and Payments do not balance (migration)	£11.70	226552	25-Sep-00			
25-Sep-00	0009221526	0019	Receipts and Payments do not balance (migration)	£194.40	257539	25-Sep-00			
25-Sep-00	0009250930	0019	Receipts and Payments do not balance (migration)	£7.43	005004	25-Sep-00			

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Date Received	HSH Reference	Class Code	Class Description	Exception Value	FAD	Date Cleared By PW	Agreed Closure Date	Comments	TP REF
25-Sep-00	0009221589	0019	Receipts and Payments do not balance (migration)	£30.00	190552	25-Sep-00			
29-Sep-00	0009290656	0019	Receipts and Payments do not balance (migration)	£4.32	371614	29-Sep-00			
29-Sep-00	0009290665	0019	Receipts and Payments do not balance (migration)	£5,000.00	120033	29-Sep-00			
29-Sep-00	0009290667	0019	Receipts and Payments do not balance (migration)	£102.47	144033	29-Sep-00			

Date Received	HSH Reference	Class Code	Class Description	Exception Value	FAD	Date Cleared By PW	Agreed Closure Date	Comments	TP REF
01-Sep-00	0009010801	0020	Receipts and Payments do not balance (post migration)	£8,002.50	016003	04-Sep-00			
15-Sep-00	0009151252	0020	Receipts and Payments do not balance (post migration)	£670.00	018020	18-Sep-00			

Date Received	HSH Reference	Class Code	Class Description	Exception Value	FAD	Date Cleared By PW	Agreed Closure Date	Comments	TP REF
04-Sep-00	0009042226	0044	Transaction(s) polled by TIP but not by HAPS	-£20.00		18-Sep-00			
11-Sep-00	0009112391	044	Transaction(s) polled by TIP but not by HAPS	£-102.00				Re-instated on request from PON	
14-Sep-00	0009140725	0044	Transaction(s) polled by TIP but not by HAPS	£4,733.27		21-Sep-00			

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Date Received	HSH Reference	Class Code	Class Description	Exception Value	FAD	Date Cleared By PW	Agreed Closure Date	Comments	TP REF
18-Sep-00	0009181204	0044	Transaction(s) polled by TIP but not by HAPS	£11,212.97		25-Sep-00			
19-Sep-00	0009192302	0044	Transaction(s) polled by TIP but not by HAPS	£9,642.91		26-Sep-00			
20-Sep-00	0009200833	0044	Transaction(s) polled by TIP but not by HAPS	£3,592.19		27-Sep-00			
21-Sep-00	0009212227	0044	Transaction(s) polled by TIP but not by HAPS	£20.00		28-Sep-00			
22-Sep-00	0009220544	044	Transaction(s) polled by TIP but not by HAPS	£2,824.21				Re-instated on request from PON	

Date Received	HSH Reference	Class Code	Class Description	Exception Value	FAD	Date Cleared By PW	Agreed Closure Date	Comments	TP REF
29-Aug-00	0008292322	0045	Transaction(s) polled by HAPS but not by TIP	£6,384.98	051008	06-Sep-00			
01-Sep-00	0009011008	0045	Transaction(s) polled by HAPS but not by TIP	£83.00		19-Sep-00			
19-Sep-00	0009192199	0045	Transaction(s) polled by HAPS but not by TIP	£3,794.19		20-Sep-00			
21-Sep-00	0009211204	0045	Transaction(s) polled by HAPS but not by TIP	£2,182.23		28-Sep-00			
28-Sep-00	0009280977	0045	Transaction(s) polled by HAPS but not by TIP	£121.31		29-Sep-00			

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Date Received	HSH Reference	Class Code	Class Description	Exception Value	FAD	Date Cleared By PW	Agreed Closure Date	Comments	TP REF
04-Sep-00	0009040477	0050	Duplicate AP transaction	£64.95	197242	04-Sep-00			
30-Aug-00	0008302901	0050	Duplicate AP transaction	£10.00	274136	06-Sep-00			
08-Sep-00	0009062898	0050	Duplicate AP transaction	£75.28	164247	08-Sep-00			
18-Sep-00	0009182308	0050	Duplicate AP transaction	£81.97	383632	19-Sep-00			

Date Received	HSH Reference	Class Code	Class Description	Exception Value	FAD	Date Cleared By PW	Agreed Closure Date	Comments	TP REF
01-Sep-00	0009010494	0058	Mandatory transaction column is missing / null			01-Sep-00			
12-Sep-00	0009120193	0058	Mandatory transaction column is missing / null	£31.16	142023	12-Sep-00			
19-Sep-00	0009151104	0058	Mandatory transaction column is missing / null	-£119,731.90	299642	19-Sep-00			
19-Sep-00	0009151096	0058	Mandatory transaction column is missing / null	£10.00	079130	19-Sep-00			
19-Sep-00	0009151097	0058	Mandatory transaction column is missing / null	£21.57	398422	19-Sep-00			

Date Received	HSH Reference	Class Code	Class Description	Exception Value	FAD	Date Cleared By PW	Agreed Closure Date	Comments	TP REF
05-Sep-00	0009050817	0059	APS validation error			05-Sep-00			
14-Sep-00	0009141978	0059	APS validation error			14-Sep-00			

Date Received	HSH Reference	Class Code	Class Description	Exception Value	FAD	Date Cleared By PW	Agreed Closure Date	Comments	TP REF
01-Sep-00	0009010760	0060	APS reconciliation error	£19.95		04-Sep-00			

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Date Received	HSH Reference	Class Code	Class Description	Exception Value	FAD	Date Cleared By PW	Agreed Closure Date	Comments	TP REF
07-Sep-00	0009071200	0060	APS reconciliation error	£57.00		07-Sep-00			
11-Sep-00	0009112377	0060	APS reconciliation error	£0.00		15-Sep-00			
12-Sep-00	0009120948	0060	APS reconciliation error	£0.00		15-Sep-00			
05-Sep-00	0009050876	0060	APS reconciliation error	-£13.00		15-Sep-00			
08-Sep-00	0009081651	0060	APS reconciliation error	£0.00		15-Sep-00			
08-Sep-00	0009081671	0060	APS reconciliation error	£102.00		15-Sep-00			
14-Sep-00	0009141963	0060	APS reconciliation error	£0.00		15-Sep-00			
18-Sep-00	0009181190	0060	APS reconciliation error	-£145.00		20-Sep-00			
18-Sep-00	0009181171	0060	APS reconciliation error	£61.99		20-Sep-00			
19-Sep-00	0009192265	0060	APS reconciliation error	£0.00		20-Sep-00			
22-Sep-00	0008292528	0060	APS reconciliation error	£0.00		28-Sep-00			

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Date Received	HSH Reference	Class Code	Class Description	Exception Value	FAD	Date Cleared by PW	Agreed Closure Date	Comments	TP REF
18-Aug-00	0008180846	0018	Customer / Client enquiry	£0.00	348632	18-Aug-00			

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Date Received	HSH Reference	Class Code	Class Description	Exception Value	FAD	Date Cleared by PW	Agreed Closure Date	Comments	TP REF
31-Jul-00	0007281874	0019	Receipts and Payments do not balance (migration)	£93.75	265406	01-Aug-00			
31-Jul-00	0007281907	0019	Receipts and Payments do not balance (migration)	£7,362.72	148013	01-Aug-00			
31-Jul-00	0007281912	0019	Receipts and Payments do not balance (migration)	£2,236.34	150013	01-Aug-00			
11-Aug-00	0008110387	0019	Receipts and Payments do not balance (migration)	£35,114.00	358427	11-Aug-00			
25-Aug-00	0008250749	0019	Receipts and Payments do not balance (migration)	£44.81	218518	25-Aug-00			
25-Aug-00	0008250753	0019	Receipts and Payments do not balance (migration)	£60.00	233406	25-Aug-00			
25-Aug-00	0008250756	0019	Receipts and Payments do not balance (migration)	£6,290.68	219518	25-Aug-00			
25-Aug-00	0008250768	0019	Receipts and Payments do not balance (migration)	£4,607.32	106002	25-Aug-00			
25-Aug-00	0008250775	0019	Receipts and Payments do not balance (migration)	£3.00	151002	25-Aug-00			
25-Aug-00	0008250761	0019	Receipts and Payments do not balance (migration)	£59,940.82	392549	25-Aug-00			
25-Aug-00	0008250777	0019	Receipts and Payments do not balance (migration)	£2,119.00	160002	25-Aug-00			
25-Aug-00	0008250767	0019	Receipts and Payments do not balance (migration)	£8,050.09	105002	25-Aug-00			
25-Aug-00	0008250778	0019	Receipts and Payments do not balance (migration)	-£500.00	007002	29-Aug-00			
25-Aug-00	0008250758	0019	Receipts and Payments do not balance (migration)	£198.65	363549	30-Aug-00			
25-Aug-00	0008250783	0019	Receipts and Payments do not balance (migration)	-£8,002.50	016003	31-Aug-00			

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Date Received	HSH Reference	Class Code	Class Description	Exception Value	FAD	Date Cleared by PW	Agreed Closure Date	Comments	TP REF
24-Aug-00	0008241377	0020	Receipts and Payments do not balance (post migration)	£3,656.02	180820	25-Aug-00			
25-Aug-00	0008250784	0020	Receipts and Payments do not balance (post migration)	-£116,619.84	131820	29-Aug-00			
29-Aug-00	0008290570	0020	Receipts and Payments do not balance (post migration)	-£36.85	209548	31-Aug-00			
Date Received	HSH Reference	Class Code	Class Description	Exception Value	FAD	Date Cleared by PW	Agreed Closure Date	Comments	TP REF
31-Aug-00	0008311777	0044	Transaction(s) polled by TIP but not by HAPS	£8,666.17		31-Aug-00			
Date Received	HSH Reference	Class Code	Class Description	Exception Value	FAD	Date Cleared by PW	Agreed Closure Date	Comments	TP REF
21-Aug-00	0008210043	0050	Duplicate AP transaction	£14.20	128844	21-Aug-00			
23-Aug-00	0008232533	0050	Duplicate AP transaction	£52.26	348309	29-Aug-00			
Date Received	HSH Reference	Class Code	Class Description	Exception Value	FAD	Date Cleared by PW	Agreed Closure Date	Comments	TP REF
09-Aug-00	0008091311	0058	Mandatory transaction column is missing / null	£26.00	169327	09-Aug-00			
31-Aug-00	0008300525	0058	Mandatory transaction column is missing / null	£0.00		31-Aug-00			
31-Aug-00	0008310736	0058	Mandatory transaction column is missing / null	£0.00		31-Aug-00			

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5. NOVEMBER 2000 - KEY INCIDENTS REQUIRING DISCUSSION

BIMS Reference	Summary	Recommendation
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None		
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